

The logo for ssn, featuring the letters 'ssn' in a stylized font with a blue and white wave-like graphic element.

Shared Services &  
GBS Select

# Shared Services & GBS Select Executive Leadership Summit

March 15 - 17, 2026 | Orlando, FL  
Rosen Shingle Creek



*Future-Ready GBS: Transform, Innovate, and Lead with Agility and Influence*



# Welcome to the Premiere Shared Services Event

Dear Shared Services & GBS Leader,

The world of Global Business Services is evolving faster than ever and it's time to adapt or risk falling behind.

The Shared Services & GBS Select Executive Leadership Summit is the **premier invitation-only event for senior leaders ready to define the future of GBS**. This is where strategy meets innovation, and where executives discuss and debate the very essence of what it means to be a shared services or GBS leader today.

Our format - **combining dynamic panels, challenge rounds, curated networking, and tailored one-to-one business meetings** - has proven to provide a no holds barred forum where real opinions are shared and true lightbulb moments happen.

Whether you are curious about how other organizations are harnessing AI to drive measurable business value, or wonder about best practices to scale operations, increase scope, and ensure your SSO/GBS model is the most appropriate for your company, our leaders will have something to say that will give you an "A-Ha!" moment.

The Shared Services & GBS Select is where innovation, insight, and influence come together to redefine GBS. This is not a conference. It is a VIP experience only a few get to experience. We hope you choose to be one of them.

We look forward to welcoming you in Orlando.

Sincerely,



Lisa Schulman  
Senior Analyst & Head of Production  
**SSON**



Heather King  
Managing Director  
**SSON**

# What Makes Shared Services & GBS Select Unique?

Shared Services & GBS Select is the only event that **curates its attendee list based on the seniority, experience, active interests and expertise**, to ensure every attendee brings a wealth of knowledge to the table for communal learning.

*"I participated in many roundtables. It's quite insightful to see we're all trying to resolve the same issue and share some of the best practices. We got ideas from what others have gone through in the organizations – and the breakthroughs they've achieved." - Marcelo Quiros, Global Process Owner, Zoetis*

**Tailored 1:1 Business Meetings** with carefully selected sponsor partners provide access to solution providers capable of supporting your most critical initiatives. These consultative conversations are designed to deliver insights you can act on immediately and to help you build lasting, high-value relationships that extend beyond the event.

## What You Can Expect At Shared Services & GBS Select



**Challenge Roundtables:** Participate in Challenge Roundtables to connect with fellow Shared Services and GBS leaders, tackling your most pressing challenges through peer-to-peer collaboration and idea exchange.



**1:1 Business Meetings:** Participate in curated 1:1 Business Meetings with top-tier solution providers, designed to deliver actionable insights and practical support for your key initiatives.



**Keynote Sessions:** Attend main stage sessions with interactive Q&As to gain real-world use cases and forward-looking perspectives from industry-leading speakers.



**Panels & Networking:** From on-site panel discussions to exclusive networking events, every interaction is designed to be relevant, impactful, and tailored to the priorities of senior leaders like you.

# Designed for Senior GBS and Shared Services Leaders

## Attendee Qualifications

- Company annual revenue is **\$750 million or above**
- Sits in **C-Suite** or reports directly to C-Suite
- Controls or directly influences where the budget is spent
- Controls or directly influences corporate strategy at regional, divisional, or group level
- Personal annual budget of **\$1 million or above**

*To receive an invitation, attendees must answer “yes” to at least two of the following*

*“What makes Select events so impactful is that they clearly show what’s working and what isn’t – giving you the insight you need to focus your energy where it matters most.”*

– Dumitrache Martinez, CFO Mars Global Services, **Mars**

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Sponsors through its web site: [www.nasbaregistry.org](http://www.nasbaregistry.org)

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





# Introducing our Keynote Speaker

As President, Global Business Services at McDonald's, Skye Anderson is leading the charge to deliver value-add capabilities to restaurants in more than 100 markets worldwide. The GBS organization brings together finance, people, shared services, and digital engagement functions to leverage the unmatched scale of the McDonald's system and improve service levels. Her team works to create greater synergies and leverage resources to deliver on the Accelerating the Arches growth strategy, better serve the company's 37,000+ restaurants, and ultimately grow the brand.

