

23rd North American



SHARED SERVICES &
OUTSOURCING WEEK

Learn more about our 2 -for-1 Passes!



SSOW

23RD NORTH AMERICAN SHARED SERVICES & OUTSOURCING WEEK

TRANSFORMATION FOR COMPETITIVE ADVANTAGE

March 11-14, 2019 • Disney's Coronado Spring Resort

What is SSOW?

The Shared Services and Outsourcing Week North America is the world's largest event for shared services, GBS, outsourcing and intelligent automation leaders. With a combination of cutting edge content and one-stop-shopping for all your provider needs, this is where you will unlock your potential by converting industry disruption into competitive advantage.



SSOW

BY THE NUMBERS

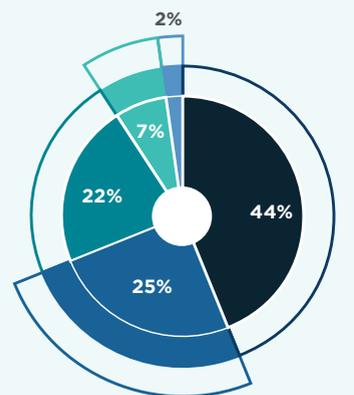
Get to know our attendees

950+ Attendees

3:1 Practitioner to Vendor Ratio

60% New Accounts YoY

ATTENDEE JOB FUNCTION

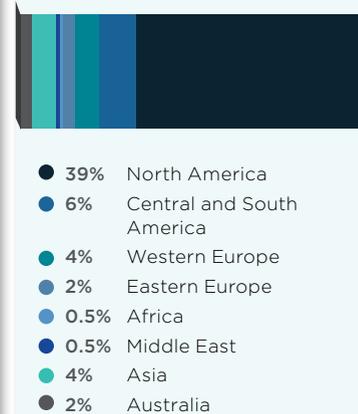


- F&A
- GBS/Multi-Function
- HR
- Procurement
- IT

OUR ATTENDEES ARE LOOKING FOR THE FOLLOWING SOLUTIONS IN THE NEXT 12 MONTHS



OUR ATTENDEES ARE LOOKING INTO SOLUTIONS IN



INDUSTRY BREAKDOWN



KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION

Big Picture Keynotes



Cathy O'Dowd

1st Female to Summit Mt. Everest & Author of Everest Free to Decide

Topic

Think Like an Explorer

Doing What Has Never Been Done Before



Bettina Warburg

Blockchain Researcher, Entrepreneur & Educator. One of the first TED speakers to unpack blockchain and describe how it will revolutionize enterprise transactions

Topic

Unleashing Blockchain

For the Enterprise

Industry Speakers



Kris Ahrend
President of U.S.
Shared Services
Warner Music Group (NEW)



James Alessandrini
Director, HR Analytics
& Shared Services
Loews



Juan Araya
Senior Lead, CoE,
LatAm
Uber (NEW)



Yazdi Bagli
SVP, GBS and Emerging
Technologies
Walmart (NEW)



Nitin Batra
Managing Director,
Global COO, Legal
Citi (NEW)



David Bedard
SVP, Finance Service
Organization
New York Life (NEW)



Satish Bengeri
Senior Director of
Global Robotic Process
Automation
Cargill



Todd Blevins
VP, Shared Services
UL (NEW)



Lori Bondar
VP, Controller & Chief
Accounting Officer
Avery Dennison



Robert Bradford
SVP, GBS
Akzonobel (NEW)



Gary Burke
VP, Finance
Transformation &
Shared Services
Honeywell (NEW)



Amy Burns
VP, Six Sigma
McKesson (NEW)



Erin Champlin
VP, Global Services &
Enterprise
Transformation
Johnson & Johnson



Michel Chuy
Director, GBS
Herbalife



Sue Danino
VP, of Finance
Hubbell Incorporated (NEW)



Daniel Davidson
VP of Finance Shared
Services
Equifax



Kristin Deegan
VP, HR Shared Services
and Technology
Cox Automotive Inc. (NEW)



Sue Dempsey
Sr. Director, NA GBS
Services Lead
Kellogg Company (NEW)



Nadia De Villa
VP, Head of Digital
Transformation &
Business,
Manulife (NEW)



Mark Etwaru
Digital Transformation
Leader
Estee Lauder (NEW)



David Evangelista
SVP, & General
Manager
McKesson (NEW)

KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION

Industry Speakers



Antoine Ezell
VP, Enterprise Capabilities & Solutions
Eli Lilly and Company (NEW)



Julie Harbert
VP, of Shared Services
Entergy (NEW)



Steven Jo
COO, Transformation Office
Silicon Valley Bank



Chad Keenen
Director of Shared Services
Corning Incorporated (NEW)



Michael Konstas
VP of Financial Shared Services
American Express Global Travel Business (NEW)



Manny Korakis
SVP - Corporate Controller and CAO
IQVIA Holdings (NEW)



Suzanne Leopoldi-Nichols
President of GBS
UPS (NEW)



Deepak Luthra
Digital Innovation and Transformation Lead
Bristol-Myers Squibb (NEW)



Chris McCann
Director of Strategy and Enablement, Global Business Services
Bose



Dan Melchior
VP of Global Enablement: Process & Capabilities
McCormick (NEW)



Tom Nesteruk
EVP, Shared Services
CACI (NEW)



Claudia Petrocchi
Head of Global HR Customer Support Services and IM CoE
Ericsson (NEW)



Brian Quinn
Director of Financial Controls
World Bank Group (NEW)



Xavier Rodriguez
Global Director, Finance Shared Business Services
Technicolor (NEW)



Tony Saldanha
VP, IT & GBS, formerly
P&G (NEW)



Ken Somers
VP & Head of Strategy and Governance - Enterprise Shared Services at
XL Catlin (NEW)



John Standing
SVP & GM, Global Servicing Operations
American Express



Victor Susman
Senior Director, GBS Global Delivery
Kimberly Clark (NEW)



Richard Swan
President
Koch Business Solutions



Alexander von Thielmann
SVP, Shared Services
Siemens (NEW)



John Transier
SVP, Finance
Harland Clarke (NEW)



Ruben Vargas
Sourcing Director
Thomson Reuters (NEW)



Kristin White
Senior Director of Financial Controls and Risk Management
Cisco Systems



Christian Yllescas
Business Service Head for the Americas
LEDVANCE (NEW)

Interactive Discussion Groups

Overview

Refer to Pages 22 - 25 for more detail.

CHOOSE 3 TOPICS. ROTATE BETWEEN EACH CHOICE EVERY 40 MINUTES.

IDG 1

Is Your Talent Ready for Digital?

Hosted by: **Automation Anywhere**

IDG 2

Measure What Matters: Reassess Your KPIs for Ultimate Performance

IDG 3

Next Generation Travel & Expense Management

Hosted by: **Concur**

IDG 4

Business Continuity Planning (BCP)

IDG 5

Change Management: Morphing into a Beautiful Butterfly

IDG 6

Please Take a Seat at the C-Suite Table

IDG 7

The Changing Value Proposition of Outsourcing

IDG 8

Stop Herding Cats and Start Managing Your Vendors Effectively

IDG 9

Using Design Thinking for Business Process Innovation

IDG 10

Hack the Bot, Don't Let the RPA Bot Hack You

Hosted by: **Softmotive**

IDG 11

Providing Best in Class International Mobility

IDG 12

Destination RPA Center of Excellence

Hosted by: **ISG**
Sold Out in 2018

IDG 13

Strategies for Designing Global Payroll

IDG 14

Benefits of Blockchain Applications Across O2C, RTR & PTP

IDG 15

Developing Global Process Owners

IDG 16

HR Excellence: Driving a Fanatical Focus on Employee Experience via Self-Service

IDG 17

High-Performance Record to Report

IDG 18

Branding Your SSO to Attract and Retain Talent

Hosted by: **UHY**

IDG 19

The Future of Procure to Pay

Hosted by: **Direct Commerce**

IDG 20

Evolution of Order to Cash

Hosted by: **Workfusion**

IDG 21

The LATAM Shared Services Landscape

IDG 22

What Artificial Intelligence Can Do for Shared Services Processing

IDG 23

GDPR Impact on Global Services Delivery

IDG 24

Analytics Market Evolution & Trends

IDG 25

Mobile As a Platform for Digital HRSS

IDG 26

Using AI Chatbots in HR Shared Services

IDG 27

Commercializing Shared Services via Carve-Outs

IDG 28

The Growth of Digitally-Enabled GBS

IDG 29

Evolving Your Master Data Management Strategy

IDG 30

Using Business Process Management (BPM) Tech to Manage Workflow & Track Data

KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION

2019 Impact Awards

Take this Opportunity to Tell Us What Impact Your SSO is Creating!

Applications Open:

October 15, 2018 – E-mail geena.monaco@iqpc.com for more information on how to apply.

Applications Deadline:

December 31, 2018

Finalist Decisions:

January 14, 2019

Awards Banquet:

March 13, 2019

Change Management Impact Award

Regardless of where your organization may be on the maturity spectrum of shared services, change is a constant, and the ability to manage change as part of your day-to-day operations is crucial to ensure the cultural transformation needed for execution and growth.

This award category is focused on the strategy, improvement methodology, employee engagement techniques, benefits, and hard improvements that a shared services organization have made to navigate through change.

Process Improvement & Value Creation Impact Award

Process improvement can take many forms: moving to a customer focused approach, implementing benchmarking, training and innovation initiatives or six sigma and waste elimination. Value creation means many things to many organizations, but creating value for the business is the ultimate goal.

This award category is focused on the strategy, improvement methodology and benefits/hard improvements in process improvement and value creation that have been made by a shared services organization.

Customer Centricity Impact Award

As customer expectations and behaviors have caused seismic shifts across entire industries and business models, companies have enhanced their focus on customer experience through front, middle and back office processes. This category will focus on how business services utilizing traditional Customer Experience (CX) tools – e.g. journey mapping, design thinking – to achieve a consistent and seamless experience across all of the touchpoints with both internal and external customers.

This award category is focused on the strategy, methodology, benefits, and hard improvements a shared services organization have made to improve the focus on the customer.

Business Transformation Impact Award

Today's shared services operating models are the engine behind transformation. As companies transform themselves along the key pillars of the 21st Century Enterprise - Customer Engagement, Changing Nature & Value of Assets, Everything-as-a-Service and Workforce of the Future - how are companies successfully leveraging the Business Services operating model to advance the 21st Century Enterprise Operation Model?

