



Beware of IT Shared Services Show Stoppers: Ignore These At Your Budget's Peril

1) Uncertain How Changes May Affect Your Customers:

have you considered service levels that must be met for both internal & external customers? Could revenue or cash collection defibrillation occur during migration? How will customers be apprised of the changes? What steps will you take to prevent disruption?

2) **Unsure About Model Options:** is the work flow best set up using a centralized hub? Regionalized locations? Center of excellence? Hybrid model? Joint-venture? On/Off/Near-shore impacts?

3) **Unclear About Ways of Defining and Measuring Success:** how are you going to measure service level agreements? Service quality? Response & migration times? Cost savings? Where is the baseline? What benchmarking is effective?

4) **Unconsolidated IT platforms:** has your team already consolidated software applications? How will you migrate legacy users?? How do you stop rogue platforms from proliferating?

5) **Opaque Organizational Alignment:** how will the reporting structure be defined? Where are the lines drawn for building budgets, compensating excellent work, and providing training?

6) **Need Best Practices for RFX Development:** is the organization in tune with where to get the most viable responses and options? How will you manage the whole contracts negotiation process? How do you stop rogue platforms from proliferating?

7) **Outsourcing - Viable Option:** can a third-party get the work completed better / cheaper / faster? Do you need a contingency for peak demand overflow? How will you manage supplier relationships?

8) **Migration proficiency from Point A to B:** does your team have the expertise to seamlessly migrate complex data to a supplier, or back in-house? Hardware and redundancies? Is the excess bandwidth available without disrupting the supply chain or finance?

9) **Organization Prone to Insular Behavior and Fiercely-Defended Boundaries:** is there a track record of defending territory, traditional hierarchies, and status quo? Will additional handoff points in a Shared Services model add risk of missing service levels and creating internal divisiveness?

10) **Non-Existent Feasibility Analysis:** what feasibility studies and employee surveys have been conducted to bolster the theory of Shared Services being the right fit for your organization? What are the parameters of cost and benefits for implementing the various Shared Services models?

11) **Your Executive Team Cannot Crisply Articulate Expected Outcomes:** what does the future state look like? How is life going to be more cost-effective, demand-driven, and less frustrating for your team with Shared Services?

12) **Unwillingness to Take a Long View:** are you really more interested in a cost-out exercise and less interested in a global business transformation? Are you confident IT can be run as a demand-sensing business rather than continue the march as a fragmented band of technology-focused subject matter experts?



Let's explore your options. Contact us to learn more about what it takes to successfully stand up a customized Shared Services program