



Point of Contact	Phone Number	Email	Registration Code

ATTENDEE DETAILS

Company:

Address:

#	Delegate Name	Job Title	Phone	Email	Package	Amount
1						
2						
3						
4						
5						

Total

PACKAGE DETAILS

Agenda	Choose	1	2	3	4	5
<b>PRE-CONFERENCE SITE TOURS</b> March 11 <sup>th</sup>  1:00pm 6:00pm (Select one)	A. <del>Johnson &amp; Johnson Global Services Organization Tour</del> <b>SOLD OUT</b>					
	B. Coca-Cola: HR Intelligent Automation Tour					
	C. Citi Shared Services Center Tampa Tour					
	D. <del>Bristol Myers Squibb North American Capability Center Site Tour</del> <b>SOLD OUT</b>					
<b>WORKSHOP S &amp; MASTER CLASSES</b> March 12 <sup>th</sup>	8:00am – 10:00am / Workshops A – F (Select One) <b>WORKSHOP F SOLD OUT</b>					
	10:15am – 12:15pm / Workshops F – J (Select One)					
	10:15am – 12:15pm / MasterClass K					
<b>MAIN CONFERENCE DAY</b> March 12 <sup>th</sup> – 14 <sup>th</sup>	Main Conference ( <i>Awards Gala not included</i> )					
<b>SSOW GALA AWARDS -</b> March 13 <sup>th</sup>	SSOW Excellence Awards Gala					

FOR INTERNAL PURPOSES

MACCODE or Promo Code

PRIMARY

SECONDARY

<p style="text-align: center;"><b>1</b></p> <p>Is Your Talent Ready for Digital?</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b></p>	<p style="text-align: center;"><b>2</b></p> <p>Measure What Matters: Reassess Your KPIs for Ultimate Performance</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b>  <b>B 11:20am – 11:50am</b>  <b>C 11:55am – 12:25pm</b></p>	<p style="text-align: center;"><b>3</b></p> <p>Next Generation Travel &amp; Expense Management</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b></p>	<p style="text-align: center;"><b>4</b></p> <p>Business Continuity Planning (BCO)</p> <p><b>A 10:45am – 11:15am</b></p>
<p style="text-align: center;"><b>5</b></p> <p>Change Management: Morphing into a Beautiful Butterfly</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b>  <b>B 11:20am – 11:50am</b>  <b>C 11:55am – 12:25pm</b></p>	<p style="text-align: center;"><b>6</b></p> <p>Please Take a Seat at the C-Suite Table</p>	<p style="text-align: center;"><b>7</b></p> <p>The Changing Value Proposition of Outsourcing</p>	<p style="text-align: center;"><b>8</b></p> <p>Stop Herding Cats and Start Managing Your Vendors Effectively</p>
<p style="text-align: center;"><b>9</b></p> <p>Using Design Thinking For Business Process Innovation</p> <p><b>B 11:20am – 11:50am</b></p>	<p style="text-align: center;"><b>10</b></p> <p>Hack the Bot, Don't Let the RPA Bot Hack You</p>	<p style="text-align: center;"><b>11</b></p> <p>Providing Best-in-Class Mobility</p> <p><b>B 11:20am – 11:50am</b></p>	<p style="text-align: center;"><b>12</b></p> <p>Destination RPA Center of Excellence?</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b>  <b>B 11:20am – 11:50am</b></p>
<p style="text-align: center;"><b>13</b></p> <p>Strategies for Designing Global Payroll</p> <p><b>B 11:20am – 11:50am</b></p>	<p style="text-align: center;"><b>14</b></p> <p>Benefits of Blockchain Applications Across O2C, RTR &amp; PTP</p> <p><b>A 10:45am – 11:15am</b>  <b>B 11:20am – 11:50am</b></p>	<p style="text-align: center;"><b>15</b></p> <p>Developing Global Process Owners</p> <p><b>B 11:20am – 11:50am</b></p>	<p style="text-align: center;"><b>16</b></p> <p>HR Excellence: Driving a Fanatical Focus on Employee Experience via Self-Service</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b>  <b>C 11:55am – 12:25pm</b></p>
<p style="text-align: center;"><b>17</b></p> <p>High-Performance Record to Report</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b></p>	<p style="text-align: center;"><b>18</b></p> <p>Branding Your SSO to Attract and Retain Talent</p>	<p style="text-align: center;"><b>19</b></p> <p>The Future of Procure to Pay</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b>  <b>C 11:55am – 12:25pm</b></p>	<p style="text-align: center;"><b>20</b></p> <p>Evolution of Order to Cash</p>
<p style="text-align: center;"><b>21</b></p> <p>The LATAM Shared Services Landscape</p>	<p style="text-align: center;"><b>22</b></p> <p>What Artificial Intelligence Can Do for Shared Services Processing</p> <p><b>SOLD OUT TIME SLOT</b>  <b>A 10:45am – 11:15am</b>  <b>B 11:20am – 11:50am</b>  <b>C 11:55am – 12:25pm</b></p>	<p style="text-align: center;"><b>23</b></p> <p>GDPR Impact on Global Services Delivery</p> <p><b>CANCELED</b></p>	<p style="text-align: center;"><b>24</b></p> <p>Analytics Market Evolution &amp; Trends</p> <p><b>A 10:45am – 11:15am</b>  <b>B 11:20am – 11:50am</b></p>
<p style="text-align: center;"><b>25</b></p> <p>Mobile As a Platform for Digital HRSS</p>	<p style="text-align: center;"><b>26</b></p> <p>Using AI Chatbots in HR Shared Services</p> <p><b>C 11:55am – 12:25pm</b></p>	<p style="text-align: center;"><b>27</b></p> <p>Commercializing Shared Services via Carve-Outs</p>	<p style="text-align: center;"><b>28</b></p> <p>The Growth of Digitally-Enabled GBS</p>
<p style="text-align: center;"><b>29</b></p> <p>Evolving Your Master Data Management Strategy</p>	<p style="text-align: center;"><b>30</b></p> <p>Using Business Process Management (BPM) Tech to Manage Workflow &amp; Track Data</p> <p><b>C 11:55am – 12:25pm</b></p>	<p style="text-align: center;"><b>31</b></p> <p>Building a Latin American SSO</p>	



PACKAGE DETAILS – INTERACTIVE DISCUSSION GROUPS (MAIN CONFERENCE DAY TWO)  
SELECT 3 IDG'S PER REGISTRATION<sup>4</sup>

DELEGATE NAME:	
1.	
2.	
3.	

DELEGATE NAME:	
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DELEGATE NAME:	
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DELEGATE NAME:	
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3.	

GROUP COORDINATOR INFO	Name	Phone Number	Email Address
Approving Manager			
Booking Contact			

PAYMENT INFORMATION

Card Type		Expiration Date	
Card Number		Security Code/CVV	

Please note:

- All 'Early Bird' discounts require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.
- Please view our [registration policy](#) for full information about **payment, cancellation, postponement, substitution and discounts**.
- We may share your information with sponsors of this event who may wish to contact you in relation to special offers, products and services related to your role within your company. If you prefer not to be contacted by the sponsors please email [database@iqgc.com](mailto:database@iqgc.com).
- We respect your right to privacy. Please read our [privacy policy](#).

