

Shared Services Model

A Concise Guide

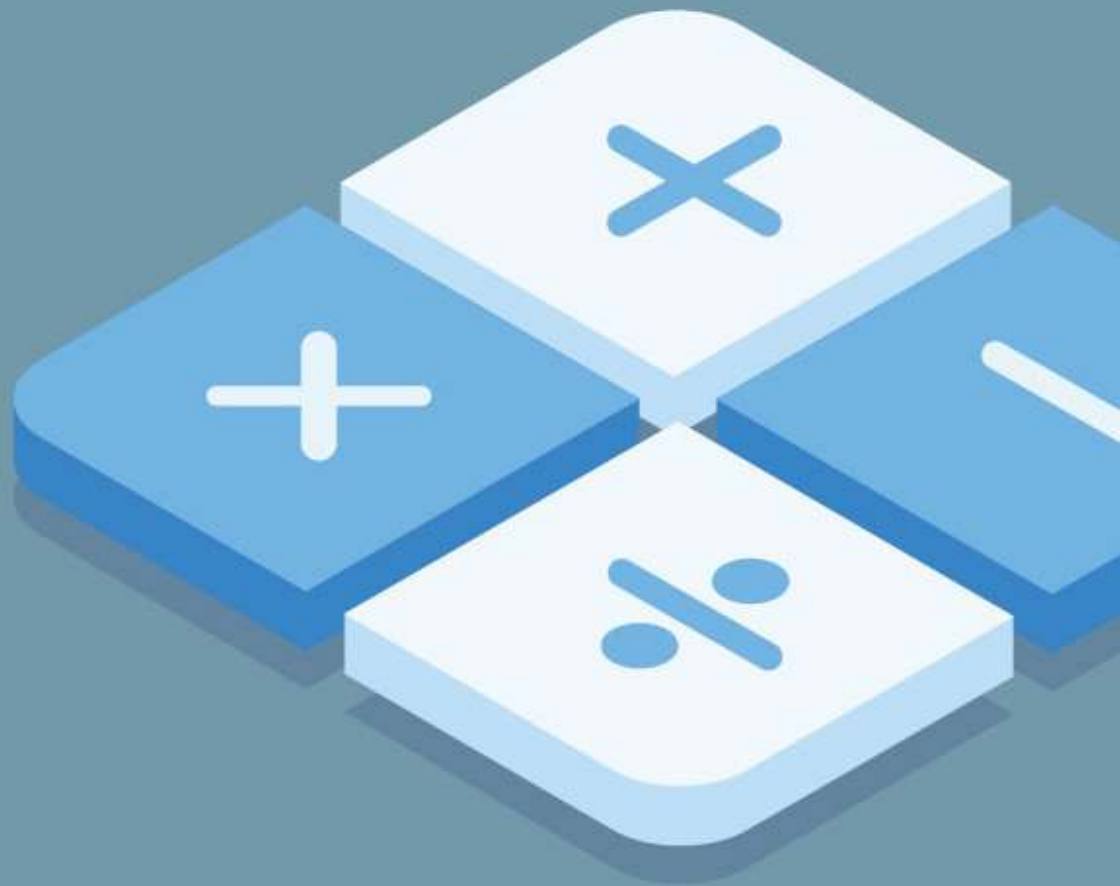


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Introduction

As teams begin to embrace a shared services model, many challenges arise. One such challenge for organizations is finding sufficient resources for maintenance and software development and providing timely support. Some companies have begun using an authority model where IT is managed by an executive team member or management team member with a single point of contact. It's also essential to ensure that the organization is scalable in order to iterate quickly on new ideas and concepts like customer experiences and provide 24/7 service when needed.

Shared services models are appropriate in an organization because a high degree of leverage can be realized by allowing cross-functional teams to excel in their roles. Software development teams can also work more efficiently when a shared services model supports them. Finally, using a shared services model can allow companies to provide value to their users more quickly and with higher quality.

This eBook will show more about the shared services model and provide tips to make this process easier and more efficient. Many organizations fall short in their operations, but by enforcing steps that ensure efficiency and proper documentation through the shared services model, they can have a better outcome for both themselves and the employees.

