

ScottMadden Uncovers Strategies to Boost Shared Services Value at SSON's Shared Services & Outsourcing Week 2019

ATLANTA, GA – (March 26, 2019) – ScottMadden, Inc., a general management consulting firm, recently sponsored and presented at SSON's 23rd Annual Shared Services & Outsourcing Week (SSOW). The event included valuable pre-conference workshops from the ScottMadden team, providing powerful insight that helps shared services leaders navigate their journey.

Courtney Jackson, Trish Ferris, and Jerred Crosby, partners at ScottMadden, uncovered the must-haves for shared services success and explored the most common implementation pitfalls. Their 101 workshop focused 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, explored non-traditional, next-generation concepts in their 2.0 workshop. This session addressed the top two questions every executive asks when rethinking their traditional shared services model: What's next for our maturing shared services operations and how do we increase our offerings in a manageable framework?

"During this event, more than 900 attendees witnessed how technology continues to transform the face of our traditional shared services operation models. New global business service footprints, different business process outsourcing offerings, U.S. and European centers of expertise growth, altered blockchain processes, digital vs. manual customer service, entry of new SSO skill sets, and more. The SSOW conference continues to ensure that we don't become 'dinosaurs,' and we encourage attendees to consider at least one new project to push through approval, pilot, and implementation in the current year," says Brad DeMent, finance practice leader at ScottMadden and SSOW conference chair.

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 | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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