



# Achieving efficiency through shared services

A shared services approach provides the opportunity to rationalise service costs and creates the opportunity to radically redesign services to meet customer expectations. It is a fundamental reappraisal of the way an organisation does business, and will have significant implications for the whole organisation.

SOLACE Enterprises offers the leadership support and operational expertise to assist its clients achieve this.

## Target Users:

- Public bodies embarking on a shared services initiative, whether internal to the organisation or with partners

## Objectives:

- To achieve the best result in terms of value for money, efficiency and effectiveness
- To manage the change process effectively
- To take an organisation-wide approach

## Managing change:

To manage change, SOLACE Enterprises helps its clients to develop approaches to:

- customer engagement
- perceived loss of sovereignty by board members, councillors and senior management
- potential loss of jobs at all levels
- variations in performance levels and costs
- differences in service delivery
- variations in ICT provision
- disagreement on distribution of savings and opportunities for staff of all partners
- cultural differences between service providers

## SOLACE Enterprises will:

- undertake an initial assessment of the potential to create shared services either within or between organisations
- develop a robust outline business proposition to determine the case for change
- facilitate executive boards and management teams to develop clear objectives and realistic plans to achieve them
- provide programme management

## Facilitation:

Whether it is the creation of a stand-alone or consortium based in-house arrangement, or a relationship with an external private or third sector partner, SOLACE Enterprises' rigorous approach uses clear methodologies underpinned by the knowledge that an integrated attitude to the development of people and systems is the route to performance gain. Our skilled facilitators engage with their clients taking real responsibility to achieve a successful outcome.

For further information please contact the Resource Centre. You can either phone on 0845 601 0649 or email [resource.centre@solaceenterprises.com](mailto:resource.centre@solaceenterprises.com) To find out more about SOLACE Enterprises and our full range of consultancy services see [www.solaceenterprises.com](http://www.solaceenterprises.com)

