



**ARE YOU READY FOR THE CHALLENGE OF  
NEXT GENERATION SHARED SERVICES,  
BUT DON'T KNOW WHERE TO START? >>**

**HOW DO YOU RATE AGAINST SHARED  
SERVICES BEST PRACTICE?**

**Do you know if you are getting maximum value from your investment?  
Do you have issues and challenges? Do you want to understand what  
best practices are appropriate for you, and develop focused action  
plans to move forward?**

# “VERY POWERFUL OUTPUT FROM A MINIMUM OF INPUT”

John Fields, Head of Financial Control at Abbey

## The issue

You may have some challenges to solve – or be ready for the step to “Next Generation” Shared Services. You want to know what best practices are right for you – and develop focused action plans to move forward.

## Our solution

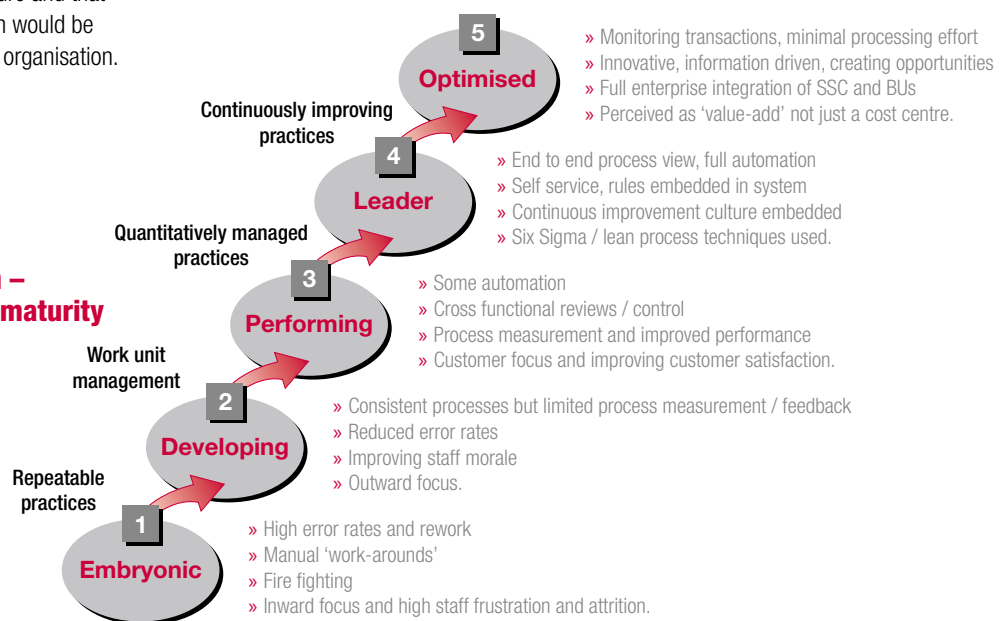
We have compiled over 200 best practices covering 6 areas of Shared Services leadership incorporated in an online QuickScan Shared Services maturity diagnostic. These best practices come from Atos Consulting’s experienced people, with over 100 practitioner-years of Shared Services experience in industry, public services and consulting – real life experience, not from the text book!

The full version takes less than half a day to complete, working with an experienced Shared Services consultant to provide insight and analysis – this is then documented containing your personal action plan.

The graphic below shows the maturity assessment for an example organisation which is currently at the “Performing” stage (level 3). The management team had an ambition to move to “Leader” stage (level 4). Our diagnostic and advice showed that the team needed to instill a continuous improvement culture and that a Six Sigma or Lean approach would be the best choice to realign the organisation.

## Example organisation – position on stages of maturity

Now 65% “Performing”  
Goal 81% “Leader”



## The benefits

You get the benefit of our extensive experience, to take an objective look at the problems and opportunities, in a non-intrusive manner. What you end up with is a credible, independently verified, view of your current position together with prioritised actions which you can take to stakeholders for approval.

## Reasons to choose Atos Consulting

Use Atos Consulting to carry out a more detailed review and jointly develop your action plan, options include:

- > Half-day workshop to complete over 200 questions within the diagnostic tool with your team
- > 6 week assessment including detailed process diagnostics, diagnostic reports and plans for action
- > Benchmarking and performance management - self-assessment online tool providing a full range of benchmark metrics by function and/or process with on-line performance tracking
- > A full range of optimisation solutions – from creating customer service culture through process improvement (including Six Sigma) to leadership and culture development
- > Organisation and process design/ re-design – including off-shoring, outsourcing and scope expansion

- > Technology and systems – upgrades, enhancement, automation, implementation.

Many Shared Services organisations struggle to move out of the “embryonic” and “developing” stages (levels 1-2 on the diagram below). These organisations may be experiencing the following: customer complaints; broken processes; ineffective technology; high staff turnover/poor morale; or other challenges, leading to non-realisation of benefits.

Our experience will help you overcome the challenges. Or if you are already at a higher level, we can stretch your team to aspire to “Leader” and “Optimised”.

## About Atos Consulting

Atos Consulting, the global consulting practice of Atos Origin, is a leading provider of business, process and technology consulting services. With more than 2,500 staff globally, it focuses on delivering proven, pragmatic solutions to the telecom, manufacturing, financial services and public sectors.

## Contact

For further information please visit our website: [www.aosharedservices.com](http://www.aosharedservices.com) or email: [sharedservices@atosorigin.com](mailto:sharedservices@atosorigin.com)