

UPEND TRADITIONAL PROCESSES
UNLOCK THE FSSO'S POTENTIAL
DELIVER UNPARALLELED BUSINESS VALUE

June 15-17, 2021 Times in EST

21st Shared Services and Outsourcing Week: Finance & Accounting

June 15-17, 2021 ♦ Virtual Conference

Pre-Conference Workshops • June 15th • Starts at 11:00am EST

11:00am	Opening Remarks
11:15am	Workshop A – Open to New Possibilities? Successfully Navigate your GBS and Shared Services Career
	Whether you want to deepen your skills and capabilities in your current organization, or explore new opportunities elsewhere,
	this workshop is for you. Spend one hour with Deborah Kops and Janet Ramey of Sourcing Change as they guide you through
	effective GBS and shared services career strategies. In this session, you will
	 Gain a good understanding of current market conditions for GBS and shared services leaders at the individual contributor level and above;
	 Understand the skills and capabilities necessary to acquire to move up or across the GBS and shared services career ladders;
	 Learn how to apply your skills to other parts of our industryand to the business; and
	Position yourself in the best light, whether a search consultant comes to call, or you are applying for an internal role
	You'll walk away from this session with a firm grasp of your strengths compared to the market, and the ability to navigate your
	GBS or shared services career successfully.
	Deborah Kops, Founder, Sourcing Change
	Janet Ramey, CEO, Sourcing Change
12:15pm	End of Workshop Day

Main Conference Day One • June 16th • Starts at 11:00am EST

11:15am	Chairwoman's Opening Remarks
	Heather King, Managing Director, SSON Americas
11:30am	The Digitalization of Finance: How Can Companies Adapt to Meet the New Digital Economy?
	The last year has affected every business and meant that they need to look at different ways of digital working. But the accelerated digitalization brought upon businesses worldwide is far from complete. Global CFOs and CIOs worldwide are investigating strategies to simplify complex and time-consuming operations while preventing workflow disruptions and maintaining productivity levels.
	As workplaces gear themselves up for another potentially eventful year, innovative solutions may be key to peel off unnecessary labor from all financial operations. Facilitating remote working, removing manual activities like paper invoice processing and quickly identifying and preventing issues are some of the ways top leaders can focus on growth while adapting to a revolutionized work environment. By digitalizing repetitive tasks, competitive companies can free up working capital and redirect their efforts towards more value added activities.
	 In what way is digitalization bound to shape financial operations? What tools are available to enterprises in their quest towards the most effective use of their resources? How can modern solutions help businesses remain competitive in an increasingly globalized economy?
	Cindy Gallagher, SVP, Shared Services, Gannett, Jonathan Laverentz, Head, Digital Transformation, Tradeshift
12:00pm	10 Minute Break
12:10pm	Client Case Study Hosted by Appzen
12:40pm	10 Minute Break
12:50pm	Panel: Make a Big Impact by Going Back to Shared Services Basics
	Shared services has evolved greatly over the years but the argument can be made that in some cases, in the mad dash to prove its worth with flashy valued added activities, some FSSOs have forgotten foundational strategies that can have huge impacts. The pandemic changed all that as people had to work smarter and find wins quickly to keep organizations afloat. Many of these activities revolve around a single necessity: ownership and accountability. In this panel, Finance Shared Services heads will discuss some of these quick wins they've found as well as ones that have fundamentally changed how the organization works. Topics will include: • Strategies to make team members more accountable for targets and results