Disclaimer: I'm not an expert in the shared services model. All the content in this eBook is based on my own understanding and research. If there are any errors that need to be corrected in this eBook, do let me know at hello@alanmythoughts.com.

What Is a Shared Services Model?

A shared services model refers to one or more departments, divisions, or units that have been created to handle a specific set of tasks for the entire organization.

Commonly, these tasks are delegated to help reduce complexity in the workflow.

Shared service models are not limited to only administrative and logistical services but may also include human resources and information technology departments.

A shared services model is one in which the user shares costs with another company.

As a result, the business often keeps the profits, and the end-users share the cost burden.

The idea is also to spread costs over many users, which lowers each individual's overall costs. This kind of model works well with widely used technologies, such as electricity or gas delivery. However, it isn't always possible to share services across a large number of people and still meet demand appropriately. For an analogy, if there are dozens of homes in a building that all want access to a communal laundry room on any given day, this type of model would not be feasible because demand would exceed capability.

The goal of the shared services model is to increase efficiency and reduce cost by adding a few shared services to an organization's operations. The shared services model works best for organizations that have a substantial number of users.

However, it is also beneficial for organizations that want to minimize costs while maintaining sufficient resources.

It is effective when there is little or no competition in the sharing of resources. However, it may be extremely difficult to meet all of your needs if other organizations or cities close by. Still, it can be a very successful model as long as proper planning is done throughout the process.

By restructuring the work processes, organizations can significantly decrease the burden on their team and get back to focusing on their work. The shared services model is a centralization or decentralization method offered by many organizations. The model was created in an effort to reduce costs and increase efficiency.

The shared services model focuses on providing less complex tasks that can be split across multiple teams to decrease the effort needed for each job. This could lead to creating new departments or entire new departments that would focus solely on one task.

Not All Shared Services Organizations Are the Same

The fact is, many shared services models aim to centralize and decentralize an organization.

Some examples of shared services models include:

- Service Provision Model: outsourcing many of the services to a third-party vendor.

- Business Process Re-engineering Model: Hire a professional firm that performs the shared services, to service the entire organization for a relatively modest cost.
- Shared Services International: A model that focuses on centralizing shared services across multiple countries or regions. It is similar to outsourcing in that there are third parties involved. Still, it is different in the fact that it is a collaborative effort between multiple parties from various groups within an organization to ensure all goals and processes are met.
- Controlled Shared Services Model: allows users to choose which parts of their business to outsource while still keeping specific processes in-house and fully controlled by the company. This model is often used for administrative services such as HR and accounting. Shared service companies are then hired to handle these tasks, and the amount of work performed is entirely controllable by the end-user.

This shows that the shared services model can be done in many different ways, and each organization must find the right fit for them.

There are many other ways of implementing a shared services model, but the best way is to put together an efficient plan that will benefit both the company and the employees. The goal is for the employees to have more control as well as more freedom within their departments.

For example, a shared information technology department will not be the same as a shared human resources department. The information technology center would serve any number of IT requirements that an organization might face. In contrast, the human resources center would benefit only a few different types of HR needs.

There are also many factors to consider when creating a shared services model in your company. Some of these factors include:

- Which departments or units should be included?
- What tasks should they perform?
- How would you establish schedules for each task?
- What are the benefits and drawbacks?

Therefore, it's important to remember that shared services models are not the only way to organize a business within the workplace. There are many factors to consider, and it can be beneficial to have an expert willing to help out.

Centralization vs. Shared Services

Sometimes, an organization will feel that the best way to improve efficiency is by centralizing a lot of tasks. For example, certain services may be outsourced in order to share costs or increase efficiency. This can also help reduce the amount of work for every individual and allow each individual to focus on their tasks with increased efficiency and decreased complexity.

Centralized models are often used in healthcare settings where organizations need detailed information from a vast population. This type of model aims to provide resources that will be easily accessible throughout the entire organization so that any needs can be met efficiently and effectively.

