

## ScottMadden Explores Next-Generation Concepts for Advancing Shared Services Operations: Getting from Good to Great

**ATLANTA, GA – (October 4, 2018)** – ScottMadden, Inc., one of North America’s leading general management consulting firms specializing in shared services, recently joined industry leaders as a sponsor and presenter at SSON’s Shared Services & Outsourcing Week California event. The conference offered a unique platform for attendees to learn the latest on multifunction shared services, global business services, and intelligent automation (IA).

Many companies have transformed their service delivery models and are now looking to improve and optimize services and meet changing business needs. But, what’s the next step? According to ScottMadden’s benchmarking analysis and research, there are four key areas that move organizations from good to great:

1. Refining business operations governance, work alignment, and structure
2. Optimizing processes and building a culture of continuous improvement
3. Leveraging technology for service delivery
4. Focusing on customer satisfaction and performance

During the event, [Trish Ferris](#) and [Trey Robinson](#), partners at ScottMadden, and Adithya Mathai, director at ScottMadden, reviewed next-generation concepts and adding value within a manageable framework. “Advancing shared services operations starts with refining everyday thinking and continues with cultivating employee engagement and culture,” explains Ms. Ferris. Mr. Robinson adds, “We are seeing leading companies expand and improve their shared services operations through innovative technologies like robotic process automation (RPA) and artificial intelligence, while remembering that the customer experience is paramount.”

“We continue to see growing value applying RPA to shared services projects and building more formal IA programs. It is also evident that workforce skills will need to evolve to better handle advanced automation technology and expanded scope, such as legal services,” adds [Brad DeMent](#), partner at ScottMadden and event chair.

For more information about advancing shared services operations or ScottMadden’s Shared Services Performance Accelerator, 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 1,700 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](http://www.scottmadden.com) | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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