



Shared Services & Outsourcing Week

March 16 - 19, 2026 | Orlando, FL

PAST ATTENDEE SNAPSHOT

SEE EVERYONE WHO CAME TO SSOW!



JOB TITLES

- Accounting Manager
- AP Manager
- AR Manager
- Analyst, Business Systems
- Assistant Director
- Assistant Vice President, Finance, Operations Shared Administrative Services
- Associate Director, AR
- Associate Director, Global Process Management
- Associate Vice President & Head, North America O2C
- Associate Vice President, HR Technology
- Automation Specialist, HR Shared Services
- Branch Chief, AP
- Business Director, Excellence
- Chief Accounting Officer
- Chief Customer Officer & Head
- Chief Digital & Information Officer
- Chief Digital Officer, GBS
- Chief Executive Officer
- Chief Executive Officer & Founder
- Chief Finance Officer
- Chief Financial Officer & Head, Strategy & Performance for Americas
- Chief GBS Officer
- Chief HR Officer
- Chief Information Officer
- Chief Operations Executive Director, Global IA
- Chief Operations Officer
- Chief Procurement Officer
- Chief Technology Officer
- Chief, AP Branch
- Chief, Revenue Branch
- Chief, Staff & Head, Finance Transformation
- CMS Manager
- Collections Team Lead
- Controller, Corporate
- Controller, Global Fixed Assets
- Controller, North America & Shared Services
- Controller, Plants & Shared Services
- Controllershship Lead
- Credit Manager
- Delivery Manager
- Digital Analytics & Reporting
- Digital Technologies Senior Director
- Director & Controller, Shared Services Center
- Director & GPO, R2R
- Director, ABS User Experience
- Director, Accounting & Controls
- Director, Accounting Operations
- Director, Accounting Shared Services, P2P & I2C
- Director, AR
- Director, Automation & Transformation
- Director, B2B Payment Partnerships
- Director, Business Integration
- Director, Business Partner Transparency & Compliance
- Director, Business Planning & Analysis
- Director, Business Services
- Director, Central Billing
- Director, CFS & Transformation
- Director, Contact Center & Knowledge Operations EBS
- Director, Continuous Improvement & Transformation
- Director, Corporate & Business Services - Americas
- Director, Corporate Information Technology Relations
- Director, CSC
- Director, Customer Receivables Management
- Director, EBS
- Director, Finance & Accounting
- Director, Finance Center Excellence
- Director, Finance Digital Transformation
- Director, Finance Shared Services
- Director, Finance, Contract to Cash (CoE)
- Director, Financial Accounting
- Director, Financial Planning & Analysis
- Director, Financial Systems
- Director, GBS
- Director, GBS & R2R
- Director, GBS Operations
- Director, GBS Transformation
- Director, GBSC Risk Management



JOB TITLES

- Director, Global AP, AR & Travel
- Director, Global Employee Central
- Director, Global Process Owner, O2C
- Director, Global Process Owner, P2P
- Director, Global Tax AI Automation
- Director, GPO R2R
- Director, HR Shared Service Center
- Director, HR
- Director, HR Business Partnering
- Director, HR Compliance & M&A
- Director, HR Shared Services
- Director, HR Shared Services & Operations
- Director, Information Technology
- Director, Integrated Global Services & HR
- Director, Intercompany Value Architecture
- Director, ISC Finance
- Director, IT / IoT / App Dev, SS, & NAR EA
- Director, LATAM SSC R2R
- Director, Manager Process & Continuous Improvement
- Director, North America People HUB
- Director, Operational Excellence
- Director, Operations & HR Shared Services
- Director, Operations Finance
- Director, O2C
- Director, Payroll Operations
- Director, People & Corporate Shared Services
- Director, Professional Services Project Management
- Director, Projects for Shared Services
- Director, R2R Shared Services
- Director, Relationship Management
- Director, Service Delivery
- Director, Service Delivery for North America, GBS Control
- Director, Service Delivery Margin & Inventory Control
- Director, Service Delivery Payroll & HR Ops
- Director, Shared Services
- Director, Shared Services Revenue
- Director, S2P & T&E, US Corporate Finance Services
- Director, SSC Service Delivery
- Director, Strategy & Operations
- Director, Transformation
- Executive Director, Finance Shared Services
- Executive Director, HR Shared Services
- Executive Director, Strategy & Transformation
- Executive Vice President, Chief PX Officer
- Executive Vice President, Chief Transformation & Administrative Officer
- Executive Vice President, GBS & Strategy
- Executive Vice President, Operations
- Finance Lead, Global Delivery
- GBS Leader, Corp Controller
- GBS Operations Finance Leader
- General Manager & Regional Officer
- General Manager, Controllershship Innovation
- General Manager, Global Business Operations Bogota & Regional Finance Controller LAC
- GPO, P2P
- Global Director, GBS P2C
- Global Director, Service Delivery & Operations Business Services
- Global Head, Business Process Outsourcing, Shared Services & Transformation
- Global Head, HR Operations
- Global Head, HR Transformation, Talent Attraction & Global Mobility
- Global Head, Operations & Enablement
- Global Head, Procurement Operations
- Global HR, Service Delivery Lead
- Global Leader, Intelligent Automation
- Global Leader, Service Management
- Global Process Lead, O2C
- Global Process Manager, R2R
- Global Process Owner, ATR
- Global Process Owner, GBS AR
- Global Process Owner, H2R GPO, O2C
- Global Senior Finance Director, ATR
- Global Service Owner, S2P
- Head, Account to Report North America
- Head, Cash Cycle Management