There are many advantages to the centralized model; these include:

- The organizations generate administrative costs savings by centralizing and outsourcing many of the services.
- There is less duplication of effort throughout all departments, which means that each department can focus on one task at a time.
- There are fewer employees overall, meaning that there is less wasted time and needless work. This allows for each department to be more efficient, ultimately leading to greater overall efficiency in all departments.

In contrast, shared services models are more focused on providing less complex tasks that can be split across multiple teams, allowing them to decrease the effort needed for each task. However, this can lead to the creation of new departments or entire new departments that would focus solely on one task.

It is important to note that centralized models are not always the best choice for some organizations. Instead, some organizations opt for decentralized models, and this is entirely acceptable as long as they feel that they have something to offer within the department.

Also, both models can work together, and there are multiple combinations and variations of both models that can be implemented effectively within a company. Finally, both models are great when appropriately managed.

In order to ensure that an organization gets the most from its shared services model, it is crucial to consider the advantages and disadvantages that each model has to offer. It can often be challenging to select the best approach for your organization; however, the best choice will usually be determined by considering several factors.

What Are the Benefits of the Shared Services Model?

Shared services model are advantageous in several ways, including:

Reduce Service Delivery Costs

The cost of sending regular mail and information technology services can be considerably reduced. This is because there would be fewer employees, which means less time will be spent on these tasks. It also includes the ability for a company to increase efficiency by decreasing the effort needed for each job while still providing an effective service. In addition, shared services models are often easier to manage than other types of service delivery due to fewer people in each department or unit employed or working in a shared team.

Creates Outsourcing Opportunities

The shared services model can often create opportunities for outsourcing to other companies or businesses as it allows for more control and change in the organizational structure, leading to the ability for a company to adopt more strategies that might not be possible within a single division. With these changes, companies can move on to different avenues of profitability, which may help transform how they operate their business and how others view them.

Better Department Reorganizations

A shared services model can be beneficial by reorganizing departments to allow for different organizational strategies to be adopted. With this type of model, organizations will find that it is much easier to pursue other avenues of profitability and explore new ideas for how they want their business and marketing strategy to look. It also leads to the creation of new departments, which are focused on one task only. This means that employees within these departments will have fewer responsibilities than in other models.

Encourage Shared Responsibility and Configuration Management

When an organization decides to adopt a shared services model, it will often have several departments or units that will be shared among employees. One of the most common benefits is that it encourages employees across multiple sections of an organization to share responsibility for tasks and achieve more efficient decision-making processes.

In addition, suppose these types of models are correctly implemented. In that case, there is a greater chance for the effort and time needed for each task to decrease while simultaneously giving the employee less responsibilities in their typical workday.

Free up Time and Resources

The shared services model can help to free up time and resources in an organization. Shared services models allow for the allocation of tasks to be diminished as well as the responsibilities that employees have. With this model, employees will have more time and resources to dedicate to each task. This increased efficiency allows for a more incredible opportunity for profits, utilization of possibilities, and more significant innovation within micro-units or departments of an organizational structure.

Benefits at the Operational Level

The benefit of the shared services model is that it is often easier to manage than other service models due to fewer people in each department or unit employed or working in a shared unit. The shared services model can also lead to the creation of new departments or entire new departments that would focus solely on one task. It allows for more control and change in organizational structure, leading to better opportunities for company profits and an improved level of the decision-making process by employees across multiple sections.

This can free up more time and resources for employees, allow for decision-making processes to be faster and more balanced, offer opportunities in new avenues of profitability capable with fewer efforts, and provide greater innovation that is not possible through the single department or unit-based models.

Benefits at the Tactical Level

One of the main benefits of a shared service delivery model is increased efficiency. There are fewer people within each unit or department, which makes it easier to manage and lead. With this type of management, resources are also more efficient as there is less responsibility for every employee or worker. In addition, efficiency leads to an increased opportunity for profits and innovation in new ideas and strategies that might not be possible with other models.

The ability to provide extra resources is another benefit, especially when it comes to time and effort that employees are able to use more efficiently than with other types of service delivery models. With these extra resources, employees can focus on more important tasks while having fewer responsibilities in areas that might not be as important. It also allows for the ability to have fewer mistakes when making decisions due to the extra time and effort dedicated towards each task within a shared services model. This provides an increased opportunity for success with this type of model.

