



Shared services center customer perceptions

Getting recognition for what you do

Key insights from Deloitte's 2014 Voice of the Customer and Voice of the Shared Services Leader surveys

Perception of dissatisfaction

Shared services center (SSC) leaders tend to hold an overly pessimistic view of their customers' actual satisfaction rates.



Perception of service value

SSC leaders generally assume their customers have a higher level of satisfaction for the value of SSC services.



Quality perception

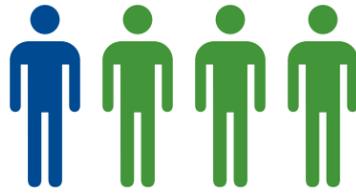
SSC leaders and SSC customers share positive views of service quality.



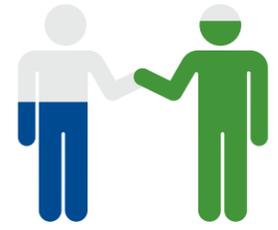
Service management

Meaningful customer engagement is the key to delivering consistently high levels of customer satisfaction.

75% "Above average" customer satisfaction level with a survey



25% "Above average" customer satisfaction level without a survey



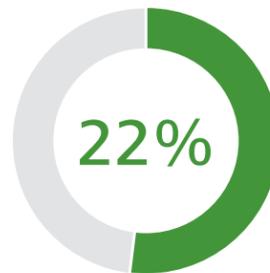
58% 93%

SSC cost control "average" or higher level without GPO

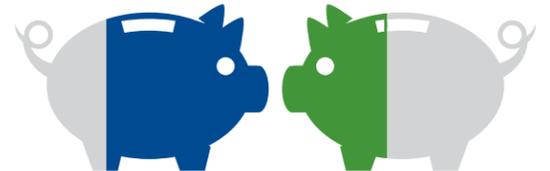
SSC cost control "average" or higher level with a GPO

Cost perception

About half of customers reported they were highly satisfied with SSC effectiveness in controlling overall costs.



22% of customers believe costs have increased since the implementation of shared services



76% 48%

SSC leader's perceived level of "very satisfactory" shared services ability to control costs

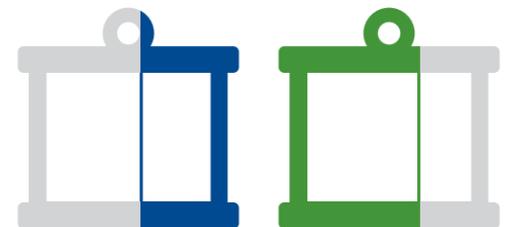
Actual level of "very satisfactory" customer perception of the ability of shared services to control costs.

Perception of metrics

Customers surveyed about metrics are generally more satisfied with the information provided.



3-5 is the preferred number of metrics per category



46% 65%

of non-surveyed customers rate the metrics value as "effective"

of surveyed customers rate the metrics value as "effective"

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