



# Shared Services: A Manager's Journey

*By Daniel C. Melchior Jr.*

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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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## **Shared Services: A Manager's Journey** By Daniel C. Melchior Jr. Bibliography

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## **Editorial Review**

From the Inside Flap

Shared Services  
A Manager's Journey

Having freshly arrived from an established shared services center, Dennis was confident he had the know-how to make a difference at Capp, a lumber business that had mushroomed into a large building materials company, selling everything from lumber to cabinets to plumbing fixtures. Three months ago, he had been tapped to set up and head the shared services division at Capp and couldn't wait to dig into the challenge of setting it up—until, that is, he hit the walls of getting everyone on board with his vision and getting management to agree on where the division should physically be located.

What follows is an eye-opening experience in which, along with our hero, you will witness the pitfalls, triumphs, and lessons learned in the process of implementing and growing a shared services organization. Through Dennis's experience, you will find out why shared services is a proven method to deliver value in the support services field.

Author Daniel Melchior—a leading practitioner of shared services—presents a powerful framework for successfully establishing and running a shared services center. This innovative book:

- Introduces the shared services "vision" and the value-creating opportunities the achievement of shared services can deliver
- Explores and explains the business strategy behind centralizing various business units
- Honestly addresses the full range of issues involved in successful implementation of a shared services operation in your business
- Shows how shared services can create a unified front among business units

Thought-provoking and engaging, *Shared Services: A Manager's Journey* sheds light on how using shared services to perform specific internal services such as payroll, accounts payable, and travel and expense processing can tactically equip your business with a flexible tool for improving processes, generating profits, and reducing costs.

From the Back Cover

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#### About the Author

Daniel Melchior Jr. is Vice President, Business Solutions Group with Southern Wine and Spirits, a wine and spirits distributor in twenty-eight states. He is responsible for the overall management, performance, and budget of the Financial Business Solutions Group that includes 130 employees and supports operations in twenty states. He is the former director of Shared Services, where he was responsible for the day-to-day operations and success of accounts payable, supplier billing, general ledger, payroll, benefits, document management, and supplier billing. To learn more about Dan, visit [www.DanielMelchior.com](http://www.DanielMelchior.com).

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