

Shared Services: Realize the True Benefits



The Promise of Shared Services

The idea of generating savings and efficiencies through the consolidation of internal services (i.e. HR, Payroll, IT, Accounting, etc.) is highly attractive. However, many companies have found it difficult to effectively move the concept from the drawing board into practice. Or, they have found that the initial benefits were not realized when the solution was implemented.

Where Can Things Go Wrong?

- Strategy development and business case preparation
- Cost allocation and chargeback methodology
- Governance and reporting structures
- Corporate accountability
- Service provision options: in-house vs. outsourced
- Organizational alignment and process design
- Training and change management
- Service level agreements and contract management
- Performance measurement

A Shared Services solution offers a great deal of potential for improved service levels and reduced costs. The secret behind a successful implementation lies in a well-defined strategy, comprehensive analysis, detailed design, and disciplined implementation. The design and implementation must be viewed as an organizational transformation, not simply as a consolidation and cost-cutting exercise.

From Theory To Practice

Successfully designing and implementing a Shared Services solution requires a wide variety of skill sets and experiences. Many consulting companies that offer Shared Services can provide clients with theory and concepts but do not have the skills, practical tools or experience to move initiative through the detailed design process into implementation. Other consulting and accounting companies are often more interested in physically delivering the services (outsourcing) and may not be able to stay objective during analysis and design. Of course, clients are looking for objective consulting support that can help turn theory into practice and implement Shared Services solutions that fully satisfy their business needs.

The Total Solution

The Corporate Renaissance Group solution and services are customized, objective and cost effective.

- Senior practitioners with real-world experience
- Customized tools and methodologies—CRG Shared Services Manager
- An understanding of organizational dynamics and the relationship between people, processes, technology, business performance and business culture
- Complete objectivity
- Straight forward fee structure

Providing the Complete Shared Services Solution

From Concept To Reality

CRG has assembled a team of world-class professionals who can help clients assess, design, implement and operate their Shared Services organization. Our credentials and solutions are unsurpassed by anyone in the consulting industry. At CRG, not only are we easy to work with, we operate on the premise of 100% client “referenceability.”

CRG Areas of Expertise

- Strategy development, governance and accountability
- Business case development
- Activity based costing and activity based management (ABC/M)
- Process, technology and organizational redesign
- Procurement, contractual, legal and service level management
- Performance management
- Project management, risk management and change management

The CRG Approach

First we listen...then we take action. We collaborate with our clients so they know the solution, own the solution and believe in the solution.

Shared Services Manager - Measure, Enable and Manage Shared Services

Shared Services Manager™ is a modular solution that allows organizations to understand service demands, measure organizational performance, pass service costs to the customer and plan for the future. It is the complete measurement and management solution that provides the tools to effectively manage a Shared Services organization.

Shared Services Manager can either work with existing systems or can create and manage a new Shared Service organization. The tool kit allows users to create and store Service Level Agreements (SLAs); to obtain data from existing systems, to calculate and manage the cost of services; to manage the billing process; to implement a balanced scorecard, dashboard reporting engine; and to plan for changes in service levels and budgets.

Visit www.CostManagementProducts.com/SSM/ to learn more about Shared Services Manager.

CRG Experience

The CRG team has successfully worked with public and private sector organizations around the world, helping them improve business performance.

Next Steps

CRG is ready to help you with your shared services initiative. We would appreciate the opportunity to provide you with more information about our team of experts, our services and our lessons learned.

Contact

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