A member of the Global Senior Leadership Team, Skye is a champion of talent and DEI efforts across the McDonald's system, from restaurant teams to owner operators and staff. She is the Executive Sponsor of the Global Women's Leadership Network (GWLN), which supports a culture where women at all levels have equal opportunities to develop, advance, and succeed.

Skye has been a member of the McDonald's family since 2000. After 17 years in finance, culminating in her role as Chief Financial Officer of McDonald's Australia, she joined McDonald's USA as a Field Vice President with responsibility for the performance of 1,200 restaurants across seven states and Guam. In 2020, she was then selected to serve as the President, West Zone where she led strategy, talent, and brand development efforts to drive the long-term growth of more than 5,700 restaurants west of the Rockies.



**Skye Anderson**  
President,  
Global Business Services,  
**McDonald's**



# Meet our Visionary Speaker Faculty



**Skye Anderson**  
President GBS  
**McDonald's**



**Dorit Shami Mendelovich**  
Head of GBS India and  
Finance GBS  
**Teva Pharmaceutical**



**Monica Santilli**  
Assistant Vice President for Business  
Process Improvement  
**L'Oreal**



**Ranjan Wadhwa**  
Head of GBS  
**First Citizens Bank**



**Maxim Ioffee**  
Director Global Intelligent Automation COE  
**Wesco Distribution**



**Alice LaViolette**  
Vice President, Global Business  
Services- Strategy & Development  
**The Clorox Company**



**Daniela Tiuso Villamil**  
Head of Bogota Hub  
**Opella Healthcare Colombia**



**Ranil DeSilva**  
Chief Financial and Operating Officer  
**Care**





# Meet our Visionary Speaker Faculty



**Carmine Fardella**  
Global Head of Revenue  
and Accounting Operations  
**Bloomberg**



**Viral Chhaya**  
Vice President,  
Global Business Services  
**Diebold Nixdorf**



**Srikanth Srinivas**  
Principal Automation Architect  
**Caesars Entertainment**



**Shelley Grant**  
Director GBS Data and Digital  
**Boston Scientific**



**Alex Borges**  
Vice President Global Shared Services  
**Forward Air**



**Amy Neely**  
Senior Vice President,  
Financial Services Operations  
**Coca Cola Bottler**  
**Sales and Services**

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

Send an email to  
[Lisa.Schulman@ssonetwork.com](mailto:Lisa.Schulman@ssonetwork.com) for  
speaking opportunities and details.

