



# Excellent opportunities for organisations

**S**hared services functions give excellent opportunities to organisations. One of the dilemmas in designing the new service is should everyone be located in the same office? Or is the service one that is fully integrated in process design and the overall management structure only?

For some of the functions within the shared service, the win will be taking out transactional processes to allow greater focus on strategic issues. But functions such as payroll appear to be wholly transactional so will there still be the opportunity to develop their strategy? And who is going to develop the strategy for the shared services? Will this service have the recognition that it should, and be included in the early stages of new projects or initiatives?

For every project where Finance, HR, Payroll, Administration, or Facilities Management (depending on the mix of service functions) are invited to participate, then shared services should be included, not just because of potential impact on the service but because they can add value, solutions and opportunities.

And when this shared services function is set up, what consideration is given to staff training? Are new skill sets needed? How will the team interact?

In a time of change for all involved, there

may be resistance – not just the teams but also the managers who fear a loss of control and empowerment. In fact their new role will be just as empowered but working cross functionally, and their technical knowledge and skills are equally as valuable.

A new structure, new systems and procedures and new teams need careful planning and implementation – key to a successful service and one that can continue to improve.

Where the shared service is across more than one organisation, these considerations are complicated by the merging of more than one organisation's culture. Naturally concerns are raised that one organisation will get the 'upper hand' and 'get things their way' especially if they are an early adopter of the service or are the largest partner. With the right planning and project structure, these concerns should be unfounded.

Either scenario will be delivered successfully where transformational change support is part of the project

Effective communication with the shared services users and the shared services teams is where Paris and Parks has a unique offering working in conjunction with our sister organisation Free2Change.

These established consultancies work with organisations to:

- Develop user requirements
- Map and review processes and procedures
- Design and implement solutions
- Develop service level agreements
- Provide project management and guidance
- Provide transformational and change support
- Team development
- Management and leadership development

We will work with you to ensure you make the changes necessary to keep the service focused and not succumb to stress which will be self defeating. Support can be given to a group or on a one to one basis.

Having an understanding of multi environments and cultures gives us the ability to act quickly and work with you to provide intelligent solutions and give fast results. After-care is important and we provide continuing support and reviews to ensure your organisation can continue to evolve and change as its customers and stakeholders requirements change.

**For further information please contact Yvette Lamidey on 07770 752535, e-mail [yvette@parisandparks.com](mailto:yvette@parisandparks.com) or go to our website [www.parisandparks.com](http://www.parisandparks.com) and our new website [www.free2change.com](http://www.free2change.com).**