



Welcome to  
**Ohio Shared Services**

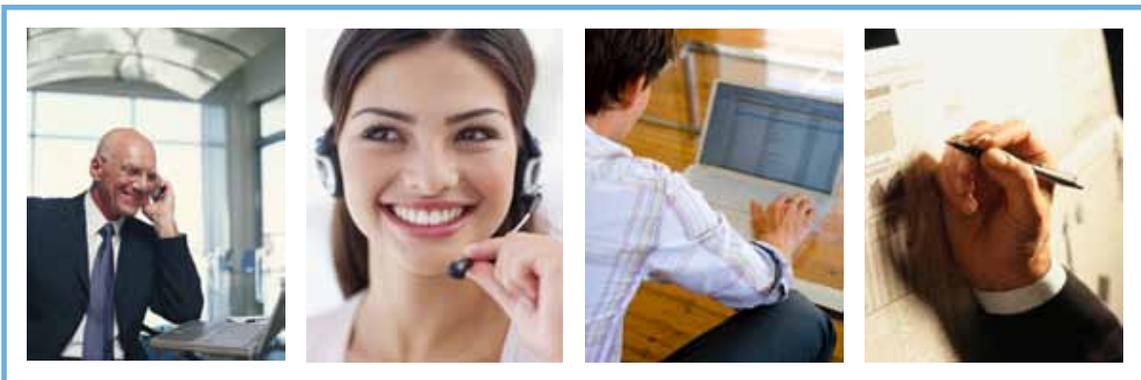




# Welcome to Ohio Shared Services

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# Why the Shared Services Approach?

## In State of Ohio Government

- Studies have shown the state's business processes are effective but not very efficient; state government pays more to process an invoice than high-performance private organizations of similar size and complexity.
- In the next several years, one-third of state employees will become eligible for retirement.
- Economic forecasts suggest little growth in state revenue.

## In the Private Sector

- Shared services have shown to be a more comprehensive and flexible tool for improving processes, managing staff growth, and reducing costs.

## In Ohio Shared Services

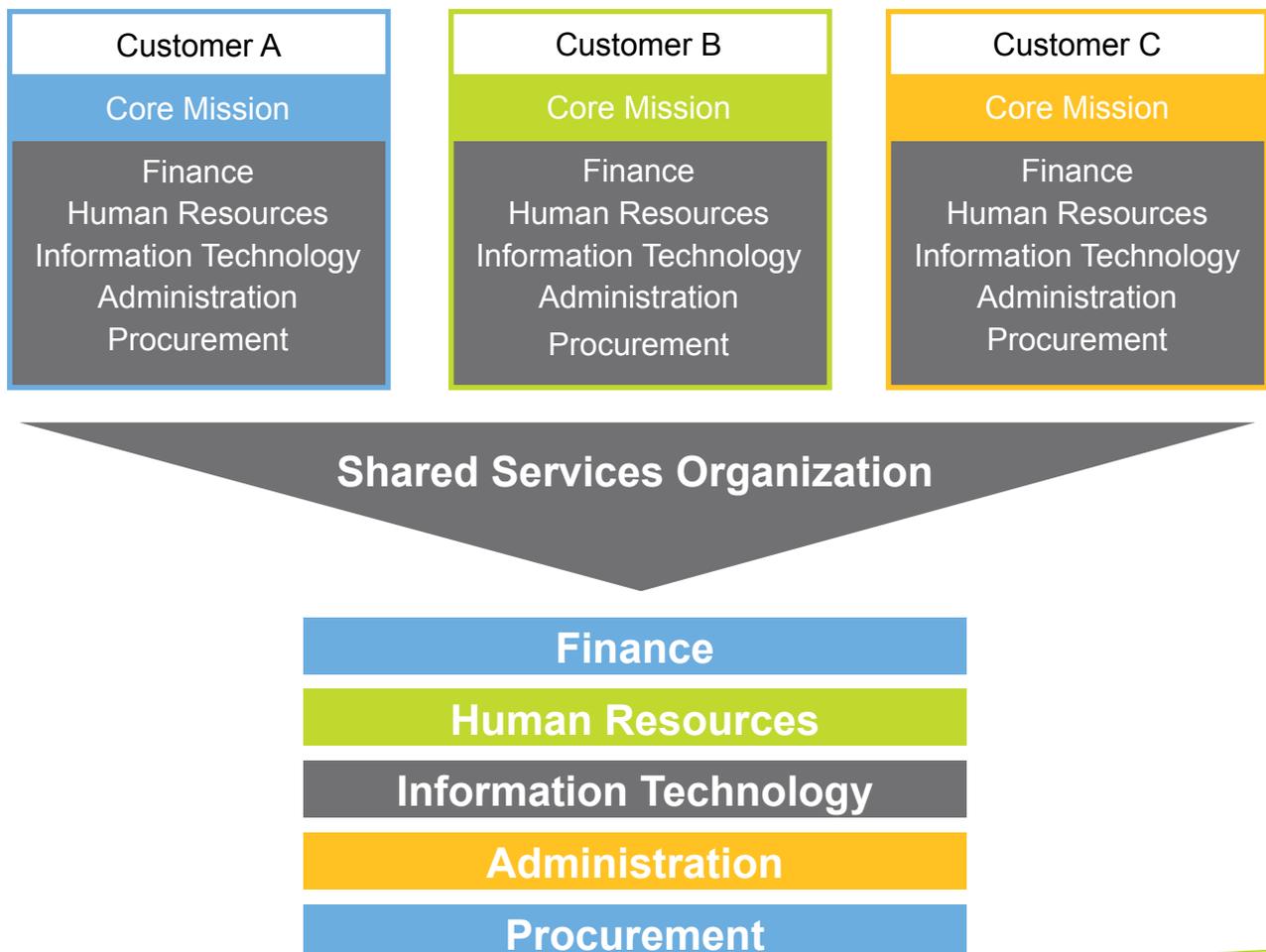
- Work continues to be done by state employees, but centralized in one high-performance organization.
- Cost savings and efficiencies reported by Ohio Shared Services (OSS) eight original agency customers equal \$1.7 million over the first year of operation.
- Cost savings are expected to greatly increase as all cabinet agencies join OSS by FY 2013.

