

## ScottMadden Provides Strategies for Shared Services Success at SSON's Shared Services & Outsourcing Week 2019

**ATLANTA, GA – (March 5, 2019)** – ScottMadden, Inc., a general management consulting firm, will join industry leaders as a sponsor and presenter at SSON's 23<sup>rd</sup> Annual Shared Services & Outsourcing Week (SSOW), being held March 11–14 at Disney's Coronado Springs Resort in Orlando, FL. The event will include valuable pre-conference workshops from the ScottMadden team, providing powerful insight that will help you navigate your shared services journey.

Courtney Jackson, Trish Ferris, and Jerred Crosby, partners at ScottMadden, will address the must-haves for shared services success and explore the most common implementation pitfalls to keep you ahead of the curve. Their workshop, "Shared Services 101: Setting A Course for Success and Avoiding Possible Pitfalls," will focus on creating and implementing a clear strategy, building a detailed business case, using a phased implementation approach, and maintaining a focus on customer experience, all of which are critical to the success of a new shared services operation.

Additionally, Trey Robinson, Kim Davenport, and Honorio Padrón, partners at ScottMadden, will dive into non-traditional, next-generation concepts in their interactive session, "Shared Services 2.0: The Next Frontier for Shared Services Operations." What's next for maturing shared services operations? How do you increase your offerings in a manageable framework? This workshop will help you rethink your traditional model of shared services by exploring strategies to boost value in your organization.

"We are on the verge of fundamental shifts in our shared services models. New automation has changed key processes that have held fast for decades, and we must now harvest new skills that have never been a part of shared services," says Brad DeMent, finance practice leader at ScottMadden and SSOW conference chair. "For some, this has already happened, and for others, it will happen over the next few years. As we enter a new era of shared services digitalization, SSOW offers a unique platform to stay current on changing models, new automation possibilities, and the next-generation workforce."

For information related to our insights, laying the groundwork for shared services success, or improving your operations, 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 energy to healthcare to higher education to retail. Examples of our projects include business case development, shared services design, shared services build and implementation, and shared services improvement.

### 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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