

Summary:

Much has been and is being written and said about Shared Services. It is very much the topic of the moment, but what should you believe? With increasing pressure to reduce costs and provide a better and better service, the need to be able to gain full benefit from efficient and effective Shared Services increases. However, such an approach is often very different from traditional ways of working and there are many challenges to overcome. This workshop will help you get behind the headlines and rhetoric so you can meet these challenges with a clear plan of action and increased confidence in your success.

This Workshop Will Enable You To:

- Understand the key issues inside and outside the Service Centre
- Able to create a Business Strategy for Shared Services Enable you to build a platform to outsource and NOT give all the benefit to the outsourcer
- Understand the value of a service centre to the enterprise
- How to get the Technology Suppliers to help you build your solution BEFORE you place an order!

Contents Will Include:

- The key issues to be addressed
 - before implementing Shared Services
 - while implementing a Shared Service Centre
 - after go-live
- The pros and cons of outsourcing and in-sourcing
- Case studies of different approaches
- The skills required and appropriate learning and development opportunities for those managing and working within the Centre
- The key questions to ask of a technology supplier
- How to monitor effectiveness
- The future of Shared Service Centres
- What to keep and what to outsource – how to decide
- Career management for Service Centre Employees
- The relationships between all parts of the IT Org model
- Metrics
- How to decide on the right Technology solution

Workshop Details:

The price is £480 + VAT (570 Euros) per person. Discounts are available for multiple bookings.

To book your place, please email Karen.Morrison@develop-global.com, and for more information, please call Shirley on +44(0)7740 737739.