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Shared Services &
GBS Select

Shared Services & GBS Select Executive Leadership Summit

September 14 - 16, 2025 | Houston, TX

The Royal Sonesta Houston Galleria



Igniting Transformation, Empowering Leadership

Leading the Future of Shared Services & GBS

Dear Shared Services & GBS Leader,

The **Shared Services & GBS Select Executive Leadership Summit** is the premier event where top executives set transformative strategies, drive operational excellence, and unlock scalable growth within their organizations. This **exclusive, invitation-only event** is reserved for senior leaders who meet specific criteria and are committed to advancing their shared services and GBS capabilities.

At this high-level gathering, you'll have the opportunity to engage with industry peers and thought leaders on critical topics, including **reimagining GBS for a digital-first world, driving innovation through AI and automation, and scaling operations** to meet the demands of a rapidly evolving business environment. Our game-changing agenda will focus on building resilience, evolving service delivery models, and integrating advanced technologies like AI and data analytics to enhance decision-making and create lasting business value.

In addition to dynamic discussions, the Select offers a unique one-to-one business model. You'll participate in personalized, consultative meetings with leading solution providers who can help you optimize your strategies, tackle challenges, and drive your organization's growth. These tailored interactions ensure that you leave with actionable insights and meaningful connections that can elevate your shared services/GBS initiatives.

Don't miss this event aimed at **promoting collaboration, sharing best practices, and keeping your organization at the forefront of innovation**. We look forward to your participation in what promises to be an unforgettable experience.

Sincerely,



Lisa Schulman
Senior Analyst & Head of Production
SSON



Heather King
Managing Director
SSON



What Is Shared Services & GBS Select?

The Shared Services & GBS Select Executive Leadership Summit is the premier, **invitation-only event** that brings together over **50** of the most influential senior leaders in Shared Services, GBS, and Business Transformation. This exclusive gathering offers a unique platform for strategic, **high-impact conversations** and **collaborative deep dives** into the future of the industry. Through thought-provoking, interactive sessions, you will engage with a select community of visionary peers who are shaping the next generation of shared services and GBS.

The event's **1:1 business meetings** offer an invaluable opportunity to explore solutions you may not have considered — because sometimes, "you don't know what you don't know." These tailored, consultative sessions will provide you with actionable insights and forge lasting, strategic partnerships that will drive your organization's transformation.

What You Can Expect At Shared Services & GBS Select



Strategic Collaboration: Engage in high-level discussions with over **50 senior leaders**, shaping the future of shared services and GBS through thought-provoking, interactive sessions



Exclusive 1:1 Meetings: Gain invaluable insights during tailored, consultative sessions with top-tier solution providers, offering you solutions and strategies you may not have considered



Join the keynote sessions with **interactive Q&As** to hear Use Cases from the event's industry leading speakers.



Lasting Connections: Forge meaningful, **long-term relationships** with **industry peers** and **partners** that will support your organization's ongoing evolution and growth

Is This Exclusive Event Right for You?

The Shared Services & GBS Select Executive Leadership Summit brings together an exclusive group of senior decision-makers from the world's leading enterprise organizations. Every invitation is carefully curated to ensure that attendees are not only at the highest level of leadership but also aligned with the event's key themes.

As a participant, you'll engage in dynamic, collaborative discussions alongside industry experts, thought leaders, and fellow executives. Plus, you'll have the opportunity to connect with some of the most forward-thinking solution providers shaping the future of shared services/GBS.

Attendee Qualifications

- Company annual revenue is **\$750 million or above**
- Holds a Head of GBS of Shared Services position or reports directly to the C-suite
- Has **direct control** or significant influence over budget allocation or corporate strategy at the **regional, divisional, or group level**
- Manages a personal annual budget of **\$1 million or more**

**EARN UP TO
12 CPE
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Sponsors through its web site: www.nasbaregistry.org

Prerequisites: Basic knowledge of business services within any industry.
Advanced Preparation: None
Program Level: Intermediate
Delivery Method: Group Live



Get Inspired by Our Visionary Speaker Lineup



Carlo Peretti
Global Head of Business Services
Holcim
SSON Excellence Award
Fortune 500