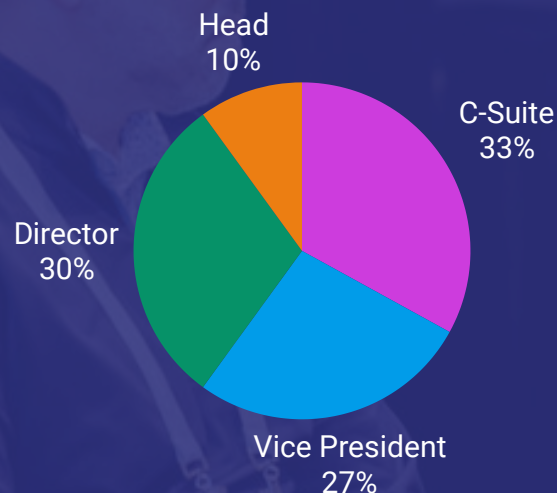


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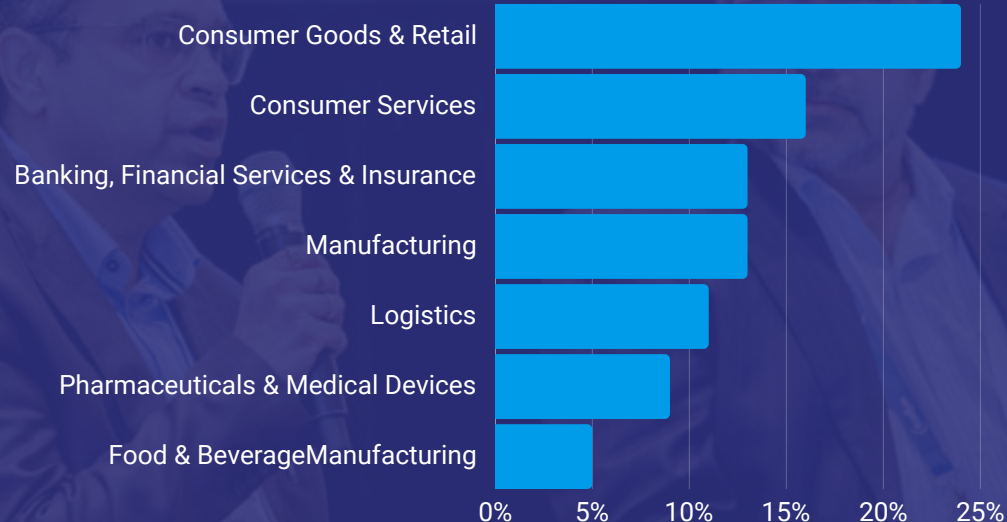


# Make Influential Connections

## 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, March 15

5:00 pm Registration

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5:30 pm Welcome Reception

## Main Day One - Monday, March 16

8:00 am Executive Breakfast & Registration

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9:00 am Opening Remarks

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9:15 am **Opening Keynote: Leading with Purpose – GBS as a Catalyst for Enterprise Growth**

*Speaker: Skye Anderson, President , Global Business Services, McDonald's*

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10:00 am **Challenge Round:** *This is an opportunity to select some common challenges that are ripe for collaboration. In closed-door roundtables, we will discuss and explore ideas and areas of opportunities.*

**Challenge Round: Building the GBS Brand: Positioning for Influence and Partnership**

*Speaker - Alice LaViolette, Vice President, Global Business Services- Strategy & Development, The Clorox Company*

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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.*

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10:30 am **Challenge Round: The AI Advantage: Embedding Intelligence into the DNA of GBS**

*Speaker: Maxim Ioffe, Director Global Intelligent Automation COE, Wesco Distribution*

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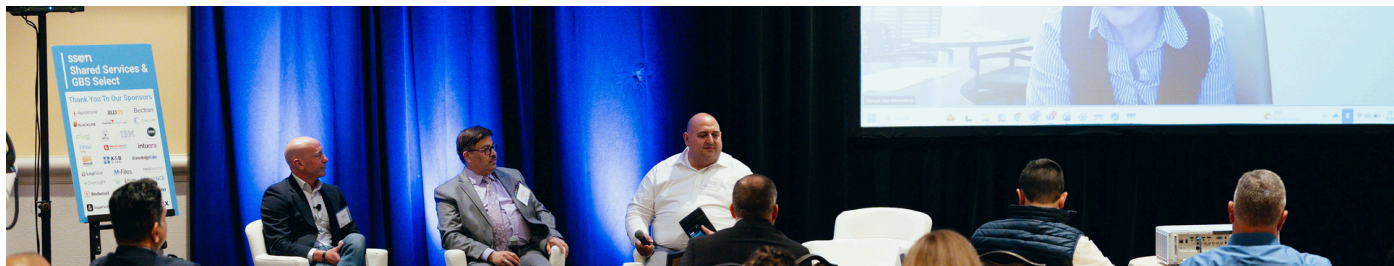
11:00 am Networking Break

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11:30 am **Panel: Global GBS 2.0: Turning Geographic Complexity into Competitive Advantage**

