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## **Organizational Assessment and Re-Design**

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**Overview**

PCC was retained by the Director of a Massachusetts state agency to identify improvements in both organizational design and business processes related to the charge-back methods employed for the recovery of costs associated with a shared services organization.

**Approach &  
Methodology**

- Conducted interviews and information gathering sessions with senior management and key stakeholders to identify business needs and current issues
- Reviewed critical business processes and functions related to the delivery of and cost allocations of the shared services
- Designed an organizational structure that streamlined the delivery of these services, improved communications within the organizations, and increased the involvement of the business units in the governance of the shared services unit
- Identified and recommended improvements in the reporting, analysis, and distribution of critical financial data in a timely manner to improve the overall management of the organization

**Benefits**

PCC presented an organizational structure that met the needs of the respective business units, each with disparate business goals and objectives, as well as the overarching goals and objectives of the managing business unit. In addition, PCC presented a model to facilitate the preparation, analysis, and distribution of financial information throughout the organization. The project objectives were successfully achieved in a timely, efficient, and consistent manner.