Eleazar Osuna
GBS Service Transformation Lead
CEMEX
Fortune 500



John King
Vice President
International Business Operations, SVP,
Treasurer and Head of GBS
S&P Global
Fortune 500



Fidel Salazar
Vice President Order to Cash
ABM
Forbes America's Best
Employers (2023)



Samir Bagri
Vice President Transformation Strategy
CBRE
Forbes America's Best Employers (2023)



Liz Capell
Head of Innovation Network
GBS Americas
Siemens
SSON Excellence Award
Fortune 500



Eric Cunningham
Vice President Shared Services
Crowley Maritime
U.S. EPA SmartWay Excellence Award
(2023)



Xavier Rodriguez
Global P2P Leader
Elanco Animal Health
Ethisphere's World's Most Ethical
Companies (2024)



Jessica Shields
Vice President, International Business
Operations
Dexcom
Best Places to Work for LGBTQ+ Equality
(2024)



Guillermo Valverde
Vice President, Human Resources
Global Operations
Intel
Fortune 500



Get Inspired by Our Visionary Speaker Lineup



Russell D'Souza
VP, Finance & Accounting Shared Services
CRH



Viral Chhaya
Vice President GBS
Diebold Nixdorf, Incorporated



Keith Cowart
Global Market Owner, Automated Finance
FIS Global



Dean Unrue
Senior Director Global Business Services
Matthews International



Chauna Grigsby
Vice President, Finance Global Business Services
Lear Corporation



Michael Stacy
Digital Transformation Global Process Lead
Lexmark



Joshua Pope
Vice President of Global Business Services
MasterCard



Marcelo Quiros
Procure to Pay Global Process Owner
Zoetis

Want to take the stage at Shared Services & GBS Select?

Send an email to Lisa.Schulman@ssonetwork.com for speaking opportunities and details.



Lisa Schulman
Senior Analyst & Head of Production
lisa.schulman@ssonetwork.com



Introducing Our Esteemed Advisory Board



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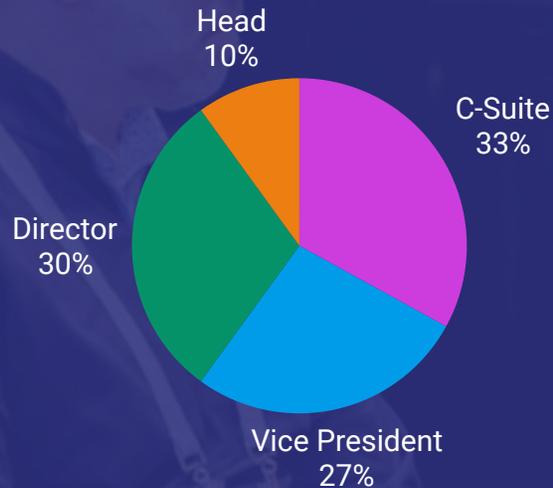


Jamie Pirtle
Senior Director, HR Shared Services
Veralto

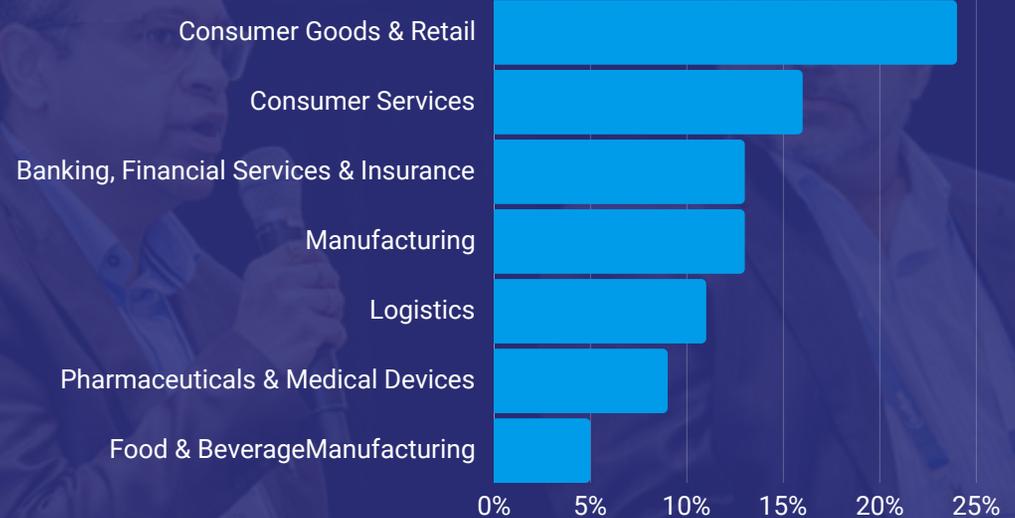


Make Influential Connections

Attendee Seniority



Industries Represented



Why Now?