This award category is focused on the strategy, improvement methodology, benefits, and hard improvements that have been made by shared services organization.

Automation Impact Award

Automation can take many forms, movement to workflow technology, self-service system, Robotic Process Automation and even in some cases Artificial Intelligence, the options are endless.

This award category is focused on the strategic automation methodology that is being used, benefits, and hard improvements that the automation have brought to a shared services organization.

Creative Talent Management Impact Award

Managing talent effectively is a major challenge at every SSO. Coupled with the digital age now redefining business roles, SS leaders are being asked to expand their existing competencies with in-depth knowledge of technology and analytics, as well as broader leadership and business partnering skills.

This award category is focused on the strategy, skill sets, improvement methodology, the rise of digital talent, benefits, and hard improvements that a shared services organization have made to talent management.



Pre-Conference Site Tour Day

Monday, March 11th, 2019

KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION

1:00 – 6:00 Site Tours Hosted by Johnson & Johnson, Coca Cola HR & Citi Shared Services

SITE TOUR A

JOHNSON & JOHNSON GLOBAL SERVICES TOUR: Elevating the Employee Experience

As a global leader in healthcare, J&J was challenged to adapt to the changing healthcare landscape and to operate with greater speed and agility, maximize competitiveness in their business sectors, and continue to benefit patients, customers, and consumers over the long term.

Their Global Services Organization was created as part of an enterprise program, focused on delivering simplified, standardized services and establishing 5 regional hubs to provide services across J&J's HR, Procurement and Finance functions.

Global Services and all five regional hubs have been created with the "employee experience" at the center. The impact? Employee engagement scores higher than the industry average, and increased productivity and greater value for our organization and customers.

During this site tour, participants will explore J&J's:

- National Hub in Tampa, which was founded on providing a "Great Place to Work" for employees
- Flexible working space, which has the latest technology and tools, healthy food options, fitness options, and "recharge" spaces
- Journey towards establishing a global services organization that operates with a defined culture and programs for sustainable growth.

Limited to the first 50 people.



SITE TOUR B

COCA-COLA: Into The World of HR Intelligent Automation and Beyond

In 2009, Coca-Cola Enterprises opened up a North American HR SSC. In 2010, it was acquired by The Coca-Cola Company amidst company integration work to create a new business unit -Coca-Cola Refreshments. Now, after further internal company transformation, the HR SSC is part of a multi-function business services providing support to Coca-Cola franchise bottlers.

The HR SSC has over has 200 employees and has put a focus on chatbots, robotic process automation, and artificial intelligence to improve the employee experience, while continuing to drive process and technology improvement.

This is an exciting opportunity to see firsthand how Coca Cola is using automation within HR processes.

During this site tour, participants will explore:

- The Employee Contact Center
- Personnel Administration
- Payroll Operations
- Talent Acquisition
- HR Support (includes knowledge content and business process management solution)

Limited to the first 70 people.



SITE TOUR C

CITI: Shared Services Center Tampa

The Citi Tampa site, established in 1983, supports more than 30 different lines of business including: a large Anti Money Laundering Operations, Shared Services, Global Banking Functions, an Institutional Client Group and Technology operations. Citi maintains proactive relationships with 20 community partners and has given nearly \$250,000 throughout the Tampa Bay community.

With more than 7,400 employees, the Citi Tampa site has experienced an evolution of work from a process-oriented site to more client-centric and middle office roles today.

As part of the tour of Citi Tampa visitors will:

- Learn how Citi processes and manages work across global locations.
- Get a first-hand look at a Global Security Operations Center
- Explore how employees work in a shared services environment

Limited to the first 50 people.



WORKSHOP A	WORKSHOP B	WORKSHOP C	WORKSHOP D	WORKSHOP E
<p>Shared Services 101: Setting Course For Success and Avoiding Possible Pitfalls</p> <p>Critical to the success of a new shared service operation is a clear strategy, a detailed business case, a phased approach, and a focus on change management. This workshop will dive into the must haves for shared service success and explore the most common implementation pitfalls to keep you ahead of the curve.</p> <p>In this workshop, participants will:</p> <ul style="list-style-type: none"> • Discuss the strategic drivers for attracting corporate budget/funding • Highlight the critical activities for design, implementation and stabilization • Review the key tech and automation that is available to enhance services • Review the common design and implementation pitfalls • Highlight the practical change management techniques to win in business <p>Hosted By:</p> 	<p>Building Next-Generation HR Shared Services: 5 Steps to Creating & Delivering Higher Value Services</p> <p>With the emergence and maturity of self-service, integrated services, intelligent automation and analytics, how is your HRSSO navigating this ever-changing landscape? Figuring out what deserves the most focus in the next 18 - 24 months, developing a strategic framework, and successfully carrying out your new initiatives, will set the course for greater value, enhanced employee experience, competitive advantage and greater ROI. Your leadership will thank you!</p> <p>In this workshop, participants will:</p> <ul style="list-style-type: none"> • Examine the top priorities of top performing HR SSOs • Evaluate ways to stay current with customer needs and desires • Create a roadmap for the next 18 -24 months • Develop a guide to start implementing self-service options or refine self-service options already in place • Build a step-by-step strategy to fully automate HR processes 	<p>Blockchain Implications & Benefits for F&A Processes</p> <p>Business blockchains are being used today to help reinvent how transactions are managed. They can take time and cost out of almost any process, enabling near real-time operations. They deliver a high degree of accuracy and control, with significantly less risk than many alternatives. So, how can SSOs start to integrate blockchain capabilities into their organizations? Learning about blockchain technology basics, assessing how blockchain is an opportunity for SSOs, and outlining the first steps towards blockchain implementation are a good starting points.</p> <p>In this workshop, participants will:</p> <ul style="list-style-type: none"> • Develop a clear understanding Blockchain 101 and the benefits for adding it to processes • Examine where blockchain can have the most impact on end-to-end F&A processes • Assess several use cases for blockchain and F&A processes • Evaluate the limits of blockchain's applicability within F&A 	<p>RPA 101: An Introduction to Implementing RPA in Your SSO</p> <p>Robotic Process Automation can provide significant benefits to SSOs looking to automate processes, achieve cost savings and create agile environments. In the last year alone, adoption has soared and RPA has become one of the most important topics. So, how do we get started? What does a successful blueprint for success look like?</p> <p>In this workshop, participants will:</p> <ul style="list-style-type: none"> • Explore the most common goals of implementing RPA • Discuss how to 'sell' RPA to customers • Evaluate ways to address compliance and control issues when building BOTs • Dissect lessons learned from planning and implementation • Examine how to select and assemble robots in a process with workflow and process orchestration 	<p>Competencies for Effective Senior-Level Shared Services Leadership</p> <p>While the ability to cut costs and achieve revenue growth will always be important, today's leaders must exhibit skills sets way beyond a transactional executor. The current environment requires leaders to have cheetah-like speed and agility, to be a strategic visionary, to take calculated risks, and have the ability to break down silos while managing the change presented in geographic expansion. However, often leaders are reluctant to let go of what got them to their current state of success. For those leaders who make this expansion, the rewards are positive, their people grow, engagement increases, creativity emerges, and through greater alignment, more is achieved in shorter timescales.</p> <p>In this session, participants will:</p> <ul style="list-style-type: none"> • Discuss the shared services competencies required in an ever-changing environment • Move from a management mentality to incorporate more complex leadership skills • Receive proven strategies to sharpen people-related skills • Receive a development plan to kick-start transformation efforts • Move from doing to influencing in complexity, setting direction, creating a culture and building alignment <p>Hosted By: </p>

Main Conference Day One

Tuesday, March 12th, 2019

10:45 – 1:00 Interactive Workshops F-J

WORKSHOP F	WORKSHOP G	WORKSHOP H	WORKSHOP I	WORKSHOP J
<p>Shared Services 501: Taking Your Service Delivery Organization to the Next Level</p> <p>Value creation falters when things are stagnate. So, it is essential to increase offerings in a manageable framework and rethink a traditional view of shared services.</p> <p>In this workshop, participants will:</p> <ul style="list-style-type: none"> • Create an outline for digital strategy • Map out sustainable governance structures for RPA (Robotic Process Automation) and IA (Intelligent Automation) • Identify ways to continue to expand Centers of Excellence (CoEs) • Examine additional ways to expanded to regional or global delivery models • Evaluate ways to launch predictive and prescriptive analytics • Dissect ways to achieve business customization without losing efficiency <p>Hosted By:</p> 	<p>Continuous Improvement 2.0: Embedding Into the Fabric of Shared Services</p> <p>As shared services structures, technologies and processes continue to evolve at rapid pace, traditional CI programs may no longer suffice. To keep pace with advancements in automation, RPA, Machine Learning and BPM-based CI, now is the time to reassess our current programs, metrics, strategic plans and methodologies.. The idea of CI in the digital age does not mean the core goal is different, but rather the path we take to get there must match up to a new strategy and set of goals.</p> <p>In this workshop, participants will:</p> <ul style="list-style-type: none"> • Understand what it takes to be good at digital from a continuous improvement perspective • Develop a CI framework to match modern day SSO goal posts • Identify key stakeholders in embedding these programs into an SSO • Combine the deployment of RPA with the disciplines of process redesign and continuous improvement 	<p>Design Thinking: Adopting New Approaches to Transformation</p> <p>The exploration of design thinking allows leaders to take a human-centric approach to defining, re-framing, ideating, prototyping and testing solutions to issues that may face an organization. It's no wonder, shared services owners are using it to develop and deliver superior customer experiences, and find new and innovative ways to serve their customer base and reduce costs.</p> <p>In this workshop, participants will:</p> <ul style="list-style-type: none"> • Conduct a careful assessment of pros and cons to using design thinking to produce more disruptive solution ideas • Strategize ways to collaborate effectively with partners that will help increase capacity and capabilities to create successful transformation in various shared service functions • Align design thinking with cultural expectations of shared services stakeholders • Generate new and innovative solutions that can be implemented in HR functions and beyond • Outline strategies to continually use design thinking to solve issues daily 	<p>Beyond Implementation: Taking Your RPA Program to New Heights</p> <p>One bot is live, but now the desire is to have multiple bots live. It's time to reflect on what worked, didn't work, what ROI the implementation provided, how future implementation might change governance structures, and what technologies might be disrupting SSOs next.</p> <p>In this workshop, participants will:</p> <ul style="list-style-type: none"> • Explore cases of top performing RPA implementation in SSOs • Hear what's next for organizations that have made it through pilot and implementation • Discuss expansion plans for multiple bot deployment • Review the different projects a robot can perform and what should be prioritized • Learn what future cycles might look like in a world with multiple bots deployed • Review the technologies that will be disrupting shared services organizations in the next 18 – 24 months <p>Mark Davison, Global Partner, Robotic Process Automation and Cognitive Automation, ISG</p> <p>Scott Furlong, Partner, ISG</p> <p>Hosted By:</p> 	<p>Building End-to-End Process Management, Governance & Ownership</p> <p>End-to-end process management integrates a company's business activities to match the way external parties (customers, vendors, regulators) experience the company. This drives efficiency, fuels market-based innovation, and facilitates collaborative problem-solving.</p> <p>As transformational technologies provide new leverage for standard systems and shared service operations, end-to-end process governance provides a powerful means to integrate technology with the organization's business objectives.</p> <p>In this workshop participants will:</p> <ul style="list-style-type: none"> • Review the design of an end-to-end process management approach • Build end-to-end process management • Structure governance models to drive operational performance improvements in business <p>Kane Peschl, Robotic Solutions Specialist, Redwood Software</p> <p>Hosted By:</p> 

KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION

Plenary and Keynote Overview

Tuesday, March 12, 2019

Day 1

PLENARY: Global Workforce Management

Hosted by: **Scott Madden**

FIRESIDE CHAT: Robotic Process Automation State-of-the-State: Where We Are and Where We're Heading

Hosted by: **AutomationAnywhere**

PLENARY: 1300% Increase in Cyber Attacks: How to Protect Your Operation

PLENARY: Operating Models of the Future - What to Expect in 2030

Hosted by: **ISG**



Wednesday, March 13, 2019

DAY 2

BIG PICTURE: Unleashing Blockchain for Enterprise

Bettina Warburg, Blockchain Researcher, Entrepreneur & Educator

PANEL: When Digital Meets Business Process Outsourcing

Hosted by: **Infosys BPM**

PLENARY: The Evolution Story: Intelligent Automation on Demand

Hosted by **Antworks**

PLENARY: The Evolution Story: Digital Operations through AI-Driven Automation

Hosted by: **WorkFusion**

KEYNOTE: Lessons from Deconstructed and Reconstructed Global Business Services

PLENARY: Game-Changing Tips to Truly Capitalize on Benchmarking Data

Hosted By: **SSON Analytics**



Thursday, March 14, 2019

DAY 3

BIG PICTURE: Think Like an Explorer: Doing What Has Never Been Done Before

Cathy O'Dowd, 1st Female to Summit Mt. Everest

KEYNOTE PANEL: Using Transformation as an Opportunity in Shared Services & Outsourcing

KEYNOTE PANEL: Your Competitive Edge: Embracing "Customer Experience" Strategy for Shared Services

KEYNOTE: The Changing Landscape of Sourcing in a Post-Automation World



Planning and Launching

Starting out on a journey towards developing shared services? This track will explore considerations, challenges and opportunities to building a shared services organization.

Refer to Page 14 for more details.



Evolving

You've made it past the first 18 months, and have your SSO up and running. What's next? This track will examine ways to refine and grow the functions of a shared services organization.

Refer to Page 15 for more details.



Maturing

Achieved your initial objectives and you need to keep the momentum going? This track is focused on key ways to drive improvement, align with executive priorities, ensure transparency and credibility, establish more strategic relationships, assess future market development, and exploit emerging capabilities.

Refer to Page 16 for more details.



Brand New

Shared Services Essentials (No RPA Content in This Track)

An entire portion of the event will be focused on the essentials of shared services excellence. Enjoy content on value creation, scope expansion, metrics, change management and much more. You won't hear any automation talk.

Refer to Page 17 and 33 for more details.



Brand New

Disruptive Technology

It's no secret that technology has, is and will continue to disrupt the way that business is done. This track will explore the technological advancements - like artificial intelligence, RPA, machine learning and cognitive machine learning.

Refer to Page 18 for more details.



Now Across 3 Days

HR Vision

The workforce of an organization is as important in the blood that circulated through the human body. This track will explore trends in HR shared services including the future of learning, recruitment, reward, talent management, HR data and analytics, payroll and organizational data management are changing within shared services.

Refer to Page 19, 28 and 34 for more details.



Finance & Accounting

No matter the industry, finance and accounting are seeing ways to have more transparent reporting. This track will explore the evolution of finance and accounting in shared services in a digital age.

Refer to Page 27 for more details.



Women in Shared Services

We are familiar with the typical issues regarding gender bias in the workplace. Despite these findings, there are still far too many women in leadership positions, especially those in shared services who should have a clear path to the C-suite. This track will suggest ways to identify and empower high performing women and provide specific examples on how to close the gender gap.

Refer to Page 35 for more details.



Customer Experience

The difference between success and failure can commonly be found in how much time is invested in meeting the needs customers. This track will explore strategies to engage employees more effectively and elevate shared services within an organization.

Refer to Page 29 for more details.



By-Invite for Executive-Level Practitioners

Future of Business Shared Services

The business leader who has evolved a shared services organization and achieved global business services, in multiple locations, has a budget of over \$5M, and has been a leader shared services for more than five years has a different level of needs than other SSOs. This track, by invite only and hosted by KPMG, will focus on customer centricity, how business services enables movement in the 21st Century enterprise, end-to-end transformation, the role of outsourcing will play in an automated world, and the future of the workforce. It is intended for the most senior level shared services leaders to learn and develop through collaboration and discussion with others at the same level.

Refer to Page 20 and 31 for more details.



Intelligent Automation Track

Sponsored by Automation Anywhere this session features best practices and top-quality case studies to begin and advance your digital workforce journey with Bots. Sessions focus on robotic process automation (RPA), cognitive automation and embedded analytics.

Refer to Page 30 for more details.



Analytics in Shared Services

With data more available than ever businesses have the opportunity to gain insights they never could before. This track will focus on how to master data and use various analytics to move your shared services up the value chain.

Refer to Page 33 for more details.



Mid-Cap

With less money and less resources smaller organizations still must find strategies to take their organizations to the next level. This track will focus on low cost, high reward strategies that mid-cap organizations can use immediately.

Refer to Page 34 for more details.



Main Conference Day One

Tuesday, March 12th, 2019

12:00 **Main Conference Registration Opens & Networking**

1:00 - 1:10 **SSON Opening Remarks**

1:10 - 1:20 **Opening Remarks from the Chairperson**

Brad DeMent, Partner, **ScottMadden**

1:20 - 1:50 **KEYNOTE: Global Workforce Management**

With 50% of the global workforce being mobile by 2022 and a massive shift in generation leadership, SSOs need to be ready to handle the next generation of mobility, customer experience and shared services. It will be essential for an organization to examine new strategies and definitions of hire-to-retain, implement new technological advances to meet the needs of customers, examine what workforce data is important to the success of an organization, address security concerns of the new digital environment, and to think creatively about the employee experience as it relates to the financial strategy of the organization. This keynote will examine global workforce trends including: the shift to digital natives and millennials in the workforce; the challenges and changes that are affecting rules relating to U.S. visas and gender diversity within business service; the upskilling of current talent to meet and exceed new expectations in a digital era; and to effectively cope with "automation anxiety" amongst different populations.

Hosted by:



1:50 - 2:20 **FIRESIDE CHAT INTERVIEW: Robotic Process Automation State-of-the-Union: Where We Are and Where We Are Heading**

RPA is now mainstream - by 2021 the market will reach \$2.9 billion dollars. This doesn't mean that every organization has scaled RPA fully or that some have even started on their journey towards RPA implementation. However, what it does mean, is that there are plenty of lessons learned and burning questions. What is the provider community doing to keep up with Demand? How are they scaling up? How are they building in AI components into current offerings and how will this impact SSOs who are down the path with RPA? What does their innovation roadmap look like? How does it differentiate from a BPO? Acquisitions and IPO - how will they keep up with new demand and maintain a level of customer service? What are the innovative RPA org. models being developed within SSOs? This fireside chat will explore the biggest successes and the largest lessons learned from RPA implantation, and what the future holds for our industry.

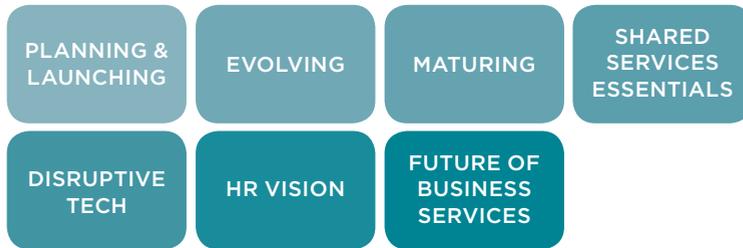
Hosted by:



2:20 - 3:00 **Networking Break**

3:00 - 5:00 **Concurrent Track Sessions**

Please choose a track to view full afternoon track sessions:



5:05 - 5:35 **PLENARY: 1300% Increase in Cyber Attacks: How to Protect Your Operation**

A few years ago, cyber attacks were considered a 'national emergency'. Not much has changed. Interestingly, the current administration suggested that shared services can be leveraged to help address some of the unique challenges faced by agencies, and communities that can lag behind in terms of cybersecurity capabilities. This plenary will explore strategies to improve cybersecurity in SSO, what processes need to be in place, what data needs to be protected, how to create the infrastructure and foundation to protect it, how GDPR will change the way you are protecting your data, and strategies for avoiding fraud and phishing.

5:35 - 6:05 **PLENARY: Operating Models of the Future - What to Expect in 2030**

Ten years from now, what operating model will your shared services organization be focused on? Will it be a single function, multi-function or global business services operating model? Will the SSO of the culture be virtual or physical? What technologies will be part of the operating model? Or, will it be something different altogether? This plenary will explore and predict what the SSO of the future might look like as they seek to move higher in the value chain by improving and adapting models for better results and heightened ROI.

