



Evolving Your Organization Through Shared Services and Customer Experience

Leverage our Shared Services and Customer Experience (CX) expertise to meet the growing needs of your organization.



Shared Services & Customer Experience

90% of Fortune 500 companies use Shared Services to improve customer experience.¹

At The Clearing, we seek to leverage our Customer Experience (CX) expertise to meet the growing need for Shared Services transformations in both public and private sectors alike. Adopting a Shared Services model with an emphasis on CX has become a valued investment for organizations to grow their customer base, realize cost savings, create efficiencies, and increase the quality of services.



What is Shared Services?

Shared Services is a business model that allows organizations to focus on their core services by transitioning non-core services to business partners.

With a Shared Services approach, organizations receive services from experienced third party providers, complete with high-capacity platforms, who can serve multiple customers in a more cost effective way.

Most importantly, this delivery model provides an avenue for organizations to streamline administrative efforts, allowing employees to focus on achieving their core mission.



An Evolving Story: Why This, Why Now?

By establishing a Shared Services model, the federal government has the potential to save up to **\$2 billion** over the next 10 years.²

In December 2021, the Executive Order on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government was signed, directing Government leaders to account for the experiences of the public in seeking Government services. This order will significantly elevate the integration of Customer Experience into all aspects of Federal Agency operations and partnerships.

While a Shared Services model may be more cost efficient for organizations, keeping the customer's needs – and expectations – at the forefront is paramount to its success. The biggest challenge agencies face today with establishing a Shared Services model is how best to enroll existing customers utilizing CX best practices. With a focus on both Customer Experience and Shared Services delivery, the Voice of the Customer is brought to the forefront for the most effective transformation of services.

¹ <https://www.tenfold.com/wp-content/uploads/2017/09Contact-Center-Management-Whitepaper.pdf>

² <https://www.gao.gov/products/gao-19-94>

How The Clearing Approaches Service Delivery Transformation

The Clearing understands that adopting a Shared Services model is not as simple as signing a contract. It represents a journey and a shift in the way an organization operates. As such, we work alongside senior leadership and operational staff to determine the opportunities and challenges associated with Shared Services adoption and the Customer Experience through that journey.

Our Approach



Human-Centric

Pursuing Shared Services can create uncertainty.

We help to surface these concerns and provide productive avenues for ensuring that they are resolved.



Culture Focused

A shift to Shared Services can greatly impact employee roles and necessitate a partnership-based management approach.

We help organizations adapt to the changes and establish a peak performance culture.



Customizable

We recognize there is no one-size-fits-all approach to Shared Services adoption.

We develop a collaborative approach that works best for each organization.



How The Clearing Implements Shared Services Delivery Models

STEP

1

Readiness Assessment

As an organization moves toward adopting a Shared Services model, we convene a series of intentionally designed conversations with stakeholders to uncover the critical components of the current state and the desired future state.

STEP

2

Adoption Strategy

After we evaluate the organization's current state through stakeholder interviews, we identify the organizational challenges and opportunities that stem from Shared Services to determine the next steps.

STEP

3

Implementation and Sustained Performance

We help anticipate, manage, and defuse the risks and constraints associated with the change. Throughout our engagement, we ensure that all our methods and approaches are tailored to the organization.

Case Study: Transforming Hiring Through Customer Experience at a Large Federal Agency

The Challenge

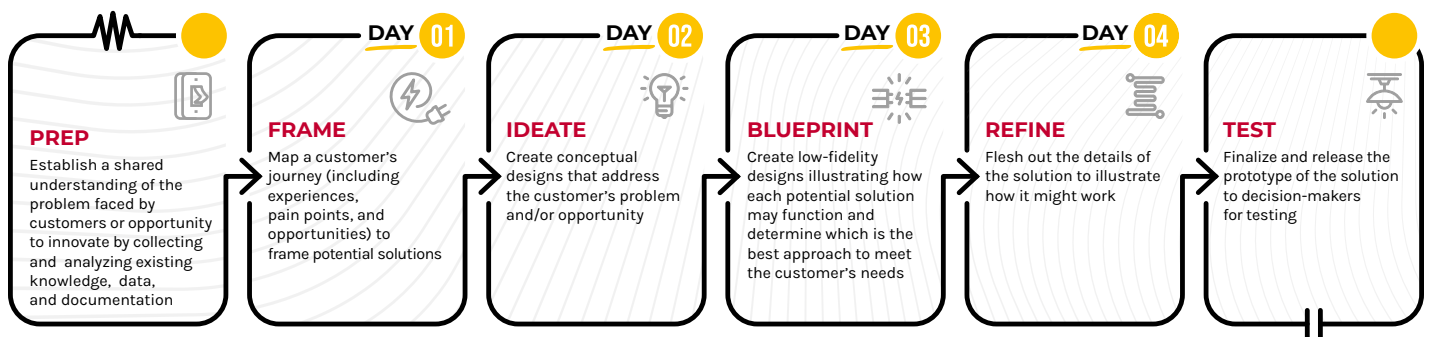
An organizational **Readiness Assessment** at a large federal agency revealed significant opportunities to improve the hiring process. The Agency was also faced with a federal mandate to reduce the Time-to-Hire from a historical average of over 90 days down to under 70 days within one year, and down to 45 days within 5 years.

