

ScottMadden Partners with Cedars-Sinai and ServiceNow to Host Webinar Focused on Transforming HR for the Future

Reimagining the People Experience at Cedars-Sinai

ATLANTA, GA – (April 18, 2019) – ScottMadden, Inc., a general management consulting firm, is partnering with ServiceNow to host a complimentary webinar to discuss an HR transformation for Cedars-Sinai, a leading healthcare organization. This session, being held Tuesday, April 30, 2019 from 1pm – 2pm EDT, provides a unique opportunity to hear Cedars-Sinai’s journey to a new HR shared services delivery model.

A nonprofit academic healthcare organization started in 1902, Cedars-Sinai’s 15,000+ employees provide world-class healthcare to more than one million people each year in the Los Angeles community and beyond. To better serve its employees, the HR team realized it needed a smarter, more efficient approach to HR service delivery—one that mirrored its excellence in healthcare.

A growing trend in the healthcare industry, organizations are recognizing more than ever the value of centralizing essential functions (e.g., HR, IT, Finance, etc.) into a shared services model to streamline service delivery, enhance the employee experience, and develop an infrastructure prepared to grow with the organization.

With its more than 100-year history, Cedars-Sinai needed a balanced solution that streamlined processes and provided self-service options, while maintaining a human presence throughout the employee lifecycle. Our shared services experts collaborated closely with the HR teams and key stakeholders across Cedars-Sinai, addressing concerns and customizing solutions that worked for everyone. At the heart of it all, was a relentless pursuit of a quality employee experience.

During this webinar, attendees will discover how Cedars-Sinai launched a new HR shared services model to shift from manual processes to a new service experience that delivered self-service and drove operational efficiency, while enabling human interactions at critical touch-points. Join Derek Reisinger, executive director of HR operations at Cedars-Sinai, Brad Cauthen, director at ScottMadden, and Sunita Khatri, senior manager of HR product marketing at ServiceNow, to gain insights on how Cedars-Sinai:

- Defined a vision for HR service delivery and the people’s experience
- Transitioned from manual processes to automation
- Used a “storefront” model to humanize service delivery
- Leveraged technology to deliver HR services and improve self-service

“We’re excited to highlight Cedars-Sinai’s journey thus far and their continued path to excellence. Specifically, we will share the innovative ways that employees can engage with HR, some of the new self-service options available, and how a mobile workforce can access information when and where they need it. While there’s still work to be done, it’s a pleasure to be a part of Cedars-

Sinai's journey and witness the evolution of a better people experience," says Brad Cauthen, director at ScottMadden and webinar presenter.

"The HR team at Cedars-Sinai was highly committed to the pursuit of the service delivery vision, all while addressing and protecting what is unique about Cedars-Sinai. With this initial foundation in place, the HR team is positioned to take things to the next level and pursue broader HR outcomes for the organization," adds [Jerred Crosby](#), partner at ScottMadden.

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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Media contact:

Mary Tew

marytew@scottmadden.com

919-781-4191