

ScottMadden to Examine Key Factors for Improving HR Shared Services Effectiveness

ATLANTA, GA – (May 15, 2018) – ScottMadden, Inc., a general management consulting firm, will join industry leaders as a presenter at SSON’s [HR Shared Services & Outsourcing Summit](#) taking place May 21–23 at The Drake – A Hilton Hotel in Chicago, IL. This event will provide the invaluable know-how needed to make world-class service a differentiator in your HR shared services organization.

Continuous improvement is important for enabling success of your HR shared services operation (SSO). How do you ensure you are making progress toward your long-term goals for shared services? [Courtney Jackson](#) and [Trish Ferris](#), partners at ScottMadden, will lead the pre-conference workshop, “Getting from Good to Great – A Framework for Assessing and Improving Your SSO Effectiveness.” This workshop will cover a framework that can help SSOs determine if their operations are aligned with leading practices, and if not, how to get there.

[Karen Hilton](#), partner at ScottMadden, and [Scott Manning](#), partner and corporate & shared services practice lead, will discuss the benchmarks for leading SSOs in their presentation entitled, “Top Performing HR Shared Services Organizations—What Sets Them Apart?” This discussion will examine key takeaways from ScottMadden’s HR Shared Services Benchmarking Study, including the characteristics of top performers.

“Both sessions will focus on ways that you can improve your HR SSOs. Benchmarking is one of the many ways you can identify areas for improvement, and focusing on ongoing effectiveness is critical to the long-term success of any shared services model,” shares Mrs. Hilton.

For more information on how ScottMadden can help you reach shared services success, [contact us](#).

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](#)

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Media contact:

Mary Tew

marytew@scottmadden.com

919-714-7628