Another significant benefit of the shared services model is the ability to take company strategies or objectives to a new level with different advancements or growth opportunities. This allows new ways to approach profitability, new ideas, and various methods that may not have been possible within a single department or unit. This leads to updating company standards and adapting better strategies that allow for tremendous profit potential.

Benefits at the Strategic Level

A shared services model can lead to more innovation in different strategies and new ideas that are impossible with other models. It also provides the opportunity to update company standards, allowing for a better sense of direction. This is an essential factor as it will enable organizations to explore new ideas and innovations that they might not have been able to do if they were restricted by their own organizational structure, size, or other factors.

The shared service delivery model would be beneficial is because it can lead to cost savings in some situations. For example, suppose an organization decides on this type of organizational structure. In that case, there are fewer people within each department or unit, which means less costs are needed for business, equipment, and other resources. If these costs are saved, it is an opportunity for more fantastic options and profit potential for the company.

Benefits for Employees in an Organization

There are many advantages for the employees themselves, which include:

More Focus On Important Tasks With Less Responsibilities in Areas That Might Not Be as Important

This means that there will be a more significant opportunity for success and a better sense of direction within the organization, plus less chance to have mistakes due to the amount of time and effort put towards each task. This provides for an increased level of efficiency as well as an increased opportunity for success within an organization.

The Ability to Take Company Strategies or Objectives

Employees can have new ideas and ways to approach strategies for success in different types of growth within the organization and more opportunities for growth within the company.

They can be more involved with different decisions and create a greater sense of involvement within the workforce. In addition, it provides employees with a better understanding of direction and a better connection between the employees and the company. This also gives a greater sense of unity which means that there is more of an opportunity for profits, growth potential, and more innovations within an organization.

Optimal Time and Effort Allocation for Employees

This means that they can focus on more important tasks while having fewer responsibilities in areas that might not be as important. As a result, employees can focus more time and effort on the specific tasks that they are doing. Also, it is easier for them to manage their time and actions so that they can be better used towards the needs of the organization.

More Freedom Within Departments

This provides an increased level of freedom within these areas, leading to an increased level of productivity and innovation throughout the entire organization. This can translate to an increased level of efficiency and opportunity for success in the company.

Improved Quality of Work and Higher Standards of Leadership Across an Organization

This allows for better connections within the workforce, such as creating more unity and an improved sense of involvement. Not to mention, fostering a greater relationship between all employees in the organization. This leads to enhanced productivity and innovation, increased profit potential, and a better feeling within the workplace.

Better Work-Life Balance

The shared service model can make it easier to manage and lead in areas outside of work as well as within. This makes it easier to manage responsibilities outside of the workplace, such as finances and family. The more personal responsibilities that an employee has throughout their day, the more they may forget about their role at work. Having a shared services model means employees spend less time working, which can translate to more productivity.

Benefits of Shared Services for Nonprofits

The shared service delivery model would be beneficial for nonprofits because it allows the organization to focus on its mission. This means that the organization will have more time and resources to focus on its specific objectives, leading to better opportunities for success in a nonprofit setting.

Also, nonprofits can harness much lesser costs needed for business, equipment, and other resources, which can be saved or used towards other areas of greater need within a nonprofit organization. This can be a stress reliever for nonprofit organizations trying to find ways to stay afloat. The shared service delivery model provides an opportunity for increased profits and growth potential while also preventing the nonprofit from having fewer people in each department or unit.

Benefits of Shared Services Model in Public Sector Organizations

If an organization decides on this type of organizational structure, fewer people within each department or unit means less costs are needed for businesses, equipment, and other resources. If these costs are saved, it is an opportunity for greater opportunity.

It also provides the opportunity to update company standards, allowing for a better sense of direction. This is an important factor as it will enable organizations to explore new ideas and innovations that they might not have been able to do if they were restricted by their own organizational structure, size, or other factors. Also, public sector organizations can use the shared service delivery model to decrease the number of inefficiencies within their operations.

