

## 2024 WINNERS

### ABOUT THE PROVIDER

ScottMadden consultants bring invaluable expertise to every phase of shared services implementation, guiding Booz Allen from strategic assessment to the launch of a new operating model. They prioritize leading best practices and understand the gradual progress required for a mature shared services organization. Through their partnership, they've steered Booz Allen towards that future state with the company's best interests in mind.

During the design and implementation of the Booz Allen Delivery Hub, ScottMadden consultants have been collaborative partners, addressing concerns while offering candid assessments and insights. They've navigated challenges such as accelerating implementation timelines, optimizing service sequencing, and providing technical depth to enhance organizational support. Their approach ensures alignment with Booz Allen's objectives while delivering impactful solutions.

The partnership between Booz Allen and ScottMadden has proven highly successful, with ScottMadden adeptly balancing firm priorities and stakeholder interests. Their expertise in shared services organization design and implementation was pivotal in gaining buy-in and alignment from leadership, particularly regarding the transition of certain functions to the Delivery Hub. ScottMadden's technical proficiency also played a crucial role, as they identified and addressed system gaps, enhancing Booz Allen's technology infrastructure. With their track record of success, the outlook for the continued flourishing of this partnership is promising.

### SERVICE PROVIDER OF THE YEAR AWARD



### RESULTS



\*Within 8 months of launching the Business Services Team.



## CASE STUDY

### CHALLENGES RESOLVED



#### Transitioning to Insourcing

ScottMadden spearheaded the shift from outsourcing to insourcing, overcoming technology limitations and restructuring the managed services model. This transition ensured greater control over service quality and alignment with Booz Allen's objectives.



#### Establishing an In-Person Model:

ScottMadden facilitated the relocation of teams to establish an in-person model, promoting knowledge-sharing and collaboration. Their support in strategy development, messaging, and employee engagement facilitated a smooth transition and enhanced workplace culture.



#### Deep Process Redesign

ScottMadden led comprehensive process redesign efforts, consolidating inquiries and optimizing operations across various functions. Their expertise in end-to-end process review, stakeholder engagement, and role definition resulted in direct and indirect savings for Booz Allen, driving organizational efficiency and alignment.

Throughout the design and launch of the Booz Allen Delivery Hub, ScottMadden emphasized the importance of monitoring data points and tracking benchmarks to quantify the Business Services team's performance. They identified limited availability and use of key metrics due to technology restrictions with the managed services provider. ScottMadden played a crucial role in identifying the right metrics and stakeholder groups to provide data.

During the launch, establishing baseline metrics for performance comparison was crucial. ScottMadden addressed the issue of high ticket escalations, partnering with the Continuous Improvement team to restructure escalations and reduce resolver groups by almost 50%. This involved effective collaboration with COEs to communicate the importance of restructuring for improved employee support. Additionally, ScottMadden and the Continuous Improvement team reviewed and consolidated over 1,400 knowledge articles, establishing new governance and operations processes.

Within eight months of launching the Business Services Team, they handled 72,000 tickets, achieving a First Call Resolution rate averaging 86.7%, surpassing the industry benchmark goal of 80%. This success was attributed to overhauling the Employee Portal knowledge base and restructuring resolver groups.