Hosted by:



6:05 **SSOW Welcome Reception**

KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION

Planning & Launching | 3:00 - 5:00

3:00 - 3:40 **Panel: Stairway to Success: From Buy-In to Launch of Shared Services in 18 Months or Less**

Time, resources and benefits will be at the core of a leader's decision to launch a SSO, because they must be able to connect the dots across the organization. What needs to be prioritized to 'make the sale' in order to avoid failure to launch is essential.

In this session, participants will:

- Examine strategies for roll-out, creating value-add services, and creating better controls through multiple business units
- Explore strategies for implementation across function and regions
- Outline ways to build basic road maps, change management practices, savings plans, risk management plans, agility practices, and processes to achieve an SSO within 18 months

David Bedard, SVP, Finance Service Organization, **New York Life**

Julie Harbert, Vice President of Shared Services, **Entergy**

3:45 - 4:15 **View on the Location Paradox: From Setup to Maintenance**

Cost has been the primary measure of value in location decisions. However, the evolving political scene and impending tax regulations are changing the strategies that SSOs focus on when doing their due diligence. Location must be a competitive, environmental, cultural, and operational fit.

In this session, participants will:

- Discover the hot and new locations and why they are gaining in popularity
- Examine why several SSOs chose their location and the criteria used to make the decision
- Evaluate the role that operating conditions, talent availability, sustainability, access and physical infrastructure can play in decision making
- Identify hurdles, challenges and opportunities of immersing yourself in a different market and with different players

4:20 - 5:00 **Transformative Change Management: Overcoming Resistance through Co-Creation**

A strong culture knows what the priorities and values are and lives by them. However, priorities and values sometimes need to change with the times. This can be even more challenging when you have a multi-function organization.

In this session, participants will:

- Examine ways to get buy-in from leadership and other teams to start the change process
- Explore structures and procedures that need to be in place to support the change that is needed
- Outline timelines and processes that are the most important when implementing change

Dan Melchior, VP of Global Enablement: Process & Capabilities, **McCormick**

Evolving | 3:00 - 5:00

3:00 - 3:40 Panel: Look Before You Leap: Defining Your Governance Structure for Today's Modern SSO

Disconnected. Isolated. These are not words that should be associated with escalation management in an SSO, and avoiding issues and conflicts starts with governance. So, what can be done to make sure there is clarity at the operational, management and strategic level?

In this session, participants will:

- Review various SSO governance roles, standards, rules, responsibilities and power structures
- Outline new strategies to align initiatives and create a value chain as a beacon for process management
- Explore strategies to become a more agile organization amidst changes

Ken Somers, VP & Head of Strategy and Governance - Enterprise Shared Services at **XL Catlin**

Chad Keenen, Director of Shared Services, **Corning Incorporated**

Tom Nesteruk, EVP, Shared Services, **CACI**

3:45 - 4:15 Moving Farther Along the Value Continuum: How to Grow Your SSO from Single to Multi-Function

As organizations become more complex the need to cross collaborate and leverage resources becomes even more important. This is especially true when evolving from a single function to a multi-function SSO.

In this session, participants will:

- Explore ways to cut down on complexity and respond faster through collaboration
- Dissect ways to further distinguish between commodity and strategic services
- Outline ways to create economies of scale when developing new connections

Todd Blevins, VP, Shared Services, **UL**

4:20 - 5:00 How We Can Use Theory of Constraints in a Shared Services Environment

Theory of constraints (ToC) was made famous by Eli Goldratt's book the Goal and since the 1990's, ToC has been used to drive FLOW in many domains like manufacturing plants, supply chain and large projects.

In this session, participants will learn how to use ToC practices to drive breakthrough results in shared services.

Yazdi Bagli, SVP, Global Business Services, **Walmart**

Maturing | 3:00 - 5:00

3:00 - 3:40 **Delivering Multi-Functional Shared Services: Agility & Customer Value as Growth Enablers**

At J&J, they are building agility, accountability and service excellence to deliver healthcare to one billion patients, customers and consumers every day.

This requires the highest levels of operational agility, accountability and excellence in execution.

In this session, participants will:

- Explore how the world's largest and most diversified healthcare company is transforming its approach to delivering multi-functional services.
- Pave the way for transformation and establish a global shared services organization
- Identify how to support employees to embrace new ways of working
- Evaluate ways to adapt to market dynamics
- Dissect what value J&Js new model is delivering for its businesses, its 130,000 employees and its customers around the world

Erin Champlin, VP, Global Services & Enterprise Transformation, **Johnson & Johnson**

3:45 - 4:15 **BPO Status Check: Now and in the Future**

Provide solutions towards cost reduction and profit optimization - this has been the traditional role of the BPO. Now, BPOs are providing assistance with understanding big data, analytics, cloud computing options and cost savings, enhanced automated systems, and providing even more elevated customer experience support

In this session, participants will:

- Examine how BPOs are leveraging technology to meet the needs of their clients
- Explore how SSOs are redefining their relationships with their BPO provider
- Identify what BPO 2.0 will look like

Michael Konstas, VP of Financial Shared Services, **American Express Global Travel Business**

4:20 - 5:00 **How to Drive a 10X Digital Transformation at Low Cost By Using Winning Ecosystems**

Digital transformation is an opportunity of historic proportions in the context of the Fourth Industrial Revolution. Unfortunately, tactical issues such as the lack of resources and time seem to get in the way of leaders who are determined to drive change. This gap between intent and action continues to be as wide as ever. Tony Saldanha, a change leader and author with over three decades of experience, shares practical guidance from having successful driven transformation at extremely low cost at Procter and Gamble's best-in-class Global Business Services (GBS), among other Fortune 100 organizations. In this session participants will:

- Discover why digital transformations fail and what you can do about it
- Ensure that time and money are not on the critical path
- Review real-life success stories of 10X digital transformations in shared services
- Bridge the gap between successful pilot testing and deployment at scale

Tony Saldanha, Former VP, IT & GBS, **Procter & Gamble**

Shared Services Essentials

3:00 - 5:00

3:00 - 3:40 **No Mandate, No Problem! Driving Successful Shared Services in an Opt-In Environment**

Being able to demonstrate the value and sell the benefits of shared services is a challenge unto itself. Now, consider what it takes to have success in driving a shared services strategy in an opt-in environment.

In this session, participants will explore how to:

- Engage business unit leaders and sell the value of shared services
- Develop a disciplined centralization and process improvement methodology
- Leverage third parties effectively
- Establish key metrics and consistently improve on them

David Evangelista, SVP & GM, **McKesson**

Amy Burns, Vice President Six Sigma, **McKesson**

3:45 - 4:15 **Unlocking Capacity: Bringing Non-Traditional Functions into Shared Services**

Interested in what your peers are doing to sell more services? How they are combating a fear of job loss by adding more opportunities to create value in SS? This session will present ways to serve your customers outside of the traditional Finance, HR and other areas. By adding innovative, higher value and knowledge based processes – like those seen in sales and marketing, strategic sourcing, real estate and analytics – SSOs can create greater value, increase employee engagement contribute to enterprise wide decision support.

In this session, participants will choose a roundtable of choice and engage in discussion for expanding scope, where and when it makes sense.

Roundtable A: Sales & Marketing

Antoine Ezell, VP, Enterprise Capabilities & Solutions, **Eli Lilly & Company**

Roundtable B: Strategic Sourcing

Roundtable C: Real Estate & Facilities Management

Roundtable D: Financial Planning And Analysis

Roundtable E: Legal Operations

Nitin Batra, Managing Director, Global COO, Legal, **Citi**

Roundtable F: Travel Services

4:20 - 5:00 **Making the Leap from Shared Services to Global Business Services**

Many organizations are building their SSOs out, with the end goal of becoming a GBS organization. However, very few make it to full maturity.

In this session, participants will:

- Explore three stages of GBS evolution – from functional transactional excellence, to business service excellence, and to enterprise strategic enablement
- Examine what capabilities make a GBS world-class
- Outline how to successfully move your organizations from a mature SSO to a GBS
- Evaluate the most recent challenges that face GBS organizations and how to overcome them

Victor Susman, Senior Director, GBS, **Kimberly-Clark**

Disruptive Tech | 3:00 - 5:00

3:00 - 3:40 **Beyond the Buzz: Use Cases on Reshaping the Value of Shared Services with AI, Machine Learning & Cognitive Computing**

RPA, AI, machine learning, new platforms, and new cloud-based services available every month. Then, amid the hundreds of tech decisions there are customer issues that need to be resolved quickly and effectively.

In this session, participants will:

- Evaluate how large and small SSOs are utilizing disruptive technology to bring hyper-change to their SSO environments
- Compare examples of where tech implementation fails and succeeds
- Examine where SSOs benefit the most quickly and obtain the greatest ROI
- Define strategies to launch, improve or refine tech implementation strategies

Mark Etwaru, Digital Transformation Leader, **Estee Lauder**

3:45 - 4:15 **Process Mining for Shared Services: The Case for Double-Digit Savings & Speed to Market**

Data science is the profession of the future, because organizations who are not able to use big data in smart ways will not survive. With that in mind it has become essential that shared services stakeholders are able to extract the information that will inform leadership to assist them in making strategic decisions for the entire organization.

In this session, participants will:

- Examine the three types of process mining - discovery, conformance and enhancement
- Evaluate how process mining can create a bridge between data minding and business process management
- Outline the initial steps to launch a process mining project in a structured manner
- Explore real-life applications of process mining

Robert Bradfird, SVP, GBS, **Akzonobel**

4:20 - 5:00 **What Piloting Machine Learning Means for Shared Services in a Multi-Billion Dollar Industry**

When combined together, AI and RPA create machine learning that has the ability to boost efficiency, improve productivity, provide essential analytics, and free up human work-force time to focus on value-adding activities like analysis, planning and decision making.

During this session, participants will examine:

- How machine learning is driving continuous optimization and reinvention in SSOs
- How to create and pilot a machine learning project with the right tools and techniques
- What prescriptive analytics are proving to be most valuable within shared services
- How learnings can assist management to act across a range of functions managed under SSO models
- How machine learning is proving helpful in self-learning, building frameworks, and helping to solve service problems

Satish Bengeri, Senior Director of Global Robotic Process Automation, **Cargill**

HR Vision | 3:00 - 5:00

3:00 - 3:40 Using Personalization & Self-Service to Drive Engagement

Welcome to the consumerization of HR service delivery. New strategies are needed to reach the up-and-coming workforce. Especially, when tech is at the forefront of everyday interaction for customers. SSOs must figure out how to personalize and/or better engage with their customers to continue to provide high level service.

