

The sson logo features the lowercase letters 'sson' in a white, sans-serif font. The letter 'o' is replaced by a blue globe icon with white latitude and longitude lines.

Shared Services & Outsourcing Week

March 16 - 19, 2026 | Orlando, FL

CURRENT ATTENDEE SNAPSHOT

The sson logo, featuring the lowercase letters 'sson' in white with a blue globe icon for the letter 'o'.

JOB TITLES

- Accounts Payable GPO
- Accounts Payable Manager
- Americas One Share Services Purchasing Manager
- Associate Director, Accounting to Report
- Associate Director, GBS Strategy & Operations
- Associate Director, STS (Global Accounts Payable)
- Assistant Manager, HR Shared Services
- AVP, Global Business Solutions
- Billing & Credit Services Director
- Center Lead & Sr. Manager, Order-to-Cash (GBS)
- CEO
- Chief Accounting Officer
- Chief Administrative Officer
- Chief Business Services Officer
- Chief Financial Officer
- Chief Global Delivery Officer
- Chief Global Services Officer
- Chief of Staff
- Chief Procurement Officer & S2P Lead
- Chief Solutions Ambassador
- Chief Solutions Officer
- Chief Revenue Officer
- Chief Transformation Officer
- CFO, Head of Strategy & Performance, Business Services
- Corporate VP, Enterprise Business Services
- Corporate VP, Shared Services
- Continuous Improvement Leader
- Customer Success Director, GBS
- Director, Accounting & Payroll Services
- Director, Accounting Shared Services
- Director, BPO & Shared Services
- Director, Business Process Improvement
- Director, Business Process – Learning & Development
- Director, Digital Transformation
- Director, Enterprise Core Capabilities & Transformation
- Director, Enterprise Master Data Management
- Director, Finance Operations
- Director, Finance Shared Services
- Director, GBS
- Director, Global Accounting Operations
- Director, Global Customer Success, GBS
- Director, Global Process Management & Transformation (Procure-to-Pay)
- Director, Global Service Center
- Director, HR Initiatives & Strategic Response
- Director, HR Operations
- Director, HR Shared Services
- Director, HR Shared Service & Systems
- Director, HRSS People Operational Services
- Director, Order-to-Cash
- Director, Order-to-Cash & Credit Shared Services Operations
- Director, Performance Management
- Director, Planning
- Director, Procure-to-Pay
- Director, Project Management
- Director, Royalty Distribution Process
- Director, Service Delivery
- Director, Shared Business Services Operations
- Director, Shared Services
- Director, Talent Solutions
- ERP Administrator
- EVP, People, Culture & Communications
- Executive Director, Finance Transformation
- Executive Director, HR Client Delivery
- Executive Partner, Transformation
- Finance Director
- Finance Manager, Shared Services
- Finance Operations Manager
- FinOps Sr. Manager, Procure-to-Pay
- Founder & Chief Executive Officer
- FP&A Supervisor
- General Manager & Regional Officer
- General Manager, Corporate Audit
- General Manager, GBS HR & Operations
- GL Operations Accounting Lead
- Global Delivery Lead, Hire-to-Retire



JOB TITLES

- Global Delivery Lead, Technical Shared Services
- Global Digitalization & Automation Leader
- Global Director, Accounting & Reporting
- Global Director, GBS Prospect-to-Cash
- Global Director, Order-to-Cash
- Global Group Head, Business Services
- Global Head, Data & AI (Shared Services)
- Global Head of Digital Transformation & Strategy, Americas
- Global Head of Finance Transformation
- Global Head of HR Operations & Transformation
- Global Head of Operations & Enablement
- Global Head of Operations & Shared Services
- Global Head of Procurement Operations
- Global HR Advisory Lead
- Global Lead, GBS Productivity & Value Creation
- Global Managing Director, Business Services
- Global Offering Leader, Finance Operations
- Global Process AI Lead
- Global Process Owner, Procure-to-Pay
- Global Process Owner, Record-to-Report
- Global VP, Order-to-Cash
- Head of Cash Cycle Management
- Head of Employee Services
- Head of Finance Transformation
- Head of GBS Engagement & Service Management
- Head of GBS Program Management
- Head of Global Business Services
- Head of Global Talent & Enterprise Workforce Planning
- Head of HR Shared Services
- Head of HR Operations
- Head of HR & HR Shared Services, Americas
- Head of Innovation, Analytics & Automation
- Head of Operations, GBS
- Head of Operations HR Service Delivery
- Head of People Services, North America
- Head of Remote Business Support
- Head of Shared Business Services
- Head of Strategy & Service Management, GBS
- Head of Thought Leadership & Community
- Head Vendor Strategy & Governance
- HR Functional Manager, Service Provider
- HR Service Center Manager
- HR Shared Services Director, Americas
- HR Operations Team Lead
- Intelligent Business Operations Leader, Americas
- Manager, Accounting
- Manager, Accounts Payable
- Manager, Category Management
- Manager, Finance Transformation
- Manager, HR Operations
- Manager, HR Shared Services Center
- Manager, HR Shared Services
- Managing Director, AI & Automation
- Managing Director, CFO Services & Performance Improvement
- Managing Director, GBS & Operations
- Managing Director, Global Process Owner, Order-to-Cash & Collections
- Managing Director, Reporting & Analysis
- Order-to-Cash Global Transformation Lead
- Operational Excellence Lead, GBS Americas
- Organizational Effectiveness & Change Lead, Finance & Shared Services
- Payroll Manager
- Procure-to-Pay End-to-End Process Owner
- President of Global Services
- Process Excellence Leader
- Quote-to-Cash Process Owner
- Quality Manager
- Shared Services Digital Transformation Leader
- Shared Services Director
- Shared Services Director, HR
- Shared Services Manager
- Site Director
- Source-to-Pay Transformation Lead
- SSC Director
- Sr. Accountant
- Sr. Customer Success Supervisor
- Sr. Director, Accounting Shared Services
- Sr. Director, Enterprise Architecture