# About Ohio Shared Services

Ohio Shared Services, a division of Ohio's Office of Budget and Management (OBM), processes common administrative transactions for our customers, with an emphasis on customer service.

Ohio Shared Services strength is based on its ability to deliver a single, standardized approach for processing commonly identified transactions. This standardization brings cost savings through efficiencies, thereby enabling our agency customers to focus on their core mission.

*Illustrative*



# Ohio Shared Services Contact Information

Providing our customers with a Service First experience is the way we do business. Listed below is our contact information for general inquiries or, in the event an issue requires escalation:

- After an agency has successfully transitioned to Ohio Shared Services, inquiries or requests will be managed by our Contact Center. The Contact Center is available Monday-Friday, 8:00 a.m. to 5:00 p.m. The Contact Center can be reached at 1.877.644.6771 or by email at [ohiosharedservices@ohio.gov](mailto:ohiosharedservices@ohio.gov).
- All incoming customer inquiries and requests are logged in the Customer Relationship Management (CRM) system and routed to the appropriate staff member for follow up and resolution.
- If the Contact Center is unable to resolve an issue to the agency's satisfaction, the agency may request the case be escalated according to the following escalation path:
  - Functional Area Coach
  - Agency Integration Customer Satisfaction Analyst

## **Additional Contacts**

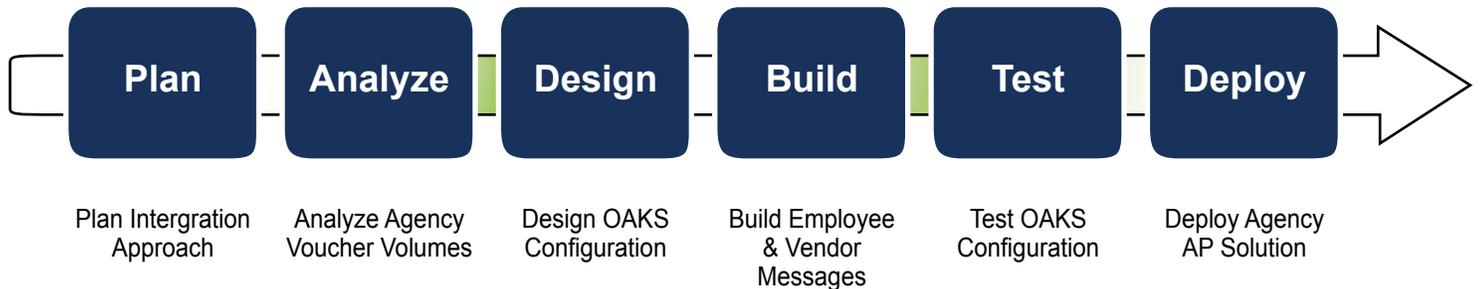
- Sherri Lowe, OSS Support & Services Lead      614.338.4784
- Everett Ross, Deputy Director                      614.338.4798

# Ohio Shared Services Integration Plan

Ohio Shared Services Agency Integration (AI) team works with the customer's transition team throughout a six-phase transition process. This partnership provides a communication bridge between the two organizations and works to identify the transactions to be transitioned to OSS.

