



Shared Services Manager

Delivering Excellence in Human Resources Services

Transform Human Resources into a “business within a business.”

- *Increase efficiencies*
- *Reduce costs*
- *Provide superior service*
- *Make optimal decisions for optimal performance*

Many companies are creating shared service organizations to deliver efficient and effective Human Resources (HR) services to the various internal clients. They want to create a “business within a business” architecture where HR is viewed as a true partner to their internal clients; providing visibility and transparency. These organizations want to measure, analyze, monitor and plan individual services in order to deliver excellence.

Why Shared Services Manager?

Shared Services Manager™ is a modular solution designed for this new approach to deliver HR services. It tracks service costs, measures and reports on performance, creates service agreements, monitors customer satisfaction and provides a fully transparent service bill. It is based on the widely acclaimed CRG Service Management Framework.

Shared Service Manager comes included with an extensive HR service directory that is based on the Process Classification FrameworkSM (PCF) of the American Productivity and Quality Council (APQC). The activities and drivers associated with delivering these HR services have been integrated into Shared Service Manager. There is a great deal of flexibility with Shared Services Manager, all activities and services can be modified to meet the needs of any organization.

Manage the Shared Services Relationship

Shared Services Manager consists of five inter-related modules designed to manage the provision of HR services: FlexABM™, eAgreement, eBilling, Enterprise Scorecard™ and eSurvey.

FlexABM: Identifies the true costs of all services and provides decision makers with the necessary analytical tools, models and methodologies to effectively measure and manage service costs. It connects seamlessly with ERP systems.

eAgreement: Creates and stores Service Level Agreement (SLA) information. It allows for collaborative, web-based SLA creation and sign-off.

eBilling: Creates, reviews and distributes service bills and reports to clients via paper, e-mail, Internet or Intranet for services consumed during the billing period.



Shared Services Manager

Manage the HR Organization:

- *Planning & Budgeting*
- *Service Management*
- *Customer Satisfaction*
- *Performance Management*
- *Visibility & Transparency*

Enterprise Scorecard: A responsive and adaptable enterprise-wide performance measurement and management solution that can store and report service performance metrics, including web-based dashboards.

eSurvey: A web-based survey tool that easily collects feedback on the services provided by HR. It can be used to determine a number of other measures including employee engagement and satisfaction.

Flexible Reporting and Analysis

The robust functionality of Shared Services Manager satisfies the needs of users across the organization.

- Comprehensive, easy-to-understand information on all Key Performance Indicators
- Flexible drag and drop modeling capabilities
- Multiple import and export options
- Powerful multi-dimensional views of information through the use of Online Analytical Processing (OLAP) cubes, customizable dashboards, drill-down functionality and user feedback

Users are able to visually interact with performance data using customizable dashboards.

Easy to Deploy

Shared Services Manager is a modular toolkit that can work with existing infrastructure systems to create and manage a brand new shared services organization.

- Multiple data sources
- Web-based architecture
- Centrally maintained

About Corporate Renaissance Group

Established in 1989, Corporate Renaissance Group (CRG) is a global provider of innovative solutions that drive better business management and performance. With expertise in business management applications, CRG has established itself as a leading provider of solutions that drive operational effectiveness.

CRG, a Microsoft Gold Certified Partner, is headquartered in Ottawa, Canada, with offices in the United States, South Africa and India.

For more information about CRG and Shared Services Manager, please visit www.CostManagementProducts.com/SSM.

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