



Shared Services

Learn how The Clearing can help your agency implement a Shared Services delivery model

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. Specifically, Shared Services integrates people, processes, and technology to increase effectiveness and efficiency of business processes.

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

By establishing a shared services model, the federal government has the potential to save up to \$2 billion over the next 10 years¹

While the motivation to shift to Shared Services is clear, the road to adoption is not always easy. Delivering this capability with excellence requires building trusted business partnerships in which the service provider and customer are focused on the same outcome - better service at a lower cost. Along with the technical complexity of ensuring system and business process interoperability, Shared Services adoption also has a high degree of social complexity. This major shift requires a well-considered approach to mitigate the associated risks.



¹<https://www.gao.gov/products/gao-19-94>

Our Approach

The Clearing understands that adopting a Shared Services model is not as simple as signing a contract. It represents a journey and 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. We collaborate with you to determine a specific strategy and achievable timeframe developed within the construct of your agency or organization.



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

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



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.

Questions to Consider When Developing a Shared Services Strategy:



What is driving the transition to a Shared Services model?



What opportunities are available through moving to a Shared Services model?



What are the realities of your current state?



What about the current way of operating must be preserved through any change?

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 learn more.

**Ready
to Chat?**

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