The Approach

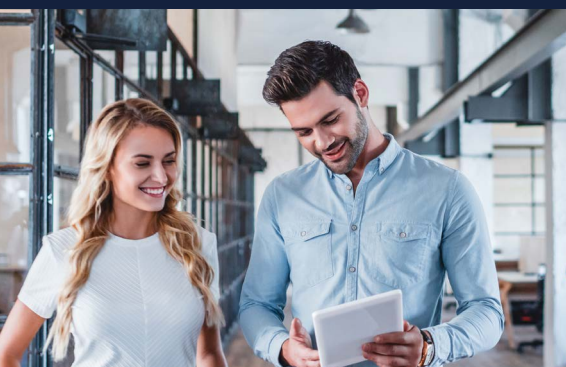
Customer and performance data revealed the hiring process to be a pain point for stakeholders, as well as a significant opportunity for the organization to improve to distinguish its services from competition. After quantifying identified pain points and opportunities, The Clearing was able to pinpoint which parts of the hiring process needed most attention. The Clearing then leveraged its proprietary rapid prototyping methodology, the AMPERIAN CYCLE® to design a hiring process that addressed the identified pain points and opportunities in an effort to outline an **Adoption Strategy**.

The Results

The Clearing worked with the Agency to implement a Hiring Pilot that resulted in a hiring process that was nearly **30% faster**, reduced operational silos, increased process standardization and transparency, as well as improved communication with customers and accountability.



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The Clearing utilized its proprietary rapid prototyping approach, **AMPERIAN CYCLE®**, to create tangible, impactful service solutions that address customer needs within a 5-day period. This approach allows our clients to drive superior Customer Experience, transform outdated processes, anticipate future customer needs, and re-imagine the way operations are conducted. In this case, our client implemented a customer-and-services-focused Hiring Pilot that achieved a 30-percent improvement in the agency's time-to-hire statistics. The figure above illustrates this process.

At The Clearing, we view the AMPERIAN CYCLE® as an iterative process. Following the outcomes of a successful Hiring Pilot program, our team engaged with stakeholders from the Pilot (i.e., employee and customer participants) to determine successes and identify areas of continued growth to ensure **Implementation and Sustained Performance**.

In that spirit, The Clearing continued our engagement with the Agency, their customers, and other federal business process experts to deliver a Business **Process Redesign (BPR)**. We leveraged authenticated best hiring practices across the federal government and private sector, as well as significant data analytics to provide the Agency with a thorough BPR. The data included clear performance and cost analysis to educate Agency stakeholders on their successes and to identify needed improvements that redefined the art of possibility for the future. Ultimately, The BPR provided the Agency with applicable recommendations that allowed them to take direct, immediate action in order to improve their hiring process.

Our Shared Services Team

Our Shared Services managing directors have over **50 years** of government and international experience implementing Shared Service delivery models. We have a best-in-class roster of partnerships with industry vendors and we can partner with the industry vendors of your choice.

Our team of experts at The Clearing will work closely with your organization to stand up an efficient Shared Services Model that is relevant to your customers. When combined with the right CX principle and best practices, Shared Services models accomplish the following outcomes:



Enable customers to be informed and empowered to address their own needs



Increase customer value by optimizing services and products



Helps to drive organizational performance improvements, accountability, transparency, and trust

Who We Are

The Clearing is a boutique professional services management consultancy that partners with top leaders as they address strategic and operational opportunities or risks in an intentional, time-bound, and human-centered way.




Inspired by the idea of creating “clearings” to tackle critical challenges, consulting veterans Chris McGoff and John Miller founded The Clearing in 2009. Today, we apply our people-first approach to change and transformation in service of leaders working to solve society’s most complex problems.



Interested in learning more about how The Clearing can help you implement a Shared Services model at your organization?

Contact us today to talk with our team of experts on the next steps for your agency.

Ready to Chat?

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