In this session, participants will:

- Establish best in class methods for reaching customers
- Explore what role technology is playing in serving a more customer-centric environment
- Examine how traditional touchpoints have changed

3:45 - 4:15 Reaping the Benefits of Cloud Based HR Implementations

So many HR organizations are either evaluating or implementing cloud based apps for the massive benefits of simplification, enhanced employee experience and cost reduction. Yet, cloud-based systems also bring a host of challenges.

In this session, participants will:

- Highlight the opportunities and challenges of cloud-based HR systems
- Learn the best way to implement SaaS and use it to meet business needs
- Ensure widespread adoption by employees
- Mitigate concerns with IT and security issues

4:20 - 5:00 Using AI in Hire-to-Retire

AI is changing the way work is being designed, completed and thought about – from recruiting, to employee management, to redeployment, to payroll, and even retirement. It's touching it all.

In this session, participants will:

- Explore how IA is and will change the way SSOs are looking at hire-to-retain
- Examine what SSOs need to know now to prepare for the future
- Evaluate how SSOs can use AI to find talent in their own back yard
- Identify strategies to use algorithms to find, recruit, engage, hire and retain talent that fits organizational needs

Future Of Business Services | 3:20 - 5:30

BY INVITATION ONLY

Hosted by: 

3:00 - 3:40 **Engineering a Culture of Customer Intimacy as Scale**

As customer expectations and behaviors have caused seismic shifts across entire industries and business models, companies have enhanced their focus on customer experience through front, middle and back office processes. How are business services utilizing traditional Customer Experience (CX) tools - e.g. journey mapping, design thinking - to achieve a consistent and seamless experience across all of the touchpoints with both internal and external customers? How are business services partnering with internal customers to ensure the end-to-end process addresses external customer needs?

3:40 - 4:20 **How Business Services Enables Movement of 21st Century Enterprise**

As companies transform themselves along the key pillars of the 21st Century Enterprise - Customer Engagement, Changing Nature & Value of Assets, Everything-as-a-Service and Workforce of the Future - how are companies successfully leveraging the Business

Services operating model to advance the 21st Century Enterprise Operation Model? The most successful companies will utilize Business Services to deploy cross-functional competencies which drive innovation within and outside of Business Services and to help drive transformative strategy through holistic, outcome-based governance structures

4:20 - 5:00 **The Role of Outsourcing in an Age of Automation**

As the adoption of Intelligent Automation and associated technologies (robotic process automation, cognitive automation, and artificial intelligence) take root and begin to scale across industries, it is fundamentally changing the value proposition of outsourcing. As automation scales and the value of offshoring and labor arbitrage benefits decline in relation, companies are increasingly seeking value in outsourcing through the lens of access to technology, capabilities and talent across their business services functions. Companies also need to re-think how they approach new contracts as well as re-visit existing outsourcing contracts in order to ensure that the impacts of automation are dealt with fairly and equitably.

Do I Qualify?

Access to the Future Business Services Room is available solely to individuals who meet all of the below, clearly defined criteria:

- Multi-Location (Minimum of 2 centers that are geographically diverse)
- Multi-Process (Minimum of 5)
- External Budget of at least 5 million
- Company revenue at least 5B+
- Has 5+ years experience in running a SSO



7:15 **Coffee & Registration**

8:00 - 8:10 **SSON Opening Remarks**

8:10 - 8:20 **Chairman's Opening - Day Two**

8:20 - 9:05 **KEYNOTE: Unleashing Blockchain for Enterprise**

Bettina Warburg, Blockchain Researcher, **Entrepreneur & Educator**

9:05 - 9:35 **PANEL: When Digital Meets Business Process Outsourcing**

Digital technologies are affecting the way that BPOs are conducting business with their clients. The focus on providing omni-channel experiences, leveraging efficiencies that are being seen by implementing intelligent automation - like using chatbots,, and creating customized experiences are not going anywhere. So, how are outsourcing trends affecting SS & GBS? This panel will explore the trends that are impacting service centers, the most current strategic imperatives for outsourcing, case studies of successful digital transformation with the assistance of BPOs, and where and what are the opportunities for growth in 2019.

Moderator: Kapil Jain, Senior Vice President and Global Head of Sales and Enterprise Capability, **Infosys BPM**

Hosted by:



9:35 - 10:05 **PLENARY - The Evolution Story: Intelligent Automation on Demand**

Imagine a world where automation happens within a much shorter timeframe - a few months, weeks, days or even hours - depending upon on your level of robotic implementation. Then, imagine a world when a robot can adapt workflows as operations change. Is it possible? This session will explore what the next iteration of robotic process administration looks like, how it can adapt as your business grows and changes, what safety measures are implemented, how it will integrate with other software, and how to manage it all effectively.

Hosted by



10:05 - 11:00 **Morning Coffee & Networking**

11:00 - 11:30 **PLENARY: Digital Operations through AI-Driven Automation**

The lifespan of established companies is declining while born-digital companies take market share and create new markets. Why is this? It isn't just that they're small and agile. It's that they're built on technology designed to continuously learn and adapt, which makes their people better equipped to make better decisions and execute faster. Leading enterprises in every industry are using AI-driven process automation to digitize their back and middle operations to provide the same speed, accuracy and efficiency of service delivery as born-digital companies. In this presentation, participants will learn how to mitigate the operational problems that limit growth and compromise customer service.

Hosted by:



11:35 - 1:20 **Interactive Discussion Groups - Pick Three!**

Refer to Pages 22-25 for more details.

INTERACTIVE DISCUSSION GROUPS - PICK THREE!

During this part of SSOW, delegates will be sorted into groups of 10-15 to take part in Interactive Discussions around the topics below. Delegates will get the opportunity to select three topics and will rotate between their choices every 40 minutes. Discussion groups are kept small to ensure all delegates get the opportunity to ask their most pressing questions, ensuring a perfectly tailored experience

1st Group: 11:35 - 12:05 | **2nd Group:** 12:10 - 12:45 | **3rd Group:** 12:50 - 1:20 | *5 Minutes to Move to Each New Discussion Group*

IDG 1: Is Your Talent Ready for Digital?

With new talent coming:

- What impact is the gig economy having on shared services?
- What kind of talent/ skills are SSOs seeking in today's environment?
- What work is best for short-term contractors?
- How are we preparing our organizations for rapid change and how are we handling resistance?
- What are examples of modern career paths?

Hosted by:



Sold Out in 2018

IDG 2: Measure What Matters: Reassess Your KPIs for Ultimate Performance

With measurement being the biggest game in town:

- What metrics are you tracking?
- What tracked metrics failed / succeeded?
- What is worth the investment versus not?
- What metrics are most important for IT, HR and F&A SSOs to track?

IDG 3: Next Generation Travel & Expense Management

With travel and mobility being an essential part of business:

- What are you doing to support the mobility needs of your customers?
- How do you manage expectations during travel issues?
- How could you better support mobility and travel?
- What processes or technology do you use to assist?

Hosted by:



IDG 4: Business Continuity Planning (BCP)

With it being critical to test a BCP each year:

- What are other SSOs including in their communication plans in the event of emergencies?
- What gets prioritized between facilities, personnel, systems, records, internal dependencies, and external dependencies?
- What roles are assigned in the content of initial response, continuity plans, and restoration?

IDG 5: Change Management: Morphing into a Beautiful Butterfly

With change often being ugly:

- What does effective change management look like in an SSO organization?
- What are exemplars of processes that can withstand change and transformation?
- What processes tend to get muddled during change? How do you avoid them?

IDG 6: Please Take a Seat at the C-Suite Table

With getting the ear of the C-Suite being a challenge:

- What are the biggest challenges / hurdles of getting a seat at the C-Suite table?
- What are metrics have helped you get in the door and stay there as an SSO?
- What processes need to be in place to ensure your SSO is noticed by the C-Suite?

IDG 7: The Changing Value Proposition of Outsourcing

With re-upping of contracts and tech being the newest pressure on BPOs:

- Why are organizations investing in BPOs?
- What new offerings are BPO providers providing their clients?
- What are contracts looking like or how are they changing in today's intelligent automation heavy space?

IDG 8: Stop Herding Cats and Start Managing Your Vendors Effectively

With vendor management always being complicated:

- What strategies do you employ to manage multiple vendors?
- What leads to vendor management failure?
- What helps you manage vendors along the way?

Main Conference Day Two

Wednesday, March 13th, 2019

IDG 9: Using Design Thinking For Business Process Innovation

You've got 40 minutes to design a SSO model:

- What would it look like?
- What functions would be essential?
- What processes would be included?
- What processes would be left behind?
- Who would run it?
- What technologies would be used?
- What technologies would be left behind?

James Alessandrini
Director of HR Analytics & Shared Services
Loews

IDG 10: Hack the Bot, Don't Let the RPA Bot Hack You

With bot implantation being more and more common:

- How is your bot ensuring data is secure?
- How is your bot regression testing?
- How is your bot identifying weaknesses?
- How are you identifying global best practices and communicating them to your bot?
- What is the real cost of implementation?

Reserved for



IDG 11: Providing Best--in-Class International Mobility

Global mobility and shared services:

- What's the most effective model - offshoring vs nearshoring, offshoring vs outsourcing
- How does international mobility support ultimately fit into the overall evolution of the SSCs incorporating not just transactional work to more complex end-to-end one by leveraging more technology

Claudia Petrocchi, Head of the International Mobility CoE, HR Global Operations, **Ericsson**

IDG 12: Destination: RPA Center of Excellence

The goal is an RPA Center of Excellence:

- How is the Center integrated into the organizational structure?
- How are roles, responsibilities and reporting lines defined?
- What does collaboration with IT architecture, infrastructure, and security look like?

Hosted by:



Sold Out in 2018

IDG 13: Strategies for Designing Global Payroll

With automation proving to be a game changer:

- What will global payroll systems look like in the future?
- What technology platforms are being used most?
- How are SSC automating and standardizing their global payroll systems?
- What compliance measures are of most concern?
- Who is managing the data most?
- Is the management of it sourced internally or externally?

IDG 14: Benefits of Blockchain Applications Across Order-To-Cash, Record-To-Report & Procure-To-Pay

With blockchain being the new cool kid in town, SSOs need to know:

- How can blockchain be used in shared services?
- How blockchain can be useful outside of finance and accounting shared services?
- What other technologies, outside of blockchain might have a real impact and why?

