



# Analytics for Shared Services

## The three-minute guide



Don't squint. Select the full-screen option to view at full size.





Why it matters now

### **You may be sitting on a treasure trove**

Many companies are already reaping the more obvious benefits of a shared service center—improved efficiency and control, deeper support for business units, and freedom that allows people across the enterprise to focus on what they do best.

But there's more potential value hidden under the surface. The vast number of transactions processed by a shared service center holds clues that can lead to improved performance, greater compliance, and competitive advantage.

What's needed is the ability to mine that data to extract the potential insights it holds captive.

# Why analytics for shared services

### **Make a good thing better**

Analytics can shine a light on potential improvements within the four walls of the shared service center. What process change could decrease call center hold time? Which transaction type is driving up costs? Whose performance is lagging?

### **Gain a bird's eye view**

Shared service center data touches the entire enterprise—employees, vendors, customers, and partners. Analytics can highlight potential fraud or regulatory noncompliance. Pinpoint customers headed for financial trouble. Single out hiring practices that undermine employee retention. And more.

### **Spread the wealth**

Marketing, Finance, and HR all crave analytic insights, but few functional areas can afford their own data mining operation. As a provider of analytic services, the shared service center's investments in tools, people, and processes can benefit the entire enterprise.

# The benefits



### **Cross the divide**

A shared service center can pull data from across the enterprise, providing the detailed understanding needed to help solve complex problems.

### **Move from hindsight to foresight**

Analytics can help managers anticipate and prepare for likely future scenarios, in addition to reporting and analyzing historical data.

### **Lower costs and risks**

Organizations gain a powerful tool for combating fraud, uncovering intentional and unintentional policy and regulatory noncompliance, and improving operational efficiency.

### **Provide more value**

Locating analytics within a shared service organization can benefit the entire enterprise.

# What to do now

### **Look within first**

Begin developing your organization's capabilities by using analytics to identify operational improvements within the shared service center. Offer analytic services to other areas of the enterprise after you master the basics.

### **Ask value-driven questions**

Focus your analytic lens on finding ways to grow revenue, lower costs, or improve products and services.

### **Start with “what” before moving on to “how”**

Encourage managers to clearly identify the problem they want to solve—and let analysts suggest how to effectively mine the data for solutions.

Time's up



### **One for all**

If analytic insight could help functional areas across your enterprise, it's worth considering a shared service center as its home. To learn more about how to get your analytics initiative off to a smart start, please contact:

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