JOB TITLES

- Sr. Director, Enterprise Data Strategy & GPO
- Sr. Director, Finance Operations
- Sr. Director, Financial Automation Solutions
- Sr. Director, Financial Services
- Sr. Director, GBS
- Sr. Director, GBS Finance
- Sr. Director, GBS Strategy & Transformation
- Sr. Director, Global Billing & Collections
- Sr. Director, Global Finance Services
- Sr. Director, Global Payroll & People Service Delivery
- Sr. Director, Head of Finance Shared Services
- Sr. Director, HR Shared Services, North America
- Sr. Director, Internal Audit & Enterprise Risk
- Sr. Director, Order-to-Cash
- Sr. Director, Procure-to-Pay
- Sr. Director, Product Management, GBS & AI Portfolio
- Sr. Director, Shared Services
- Sr. Director, Strategic Excellence Program
- Sr. Executive Communications Manager
- Sr. Finance Director, Americas Shared Services Site Leader
- Sr. Finance Manager
- Sr. Manager, Billing & Receivable Accounting
- Sr. Manager, Centralized Credit Unit
- Sr. Manager, Centralized HR
- Sr. Manager, Global External Partnerships
- Sr. Manager, GBS Programs
- Sr. Manager, HR Operations
- Sr. Manager, HR Shared Services, North America
- Sr. Manager, Shared Services
- SVP & GM, Finance Shared Services
- SVP & Business Head, Consumer Industries & Brazil
- SVP, Chief HR Officer
- SVP, Enterprise Business Operations (Quote-to-Cash)
- SVP, Finance & Payroll Operations
- SVP, Finance & Treasury
- SVP, GBS
- SVP, GBS Strategy & Transformation
- SVP, Global Control Shared Services
- SVP, Global Customer Transformation
- SVP, Global Financial Shared Services
- SVP, Global Shared Services
- SVP, Head of Customer Success, Shared Services
- SVP, Head of GBS
- SVP, Insurance Operations
- SVP, Operations
- Talent Acquisition Manager
- Team Leader, Client Services & Master Data Management
- VP & Chief Financial Officer
- VP & Head of Finance Solutions
- VP & Sr. Partner, Intelligent Business Operations
- VP, Accounting Operations
- VP, Accelerated Business Solutions
- VP, Business Enablement & Six Sigma
- VP, Compliance & Transformation
- VP, Customer Operations
- VP, Customer Success
- VP, Digital Finance Transformation
- VP, Enterprise Compliance & Optimization
- VP, Enterprise Productivity
- VP, Finance & Investor Relations
- VP, Finance Systems & Projects
- VP, Financial Operations
- VP, Financial Shared Services
- VP, GBS
- VP, GBS Commercial Services
- VP, Global Accounting
- VP, Global Delivery Operations
- VP, Global Financial Services
- VP, Global Operations Shared Services
- VP, Global Shared Services
- VP, HR Shared Services
- VP, Integrated Global Services
- VP, Operations & Strategy Execution
- VP, People Operations
- VP, Process Orchestration & AI
- VP, Returns & AP Solutions
- VP, Service Operations
- VP, Shared Services