Benefits for Human Resource (HR) Support

The benefits of the shared service model for human resources are also significant when it comes to efficiency. For example, there would be an increased level of efficiency in talent acquisition and management. HR would also have the opportunity to collaborate more effectively with other departments or units through this approach.

This would mean an increased level of productivity, which could lead to better outcomes, such as a higher standard for leadership within an organization and improved quality of work in a nonprofit setting, higher standards from service providers working on projects related to HR.

Below, you can see how you can measure excellence in an HR shared services model.

4 Signs of Excellence in an HR Shared Services Model

- High level of efficiency in talent acquisition and management.
- More time for collaboration with other departments or units within an organization.
- Improved quality of work by HR and service providers.
- Increased level of excellence within the HR department.

Benefits of Shared Services in K12

The K12 sector can benefit from a shared service model in many different ways. For example, students and teachers would have the opportunity to use their time more efficiently through this model. This would also create a learning environment that is more productive and higher standard of quality of work because teachers can focus on the specific needs of the students instead of spending time on administrative tasks or overcrowded classrooms. Through this approach, the shared services model helps to make it easier for educators to be better resourced so that they are able to follow up with the needs of their students individually.

What Are Some Challenges of the Shared Service Model?

1. Shared services models are not for every company. This means that it is essential to understand how the shared services model works to decide if it is suitable for a company. This can be done through research and a visual of what the model can look like in real life within a setting.

2. It can be challenging to find a shared service model that is right for your organization or department. This is because there are a wide variety of shared service models compared to the rest of the organizational structure models. In addition, each company or organization may have its own shared service model depending on its size and specific needs. Therefore, it is essential to thoroughly research what a shared service model can look like for a company and along with what it can do for the organization.
3. Providing a shared service model would require different IT systems in place. It means that IT departments would have to be able to provide a seamless experience for both internal and external clients. This will require a transition from one IT system for the business itself, as well as the shared services model.
4. The organization may have to change its organizational structure with the new model. There are challenges of a new culture that can arise if the organization is used to working in one particular way before the new model is adopted. This can lead to lower productivity and quality of work in your department. Whether you are an individual or a team, it can be de-motivating when the focus is on someone else's tasks. This is because each individual isn't getting as much attention as before. There could also be issues with expectations and values between other departments or units within the organization that create conflict and undesirable consequences.

5. Employees might not feel like they have any responsibilities or offer anything within their department if they think they are not valued. If this is the case, then employees might feel like they don't have any relevance or value to the organization and may search for other more appealing options to their interests and expectations.

6. There may be issues with equality between different departments or units regarding the duties and responsibilities of the shared services model. It can create a lack of trust between other departments or divisions within the organization if they aren't open with one another about what exactly is going on with the shared services model. This means that there might be a separation between employees from different departments or units within the organization.

7. There can be issues with the skills and abilities of employees and organizations if they are not adequately trained on how to use a shared service model for their own benefit or the benefit of their organization. This could mean a lack of training opportunities in place or a chance to fine-tune the skills that the different departments or units have so that they can work more effectively in a setting with a shared service model.

How to Implement a Shared Services Model?

In order to implement a shared service model effectively, the organization must have an understanding of what it is and how it can be used within their company. Here are the ways the shared services model can be implemented in your organization or company:

Decide an Shared Organizational Structure That Will Work Best

This means a step-by-step outline of what it might look like if this was implemented and how it will provide benefits for the team. This is an excellent way to make sure that everyone is on the same page and understands the outcome of this model. A team can then decide how they would like to implement the shared services model in their organization or company, as well as what their goals are and how they want to accomplish them.

Create "role profiles" and job descriptions for the different departments or units within your organization or company. In other words, you can create a template of the shared service roles in the team. This makes it straightforward for everyone what their role is in this new shared service model for the company. This will also aid in taking care of any work expectations or needs that have to be met throughout the company as a whole. For example, you may be working at your department and have one part of your job description shared with another part of your team.

Communicate Realistic Expectations

Also, conduct routine meetings at an appropriate frequency in order to create trust between different departments or units within the organization. This means that there should be clear communication about what each department or team will need to do to ensure that they utilize the shared services model for the company's maximum benefit. This will also help understand the needs of employees who come from different departments or units within the organization.