AI meets regularly with the customer's transition team to gain an understanding of their processes, and to lay the groundwork for establishing a successful relationship.

Each phase focuses on key processes that enable the transition:



Large implementations are broken down into smaller groups, called waves. These waves are scheduled in advance, based on customer priorities and processing complexities. Each wave is scheduled to be completed within a specific timeframe.

For more information on Agency Integration, visit [ohiosharedservices.ohio.gov](https://ohiosharedservices.ohio.gov)

# Voice of the Customer Program

At Ohio Shared Services, delivering high-quality service with every customer interaction is paramount; and gaining an understanding from the customer's perspective is essential. By focusing on these key elements, and analyzing information obtained through our Voice of the Customer Program (VOC) enables Ohio Shared Services to better serve our customers.

Ohio Shared Services' Voice of the Customer Program is comprised of these components:



The Service Level Agreement (SLA) will be discussed during the transition of the customer's business processes to Ohio Shared Services. More information on the other components are covered here.

# Voice of the Customer Program

## Monthly Customer Reviews

Communication and collaboration with our customers on a regular basis is part of our monthly customer reviews. Each meeting provides an opportunity to understand expectations and strengthen the partnership. Meetings are planned with an agenda and minutes published thereafter.

- Regularly scheduled Customer Relationship meetings
- Quarterly Chief Fiscal Officers (CFO) Advisory Council
- Finance Process Council
- Monthly Service Management Scorecard meetings

## Service Management Scorecards

Metrics provide the ability to monitor key performance indicators (KPIs). By capturing volumes, transaction time, and error rates; metrics identify improvement opportunities; provides financial data; and allow the organization to balance effectiveness and efficiency.

OSS Service Management Scorecards are generated monthly to identify KPIs and the progress of each associated target defined in the signed Service Level Agreement.

# Voice of the Customer Program

## Contact Center Trends

The Ohio Shared Services Contact Center is supported by state-of-the-art technology which provides for comprehensive metrics reporting on productivity, service levels, abandonment rates and more.

## Customer Surveys

Analyzing customer feedback through surveys is another component of our Voice of the Customer Program. Customer Surveys are provided through several channels:

- Completion of a customer relationship management case.
- CFO Advisory Council feedback.
- Distributed on a quarterly basis to our customer base.

Ohio Shared Services is committed to quality, compliance and a strong relationship with audit. Ohio Shared Services' process regarding quality and other strategic matters is shared in our quarterly e-newsletter.

# Frequently Asked Questions

## **What is the mission of Ohio Shared Services?**

OSS is focused on providing excellent service, being easy to do business with, and providing Service First. OSS takes common support processes performed across an organization and merging, streamlining, and automating them to better serve the business as a whole. In partnership with the customer, OSS sets standards of excellent service, which is the core of its mission and documented in the Service Level Agreement.

## **What is standardization?**

It is a single, standardized approach an organization has adopted for specific processes or tasks. For example, by processing an invoice one way rather than multiple ways will create more efficiency and reduce costs.

## **What type of team should I put together to coordinate the transition to Ohio Shared Services?**

Your transition team should consist of key individuals, including staff knowledgeable about the processes transferring to OSS and the structure of the organization.

## **How long does the transition process take?**

The transition timeline is dependent on the volume and complexity of the transactions being transitioned and the structure of the organization. OSS will evaluate and provide a time estimate for each customer individually.

# Frequently Asked Questions (continued)

**Must Ohio Shared Services process all of a customer's transactions?**

No. OSS will focus on processing only the transactions identified and documented during the transition meetings and agreed to in the signed Service Level Agreement.

**What ensures that my transactions are accurately and promptly processed?**

OSS has quality controls and audit processes in place to ensure proper transaction processing.

**How does Ohio Shared Services receive my transactions?**

OSS accepts transaction documentation through the US Mail, electronically by email or fax, or by data transfer.

**How will I be charged for Ohio Shared Services processing my transactions?**

The charges for OSS will be identified and agreed upon in the Service Level Agreement as an amount per transaction cost.

**How do I contact Ohio Shared Services with processing issues?**

OSS has state-of-the art Contact Center support, services, and escalation processes that are built into all transaction processing workflows.

**How can I obtain more information about Ohio Shared Services?**

Please contact Agency Integration at 614.338.4781 or 1.877.OHIOSS1 (1.877.644.6771) or visit our website at <http://ohiosharedservices.ohio.gov>





**Ohio Shared Services**  
Service First  
*a division of OBM*

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**Ohio Shared Services Contact Center**  
Monday-Friday, 8:00 a.m. - 5:00 p.m.

**1.877.644.6771**  
[ohiosharedservices@ohio.gov](mailto:ohiosharedservices@ohio.gov)

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Ohio Shared Services

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