

The logo for sson, featuring the lowercase letters 'sson' in a white, sans-serif font. The letter 'o' is stylized with a blue and white circular graphic element.

Shared Services &
GBS Select

A collage of four photographs showing business professionals in various settings: a woman and a man in a meeting, a man and woman talking outdoors, a man and woman in a panel discussion, and a group of men in a meeting.

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**

**EARN UP TO
12 CPE
CREDITS**

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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



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



CK Taneja
SVP, AI Strategist
Northern Trust



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
*Hub Engagement & Transformation
Lead, Bogota*
Opella Healthcare Colombia



Ranil DeSilva
*Chief Financial &
Operating Officer*
Care



Peter Nag
*Global Head, Business Process Outsourcing,
Shared Services & Transformation*
Merck KGaA



Margot Guy
*Vice President, Business
Services & Support*
Anglo Gold Ashanti



Meet our Visionary Speaker Faculty



Yogi Goyal
Global Managing Partner,
Business Operations
IBM Consulting



Viral Chhaya
Vice President,
Global Business Services
Diebold Nixdorf



Srikanth Srinivas
Principal Automation Architect
Caesars Entertainment



Shelley Grant
Associate Director of
GBS Intelligent
Automation
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**



Ken Calderón
Global Operational Excellence Lead
Zoetis



Eleazar Osuna Gonzalez
GBS Service
Transformation Lead
Cemex



Shujaat Ali
Chief of Staff GBS and Director
of Operations
Booking Holdings



Vishal Mirpuri
Global Process Manager
Bloomberg LP

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

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

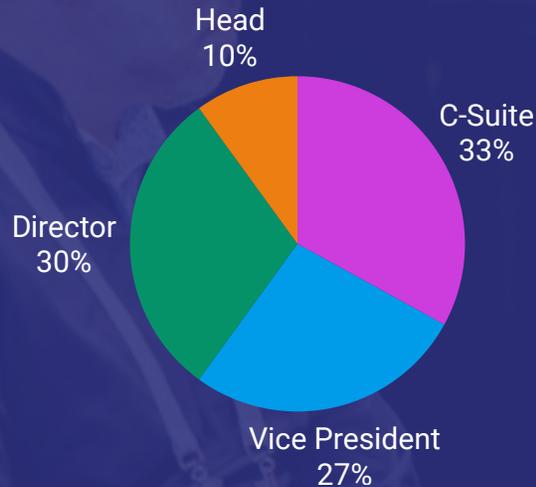


Lisa Schulman
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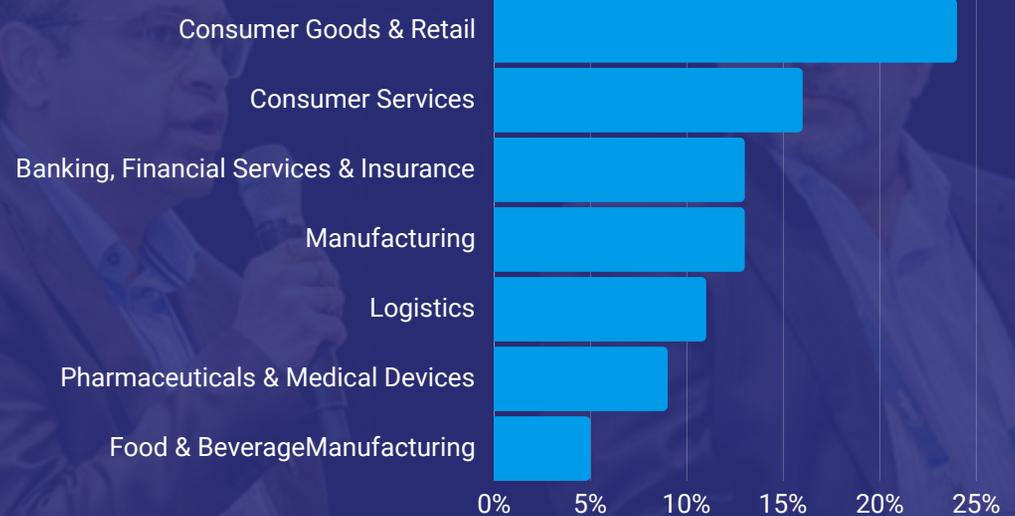


Make Influential Connections

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

5:30 pm Welcome Reception

Main Day One - Monday, March 16

6:45 am - Sunrise Yoga

7:30 am

8:00 am Executive Breakfast & Registration

9:00 am Chairperson's Opening Remarks

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

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

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

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:** *The AI Advantage: Embedding Intelligence into the DNA of GBS*

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

11:00 am Networking Break

Agenda At A Glance

- 11:30 am **Panel: From Silos to Outcomes: How AI Is Transforming Enterprise Operations**
Speaker: Yogi Goyal, Global Managing Partner, Business Operations, IBM Consulting
-
- 12:00 pm **Challenge Round: Optimizing GBS for Operational Efficiency Through Data Analytics**
Speaker - Alex Borges, Vice President Global Shared Services, Forward Air
-
- 12:30 pm **Challenge Round: Driving AI-Enabled Automation in GBS Processes**
Speakers - Shelley Grant, Director GBS Data and Digital, Boston Scientific & Srikath Srinivas, Automation Architect, Caesars Entertainment
-
- 12 - 1 pm **1:1 Business Meetings | Peer-to-Peer Networking**
-
- 1:00 pm Networking Luncheon
-
- 2:00 pm **Panel: Talent, Trust, and Transformation: The Human Side of Next-Gen GBS**
Speaker: Viral Chhaya, Vice President, Global Business Services, Diebold Nixdorf
Margot Guy, Vice President, Business Services & Support, Anglo Gold Ashanti
-
- 2:45 pm **Challenge Round: Beyond the Build or Buy: Rethinking GBS Sourcing and Delivery Models**
Speaker: Ranjan Wadhwa, Head of Global Business Services, First Citizens Bank
-
- 2:45 - 3:45 pm **1:1 Business Meetings | Peer-to-peer Networking**
-
- 3:15 pm **Challenge Round: Leading the Digital GBS Transition: Strategy, IT Alignment, and Change**
Speaker: Eleazar Osuna Gonzalez - GBS Service Transformation Lead, Cemex



Agenda At A Glance

3:45 pm Networking Break

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***

4:15 pm - **1:1 Business Meetings | Peer-to-Peer Networking**

4:45 pm

4:45 pm **The Role of GBS in Digital Transformation: A Blueprint for Success**

*Speaker: Vishal Mirpuri, Global Process Manager, **Bloomberg LP***

5:15 pm **Reception**

6:15 pm **Texas Hold'em Tournament**

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, Hub Engagement & Transformation Lead, Bogota, **Opella***

9:20 am **Panel: How Must GBS Evolve to Deliver Strategic Value?**

*Speaker: Peter Nag - Global Head BPO and GBS, **Merck***

9:45 am **Challenge Round: Upskilling for the Future: Preparing the Workforce for a Tech-Driven GBS Environment**

*Speaker: Shujaat Ali - Chief of Staff GBS and Director of Operations, **Booking Holdings***

9:45 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.

Agenda At A Glance

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

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

11:45 am **Challenge Round: Upskilling for the Future: Preparing the Workforce for a Tech-Driven GBS Environment**
Speaker: Shujaat Ali - Chief of Staff GBS and Director of Operations, Booking Holdings

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

12:15 pm Executive Lunch

1:15 pm **Challenge Round: Future-Proofing GBS: From Relevance to Resilience**
Speaker: CK Taneja - SVP, AI Strategist, Northern Trust

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

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

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!

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