Provide Training Opportunities for Employees

Teach skills that are needed to make sure that teams are reaching higher levels of efficiency and productivity through this approach. In addition, ensure that employees are trained on how to use this new method and funding for this training. If these two things do not occur, then there can be challenges with implementing a shared service model from employees and other departments or units within an organization.

Engage in Dialogues

Discuss what can be done differently with a shared service model so that expectations are met, and employees are not stressed out about not getting their whole paycheck for their work while they are in the shared service. This also means anyone within the organization can be brought into the conversation on how a shared service model can be implemented more effectively.

Key Questions to Ask

When creating a shared services model for your company, it is essential to ask key questions that can help you in the implementation process. Here are some questions to think about when creating a shared service model for your organization:

1. What are the benefits of implementing a shared services model?
2. Which organizational structure will work best?
3. Which departments or units will you need?
4. How can individual departments or units best use these shared responsibilities?
5. How do you decide "role profiles" and job descriptions for your organization's different departments or units?
6. How will you accept/process each role?
7. Who will be in charge of each individual role? Every team member should know that they are part of the process.
8. What are realistic expectations for individual departments or units in a shared service model?
9. What skills should they have to help with the better performance of these tasks?

10. Which training opportunities should they have access to so that they can excel in their role in this new setting?
11. How long will it take to make the complete transition?
12. What is the cost of hiring someone for each role?
13. Will more than one person work on each task at once, or should you all take a break and let specific teams work on different parts of the overall set-up?

Identify the Costs

A key thing to keep in mind is that shared services models can have a cost associated with them. This cost can be the set-up and maintenance of these new responsibilities and having to find employees who are qualified for these tasks and communicate effectively with others in the organization.

The costs of a shared services model can be identified in how it can benefit the company. However, it can also identify potential risks that could occur if these are not correctly taken into account. Therefore, an organization must see how a shared service model can benefit the company, as well as how they can best identify their risks and mitigate them to come out successful from this new approach.

5 Shared Services Pricing Approaches

You can use these approaches to come up with the pricing of implementing the shared service model.

1. You can charge for different levels of service. It is vital to ensure that the people who are using your service are getting some use out of the benefits that you provide them with. This means that if someone is willing to pay a higher price, this can be a real benefit as they will have better access to different services and benefits of using shared services in the future.

2. You can charge based on volume (e.g., how large your organization is). The more people you have in your organization, the higher the volumes should be. This means that if you are a large company and work with many different areas and departments, it might be beneficial to have shared services to get the services they need without having to pay a lot of money for them.

3. You can charge based on the number of user licenses. If someone can create and distribute digital content, this could be beneficial as they won't have to pay for every person working on the project. This can give them the ability to focus on other projects at their company so that the accessibility of certain people does not slow them down.

4. You can charge based on a flat rate. If you know that someone will use your service to make a lot of things online, then it might be beneficial for them to pay for this service so that they can be sure that they are getting the maximum benefit and won't have to pay as much.

5. You can charge the appropriate cost-recovery price that reflects your customer's ability to pay.

Implement Digital Solutions via the Shared Services Model

Implementing digital solutions via the shared services model can be lucrative as they can offer many benefits. It gives your company more opportunities to market to a broader audience and also increases efficiency. If your customers are willing to pay for better services, there is a wide range of ways to charge for it. You must make sure that they are getting an immense benefit from this and make sure that you are still profitable with this service.

This can also work with small to medium-sized businesses that utilize technology, especially when looking to improve their business and amaze their customers. If you make the service affordable and powerful, you will definitely attract users as there is a high demand for these types of services. It's not worth it to live with half-baked solutions that cannot deliver benefits or ideas.

It is best to take this into account when planning your own business and come up with a strategy for the future of shared services. A key thing to focus on is how you plan to obtain the proper resources to create a shared service model effectively.

