

The SSON logo features the letters 'sson' in a lowercase, sans-serif font. The letter 'o' is replaced by a stylized globe icon with horizontal lines.

HR Shared Services & Outsourcing Week

*Be Transparent.
Build Trust.
Bring Transformation.*

June 8 - 10, 2026
Atlanta, GA

*“You cannot
for new horizons
have courage
sight of the
land.”*

— William

*the most dan
of waste is
do not rec*

— Shigeo S

WELCOME TO ATLANTA



HR Shared Services & Outsourcing Week

HR SSOW IS BACK!

In 2025, we dug deep into the fundamentals: Tier Zero and self-service, skills-based design, process taxonomy, operating models, outsourcing vs. in-house delivery, strategic metrics, and risk and compliance. But continuous improvement never hits pause. That's why we're coming together again **June 8–10 in Atlanta, GA** to go even further into the issues shaping HR Shared Services in 2026.

AI is reshaping roles faster than teams can respond. Employee expectations are shifting month to month. Transformation fatigue is at an all-time high. And leaders everywhere are asking the same questions: Where should we transform next? How do we evolve without overwhelming our teams? How do we move fast without breaking what already works?

The challenge has moved beyond the 'when' and straight to 'how' to prioritize, sequence, and sustain change amid nonstop disruption. This year's program is built for that reality: one where clarity, adaptability, and resilience matter more than ever.

We'll tackle the topics that are defining HRSS in 2026, and we're doing it with our unite HR SSOW flare. No endless monologues. No shiny-but-unrealistic tools that never work. No "perfect policy" lectures. Instead, we've built a program centered on **real conversations, shared problem-solving, and interactive content** that puts *you*, the practitioners, at the heart of the experience.

If you've been looking for a space that truly gets the complexity, pace, and pressure of HR Shared Services today, **this is your invitation to join one.**

Come meet your people. We'll see you in Atlanta.



Kayla DelPizzo
Senior Conference Producer
SSON

WHO YOU'LL MEET IN ATLANTA



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S&P Global



MEET THE INITIAL SPEAKER LINEUP



Rick Bridger
Senior Director, HR
Shared Services
HR SSOW Chairman
BrandSafway



Jen Swenson
Director, HR Shared
Services Center
First Citizens Bank



Nicole McKernan
Head of HR Shared
Services, Americas
Region
Siemens



Andrea Johnson
Director of HR
Compliance & Shared
Services
Children's Hospital



Tom Sterling
Vice President of
People Solutions
Operations
Cox Automotive



Vitor Hugo Cid
Global Head of HR
Phillips



Zundra Bryant
SVP, Global People
Experiences and
Services
Cushman & Wakefield



AJ Golden
Senior Director, Global
Payroll & HR Shared
Services
Edgewell



Alyson Gordon
SVP, Associate CPO |
People Operations
Advent Health



Crystal Carter
Founder
GBS TransformOps



Moe Wilkerson
Vice President
Coworker Experience
**Pacific Gas & Electric
Company**



Stacy Marshall
Director, HR Shared
Services & Systems, People
Analytics and HR Programs
Lifemark Health Group



Mercedes Sullivan
Executive Vice President,
People, Culture &
Communications
McKinley Companies



Sameer Andi
VP, People Digital
Services and Analytics
Cushman & Wakefield



Trey Greenwood
Human Resources Service
Center Director
Texas Health Resources

...AND MANY MORE TO COME!

BECOME A SPEAKER

Built Just for HR Shared Services

This isn't a generic HR event. It's the only conference laser-focused on the challenges, wins, and realities of HRSS. You'll be in a room full of people who actually get what you do.

Real Content by and for Real Practitioners

No fluff, no filler. Just sharp, curated sessions designed for HRSS pros - packed with use cases, lessons learned, and open conversations (yes, we said conversations, not monologues).

TOP REASONS TO ATTEND

What's Now & What's Next

From AI and automation to RTO, compliance, and workforce design - if it's keeping you up at night, we're talking about it on stage and in breakout rooms.

Live Benchmarking & Candid Discussion

Bring your questions, your metrics, and your skepticism. You'll walk away with honest comparisons, practical ideas, and maybe even a new way of looking at your toughest problem.

Invest in Yourself and Your Team - Earn SHRM Credits!

Earn SHRM credits while gaining tools and techniques to accelerate your professional and organizational development.

HOT TAKE HUSTLE

Real-Time Collaboration for HR Shared Services Leaders!