JOB TITLES

- Head, Contract Obligations Management & Audit
- Head, Data & Development
- Head, Enterprise Business Services
- Head, Finance Operations GBS
- Head, Finance Transformation
- Head, GBS Americas
- Head, GBS Management
- Head, GBS Strategy & Management
- Head, Global Workforce Strategy & Senior Vice President, HR
- Head, HR & Payroll Shared Services for Americas
- Head, HR Shared Services
- Head, HR Transformation
- Head, Internal Audit & Operational Accounting
- Head, North America HR OPs, Shared Services & Payroll
- Head, Operations HR Service Delivery, Local HR
- Head, Opportunity to Invoice Service Line
- Head, P2P
- Head, People Rewards America
- Head, Portfolio Management, Global Procurement Services
- Head, Procurement Regional Operations
- Head, Program & Change Management Business Services NA
- Head, Programs & Strategic Initiatives GBS
- Head, Purchase to Pay Services
- Head, Regional Commercial Transformation
- Head, Shared Services, Indirect Spend & Enterprise Cost Leadership
- Head, Strategy & Chief, Staff
- Head, Workforce Planning & GBS HR
- HR Shared Service Lead, Tuition Assistance & Org Development
- HR Services Leader, US/PR
- Lead, CBS Center
- Lead, GBS implementation
- Leader, Business Transformation
- Leader, Financial Controls & Compliance
- Leader, Operations
- Leader, Service Management
- Management Director, Supply Chain Americas & Europe Operations
- Manager, Automation & Master Data
- Manager, Communications Business Partner
- Manager, Customer Success
- Manager, ERP-GL & Reporting
- Manager, Global HR Project
- Manager, HR
- Manager, HR Shared Services
- Manager, HR Systems
- Manager, I2C Compliance
- Manager, NA GBS CMS
- Manager, NA GBS Continuous Improvement
- Manager, NA GBS STP
- Manager, Operations
- Manager, O2C Business Process
- Manager, People Operations
- Manager, Purchasing Support
- Manager, Shared Services Accounting
- Manager, Shared Services Purchasing
- Manager, Strategic Sourcing
- Managing Director, Accounting Shared Services
- Managing Director, CFO Services & Corporate Performance Improvement
- Managing Director, Shared Services
- North American Service Owner, QTC
- Operations Manager, HR
- O2C Lead, Global Marketing
- O2C Senior Manager
- O2C Head Hub Bogota
- O2C Transformation & Value Creation Consultant
- P2P US Site Leader
- Partner & Head, GBS & GCC Practice
- Partner, HR & Talent Transformation Global Outsourcing Services Leader
- Payroll Manager
- Payroll Senior Manager