Top 10 Mistakes When Implementing Shared Services Model

1. Making assumptions. Do not, by all means, make any assumptions when it comes to managing shared services. Instead, make sure that you are making clear with your communication about what the expectations of each other will be. This can help to eliminate any issues in the long or short term.
2. Not planning for the time needed to make this transition happen. You need to plan ahead when it comes to making this transition so that the different parties involved can start on time and at ease.
3. Not defining your services clearly. If you cannot clearly define the benefits you will be providing, you might end up asking for too much money in the long term. This can be a problem for your company in the future and increase the cost for everyone involved.
4. Not planning for what happens if things do not go as planned. In other words, you need to have a plan for the worst-case scenario in case things do not go as planned. You must have a backup plan that all parties can agree on so that this is not a problem when the time comes to transition.
5. Not managing your vendors effectively. If you are ordering your vendors incorrectly, then you are setting yourself up for failure in the long term. Therefore, it is important to make sure that you are using the right amount of services and making sure that they produce what you need on time.

6. Being unaware of what skills your team will need to be successful in their role. Make sure that everyone can fulfill their part properly and without issue. It is important to have proper training and planning for how your team will work and interact with one another in order to make sure that there are no issues in the future.
7. Making an ineffective strategy for transitioning organizational processes. You need to develop a plan that fits your needs and fits the needs of your employees as well. If you are not able to do this properly, then there is the possibility of having too much stress on your staff in the future.
8. Not being aware of how many people will be on each project when it comes to transitioning towards this model. This is something you should know for many reasons, especially when it comes to staffing up for the different projects that need to be finished in order for your company to succeed with this changeover.
9. Not communicating with the right people about the process. Communication is key when it comes to implementing a new model. First, ensure that your team is aware of the structure for a shared service model and how they will be working on specific projects. Then, when ready, they should be informed about what they need to do in order to succeed.

10. Not planning for what happens at the end of the contract (if it's on a temporary basis). You need to have a plan for how you will transition back to your original working environment when you work with a shared service provider. If you fail to do this properly, then there is a perfect chance that you will not be able to rebound from this model as well as you would like.

Activities to Prioritize in the Shared Services Model

1. Communication

- Developing a shared product/service idea and thoroughly explaining it to the customer.
- Developing a process for communicating with each other throughout the day so that there are no lost messages or misunderstandings.

2. Process Design

- Understanding how individuals work best in different situations.

3. Outreach

- Providing resources for customers/clients to get in touch with them quickly and efficiently.

4. Training

- a) Team members/Employees must be trained thoroughly on what is expected of them within the given project to prevent any issues in the future in their day-to-day work.
- b) Customers should also be able to access training so that they are effectively able to work with you in the future.
- c) Team members must be trained on using your new services and what resources your organization can provide for them.

5. Tools

Tools that help team members communicate with each other to ensure that things run smoothly and are easily reachable for everyone involved (i.e., Slack, Zoom, Trello, Asana, etc.)

6. Networking

Share ideas, resources, and feedback between the different members of the shared services team.

7. Planning

A combination of data, analysis, processes, and reports will be instrumental in helping you to make decisions and predictions about the future so that you avoid mistakes in the future so that they are not repeated.

8. Role Management

A process to help you manage the different groupings of employees and tasks in order to find the right fit for each one effectively.

9. Process Design

A way to ensure that you are designing the processes correctly and in a way that is easy to use for all of your team members.

10. Vendor Management

A process that will help you work efficiently with different vendors.

11. Jurisdiction

A way to effectively manage different contracts between the different groups involved (i.e., shared services team members, project managers, executives).

12. Monitoring

A process to effectively monitor the progress of different projects and ensure that you are on track in all areas of the model within your organization.

Conclusion

The shared services model is an opportunity for companies to make the best use of their resources and increase productivity. This can help to increase profitability in your company, as well as reducing costs at the same time while also making it easier for business owners to manage their work effectively.

When you can create effective strategies so that you can implement this shared services model successfully, then it is certainly possible that you will jumpstart your company at the same time. There is no doubt that this model can be effective and save you money in the long run. All in all, it is vital to implement this model to benefit your company and ensure that it is effective for everyone involved.

I hope you enjoyed reading this eBook. If you have any inquiries regarding creating an eBook like this one, feel free to reach out at hello@alanmythoughts.com or alanmythoughts.com/contact

