



Evolving Contact Centers Through Shared Services and Customer Experience

Leverage our Contact Center stand-up expertise to meet the growing needs of your agency's customers.

Our Position on Contact Centers

At The Clearing, we seek to leverage our Customer Experience (CX) and Contact Center expertise to meet the growing need for Shared Services transformations in both public and private sectors alike. Adopting a Contact Center has become a necessary investment for organizations to grow their customer base and to offer valued services.

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

What is Shared Services?

Shared Services is a new business model that allows federal agencies to share resources across the federal government.

With a Shared Services approach, customer 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 more on achieving their core mission.**



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

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



Within the last two decades, service delivery methods have transitioned from traditional models to a modern multi-tiered system – like that of a Shared Services model. This transition can be attributed to changing workforce demographics; however, employees of all generations have a heightened expectation of tech capabilities in the workplace, like mobile apps and on-demand delivery services. Both customers and employees demand high customer service on top of a high-quality product or service.

While a Shared Services model might be more cost-efficient for the organization, keeping the customer's needs – and expectations – at the forefront is paramount to its success. The biggest challenge federal agencies face today with establishing a Shared Services model is how best to enroll existing customers. Through the establishment of a Contact Center, customers have a direct line to the organization and directly engage with the organization Customer Experience (CX) brand.

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.

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.



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

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.

Our Shared Services Team

Our Shared Services managing directors have **over 50 years** of government and international experience implementing Shared Service delivery models and standing up Contact Centers. 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 Contact Center for your customers. A Contact Center enables customers to be informed and empowered to address their needs, increases customer value by optimizing services and products, and 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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