JOB TITLES

- President & Chief Operations Officer
- President , Mars Global Services
- President, Enterprise Services
- Process Excellence Leader
- Process Owner, HR
- Procurement Director
- Procurement Program & Portfolio Senior Manager
- Program Manager, HR
- Program Manager, HR Operations & Transformation
- QTC Service Owner, EMEA
- R2R GBPO
- R2R Process Lead
- R2R Process Owner
- Recruiting Manager
- Regional HR Director, Americas
- Regional Lead, Operational Excellence
- Regional People Operations Senior Manager
- Regional Plant Controller
- Regional Senior Finance Manager
- Release Train Engineer, Shared Services Value Stream
- RPA Manager
- Senior Accountant
- Senior AP Manager
- Senior Associate
- Senior Central Purchasing Manager
- Senior Credit Manager
- Senior Director, Executive
- Senior Director, Accounting Shared Services
- Senior Director, Accounting Transformation & Operations
- Senior Director, EBS
- Senior Director, Finance
- Senior Director, Finance Operations
- Senior Director, Finance Transformation
- Senior Director, GBS
- Senior Director, GBS Finance
- Senior Director, Global HR Services
- Senior Director, Global HR Service Delivery
- Senior Director, Global Operations
- Senior Director, Global Payroll
- Senior Director, Global Payroll & HR SS
- Senior Director, HR North America Region
- Senior Director, Operational Excellence
- Senior Director, Process Innovation
- Senior Director, Product Management, Cross-Industry Solutions
- Senior Director, Service Experience Delivery
- Senior Director, Shared Business Services
- Senior Director, Shared Services
- Senior Director, Finance & Legal
- Senior Director, Operations, Order to Cash
- Senior Director, Shared Services, VMO
- Senior Financial Manager & Lean Manager
- Senior HR Director
- Senior HR, BP GBS Americas
- Senior Manager, Continuous Improvement
- Senior Manager, Global External Partnerships
- Senior Manager, Receivables & Credit
- Senior Manager Channel
- Senior Manager, Billing Services
- Senior Manager, Business Unit Support Services
- Senior Manager, Contact Center
- Senior Manager, EBS
- Senior Manager, Employee Services
- Senior Manager, GBS GL Controller
- Senior Manager, GBS PMO & Digital Enablement
- Senior Manager, GBS Strategy
- Senior Manager, Global Shared Services Support Functions
- Senior Manager, Service Delivery Excellence
- Senior Manager, Service Delivery Optimization, Accounting Shared Services
- Senior Manager, Shared Service HR
- Senior Manager, Shared Services Finance
- Senior Managing Director
- Senior Manger, Modernization
- Senior Operations Manager
- Senior Procurement Relationship Manager



JOB TITLES

- Senior Product Owner, Gen AI
- Senior Project Manager, Business Transformation
- Senior Shared Services Manager
- Senior Solution Manager, Shared Services
- Senior Specialist Supervision Chief, Staff
- Senior Vice President, & Chief Accounting
- Senior Vice President, Account Management, Integrations & Communications
- Senior Vice President, CAO Finance
- Senior Vice President, Chief Accounting Officer
- Senior Vice President, Controller (CCL)
- Senior Vice President, Corporate Controller
- Senior Vice President, Finance
- Senior Vice President, Finance & Payroll Operations
- Senior Vice President, Finance Transformation
- Senior Vice President, GBS
- Senior Vice President, GBS & Chief Information Officer
- Senior Vice President, GBS & Finance
- Senior Vice President, GBS & Product Engineering Centers
- Senior Vice President, GBS, People & Capabilities
- Senior Vice President, Global Chief Supply Chain & Procurement Officer
- Senior Vice President, Global Head, Procurement Services, Global Business Operations
- Senior Vice President, Global Shared Services
- Senior Vice President, IT & Data Management
- Senior Vice President, Operations & Transformation
- Senior Vice President, Shared Services
- Senior Vice President, Solution Advisory, Alight Solutions
- Senior Vice President, Transformation & Innovation
- Service & Portfolio Management Head & Risk Assurance
- Services Head, People (North America)
- Services Leader, HR
- Shared Services Admin, HR Technology
- Site Director, Integrated Global Services
- Strategy & Finance Leader
- Strategy Director, GBS
- Supervisor, Cash Application
- Supervisor, Shared Services
- Transformation Lead, GBS
- Transition Lead, Financial Services
- Transition Lead, Shared Services
- US Accounting Lead
- Vice President, & Global Leader, R2R Business Lead ERP Implementation
- Vice President, & HR, Consulting & Strategy
- Vice President, Accelerated Business Solutions
- Vice President, Accounting
- Vice President, Accounting & Business Service Center Leader (North America)
- Vice President, Accounting Services
- Vice President, Business Enablement
- Vice President, Business Transformation
- Vice President, Commercial Finance & Consumer Products Division
- Vice President, Compliance & Transformation
- Vice President, Controller Shared Services
- Vice President, Corporate Controller
- Vice President, Corporate Finance
- Vice President, Cost Management & Indirect Procurement
- Vice President, Credit
- Vice President, Credit & Collections
- Vice President, Customer Success
- Vice President, Data & Insights
- Vice President, EBS
- Vice President, Employee Services
- Vice President, Enterprise Business Services
- Vice President, Enterprise Financial Reporting Controller
- Vice President, Enterprise Shared Services Enterprise Technology Alignment & Delivery
- Vice President, Finance
- Vice President, Finance Accounting & Global Finance Shared Services