IDG 15: Developing Global Process Owners

With global process ownership being advantageous:

- What are best reasons to have global process owners?
- How to design and implement a scalable structure for sustained success?
- How does a SSO change procedures and governance guidelines to be helpful tools for GPO success?
- How do you implement and utilize global measurements and metrics?

IDG 16: HR Excellence: Driving a Fanatical Focus on Employee Experience via Self-Service

With the employee experience being key to the success of shared services:

- What common practices are SSOs employing to ensure customers feel good about their experiences?
- What self-services are you adding?
- What traditional models aren't working or are still working?

KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION

Main Conference Day Two

Wednesday, March 13th, 2019

IDG 17: High-Performance Record-to-Report

With a clean record-to-report being the goal:

- How record-to-report evolved in the last year?
- What are the biggest challenges faced in report-to-report?
- How can you achieve high-performance record-to-report processes

IDG 18: Branding Your SSO to Attract and Retain Talent

With turnover still being a huge cost to an organization:

- What strategies are you employing to build a brand that helps bring in millennials and retain them?
- What strategies are working or not working to bring in talent?
- How are you developing a vision that will inspire your customers today, tomorrow and in the future?

Hosted by:



IDG 19: The Future of Procure to Pay

With secure payments being a top goal:

- What are some of benefits and challenges of procure-to-pay for in-house deployment, running in the cloud, and private SaaS hosting?
- How are you measuring ROI?
- How do you better maintain control and avoid security issues depending on how you deploy you procure-to-pay?

Hosted by:



IDG 20: Evolution of Order-to-Cash

Finance functions have been seeing a great deal of change:

- How has order-to-cash evolved in the last year?
- What are the biggest challenges you face in processing documents in order-to-cash?
- How has automation helped in processing of order-to-cash? What opportunities does automating create for a SSOs?

Hosted by:



IDG 21: The Latin America Shared Services Landscape

With today's sourcing landscape in flux:

- What are the benefits to looking towards the LATAM vs other global locations?
- What are tax benefits of choosing a LATAM location?
- What value are SSOs in LATAM seeing in today's changing market?

Ruben Vargas, Sourcing Director,
Thomson Reuters

Juan Araya, Senior Lead, CoE, LatAm,
Uber

IDG 22: What Artificial Intelligence Can Do For Shared Services Processing

With value being at the core of what shared services stakeholder do:

- Can AI really create thousands of ours of time savings?
- How is AI helping finance, HR and other functions?
- What inefficiencies is AI helping to solve in shared services?
- How much is it really costing to implement AI in shared services organizations?

IDG 23: GDPR Impact on Global Services Delivery

With it being common knowledge that GDPR is here to stay:

- How are you ensuring compliance?
- How has it changed processes?
- How has it changed the way that you gather data?

IDG 24: Analytics Market Evolution & Trends

With core analytics capabilities remaining in demand there are more SSOs invest in exponential technologies to gain competitive advantage:

- What analytics are showing the most promise – AI and cognitive analytics, machine learning or predictive analytics
- How will the Internet of Things (IoT) influence the work that SSOs are doing?

Main Conference Day Two

Wednesday, March 13th, 2019

IDG 25: Mobile as a Platform for Digital HR Shared Services

With the movement towards mobile platforms being more and more common:

- What processes and functions are being used most on mobile technology standpoint?
- What has seen failure to launch in the mobile shared services space?
- What is showing mobile platforms are seeing the most promise?

IDG 26: Using AI Chatbots in HR Shared Services

With more and more HR SSOs moving from transactional to transformational:

- How are they using AI chatbots?
- How are chatbots proving to be an effective solution in HRSS?
- What processes do they handle well / not well?
- What outcomes can you expect from using chatbots?
- What customer service levels increasing or decreasing?

IDG 27: Commercializing Shared Services via Carve-Outs

The back-office hasn't been looked at as a solution to balance sheet problems, the "carve out" approach many provide a new way to create a promising future for an organization.

- What three core structural models - joint venture scenarios, selling assets outright, and outsourcing - are being used in carve outs?
- What opportunities are carve outs creating?
- What challenges have to be overcome to successfully implement carve outs?
- How can an SSO gauge readiness for using carve-out models to provide more revenue?

Debroah Kops, Founder, **Sourcing Change**

IDG 28: The Growth of Digitally-Enabled Global Business Services - Are We Really Making Headway?

With technologies affecting the entire system:

- How are technologies affecting GBS processes?
- What does a digitally-enabled GBS look like?
- How do internal and external functions change once technology been deployed?
- What might a GBS of the future look like?
- How is technology governed in a GBS?
- Is it all working? if not, are we making our move back to shared services?

IDG 29: Evolving Your Master Data Management (MDM) Strategy

With data reporting being at the center of many decisions:

- How are SSOs governing data decisions?
- What are SSOs reporting on when it comes to data management?
- What data manipulations are more likely to happen if a function has a more vested interest?
- How are organizations tapping into analytics talent within their SSO?

IDG 30: Using Business Process Management (BPM) Tech to Manage Workflow and Track Data

With monitoring, evaluating and maintaining a path towards process and project success:

- What BPM software has proven to be best in class, and why?
- How can a SSO effectively find a BPM that meets its modeling, automation, execution, control, measurement, optimization and enterprise goals and needs?
- What can an SSO do after it has chosen a BPM software and goals and needs change?

PICK THREE TO ATTEND!

Main Conference Day Two

Wednesday, March 13th, 2019

1:20 - 2:05 **Networking Lunch**

2:05 - 4:10 **Concurrent Track Sessions**

Please choose a track to view full afternoon track sessions:

FINANCE &
ACCOUNTING

HR VISION

CUSTOMER
EXPERIENCE

INTELLIGENT
AUTOMATION

FUTURE
OF BUSINESS
SERVICES ROOM

4:10 - 5:10 **Networking Break and Demo Drive**

5:10 - 5:40 **KEYNOTE: Lessons from Deconstructed Global Business Services**

Global business services are put into place to help create frameworks, deliver expanded value, and structure processes at a global level, but what happens when processes have been effectively implemented (are really part of the culture of the business) or just aren't working. Do you deconstruct your GBS or reconstruct it? This panel will explore the reasons organizations have chosen to deconstruct their global business services and/or reconstruct them as pressures, drivers and needs have changed for their organization, why change is happening, how the deconstructing is happening, and what the value proposition is for GBS that have deconstructed and decided to specialize around a particular function.

Alexander von Thielmann, SVP of Shared Services, **Siemens**

5:40 - 6:00 **Game-Changing Tips to Truly Capitalize on Benchmarking Data**

Are you maximizing your shared services organizations metrics? Shared services have always been focused on monitoring KPIs and keeping close tabs on industry benchmarks and "best-in-class". However, practical application of all those numbers is different, and it can be a challenge to know if you are even evaluating the right numbers. This session will explore practitioner insights from SSON's 2018 "Most Admired SSOs" to derive what real business benefits can be driven from crunching the aggregated data of their peer set and beyond, key early journey compass-setting, how to normalize data collection as you mature, and using roadmap forecasting to establish a baseline for simulating future data for comparison.

Emma Beaumont, Global Managing Director, **SSON and SSON Analytics**

6:00 **Champagne Toast**

6:30 - 8:30 **SSOW Impact Awards Gala**

Change Management Impact Award

Process Improvement & Value Creation Award

Customer Centricity Impact Award

Business Transformation Impact Award

Automation Impact Award

Presented by:



Creative Talent Management Award

Hosted by:



[FIND OUT MORE](#)

Finance & Accounting | 2:05 - 4:10



2:05 - 2:45

Finding a Seat at the Table through Blockchain Implementation

Moving an organization from waiting weeks to settle payments to settling them in a matter of seconds could start the process of earning the ear of leadership. Additionally, it could assist the entire organization to addressing the mission and vision of their organization. Financial shared service leaders like the World Bank and CitiBank are doing just that right now with goal of better serving their customers and clients.

In this session, participants will:

- Identify how banks are experimenting with blockchain technology
- Evaluate the hurdles or challenges to implementing blockchain in an organization
- Dissect the initial steps to setting up blockchain transactions
- Examine the hurdles of breaking down silos to adopt blockchain

Brian Quinn, Director of Financial Controls, **World Bank Group**

2:50 - 3:30

Transforming the Finance Function in a Digital Age

The finance function is transforming due to increased automation, strengthened data and analytics capabilities, and improved controls to support the strategic vision and direction of the business.

In this session, participants will:

- Examine existing F&A frameworks
- Explore the benefits of implementing new technologies into F&A
- Outline ways to leverage innovative frameworks to maximize F&A potential

Xavier Rodriguez, Global, Finance Shared Business Services, **Technicolor**

Daniel Davidson, VP of Finance Shared Services, **Equifax**

3:30 - 4:10

Show Me the Money: Improving Working Capital & Cash Management

In an uncertain financial fiscal landscape companies must be able to build and maintain optimal working capital levels or risk being left behind. So, taking a sufficient amount of time to do a risk analysis, evaluate current strategies, and plan for the future is essential in event that hard times arise.

In this session, participants will:

- Analyze and assess current SSO working capital levels and strategies
- Evaluate key KPIs that a company with optimal working capital monitors regularly
- Create an action plan for managing and reaching manageable working capital
- Outline strategies to increase revenue, decrease costs and improve customer service

Hosted by



HR Vision | 2:05 - 4:10

2:05 - 2:45

Talent Management: Six Strategies to Future-Proof Your Shared Services Workplace Strategy

To keep pace with rapidly changing business needs, SSOs are redesigning their talent management strategies and approaches. They are creating new opportunities to attract/retain the best possible talent, while balancing human and digital labor and resistance to change.

In this session, participants will:

- Highlight the developing career paths in shared services. How is automation opening opportunities for shared services and other parts of the business?
- Discuss strategies to hire/upskill talent. What are the new skillsets needed. Are SSOs utilizing the gig economy, creating CoE s for RPA and Analytics?
- Discuss the escalating problem of attrition. When you concentrate all your resources in certain centers, whether that be regional or global, you can often lose your ability to drive business acumen

Kris Ahrend, President of U.S. Shared Services, **Warner Music Group**

Michel Chuy, Director of GBS, **Herbalife**

Sue Dempsey, Senior Director, GBS Service Center Lead, KNA, **Kellogg Company**

2:50 - 3:30

Panel: Finding Your Way Through the HR Analytics Maze

Shifts in the world of work are opening up exciting new opportunities – and challenges – for HR professionals. Being able to unpack the possibilities of people analytics, diversity and inclusion analytics, and even predictive analytics could mean the difference of success and failure for an organization.