COMPANIES

- 3M
- Abbott Laboratories
- AbbVie
- Acuity
- AECOM
- ADM
- AdventHealth
- AIT Worldwide
- Albemarle
- Aledade
- Allegion
- Allianz
- Alpargatas
- Altria Group
- Amcor
- Amrize
- Aon
- API Group
- Astellas Pharma
- Baha Mar
- BAT
- BD
- BJ's Wholesale Club
- Bon Secours Mercy Health
- Bosch
- Boston Scientific
- Brink's Company
- Bristol Myers Squibb
- British American Tobacco
- Brother Industries
- Brooks Automation
- Brousseau & Associates
- Bunge
- Carrier Global
- Cardinal Health
- CBIZ
- CEMEX
- Cencora
- Chanel USA
- Chevron
- Chewy
- Cintas
- Click Bond
- Clorox
- Coca-Cola Bottlers' Sales & Services
- Colgate Palmolive
- Community Health Systems
- Constellation Brands
- Corning
- CSL Behring
- Darden Restaurants
- DCD Automotive Group
- Dexcom
- Diebold Nixdorf
- Digital Realty
- Ecolab
- Embecta
- EnPro
- Entergy
- F&G
- Flint Cultural Center Corporation
- FLIX
- Genuine Parts Company
- Google
- Greystar
- Grupo Bimbo
- HelloFresh
- Honeywell
- Ingredion
- Intercontinental Exchange
- IQVIA
- Jabil
- J.D. Irving
- JLL
- Johnson & Johnson
- Johnson Controls
- Johnsonville
- Kaiser Permanente
- Kenvue
- Kerry Group
- Keysight Technologies
- Kidde Global Solutions
- Kimberly-Clark
- LAZ Parking
- Lear Corporation
- Learning Care Group
- Liberty Utilities
- Lifemark Health Group
- L'Oréal Group
- Loews Hotels
- Mars
- Martin Marietta
- MassMutual
- Mastercard
- Management and Training Corporation
- McCormick & Company
- McKesson
- McKinley Companies
- Megacentro
- Mercado Libre
- Mercedes-Benz
- Merck
- Merlin Entertainments
- MetLife
- Microsoft
- Mitsui & Co
- Mondelez International
- NASA
- Navy Federal Credit Union
- Northern Trust
- NOV
- Otis Worldwide
- Otsuka Holdings
- Pacific Life
- Palo Alto Networks
- Panasonic
- Parsons
- Pella
- Penske Corporation
- PepsiCo
- Perkins Coie
- Pet Valu
- Pfeiffer Vacuum
- Pfizer
- Phoenix Investors
- Procter & Gamble
- Republic Bank
- Rolls-Royce Holdings
- Sandia National Laboratories
- Sanofi
- SGS
- Showdown Displays
- Siemens
- Sonoco



COMPANIES

- Stagwell
- Starbucks
- ST Engineering
- Steris
- Sun Life
- Sysco
- Takeda Pharmaceuticals
- TE Connectivity
- TEGNA
- Textron
- The Alliance Canada
- The Clorox Company
- The Elizabeth Smart Foundation
- The Estée Lauder Companies
- TheKey
- The MLC
- The Mosaic Company
- Ultimate Medical Academy
- ULTRAPAR Group
- United Rentals
- University of Illinois System
- University of Missouri
- USA Today
- U.S. Venture
- Vantive
- Warner Bros. Discovery
- Westinghouse Electric
- Xylem
- Zimmer Biomet
- Zoetis





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MAR. 16 - 19, 2026

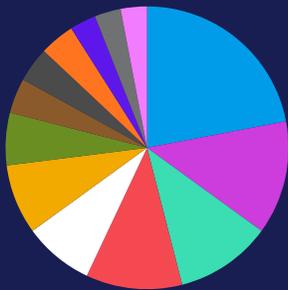
ORLANDO, FL

SharedServicesWeek.com

Shared Services & Outsourcing Week (SSOW) is the premier industry conference, elevating shared services and GBS to new heights through impactful sessions and networking. This year marks the 30th anniversary of the conference, and we're celebrating with a packed agenda that includes the Agentic AI in Shared Services Bootcamp, SSOWomen's Day, Site Tour, the SSOW Glow Party, the SSON Impact Awards, Keynote speakers, an eight-program agenda, and much more. The event focuses on navigating the end-to-end GBS journey through the lens of experience, shifting the focus from traditional service delivery to managing the customer journey.

2026 ATTENDEE STATISTICS

Industry



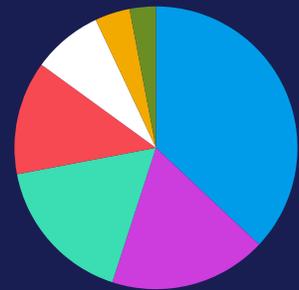
- 22% - Healthcare & Pharma
- 13% - Other
- 11% - Construction & Utilities
- 11% - Manufacturing
- 8% - Consumer Packaged Goods
- 8% - Technology & Automation
- 6% - BFSI
- 4% - Food & Beverage
- 4% - Logistics & Transportation
- 4% - Agriculture & Forestry
- 3% - Automotive
- 3% - Media & Communications
- 3% - Sustainability

Seniority



- 38% - VP
- 36% - Director
- 17% - Manager
- 5% - C-Suite
- 4% - Other

Function



- 37% - Finance
- 18% - GBS
- 17% - Other
- 13% - HR
- 8% - Shared Services
- 4% - Vendor
- 3% - IT/AI/Automation

Most attendees come from industries actively leading operational transformation, enabling highly relevant cross-industry benchmarking.

Over 70% of attendees are Directors, VPs, or C-suite leaders driving strategy and investment decisions.

Over 67% of attendees represent Finance, GBS, and HR – the functions responsible for enterprise performance.

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