Senior leaders attend **Shared Services & GBS Select** to **benchmark** with peers and tackle shared priorities across today's evolving business landscape, including:

- Customer-Centric Service Excellence
- Evolving the GBS Model
- Strategic Investments for GBS Growth
- Redefining Service Excellence
- Building a Roadmap for Success

**\$12 Billion
Average
Annual
Revenue**

Agenda At A Glance

Welcome Day - Sunday, September 14

5:00 pm Registration

5:30 pm Welcome Reception

Main Day One - Monday, September 15

8:00 am Executive Breakfast & Registration

9:00 am Opening Remarks

9:15 am **Redefining the Future of GBS: Leading with Resilience and Innovation**

Speaker: Carlo Peretti, Global Head of Business Services, **Holcim**

10:00 am **Challenge Round:** *This is an opportunity to select some common challenges that you would like to collaborate with your peers on. In groups of roundtables, we will discuss and explore ideas and areas of opportunities.*

Challenge Round: Empowering Growth Through Self-Service and AI Innovation

Speaker - Guillermo Valverde, Vice President, Human Resources Global Operations, **Intel**

10:00 - 11:00 am **1:1 Business Meetings | Peer-to-Peer Networking** - A series of 25-minute consultative meetings with service providers that can help provide insights and value to your roadmaps, strategies, and plans for the quarters to come: based on mutual availability and personal preference.

10:30 am **Challenge Round:** Expanding Front-Office Impact: Redefining GBS Value Creation

11:00 am Networking Break

11:30 am **Panel:** Redefining Customer-Centricity in GBS: From Service Delivery to Strategic Partnership

Speaker - Marcelo Quiros, Procure to Pay GPO, **Zoetis**

Agenda At A Glance

12:00 pm **Challenge Round: The Digital-First GBS Organization: Architecting for the Future**
Speaker - Eleazar Osuna, GBS Service Transformation Lead, **CEMEX**

12:30 pm **Challenge Round: Unlocking Value in Order to Cash: The Automation Advantage**
Speaker - Dean Unrue, Senior Director Global Business Services, **Matthews International**

12 - 1 pm **1:1 Business Meetings | Peer-to-Peer Networking**

1:00 pm Networking Luncheon

2:00 pm **Panel: Evolving GBS into a Strategic Engine for Enterprise Transformation**
Moderator: Keith Cowart, Global Market Owner, Automated Finance, **FIS**
Speakers: Michael Stacy, Digital Transformation Global Process Lead, **Lexmark**

2:45 pm **Challenge Round: Navigate Generative AI Risks in Shared Services and GBS**
Speaker: Russell D'Souza, VP Finance and Accounting Shared Services, **CRH**

2:45 - 3:45 pm **1:1 Business Meetings | Peer-to-peer Networking**

3:15 pm **Challenge Round: AI-Driven Transformation: The GBS Blueprint for Digital Success**
Speaker: Samir Bagri, Vice President Transformation Strategy, **CBRE**

3:45 pm Networking Break



Agenda At A Glance

4:15 pm **GBS as a Talent Incubator: Building Tomorrow's Leaders Today**
Speaker: Eric Cunningham, Vice President Shared Services, **Crowley Maritime**

4:45 pm **Drive Financial Resilience and Value through Intelligent Spend and Cash Flow Management**
Speaker - John King, SVP, Treasurer and Head of GBS, **S&P Global**

4:15 -
4:45 pm **1:1 Business Meetings**

5:15 pm **Reception**

Main Day Two - Tuesday, September 16

8:00 am **Executive Breakfast & Registration**

8:50 am **Driving Cultural Transformation in GBS: Leading Change through People**
Speaker: Xavier Rodriguez, Global P2P Leader, **Elanco Animal Health**

9:20 am **Leveraging AI and Automation to Transform Decision-Making**

9:45 am **Challenge Round: The Role of Data Analytics in Shaping the Future of GBS**
Speaker: Chauna Grigsby, VP Finance GBS, **Lear Corporation**

9:45 am -
10:45 am **1:1 Business Meetings | Peer-to-Peer Networking** - A series of 25-minute consultative meetings with service providers that can help provide insights and value to your roadmaps, strategies, and plans for the quarters to come: based on mutual availability and personal preference.

