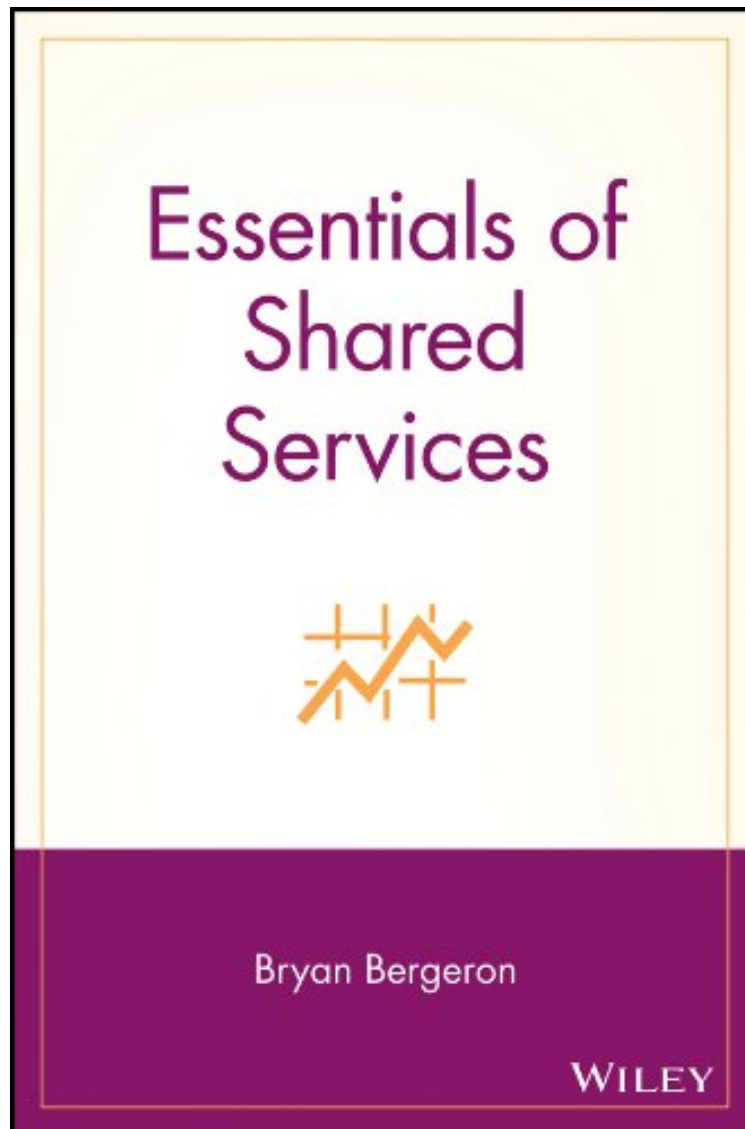


(Library ebook) Essentials of Shared Services (Essentials Series)

## Essentials of Shared Services (Essentials Series)

*Bryan Bergeron*

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**Bryan Bergeron : Essentials of Shared Services (Essentials Series)** before purchasing it in order to gage whether or not it would be worth my time, and all praised Essentials of Shared Services (Essentials Series):

0 of 0 people found the following review helpful. the quality of binding is very bad, and I am afraid that the book will ...By Han Baoqingthe quality of binding is very bad, and I am afraid that the book will break down before I complete the reading. I want to apply returning/replacement policy but i can't afford to wait for such long time. It is very bad experience. I attach the pictures I took for your reference.8 of 8 people found the following review helpful. More of a Primer than a guide on How-ToBy J. BransfieldBased on the editorial reviews I had high hopes for this book. However it is more of a primer discussing some of the issues that surround the topic of shared services than how-to.

The really tough decisions involving shared services are how to evaluate the potential programs to take on, how to integrate and manage the portfolio across the functional silos (i.e., finance, HR, real estate, supply chain, and IT), how to govern the shared services organization, and how to balance customer satisfaction with cost efficiencies. Unfortunately this book is not helpful in dealing with these issues. So if you are a newbie trying to find out what shared services is all about you may find this book helpful. But if you are a manager who has been charged with implementing a shared services function, there isn't much help here. 3 of 4 people found the following review helpful. Good overview of business models

By A Customer I'm an MBA student and picked up this book to learn more about shared services. Turns out there's a lot to know. But what I came away with was a better appreciation for the various business models out there. The book does a good job of comparing and contrasting the various centralized and decentralized ways of conducting business in corporate America, using real-world companies as examples. In short, I was pleasantly surprised. It'll stay on my bookshelf.

What works, why it works, and how to evaluate a shared services program

Shared services, a form of "internal outsourcing," enables corporations to achieve economies of scale by creating a separate entity within the company to perform specific internal services, such as payroll, accounts payable, travel and expense processing, etc. *Essentials of Shared Services* provides a quick, concise overview of shared services fundamentals, bringing senior-level executives up to speed so that they make the right decision. Bryan Bergeron provides a foundation of shared services from a historical, economic, technical, and customer perspective, showing how shared services can impact a corporation's bottom line, both long and short term. He delivers specific recommendations that can be used to establish and manage a shared services effort and includes a variety of examples of programs that work and those that do not.

From the Back Cover \* Learn what shared services is-and is not \* Implementation issues of shared services \* Management challenges of shared services \* Technical aspects of shared services, including enabling information technologies \* Best practices of shared services, including how to evaluate implementations

Full of valuable tips, techniques, illustrative real-world examples, exhibits, and best practices, this handy and concise paperback will help you stay up to date on the newest thinking, strategies, developments, and technologies in shared services. "Shared Services is a business model with which every CEO should be familiar. In today's complex business environment, even if you're not using shared services, you're likely to be serving or being serviced by a company using this model. Bryan Bergeron's book provides a solid, easily absorbed, and practical overview of shared services. It belongs on every CEO's bookshelf." -Aaron Kleiner Co-founder, MIT Enterprise Forum CFO, Kurzweil Technologies, Inc.

About the Author BRYAN BERGERON has spent the last thirty years designing and working with computers and electronics. He teaches at Harvard Medical School and MIT, serves as Editor in Chief of e.MD and technical editor of *Postgraduate Medicine*, and is on the editorial boards of *Healthcare Informatics* and *Perspectives in Biology and Medicine*, among others. He has authored several books on business and technology.