The Hot Take Hustle is where we turn up the heat and put your perspective to the test. In this high-energy, interactive session, you'll move around the room based on how strongly you agree (or disagree) with a series of bold, provocative statements pulled straight from today's HRSS debates:

"Employee self-service is just a cost-cutting tactic."

"Skills-based orgs are overrated."

"AI should never make hiring decisions."

The "Hot Take Hustle" at HR SSOW was an engaging session where HR leaders voted on various topics by moving around the room. The real-time debate that followed allowed us to passionately support our viewpoints [...] It was one of the most memorable and impactful sessions of the event.

AJ Golden, Senior Director, Global Payroll & HR Shared Services, **Edgewell Personal Care**

My favorite part of the Hot Take Hustle is getting to have real conversations with other practitioners about things that are... debatable. It's the best (and funnest!) way to learn, hear different perspectives, and challenge your own thinking."

Mercedes Sullivan, Executive Vice President, People, Culture & Communications, **McKinley Companies**

Why it's a crowd favorite:

- ✓ You won't just sit - you'll move.
- ✓ You won't just listen - you'll challenge.
- ✓ You won't just nod - you'll debate.

Expect laughter, a little discomfort, and a whole lot of real talk. Whether you're ready to defend your hill or just want to hear what others think, the Hot Take Hustle is your chance to join the most unfiltered session of the week.

AN AGENDA MADE FOR YOU

Pre-Conference Workshop Day - Monday, June 8, 2026

8:00 am Registration & Networking Breakfast

9:00 am Workshop Opening Remarks

9:10 am **Workshop #1: HRSS Maturity Lab: Redesigning for Agility and Efficiency**

10:40 am Networking Break

11:10 am **Workshop #2: Trusted Data, Trusted HR: Building Transparency and Accountability into HRSS**

12:40 pm Networking Luncheon

1:40 pm **Workshop #3: Making the Matrix Work: Practical Collaboration Models for HRSS**

3:10 pm End of Pre-Conference Workshop Day

Main Day One - Tuesday, June 9, 2026

7:30 am Registration & Breakfast

8:30 am Opening Remarks

8:45 am **Panel: Where Process Excellence Meets Strategic Value**

9:35 am **Humanize Efficiency: Operationalizing Empathy in HRSS Service Design**

10:25 am **People Data in Motion: From HR Metrics to Business Impact**

11:15 am Networking Break

11:45 am **Interactive Discussion Groups - Pick 2**

**1. The AI-Augmented
HRSS Team**

**2. Sustaining Change
Through Transformation
Fatigue**

**3. Skills-Based
Organizations: What
Works in Practice**

**4. From Efficiency to
Resilience: Redefining
the Metrics that Matter**

AN AGENDA MADE FOR YOU

Main Day One - Tuesday, June 9, 2026 Continued

1:10 pm Networking Luncheon

Operational Agility

Strategic Evolution

2:10 pm **Operationalizing Agility: From Continuous Improvement to Continuous Adaptation**

Panel: Career Lattices, Skills Mobility & Flexible Structures in HRSS

2:55 pm **Decision Velocity: How AI and Analytics Are Rewriting Service Delivery Speed**

Strategic Alignment in Action: Align Your HR Operating Model with the Business Strategy

3:40 pm Networking Break

4:10 pm **Panel: Myth-Busting HRSS Transformation**

4:55 pm **Hot Take Hustle**

5:35 pm **Networking Reception**

Main Day Two - Wednesday, June 10, 2026

7:30 pm Registration & Networking Breakfast

8:30 am Opening Remarks

8:35 am **Humans & Machines: How HRSS Leaders Can Evolve into Orchestrators of Hybrid Teams**

9:20 am **Case Study: Trusted Intelligence in Practice**

10:05 am **Panel: The New Partnership Model: HRSS + HRBPs**

10:50 am Networking Break

AN AGENDA MADE FOR YOU

Main Day Two - Wednesday, June 10, 2026 Continued

Operational Agility

11:15 am **Human Process Design: Where Lean Meets Behavioral Science**

11:45 am **Process Intelligence in Action: Turning Data into Predictable Performance**

Strategic Evolution

Leadership for the Digital Workforce: Coaching Teams Through Change

The Pragmatic Leader's Toolkit: Driving Culture Through Structure

12:50 pm Networking Luncheon

1:50 pm **Closing Keynote: The Future of HR Shared Services: Leading the Next Leap**

2:35 pm **Hot Take Hustle Close Out**

3:35 pm Networking Reception

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Thomas Christmann
Director of Strategic Partnerships
Thomas.Christmann@ssonetwork.com

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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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