JOB TITLES

- Vice President, Finance Latin America
- Vice President, Finance Operation
- Vice President, Finance Shared Services
- Vice President, Finance Transformation & Shared Services
- Vice President, Financial Controlling Operations Global Process Owner
- Vice President, GBS
- Vice President, GBS Delivery & Operations
- Vice President, GBS Strategy & Development
- Vice President, GBSC Project Management
- Vice President, GBSC Revenue Accounting Services
- Vice President, Global Finance Transformation
- Vice President, Global Head People Solutions
- Vice President, Global Head Procurement COE
- Vice President, Global People Services
- Vice President, Global Procurement
- Vice President, Global Services Finance
- Vice President, Head, TBS US & EUCAN Finance Solutions & Site Lead, Exton
- Vice President, Human Capital Management Operations
- Vice President, Human Resources Operations
- Vice President, Human Resources Shared Services
- Vice President, IT Service Management
- Vice President, Operations Transformation
- Vice President, Outsourcing Solutions
- Vice President, People Solutions Operations
- Vice President, People Transformation
- Vice President, Product
- Vice President, Service Delivery Programs & Analytics
- Vice President, Shared Service Center for LATAM, IBERIA & USA
- Vice President, Shared Services
- Vice President, Talent Acquisition
- Vice President, Technology Shared Services
- Vice President, Transformation
- Vice President, Transformation Finance



“I absolutely love the ability network and connect at SSOW. There's so many great learning opportunities...It's a great environment to not just showcase what you do, but learn from the greatness of other companies as well.

- Employee Services Vice President, Nokia

Discover all the companies



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COMPANIES

- Abbott Laboratories
- ABS
- Acrisure
- ADM
- AdventHealth
- Advocate Health
- AECOM
- AGCO Corporation
- Ahold Delhaize USA
- Air Force Services Center
- Albemarle
- Alicorp
- Allianz
- Altria
- AmCham Nepal
- American Tower
- Ampalyst LLC.
- Amrize
- Amtrak
- AON
- Api Group
- Apogee Enterprises
- AptarGroup
- Argon International
- Ascension
- Astec Industries
- AutoZone
- Avail Infrastructure Technologies
- Baha Mar
- Baker McKenzie
- British American Tobacco
- Baxter International
- Baylor Scott & White Health
- Becton Dickinson
- BioMarin
- BJ's Wholesale Club
- Blackmun Enterprises LLC
- Blue Steel Mountain
- Bon Secours MH
- Booking Holdings
- Border States
- Boston Scientific
- BrandSafway
- Briarwood Chase Management LLC
- Bridgestone
- Brink's
- British American Tobacco
- Broadtree Partners
- BVP
- Capital One
- Cardinal Health
- Cargill
- Carnival Corporation & plc
- Carrier
- Catalent
- Cemex
- CheckAlt
- Chewy
- Chromalloy
- Cintas
- Cisco
- CLA
- Clayton
- Clifton Lanson Allen LLP
- Clorox
- CMI
- Coca-Cola
- Coca-Cola Bottlers' Sales & Services
- Community Health Systems
- Corning Incorporated
- Corona
- Corporacion Multi Inversiones
- Cox Automotive
- Credit Pulse
- CRH
- Cummings Electrical
- Cushman & Wakefield
- CVS Health
- HCA Healthcare
- HelloFresh
- Herbalife Nutrition
- Hikma Pharmaceuticals
- Darden Restaurants
- Davies
- Dell Technologies
- Delta Air Lines
- Dexcom
- Diageo
- Dialysis Care Center
- Diocese of Orlando
- EBS
- Ecobat
- Ecolab
- Ecopetrol
- Edgewell Personal Care
- Edicom, Corp.
- Elanco
- Employee Benefits International
- Enlyte
- Equifax
- Equinix
- Eurocenter Inmobiliaria de Costa Rica
- Fagron
- Fanatics
- Fannie Mae
- Finning
- First Citizens Bank
- Flint Cultural Center Corporation
- Food Service Direct
- Georgia System Operations Corporation
- Grand Canyon Education
- Graphic Packaging International
- GSOC
- Hitachi Digital
- Holcim ABS
- Hologic
- Home Depot
- Honeywell



