

ScottMadden Shares Key Characteristics of Top Performing HR Shared Services Organizations

ATLANTA, GA – (February 27, 2018) – ScottMadden, Inc., a general management consulting firm, recently partnered with the American Productivity & Quality Center (APQC) to conduct a webinar focused on analysis from its HR Shared Services Benchmarking Study. In this session, ScottMadden shared highlights from the fifth cycle of its human resources shared services (HRSS) benchmarking study conducted with APQC. This multi-year study focuses exclusively on HRSS organizations with service centers and centers of expertise.

How do you identify top performing HR SSOs and why does it matter? Once you identify performance gaps, what do you do next? What can you expect as your organization matures? [Courtney Jackson](#) and [Karen Hilton](#), partners at ScottMadden, addressed these questions and more while demonstrating how the industry performs on key metrics.

“Our study has consistently found four key characteristics that result in top performing HR shared services organizations, including: 1) optimizing structure and governance, 2) removing administrative field HR work, 3) leveraging technology, and 4) focusing on customer satisfaction and performance,” explained Mrs. Jackson.

“Our Top Performer Analysis shows that those shared services organizations that have employed a continuous improvement approach achieve significant cost and operational benefits over their peers. This, in turn, allows them to more effectively serve the businesses they support,” added Mrs. Hilton.

To download a copy of the webinar presentation or recording, please [click here](#). Access is complimentary to AQPC members. To become a member, please [click here](#).

To take part in the next cycle of this complimentary benchmarking study or to receive highlights or more information, please contact us directly at info@scottmadden.com. All study participants will receive a detailed report of all metrics and qualitative results.

About ScottMadden’s Corporate & Shared Services Practice

ScottMadden has been a pioneer in corporate and shared services since the practice began decades ago. Our Corporate & Shared Services practice has completed more than 1,600 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients span a variety of industries from entertainment to energy to high tech. Examples of our projects include business case development, shared services design, and shared services build support and implementation.

About ScottMadden, Inc.

ScottMadden is the management consulting firm that does what it takes to get it done right. Our practice areas include Energy, Clean Tech & Sustainability, Corporate & Shared Services, Grid Transformation, and Rates, Regulation, & Planning. We deliver a broad array of consulting services ranging from strategic planning through implementation across many industries,

business units, and functions. To learn more, visit www.scottmadden.com | [Twitter](#) | [Facebook](#) | [LinkedIn](#).

###

Media contact:

Mary Tew

marytew@scottmadden.com

919-781-4191