

SHARED SERVICES & GBS SELECT EXECUTIVE LEADERSHIP SUMMIT

POST-SHOW REPORT

March 24 - 25, 2025 | Rosen Shingle Creek, FL



ssn

**Shared Services &
GBS Select**

SAVE THE DATE!

Shared Services & GBS Select will be in
Houston, TX on September 15 - 16, 2025

SELECT SNAPSHOT



30

DECISION
MAKERS



18

SPEAKERS



289

MEETINGS
DELIVERED



138

ACTIVE
PROJECTS



TOP 4 INVESTMENT PRIORITIES

**Finance
Automation
Tools
(AP/O2C)**



**Intelligent
Automation/AI/
Process Mining
/RPA**



**Intelligent
Document
Processing**



**Business
Process
Outsourcing**



Thank you for attending the Shared Services & GBS Select event held in Orlando. It was a pleasure having you join us for this exclusive gathering of senior leaders dedicated to advancing shared services and GBS capabilities. Throughout the event, we had the opportunity to explore transformative strategies, operational excellence, and scalable growth, all while engaging with peers and thought leaders on topics such as reimagining GBS for a digital-first world, driving innovation through AI and automation, and scaling operations to meet today's rapidly evolving business environment.

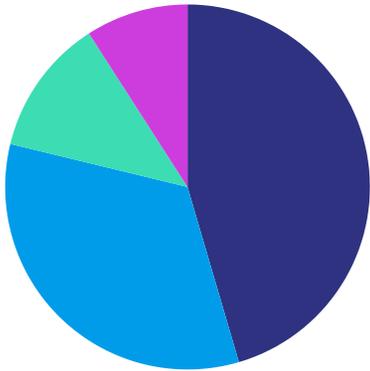


We hope the discussions, personalized business meetings, and meaningful connections helped provide you with actionable insights to elevate your shared services and GBS initiatives. Thank you again for your participation. We look forward to staying in touch and supporting your ongoing success.

Warm regards,
Lisa Schulman, Executive Producer and Senior Analyst, **SSON**

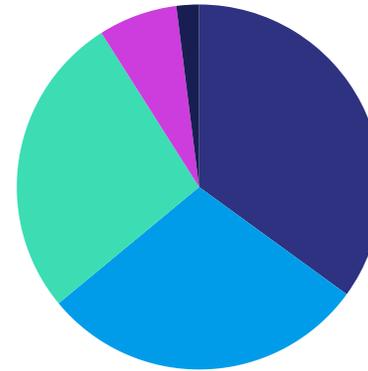
SPARKING INFLUENTIAL CONNECTIONS

SENIORITY LEVEL



- 45% - Director
- 42% - VP-Level
- 7% - Global Head
- 5% - C-Suite

JOB FUNCTION



- 35% - GBS/Multi-Function
- 29% - Finance
- 27% - Operations
- 7% - IT
- 2% - HR

INDUSTRY



ATTENDEES ARE RAVING



“ It was amazing to meet new people and have meaningful conversations in a more intimate setting. Unlike larger conferences, this event offered a real opportunity for connection, and I especially enjoyed the Challenge Rounds.

- *Head of Operations HR Service Delivery, Head of Local HR Lufthansa*



“ Great opportunity to connect with other companies in a smaller setting with more opportunity to see the art of the possible.

- *Senior Vice President of Business Services, Acrisure*



“ My favorite part has been collaborating with other leaders who've grown shared business services. It helped us reflect on challenges, exchange ideas, and learn from each other's experiences, something we don't always get to do in our day-to-day roles.

- *Senior Director, Shared Business Services Reyes Coca-Cola Bottling*

TOP SESSIONS & SPEAKERS

All Session Formats:

- Panel Discussions
- Challenge Roundtables
- 1:1 Business Meetings

THIS YEAR'S SLOTS ARE FILLING UP FAST!