In this session, participants will:

- Examine how analytics can boost hiring, management and retention
- Evaluate the innovative technologies being used by HR SSOs
- Dissect how what metrics HR SSOs are focused on

3:30 - 4:10

Key Considerations and Lessons Learned from Global Payroll Shared Services Leaders

Regardless of the methodology being used – a centralized system, a regional cluster or a capability-lead 'Center of Excellence' – payroll must be able to find a way to keep pace with the evolution of the business.

In this session, participants will:

- Examine continuous improvement strategies that global payroll SSCs are employing
- Evaluate how global payroll SSC are prioritizing their focus on technology, automation and standardization, aggregation, compliance, and co-location competencies
- Outline strategies to navigate acquisition and maintenance costs and concerns
- Review current KPIs that are in place – like on a balanced score card – to determine if new solutions process are needed

Client of:



Customer Experience | 2:05 - 4:10

2:05 - 2:45

Customer First: Leveraging Front Office CX Strategies to Boost Back Office Service Levels

Developing a pleasant experience for a SSO customer should be at the center of every decision that is made. However, identifying what issues get prioritized can sometimes get derailed by other issues that arise. So, an SSO must expand, standardize, diversify and create new offerings all at the same time.

In this session, participants will:

- Examine pitfalls project-based efforts around elevating customer experience
- Identify the proper channels for customers to improve the customer experience process
- Outline ways to engage the entire organization towards improvement and problem solving
- Evaluate ways to leverage front office strategies to leverage the back office service levels.

Richard Swan, President, **Koch Business Solutions**

2:50 - 3:30

Measuring Customer Success and Satisfaction in Shared Services

Are your services meeting or surpassing a customer's expectations? How do you know? Understanding and meeting the needs of customers is key to moving beyond the basics of service and expanding services – whether they are growth or investment related.

In this session, participants will:

- Examine case studies of organizations that are using in-app, post-service or email surveys
- Evaluate how you can use Net Promoter Scores to evaluate satisfaction
- Identify additional strategies for proactively interacting with your customers and continually humanizing your brand and showing you value a customer centric approach

3:30 - 4:10

Using Empathy Mapping to Create a Culture of Intimacy with Shared Services Customers

An empathy map is a collaborative tool for teams to understand their customers better. In an industry where service excellence means everything, the use of empathy mapping will allow SSO leaders to characterize their customers and make more effective decisions. With the end goal being to make a customer feel close to an organization:

- What are essential ingredients on today's empathy map and how can construct one within Shared Service?
- What should be prioritized when empathy mapping in today's tech heavy world?
- What does a culture of customer intimacy look like in today's SSO and does it matter the size of the organization?

Intelligent Automation | 2:05 - 4:10

Hosted by:  **AUTOMATION ANYWHERE**
Go be great.

2:05 - 2:45

Building & Scaling-Up Your Bot CoE

Bots have the ability to reshape the future of work. They can help with application processing, quote-to-case, procure-to-pay, data migration and entry, report preparation and much, much more. Now, there are great case studies of organizations that have implemented all types of bots.

In this session, participants will:

- Explore what are the most common types of bots to be implemented in SSOs
- Identify areas of opportunity related to bot implementation
- Dissect case study examples of how organizations evaluated the work they wanted bots to conduct
- Examine how shared services scaled up the work of bots

Gary Burke, VP, Finance Transformation, **Honeywell**

2:50 - 3:30

Bot Down! Crisis Management Strategies for When Your Bot(s) Go Down

Bots aren't perfect or all knowing. They can fail. It's well worth the time to do a risk assessment and gather more tools to ensure that when the inevitable happens - or perhaps it already has - you are ready.

In this session, participants will:

- Evaluate the different ways that bots can fail
- Explore ways you can extract value from bot failure
- Examine strategies to get user feedback when a bot does not know an answer
- Outline ways your SSO can communicate and leverage existing customers to get feedback before an incident happens

3:30 - 4:10

Panel: Lesson Learned from RPA Implementation

Millions of dollars have been spent by shared service organizations to implement RPA (Robotic process automation), and now organizations are seeing their ROI and identifying key learnings. This means those that are thinking about implementation or are in the process of implementation have a lot they can learn about it what models work, how to meet or exceed expectations, and even know what technology to use.

In this session, participants will:

- Dissect what success and failure looked like when implementing RPA
- Outline strategies for getting internal buy-in from key stakeholders when implementing this technology
- Evaluate the ROI of setting up Bot's in an organization
- Identify the next steps on the tech roadmap once RPA has been implemented

Nadia Devilla, VP, Head of Digital Transformation & Business Development, **Manulife**

Future Of Business Services Room | 2:00 - 4:05

BY INVITATION ONLY

Hosted by: 

2:05 - 2:50 Workforce of the Future

Macro changes (digital technology, regulatory, etc.) occurring across all industries are impacting the required shape and size of the workforce of the future. At the same time, CEOs consistently place talent shortages at the top of the list when asked about their biggest barriers to transformation and implementation of digital technology. Companies must ensure the Business Services organizational structure is able to meet current business needs as well as have the flexibility to evolve. A 21st Century Enterprise is lean, utilizes intelligent automation and accesses skills on demand through platforms and alternative employment models.

2:50 - 3:30 End-to-End Transformation

Business services offerings have been evolving to extend beyond the transactions into expertise-based processes and, similarly, to extend across the front, middle and back offices. This evolution underscores the necessity of building business services delivery models comprehensively across end-to-end business processes. The most mature organizations will go beyond end-to-end processes and begin to design process through a customer experience lens and the journey they take as they receive services.

3:30 - 4:05 Analytics in Shared Services and Global Business Services

As Business Services' strategic value shifts away from cost-outtake, organizations are seeking out how they can leverage the cross-functional nature of business services to create value and provide insights. Organizations are leveraging business services to define and implement an enterprise data strategy which is the pivotal, and often missing, piece of the puzzle in achieving a mature enterprise analytics capability. Business Services organizations, historically focused inward with analytics on their own service performance, are increasingly looking outward to provide analytical services to the broader business while deploying intelligent automation, cloud and other digital technologies in doing so.

8:00 **Coffee & Registration**

8:30 - 8:35 **SSON Opening Remarks**

8:40 - 8:50 **Chairman's Opening - Day Three**

8:50 - 9:35 **KEYNOTE: Think Like an Explorer: Doing What Has Never Been Done Before**

Cathy, O'Dowd, **1st Female to Summit Mt. Everest and Author of Everest: Free to Decide**

One of last great mountaineering challenges was the Mazeno Ridge of Nanga Parbat. Over three decades international climbing teams had tried 10 times over and all failed. When Cathy O'Dowd's team set out to concur this mountain, many thought that the team wouldn't be any different, but it turns out they were. They were able to adapt when their plan came up against complicated unexpected reality. This keynote will explore the challenges of trying to do what has never been done before, examine the pitfalls of operating in an unpredictable and high-risk environment, identify the key challenges of building high performing teams amid a stressful project, actively engage the audience in expedition decision making processes, and help the audience concur their own challenges.

9:35 - 10:05 **KEYNOTE PANEL: Using Transformation as an Opportunity in Shared Services & GBS**

Does it seem that every company is going through transformation, has it become a four-letter word or is it just in vogue to be transforming? Let's talk about how transformation can actually be the catalyst to finally move your SSC to multi-functional, or your multi-functional SSC to a GBS or your GBS into a truly valued business partner. We'll explore specific examples of what to do (or not do) during transformation with guidance on how to leverage new knowledge, processes, practices and talent. Don't miss this lively keynote panel to hear how several SSOs are capitalizing on their organization's transformation.

Suzanne Leopoldi-Nichols, President of Global Business Services, **UPS**
Steven Jo, COO, Transformation Office, **Silicon Valley Bank**

10:05 - 10:35 **PANEL: Your Competitive Edge: Embracing "Customer Experience" Strategy for Shared Services**

Imagine a world where employees are satisfied, engaged, and don't want to leave because you've created the ultimate shared service experience and while achieving that goal you lowered cost and improved self-service along the way. You'd be an icon within shared services.

This plenary will help you tap in to ways to become the next icon by:

- Getting more key stakeholders involved in elevating the customer experience strategy
- Personalizing customer experience and a timely fashion
- Embracing data to add value to customers' lives and your own
- Integrating new digital strategies

John Standing, SVP & GM Global Servicing Operations, **American Express**

10:40 - 11:00 **Demo Drive Raffle Prizes Announcement Break and Morning Coffee /Networking**

11:00 - 12:25 **Concurrent Track Sessions**

Please choose a track to view full afternoon track sessions:

SHARED SERVICES ESSENTIALS

ANALYTICS IN SHARED SERVICES

MID-CAP

HR VISION

WOMEN IN SHARED SERVICES

12:30 - 1:00 **KEYNOTE: The Evolving Landscape of Sourcing in a Post-Automation World**

The economic environment has changed the decision-making process and criteria weighting for enterprises selecting between onshore shared services, offshore captives, and outsourcing alternatives. Enterprises planning and operating global business services need to ensure that their work with overseas partners is not put at risk due to a sea of ever changing political and economic rulings that are shaping global trade. This keynote will examine the how current geopolitical landscape is affecting the sustainability of many traditional SSC and BPO sourcing relationships, what solutions you can use to future proof a global SSO, what shared services and sourcing look like in the current economic environment, what are pressures of those making the decision to establish domestic vs. offshored centers, what locations are commonly being chosen, what functions are needing to stay close in a post-automation landscape, and what questions should be asked next.

1:10 - 1:15

Chairman's Close of Conference

1:15 - 2:00

Lunch

Shared Services Essentials

11:00 - 12:25

11:00 - 11:40 **Ways SSOs Create Value During Mergers and Acquisitions**

Accelerated de-duplication, accelerated revenue synergies, enhanced customer retention, early engagement of operational expertise, reduced operational risk, and a reliable and proven path to follow are all values that SSOs can create during M&As.