# Agenda At A Glance

12:00 pm	<b>Challenge Round: Optimizing GBS for Operational Efficiency Through Data Analytics</b> <i>Speaker - Alex Borges, Vice President Global Shared Services, <b>Forward Air</b></i>
12:30 pm	<b>Challenge Round: Driving AI-Enabled Automation in GBS Processes</b> <i>Speakers - Shelley Grant, Director GBS Data and Digital, <b>Boston Scientific</b> &amp; Srikath Srinivas, Automation Architect, <b>Caesars Entertainment</b></i>
12 - 1 pm	<b>1:1 Business Meetings   Peer-to-Peer Networking</b>
1:00 pm	Networking Luncheon
2:00 pm	<b>Panel: Talent, Trust, and Transformation: The Human Side of Next-Gen GBS</b> <i>Speaker: Viral Chhaya, Vice President, Global Business Services, <b>Diebold Nixdorf</b></i>
2:45 pm	<b>Challenge Round: Beyond the Build or Buy: Rethinking GBS Sourcing and Delivery Models</b> <i>Speaker: Ranjan Wadhwa, Head of Global Business Services, <b>First Citizens Bank</b></i>
2:45 - 3:45 pm	<b>1:1 Business Meetings   Peer-to-peer Networking</b>
3:15 pm	<b>Bring your Own Challenge</b>
3:45 pm	Networking Break





# Agenda At A Glance

- 4:15 pm **Challenge Round: Building a Scalable Shared Services Model with Agile Practices**  
*Speaker: Dorit Shami Mendelovich, Head of GBS India and Finance GBS, **Teva Pharmaceutical***
- 
- 4:45 pm **The Role of GBS in Digital Transformation: A Blueprint for Success**  
*Speaker - Carmine Fardella, Global Head of Revenue and Accounting Operations, **Bloomberg***
- 
- 5:15 pm **Reception**

## Main Day Two - **Tuesday, March 17**

- 8:00 am **Executive Breakfast & Registration**
- 
- 8:50 am **Managing Growth and Resources: Balancing Workloads and Scaling Shared Services**  
*Speaker: Daniela Tiuso Villamil, Head of Bogota Hub, **Opella Healthcare***
- 
- 9:20 am **Panel: Talent Magnet: Positioning Shared Services as the Launchpad for Future Leaders**
- 
- 9:45 am **Challenge Round: Upskilling for the Future: Preparing the Workforce for a Tech-Driven GBS Environment**  
*Speaker: Monica Santilli, Assistant Vice President, BEST Delivery Excellence, **L'Oréal***
- 
- 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: Turning GBS Data into Stories that Drive Action**  
*Speaker: Ranil DeSilva, Chief Financial and Operating Officer, **Care***
- 
- 10:45 am **Networking Break**

# Agenda At A Glance

11:15 am **Creating an Innovation Ecosystem: Building a Culture of Continuous Improvement in GBS**  
*Speaker: Amy Neely, Senior Vice President. Financial Services Operations, Coca-Cola Bottler Sales and Services*

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11:45 am **Challenge Round: The Role of GBS in Shaping Enterprise Sustainability Goals**

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

12:15 pm

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12:15 pm Executive Lunch

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1:15 pm **Challenge Round: Future-Proofing GBS: From Relevance to Resilience**

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

2:15 pm

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

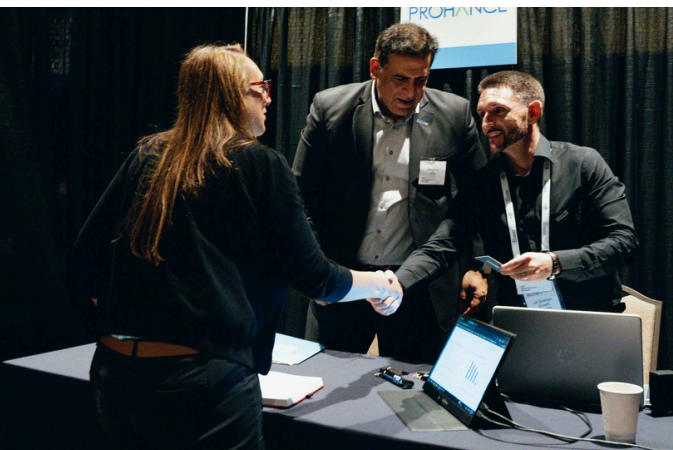
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2:15 pm Conclusion of Select Event





# Thank You to Our 2026 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**



# Contact Us

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

## Speakers & Program



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