

# SSON Analytics launches benchmarking study with top 20 most admired shared services organisations globally

**Singapore, 19 December 2016** - SSON Analytics, the global data analytics centre of the Shared Services & Outsourcing Network (SSON), has today announced the launch of a new benchmarking study with the world's 20 most admired shared services organisations (SSOs).

The study is in response to ongoing demand from SSON members for a reliable source of benchmarking data that provides an aggregated view of best practice metrics achieved by renowned SSOs.

SSON Analytics has identified the top 20 most admired SSOs around the world using a scientific methodology that collated SSON's cross-channel proprietary data from its global community of 120,000 members, and applied a weighting system to the various criteria considered.

Based on these scores, the top 20 most admired shared services organisations in the world for 2017 are (in alphabetical order):

- Akzo Nobel
- ANZ Banking Group
- Ascension Ministry Service Center
- Becton Dickinson
- BP
- Celestica
- Coca-Cola Refreshments
- DHL
- Diageo
- Discovery Communications
- Eli Lilly
- EMC
- Johnson & Johnson
- the Kellogg Company
- Lufthansa Global Business Services
- Marks & Spencer
- PepsiCo
- Rio Tinto
- Schneider Electric
- Vodafone

The first wave of aggregated results will be released in Q1 2017. It will contain both enterprise level and process level benchmarking metrics that include HR, Talent and Culture, Record-to-Report, Procure-to-Pay, Order-to-Cash, Master Data Management, Global Process Ownership, and Robotics Process Automation.

"This study is a hugely valuable new resource for the entire shared services and outsourcing community. Through our data analytics centre, SSON is able to identify the most globally admired SSOs and give much deserved recognition to them. We are delighted to share their aggregated benchmarking data with other SSOs to help address the short supply of reliable and affordable benchmarking data in the industry," said Emma Beaumont, SSON's Managing Director.

Highlights from the aggregated benchmarking data will be presented at SSON's flagship event series, Shared Services & Outsourcing Week, throughout 2017 (held in Orlando, Manchester, Sydney, Singapore, Shanghai, Berlin, and Manila) and online to subscribers of SSON Analytics at [www.sson-analytics.com](http://www.sson-analytics.com).

## About SSON Analytics:

SSON Analytics is the global data analytics centre of the Shared Services & Outsourcing Network (SSON), the world's largest community of shared services, outsourcing and transformation professionals. SSON Analytics offers visual data insights that are simple, accurate, and digestible to the global shared services and outsourcing community.

## About BD

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