

ScottMadden Pulls the Levers for Improved Shared Services Effectiveness: Identifying Performance Gaps and Next Steps

ATLANTA, GA – (June 6, 2018) – ScottMadden, Inc., a general management consulting firm, recently joined industry leaders as a presenter at SSON’s HR Shared Services & Outsourcing Summit. This event provided a unique platform to connect with all levels of shared services practitioners (beginner to mature) and review leading practices.

Continuous improvement is important for enabling success of your HR shared services operation (SSO). But, how do you ensure you are making progress toward your long-term goals for shared services? During the event, [Courtney Jackson](#) and [Trish Ferris](#), partners at ScottMadden, reviewed a framework to help SSOs determine if their operations are aligned with leading practices, and if not, how to get there.

“Regardless of your maturity, opportunities exist to take your SSO to the next level. Top-performing SSOs have significantly better staffing ratios, including their employee service centers,” explains Ms. Jackson. “ScottMadden’s Assessment Area Framework allows you to assess your shared services effectiveness and identify next steps for improvement. Proper prioritization and planning will allow you to develop a phased implementation plan to achieve real improvements,” adds Ms. Ferris.

Additionally, [Karen Hilton](#), partner at ScottMadden, examined key takeaways from ScottMadden’s custom HR Shared Services Benchmarking Study, including the characteristics of top-performing SSOs. [Request a copy of the highlight report](#) to see what we have learned from the data and how it can help you prioritize areas for improvement.

“Benchmarking is one way to identify performance gaps and can be paired with other tools and approaches to determine the right actions to take to advance your organization’s performance,” says Mrs. Hilton.

For more information on how ScottMadden can help you understand the levers to improve your effectiveness, please [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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