In this session, participants will:

- Evaluate how SSOs is uniquely positioned to assist during M&As
- Explore what the most common challenges are for an SSO during M&As
- Identify what processes are essential to have in place during a M&A

11:45 - 12:25 **Rotate 90 Degrees: Change Your Point of View from Vertical Functions to Horizontal Processes in Order to Define, Design, and Deliver End-to-End Processes**

Many of us have been exposed to the Lean Six Sigma idea of flow...one of the core principles for operational excellence. Hand-offs between people or departments are the enemy of flow and greatly contribute to inefficient and ineffective processes. But even in our global, cross-functional, process-oriented world, functional hierarchies continue to dominate organizations. While most project teams are cross-functional, few operations team are. Shared Services is the perfect opportunity to rotate your organization to create & sustain end-to-end processes.

- See how a process view changes everything
- Learn from practical examples that most companies experience
- Develop a vision for creating sustained success with your end-to-end processes

John Sparks, Senior Director, Shared Services Operations & Implementation, **World Vision**

Analytics In Shared Services

11:00 - 12:25

11:00 - 11:40 **PANEL: Mastering Data and Not Letting Data Master You**

The implementation of technology has resulted in large amounts of data being available to organizations. These data points could potentially help a shared service organization get a seat at the leadership table.

In this sessions, participants will:

- Identify the most effective ways to gather and synthesize data in a shared service organization
- Explore what data provides the best ROI
- Outline quantitative techniques on how to use data to predict future scenarios
- Evaluate where they stand on the analytical data maturity scale

Sue Danino, Vice President of Finance, **Hubbell Incorporated**

Kristin White, Senior Director of Financial Controls and Risk Management, **Cisco Systems**

John Transier, SVP, Finance, **Harland Clarke**

11:45 - 12:25 **How One Company Used Analytics to Move Shared Services and GBS Up the Value Chain**

A study from Deloitte in 2015 said, "65 percent of SSCs said they are investing in building analytics capabilities and will offer Insight Services by 2018." If anything, it seems that this trend will continue for a long time into the future, and it's important that evaluate you are able to move your SSC from conducting bit sized projects, where you are building knowledge in a 'safe environment' to full scale implementation.

In this session, participants will:

- Evaluate case study examples of how organizations are using analytics as a centralized function
- Examine how to make your SSO an insight driven organization to support the front-line with back-office data
- Assess how you can use data across multiple towers - like finance, HR and procurement - to deliver great insights

Mid-Cap

11:00 - 12:25

11:00 - 11:40 **Panel: Building a Lean Shared Services Financial Model**

Do more with less. Find innovative strategies to cut costs. These are all typical drivers for F&A stakeholders. SSOs need to identify if tech, process improvements or process changes will bring the biggest success.

In this session, participants will:

- Outline where F&A is seeing the most ability to cut costs
- Define what strategies are providing the biggest ROI for F&A SSO
- Examine strategies to get a seat at the table through providing leadership with new strategies for success

Lori Bondar, Vice President, Controller & Chief Accounting Officer,
Avery Dennison

Sponsored By:



11:45 - 12:25 **Strategies for Successful Shared Services Implementation in Mid-Cap Organizations**

Smaller sized companies can capitalize on implementing shared service principles and strategies to achieve the same level benefits that large companies experience. Benefits include providing a higher quality of service, improving controls, centralization of functions and cost savings.

In this session, participants will examine:

- The likenesses and differences between mid-cap and larger SSOs and how to take advantage of being the smaller SSC
- Best-in-class governance and control decisions in mid-cap companies
- Strategies for scaling automation in a smaller SSO
- Methods for continually building the business case for shared services
- Positioning strategies when making purchasing decisions

Hr Vision

11:00 - 12:25

11:00 - 11:40 **Agile HR: Utilizing Case & Knowledge Management to Deliver Next-Generation HR Shared Services**

Utilizing new human resource technologies to give your employees best-in-class services quickly and conveniently is a focus of many a HR shared services stakeholder.

In this session, participants will:

- Evaluate the benefits of new technologies and downfall of these new technologies
- Explore how to manage the digital workplace with HR Case & Knowledge Management software
- Examine the benefits of including enhanced HR efficiency, knowledge capture and improved services in a SSO strategy

11:45 - 12:25 **How to Think Like a Start Up & Use Alliances & Partnership to Scale Like an Enterprise**

A successful HR pilot could result in full company implementation, happier customers, and cost savings. The failure of a pilot could mean wasted money and time.

In this session, participants will:

- Explore how to measure their SSOs readiness to pilot and what tools are most effective
- Identify major points of failure that can take place when launching a pilot in an HR SSC
- Examine ways to measure success when implementing new technology
- Explore the opportunities that are available to HR SSOs
- Outline how your organization can win with strategic alliance partnerships

Christian Yllescas, Business Service Head for the Americas,
LEDVANCE

Women In Shared Services

11:00 - 12:25

11:00 - 11:40 **PANEL: Recruiting, Developing, Retaining - and EMPOWERING - Female Leaders**

In a widely publicized initiative few years ago, eBay embarked on a journey to bring more women into its top ranks. Senior executives at the firm discovered the investment yielded substantial bottom-line and cultural benefits. Despite these findings there are still far too few women gaining entry into the C-suite. It appears a contributing factor to this reality is that women are not receiving enough opportunities to gain the key work experiences viewed as necessary to gain entry into the C-suite.

In this session, participants will:

- Examine how companies are Identifying and empowering high powered women
- Outline the contributions and cultural benefits of promoting talented women
- Evaluate how to embark on a continuous plan to close the gender gap

11:45 - 12:25 **The Path Less Traveled: How One F500 Shared Services VP Achieved Success Unconventionally**

- Highlight one of your biggest mistakes. What could you have done differently?
- Describe your career path, how did you get where you are, and what continuing education opportunities are you personally taking advantage of?
- What's your advice for impressing the CFO/CEO? Any advice on how to improve the chances of getting a raise and promotion?
- Talk about the worst job you've had. How did you endure?
- Who has made it possible to access the technology you need to be successful?
- Discuss the emerging skill sets for tomorrow's Female Shared Services Leaders

Thank You to Our 2019 Sponsors



DEEPCURRENT



KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION

JOIN US AT A

Magical Venue

SSOW Orlando will be hosted at Disney's Coronado Springs Resort! Disney created this resort with Spanish Colonial Mexico in mind and it will not disappoint. With a beautiful pool equipped with a waterslide, delicious cuisine ready for you to enjoy at the Maya Grille, and of course the best part, the La Vida Gym and Spa where you can relax after a day at the event.

For more details, visit our [venue page here](#).

SPECIAL ROOM RATES AVAILABLE

Group Rate: We've negotiated a discounted hotel room rate of \$219.00 per night + 12.5% tax specifically for SSOW attendees

How to Book: To book your room, please identify you are part of the IQPC SSOW 2019 group to ensure the special rate (based on availability). The group rate is available three days pre and post event based on group rate availability. Please make your reservation before Friday, February 15th, 2019 in order to ensure you are eligible for the group rate. After Friday, February 15th, 2019, hotel rooms will be offered on a space-available basis at the prevailing rate.

Reservations Phone: (407) 939-4686

Reservations Link: <http://book.passkey.com/go/SSOW2019>

Pricing & Registration

3 Easy Ways to Register



Call
1-800-882-8684



Email
enquiry@iqpc.com



Register online
www.SharedServicesWeek.com

Find Out About Our **2 FOR 1** Passes*

None of the packages include the Awards Gala Dinner. Passes are only available a-la-carte

PRIMARY	Register by October 19th	Standard
SSON DATA PLUS PASS: All Access (Main Conference + 2 Workshops + Site Tour) + 12 Month Premium Subscription to SSON Analytics Best Offer!	\$4,098 Save \$900	\$4,998
All Access (MC+2Wk+ST)	\$3,099 Save \$900	\$3,999
Premium (MC+2Wk)	\$2,699 Save \$800	\$3,499
Combo (MC+1Wk)	\$2,399 Save \$800	\$3,199
MC	\$2,199 Save \$700	\$2,899
SSON Analytics Premium Subscription: 12 month premium subscription to SSON Analytics	\$999	

VENDORS	Register by October 19th	Standard
Main Conference	\$4,599 Save \$800	\$5,399

A-LA-CARTE	Rates	GROUP DISCOUNTS (UNTIL EB1)	Savings
One Workshop	\$499	Group 3 to 4	30%
Site Tour	\$649	Group 5 to 7	35%
Awards Gala	\$249	Group 8+	40%
Awards Gala Table (Table of 10)	\$2,000		

*Discounts apply to registrations submitted together, at the same time. Cannot be combined with any other discount. Valid for both Primary and Vendor markets. 2 for 1 passes are only valid for end user/primary accounts.

IQPC reserves the right to determine who is considered an End-User or a Vendor upon registration for an event. Those who are determined a vendor will be denied access to End-User pricing. These prices are featured as a limited time only promotion. IQPC reserves the right to increase these prices at its discretion.

Please note multiple discounts cannot be combined. A \$99 processing charge will be assessed to all registrations not accompanied by credit card payment at the time of registration.

MAKE CHECKS PAYABLE IN U.S. DOLLARS TO: IQPC

CT residents or people employed in the state of CT must add 6.35% sales tax.

Team Discounts: For information on team discounts, please contact IQPC Customer Service at 1-800-882-8684. Only one discount may be applied per registrant.

Special Discounts Available: A limited number of discounts are available for the non-profit sector, government organizations and academia. For more information, please contact customer service at 1-800-882-8684.

Details for making payment via EFT or wire transfer:

Bank Name: JP Morgan Chase & Co.
Name on Account: Penton Learning Systems LLC dba IQPC
Account #: 937-332641
ABA/Routing #: 021000021
Reference: 10351.013

Payment Policy: Payment is due in full at the time of registration and includes lunches and refreshment. Your registration will not be confirmed until payment is received and may be subject to cancellation. For IQPC's Cancellation, Postponement and Substitution Policy, please visit www.iqpc.com/cancellation

Special Dietary Needs: If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

©2019 IQPC. All Rights Reserved. The format, design, content and arrangement of this brochure constitute a trademark of IQPC. Unauthorized reproduction will be actionable under the Lanham Act and common law principles.

KEYNOTES & SPEAKERS

SSOW EXPERIENCE

2019 AGENDA

SPONSORS & EXHIBITORS

VENUE

PRICING & REGISTRATION