



Shared Services Manager

Measure, Enable and Manage Shared Services

Why Shared Services Manager

Shared Services Manager is a modular solution that allows your organization to understand service demands, measure organizational performance, pass service costs to the customer and plan for the future.

With a low cost of ownership and effective implementation, Shared Services Manager provides a quick return on your investment.

Enable the Management Process

Shared Services Manager provides users with a full range of easy-to-use tools which helps manage the relationship between the various business units within the organization.

eAgreement: Creates and stores Service Level Agreement (SLA) information allowing for online, collaborative agreement creation and sign-off.

FlexABM: Identifies the true costs of all activities and provides decision makers with the analytical tools, models, and methodologies to effectively evaluate business processes.

eBilling: Reviews and distributes bills to clients via paper, e-mail or Internet/ Intranet for services consumed during the billing period, including automated general ledger entries.

Enterprise Scorecard: A responsive and adaptable enterprise-wide performance measurement and management solution which provides decision makers with the tools required to understand the key drivers effecting company performance.

eSurvey: Collects customer feedback on the services provided by the Shared Service organization.

Transform your company into a "business within a business"

- *Increase efficiencies*
- *Reduce costs*
- *Make optimal decisions for optimal performance*



Shared Services Manager

Share Services Manager transforms an organization's operational data into relevant management information.

Flexible Analysis and Reporting

The robust reporting functionality of Shared Services Manager satisfies the needs of users across the organization.

- Flexible drag and drop modeling capabilities
- Comprehensive, easy-to-understand information on all Key Performance Indicators
- Powerful multi-dimensional views of information through the use of Online Analytical Processing (OLAP) data cubes, customizable dashboards, drill-down functionality and user feedback.

Users are able to visually interact with performance data using customizable dashboards, helping them to better understand business-driving factors.

Easy to Deploy

Shared Services Manager is a modular tool kit that can either work with existing infrastructure systems or to create and manage a brand new Shared Services organization.

- Multiple data sources
- Web-based architecture
- Centrally maintained

About Corporate Renaissance Group

Corporate Renaissance Group has been providing innovative business solutions for more than 20 years. As a member of the Microsoft Partner Network, we apply Microsoft technologies to help companies increase efficiency and to improve financial and operational performance.

CRG is a truly global company, headquartered in Ottawa, Canada, with offices in Canada, South Africa, India and the United States.

For more information about Shared Services Manager or CRG, visit www.crgroup.com.



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