10:15 am **Challenge Round: New Frontiers in Hybrid Outsourcing: A Balanced Approach to External Partnerships**
Speaker: Viral Chhya, Vice President GBS, **Diebold Nixdorf**

10:45 am **Networking Break**

Agenda At A Glance

11:15 am **The Future of Work in GBS: Addressing Talent Gaps with AI and Upskilling**
Speaker: Liz Capell, Head of Innovation Network, GBS Americas, **Siemens**

11:45 am **Challenge Round: Accelerating GBS Growth: Mastering Scalability and Strategic Workforce Transformation**
Speaker - Jessica Shields , VP, International Business Operations, **Dexcom**

11:45 am - **1:1 Business Meetings | Peer-to-Peer Networking**
12:15 pm

12:15 pm Executive Lunch

1:15 pm **Challenge Round: Data as a Strategic Asset: Unlocking GBS Potential with Advanced Insights**
Speaker: Fidel Salazar, Vice President Order to Cash, **ABM**

1:15 pm - **1:1 Business Meetings**
2:15 pm

1:45 pm **Challenge Round: Bring your Own Challenge**

2:15 pm **Conclusion of Select Event**



Meet Our 2025 Sponsors



What is SSON Research & Analytics

SSON R&A is SSON's global data center, now in its 7th year of operation. Thousands of practitioners and consultants recognize SSON R&A as their premier resource for shared services related metrics, benchmarks, trends, market analytics and advisory services. With a user-friendly interface, easily downloadable benchmarks and topic-based charts, SSON R&A adds valuable ammunition to your inhouse or client presentations, strengthening your business case and your credibility. SSON regularly canvases its membership for updated metrics and analytics, allowing us to highlight even minor shifts. SSON R&A distinguishes itself from other associations by offering subscribers direct access to relevant metric data at a highly competitive cost.

"The C-suite expects to see market metrics to evaluate shared services' performance. I have explored various opportunities available in the market. SSON Research & Analytics offers reliable benchmark data, at a highly competitive cost. Given access to this data, by region or industry, I can draw my own conclusions. I don't need to source expensive third-party analysts, as we can interpret the data ourselves."

Edoardo Peniche, Vice President, Global Business Services - Aptiv

What Tools & Services Are On Offer?



City Cube

Compare 3000+ shared services locations around the world, across 20+ variables such as: cost of labor, talent availability, number of shared services centers, average salaries, and much more.



Intelligent Automation Universe

A one-stop platform for all things RPA, cognitive and AI related that allows users to learn about dozens of IA software vendors, compare their product capabilities, understand the differentiators, and see their customer footprint.



Shared Services Atlas

Locate and evaluate shared services hotspots at country, state, or city level from our global database of 10,000+ global delivery centers. Filter by industry, function, and organization size.



Research Insight Reports

Our monthly RIR's are guided by industry insiders with at least 10 years' experience, and are underpinned by real-time market data to address not just the trends, but the solutions you need to implement.



Advisory Service

As a Premium subscriber you can access our industry experts for 1:1 guidance and actionable steps to propel your GBS journey. We also offer bespoke research services to support your projects with analytics, experience and knowledge.



Visual Analytics Workbooks

Curated charts under core topic headings that summarize the biggest trends and shifts across SSO/GBS.



Metric Benchmarker

Benchmark your SSO across 130+ different metrics, choosing either a conglomerate of industry/country benchmarks; or the Top 20 Most Admired SSOs' benchmarks in the Metrics Intelligence Hub.

For more information on how to become a subscriber to SSON Research & Analytics and gain access to hundreds of metrics, benchmarks, city-based talent, a list of delivery centers globally, and monthly research-based reports, please contact:



Josh Matthews at

Josh.matthews@sson-analytics.com

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SSON can help your organization achieve its goals.
Let's connect & chat!

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