COMPANIES

- Hudson Delta LLC
- Ingram Micro Inc.
- Ingredion
- Inixia
- Innovate Tech
- IQVIA
- Jabil
- JB Poindexter & Co
- Johnson & Johnson
- Johnson Controls
- Kaiser
- Kaneka North America LLC
- Kenvue
- Kerry Americas
- Kidde Global Solutions
- Kimberly-Clark
- Koch Industries
- Komatsu America Industries
- KW Property Management & Consulting
- Leidos
- Liberty Utilities
- Lineage
- Loblaw Companies
- L'Oréal
- Louisiana Pacific Corp
- LSC Communications
- Lufthansa
- Lululemon
- Management & Training Corporation
- Marriott Vacations Worldwide
- Mars
- Martin Marietta
- MassMutual
- MasterCard
- McCormick & Company
- McKesson
- McKinley Companies
- McKinsley & Company
- Mercado Libre
- Mercedes-Benz North America Corporation
- Merck & Co
- Merlin Entertainments Limited
- Merlin Entertainments Ltd
- Merrimac Corp
- Meta
- MGM Resorts International
- Michelin
- Ministry of Foreign Affairs Guatemala
- Mitsui & Co
- Montrose Environmental Group Inc
- MSC
- MyEyeDr
- MyPlace Self Storage
- NASA
- NEC
- Nidec Motor Corporation
- Nissan Americas
- NIX United
- Nokia
- Northern Trust
- Norwegian Cruise Line
- Nutrien
- OIA Global
- OIC Foods
- Organon
- Owens Corning
- Pacific Life
- Pantaleon
- PayPal
- Pep Boys
- PepsiCo
- Petrobras
- Pfizer
- PG&E
- Phibro Animal Health Inc
- Philips
- Playa Hotels & Resorts
- Pretium
- PriceSmart
- Providence
- PSI CRO AG
- Publicis ReSources
- Qbiq
- Rakuten Symphony
- Raymond James
- Republic Services
- Reyes Coca-Cola Bottling
- Rivian Automotive
- Robert Bosch GmbH
- Rolls-Royce
- Royal Caribbean Group
- Samsung
- Sanofi
- Sazerac
- Siemens
- Sonepar USA
- Sonoco
- Sonos
- Sun Life
- SupplyHouse.com
- Takeda
- TE Connectivity
- Tesco
- Thales USA
- The Clorox Company
- The LEGO Group
- The Mosaic Company
- The Turner Corp
- Thermo Fisher Scientific
- T-Mobile
- Trane Technologies
- Travel + Leisure
- Turner
- U.S. Bank
- U.S. Venture
- Unilever
- United Engineers and Constructors Inc
- United Rentals
- University of Alabama
- UPS



COMPANIES

- US Air Force - AFSVC
- US Venture
- USAA
- Venbrook
- Veolia
- Vericast
- Veritiv Corporation
- VF Corporation
- Viatris
- Walgreens
- Warby Parker
- Warner Bros Discovery
- Wells Fargo
- Wesco International Inc
- West Fraser
- Westinghouse Electric Company
- Whirlpool
- WPP
- Zoetis



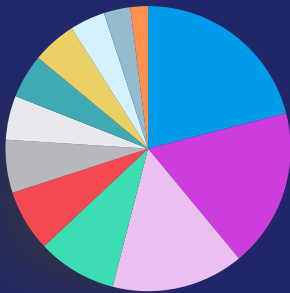
Shared Services & Outsourcing Week

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Shared Services & Outsourcing Week (SSOW) celebrates its 30th anniversary as the premier global gathering for shared services and GBS leaders. This milestone event honors three decades of evolution while spotlighting the future - shifting from service delivery to customer and employee experience as the true measure of value. With immersive sessions on agentic AI and scope expansion case studies, SSOW 2026 equips leaders to drive enterprise-wide transformation

PAST ATTENDEE STATISTICS

Industry



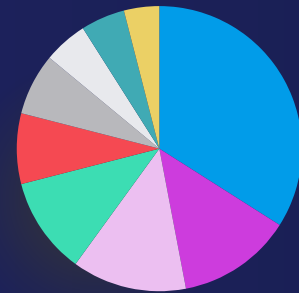
- 21% - Manufacturing
- 18% - Healthcare & Pharma
- 15% - Retail & CPG
- 9% - Other
- 7% - Technology
- 6% - Professional Services
- 5% - Construction & Transportation
- 5% - Utility & Energy
- 5% - BFSI
- 4% - Travel & Hospitality
- 3% - Media
- 2% - Public Sector

Seniority



- 34% - Director
- 30% - Vice President
- 18% - Manager
- 9% - C-Suite
- 9% - Other

Function



- 34% - Finance
- 13% - GBS
- 13% - HR
- 11% - Other
- 8% - Operations/Service Delivery
- 7% - Shared Services
- 5% - Data/IT
- 5% - Transformation
- 4% - Supply Chain/Procurement

A broad mix of industries means benchmarking potential skyrockets!

70%+ of SSOW attendees are Director-level or higher, convening top decision-makers in shared services.

The function-focused program empowers professionals across roles to gain practical, relevant insights that drive real impact.

[Book online](#)

[View Event Guide](#)