



**We Help Services Organizations  
Get Better At What They Do**

### ***The Challenge***

Shared Services organizations within technology companies, such as the IT department or software development, are facing new pressures including technology disruption, rapidly changing internal client support patterns, alternative forms of service delivery (e.g. outsourcing or cloud providers), labor issues and more adding up to a challenging environment for the business of shared services.

As a result, effectively developing and delivering quality Shared Services has become a critical component for success of the enterprise.

### ***The Solution***

RTM Consulting has developed its Shared Services offerings to help technology companies assess, develop and deliver the value-added shared services capabilities required for market success.

By partnering with RTM Consulting, you can accelerate time to value, avoid surprises and unnecessary investments, optimize labor and other support related costs and achieve the capability and capacity you need to maintain a competitive edge.

#### **Contact Us:**

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## **Shared Services Practice**

**Our mission is to help consulting, professional and support services organizations get better at what they do**

### **Who We Are**

RTM Consulting provides strategic and operational advisory services to technology companies and other industries to assist them in increasing revenues and growing margins by leveraging consulting, professional and support services more effectively.

### **Shared Services – Our Approach**

RTM Consulting uses our deep consulting expertise to compare and contrast your operation with industry best practices and results. Equipped with these valuable insights, RTMC can help you build an appropriate solution to a particular business problem, or an operations-wide business transformation plan to help your Shared Services operation become best in class and accelerate time to value. Some ways RTMC can help you:

- ▶ **Learn how to effectively manage the deployment and use of internal resources (human capital) with our best in class Just-in-Time Resourcing® solutions**
- ▶ **Build world class Project/Program management capabilities to better control time, scope, cost and quality of your internal projects**
- ▶ **Determine the right investments, infrastructure, and tools to support the various processes necessary for your shared service operation**
- ▶ **Build an overall effective and efficient operational model**
- ▶ **Establish the leadership and governance needed to ensure ongoing success**
- ▶ **Provide skills development and training targeted at your specific needs**