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	 Taking a step back for a broader view of business needs, ensuring you're working smarter, not harder When to push employees and when to let them push back: building and maintaining a team mentality for increased productivity and engagement
	Moderator, Kamila Grembowicz, Head GBS Delivery Excellence and Transitions, JTI Cindy Gallagher, SVP, Shared Services, Gannett Shivani Bhatia, VP, Global Business Services, Berlitz Corporation Chris Nicholas, VP, Head, Americas TBS Finance Solutions & Site Head, Takeda
1:20pm	10 Minute Break
1:30pm	PRGX Virtual Interactive Discussion Group
2:15pm	5 Minute Break
2:20pm	Virtual Interactive Discussion Group: Where Do You Stack Up? Modifying Your Cash Flow Strategy for Today's Need-Based Environment
	Cash flow management is always a priority. But what COVID-19 has shown us is that it can mean the difference between life and death for a company. Even for organizations who haven't been adversely affected by this particular crisis, the next one could be right around the corner, and without risk assessment and scenario planning, they are risking huge disruptions to their customer base and supplier network. Join this roundtable to benchmark with your peers and see who's an A+ and who needs a tutor.
	Deborah Moehlich, Director, NA Shared Services, Evoqua Water Technologies

Main Conference Day Two • June 17th • Starts at 11:00am EST

End of Conference Day

3:05pm

11:00am	Chairwoman's Remarks
11:15am	Keynote: Maintaining a Finance Transformation Initiative During A Period of Historic Upheaval
	2020 put many things on pause, but enterprise-wide finance transformations were not necessarily one of them. While several organizations did find it necessary to take a step back to ensure the lights were kept on, many felt that the pandemic offered an unprecedented boon to their efforts. According to SSON Analytics, a majority of companies accelerated their digital transformation initiatives in the last year and those transformations were often a key component to what FSSOs were attempting. In this keynote, hear from a Finance Shared Services Head about the transformation their organization achieved despite current conditions.
	Michael Markman, VP, Shared Services, IQVIA
11:45am	10 Minute Break
11:55am	Case Study: How BDCI Created an AP Automation Program that Resulted in Better Data, Higher Profits and a More Efficient Team
	A leading US beverage distributor found itself bubbling with success and increased revenue. But with continued growth came more invoice and finance processing issues.
	The accounts payable team struggled to keep pace with tens of thousands of invoices a month, and the paper trail was irregular and inconsistent. To master that amount of invoice volume and capture accurate data would require a custom solution with robust processing capabilities. Enter AP automation.
	Join us as we present the journey of John Insley, Director of Corporate Accounting at BDCI, and his finance operations team. He will take us through their story of going from manual to mastery by creating an AP automation program that streamlined processes and optimized personnel assignments. As a result, today, their data is better, the profits are higher, and their team is more efficient.
	John Insley, Director of Corporate Accounting, BDCI

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	George Thomas, VP, Sales, Activeworx
12:25pm	10 Minute Break
12:35pm	Global Process Ownership Panel: What are the Commonalities Across Processes and How Can They Be Used to Ensure a
	Truly Synergistic Enterprise?
	Global process owners (GPOs) have been around for years, but now they are finally coming of age and showing their mettle.
	But as they are often a little bit removed from the rest of the FSSO, it can be wondered what exactly does a GPO do on a
	practical level? Not the theory, but rather, the practice? In this panel discussion, three different process owners will discuss:
	How the GPO is embedded into the FSSO as well as the greater business
	 The top 3 priorities the GPO is currently tasked with and the strategies or solutions being utilized to achieve them
	What does the application of the GPO look like on a day-to-day basis?
	Sue Brauer, Interim Global Process Owner, Procure to Pay, Walgreens-Boots Alliance
	Dahlia (Dolly) Rigsby, VP, Record to Report, Vericast
	Dana Brown, NA Credit and Collections Manager, Evoqua Water Technologies
1:05pm	10 Minute Break
1:15pm	Virtual Interactive Discussion Groups: Break Into Your Process
	Head to the roundtable with your process buddies for open discussion to benchmark metrics and KPIs!
	 Procure to Pay - Sue Brauer, Global Process Owner, Procure to Pay, Walgreens-Boots Alliance
	Record to Report - Dahlia (Dolly) Rigsby, VP, Record to Report, Vericast
	Order to Cash – Chris Watchorn, General Manager, Finance Order to Cash, Canada Post
2:00pm	End of Conference