If you're interested in speaking at our upcoming Select, please contact Lisa Schulman at lisa.schulman@ssonetwork.com

Panel: Transforming Shared Services with AI, Automation, and Cash Flow Optimization



Moderator:
Keith Cowart
*Global Market Owner
Automated Finance
FIS*



Margot Guy
*Vice President
Shared Services Center
Omni Hotels & Resorts*



CK Taneja
*Senior Vice President
Transformation and Innovation,
Northern Trust*



Jose Zamora
*VP Finance Shared Services
XPO Logistics*

Panel: Transform Talent Management for the Digital Future



Moderator:
**Khiv Singh, SVP
& Head Americas
Prohance**



Sue Dempsey
*SVP Acrisure Business Services
Acrisure*



Jack Deem
*Assistant Controller
Con Edison*

Challenge Round: Optimize Strategic Sourcing and Hybrid Outsourcing for GBS Success



Candace Dingmann
*SVP, Global Shared Services
Davies*

1:1 Business Meetings

The 1:1 Business Meetings with the event's sponsor partners provide a unique opportunity to connect with numerous automation solution providers.

These connections can help you uncover extensions to your existing technology stacks and discover new solutions.

THANK YOU TO OUR SPONSORS



Global Workforce Solutions



[View Attendee Snapshot](#)

INTERESTED IN SPONSORING?



"We had the opportunity to connect 1:1 with the right leaders. Having 25 minutes to dive into topics they genuinely care about made it easier to align our solutions with their needs, it was both engaging and valuable."

- ProHance
Shared Services & GBS Select, March 2025



"The audience we focus on is highly specific, so having the chance to engage them in a 1:1 setting is incredibly valuable. These meetings go beyond what you'd get from a quick booth interaction, you have a dedicated 25 minutes to discuss real challenges they're facing."

- Redwood
Shared Services & GBS Select, March 2025



SPOTS ARE FILLING UP FOR NEXT YEAR

If you're interested in sponsoring an upcoming event, please reach out to Tom Christmann, Director, Strategic Partnerships at thomas.christmann@ssonetwork.com



JOIN US IN HOUSTON



Shared Services & GBS Select

September 15-16, 2025 | Houston, TX

At the September Shared Services & GBS Select event in Houston, industry leaders will come together to explore how GBS can drive real business impact, not just cut costs. From applying Generative AI and automation to rethinking talent, outsourcing, and service delivery, the focus will be on practical strategies for scaling smarter and leading through change. If you're navigating transformation or looking to modernize your operations, this event will deliver the insights and inspiration to help you move forward with confidence.

LEADING SPEAKERS TO EXPECT SEPTEMBER 2025



Guillermo Valverde
Vice President of
Human Resources
Global Operations
Intel Corporation



Jessica Shields
Global Vice
President,
International
Business
Operations
Business Services
Dexcom



Eleazar Osuna
GBS Service
Transformation
Lead
Cemex



Liz Capell
Head of Process
Optimization and
Digitalization,
Global Business
Services
Siemens

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SPEAKER
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WHAT IS SSON?

And How Can We Help You?

SSON operates under four distinct brands – SSON Digital, SSON Research & Analytics, SSON Events and Global Business Services Training & Certification – all offering shared services professionals the information, tools and connections they need to do their jobs.

The **Shared Services & Outsourcing Network (SSON)** is the largest and most established community of shared services and outsourcing professionals in the world, with over 180,000 members.

Established in 1999, SSON recognized the revolution in business support services as it was happening and realized that a forum was needed through which practitioners could connect with each other on a regional and global basis.

DIGITAL

SSON Digital is the leading global online news source, offering cutting-edge content and technology innovations through iconic reports, topical webinars and online events, columns, and much more. Supported by a Global Advisory Board of world-class practitioners, we deliver the information to help drive maturity across the business services industry.

RESEARCH & ANALYTICS

SSON Research & Analytics is SSON's global data analytics centre, and your premier resource for all the metrics, benchmarks and insight that affect your Shared Services operations. The SSON Analytics platform provides data-driven intelligence via access to a library of research studies and four data tools: Metric Benchmarker, City Cube, Intelligent Automation Universe and the Shared Services Atlas.

EVENTS

SSON Events offer access to unmatched networking opportunities, exclusive experiences, world-class speakers, cutting-edge content and the most innovative technology and services. SSON events are carefully constructed products ranging from large-scaled to process-intensive to exclusive senior-level gatherings across live and virtual event platforms.

GBS TRAINING & CERTIFICATION

Global Business Services Certification provides the key strategies, proven approaches and standardized models that will take your work, your team and your organization to the next stage of maturity, and thus deliver greater efficiency, cost reduction, agility and innovation. With a P-GBS Certification, you have earned the credentials that distinguish yourself as an expert.