

# IMPROVED PROCESSES WITH SHARED SERVICES

High Tech Case Study

## THE CLIENT CHALLENGE

In a move focused on growing its portfolio of products, a successful global high-tech manufacturer had acquired a number of related companies in the technology field. **The new acquisitions brought additional capacity, but they also brought numerous redundant processes.**

Most notably, the one organization now had 25 payroll systems, all requiring manpower and tech investments.

In order to streamline operations and reduce costs, the client decided to implement a shared services strategy, beginning with consolidating the acquired company's payroll processes into a new shared services center. But which shared services option would deliver the best solution, and how would it be implemented? That's where North Highland came in.

## THE SOLUTION

North Highland developed a detailed, well-researched RFP, taking into account the best practices from each independent payroll system. North Highland then led the client team through solution design, configuration, testing, process re-engineering and change management.

These were not simple tasks. The acquisitions had inherently created a tumultuous internal environment filled with change. But because of North Highland's strong leadership throughout the process the team was able to garner trust from all areas of the organization.

**THE CLIENT DECIDED TO IMPLEMENT A SHARED SERVICES STRATEGY, BEGINNING WITH CONSOLIDATING ALL PAYROLL PROCESSES INTO A NEW SHARED SERVICES CENTER. BUT WHICH SHARED SERVICES OPTION WOULD DELIVER THE BEST SOLUTION? THAT'S WHERE NORTH HIGHLAND CAME IN.**

## THE VALUE

North Highland led the launch of the company's shared services center and first consolidated business process. The launch took place on schedule with half the headcount and half the processing costs, successfully migrating 25 payrolls into one that connects its employees and better serves its customers.

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## ABOUT NORTH HIGHLAND

North Highland is a global management consulting firm that delivers unique value, relevant big ideas and strategic business capabilities to clients around the world. The firm solves complex business problems for clients in multiple industries through an integrated approach and offers specialty services via its Data and Analytics, Managed Services, and Sparks Grove divisions. North Highland is an employee-owned firm that has been named as a "Best Firm to Work For" every year since 2007 by Consulting Magazine. The firm is a member of Cordence Worldwide ([www.cordenceworldwide.com](http://www.cordenceworldwide.com)), a global management consulting alliance. For more information, visit [northhighland.com](http://northhighland.com) and connect with us on [LinkedIn](#), [Twitter](#) and [Facebook](#).

**BECAUSE OF  
NORTH HIGHLAND'S  
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THROUGHOUT  
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