



Shared Services: A Manager's Journey

Daniel C. Melchior

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Praise for Shared Services A Manager's Journey

"In Shared Services: A Manager's Journey, Dan presents the real business cultural challenges along with human factors when taking on such a change in a company's processes. A must-read for any executive, manager, or team member who is considering, decided to, or is already in the process of converting a company from a decentralized organization to a shared services environment."

-Katherine M. Ericsson Vice President of Membership, Project Management Institute of South Florida and director of a project management office, in a shared services environment within the distribution industry

"A how-to/survival guide for those thinking about entering shared services or beginning the journey...for the rest of us, an entertaining look back at our journey both professionally and personally. A great read!"

-Steve K. Stone Senior Vice President and CFO, Newspapers and Shared Services Morris Communications Company

"Over the past fifteen years, I've had the pleasure of working directly with hundreds of companies who are implementing shared services. What is striking is how very different 'real experiences' are from the stories spun by consultants or keynote speakers at conferences. Getting to the 'real truth' of how to put the pieces together will help you keep consulting fees low and the probability of success high. This book is a practical guide created by someone who has been there. It is the truth!"

-Mike Hostetler Managing Director, Shared Services Roundtable Corporate Executive Board

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