

24th Australasian



SHARED SERVICES & OUTSOURCING WEEK

2021



SSOW

Main Summit:

16-17 June 2021

The Shared Services Executive

Exchange Day: 15 June 2021

Workshops:

15 June 2021

Location: Doltone House Hyde

Park, Sydney & Virtual

AUSTRALIA'S LEADING BACK OFFICE AND BUSINESS TRANSFORMATION EVENT

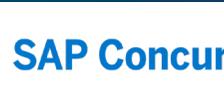
30+ SPEAKERS FROM LEADING ORGANISATIONS!



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IQPC AUSTRALIA

THE ROAD TO SHARED SERVICES RESILIENCY IN THE POST PANDEMIC ERA

There is no other event in Australia that has been uniting shared services, outsourcing and transformation professionals for as long as the Australasian Shared Services & Outsourcing Week. Our dedication over the last 24 years has placed us at the centre of the community, allowing us to keep pace with the innovation, disruption and change to help drive the conversation forward each and every year.

2020 has been a huge year of disruption for shared services around the world. The global crisis of COVID-19 has seen shared services play a key role in supporting business continuity and adapt operating models dramatically to drive seamless business services.

Now more than ever, increased emphasis is being placed on further acceleration of process automation and excellence; driving knowledge management as well as leveraging analytics and augmented intelligence to support business decision making.

The big question now is what should the optimum shared services model look like? How do we blend all the learnings of 2020 and the new ways of working to develop a resilient and disruption-proof shared services model?

With the help of top-level keynotes, case studies, interactive discussions and break-out streams tailored to the needs of the industry, attendees will walk away with not only tangible ideas but also a host of potential partners to help them on their journey.

We look forward to ground-breaking SSOW 2021 edition in Sydney!



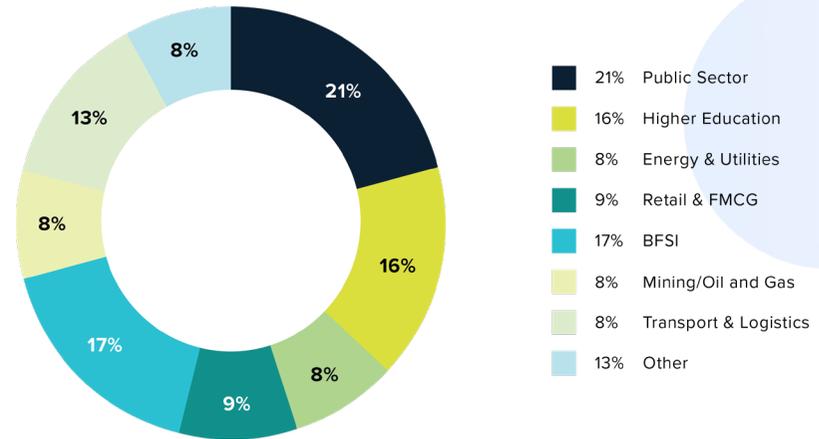
Puja Pankhania
 General Manager
SSOW ANZ



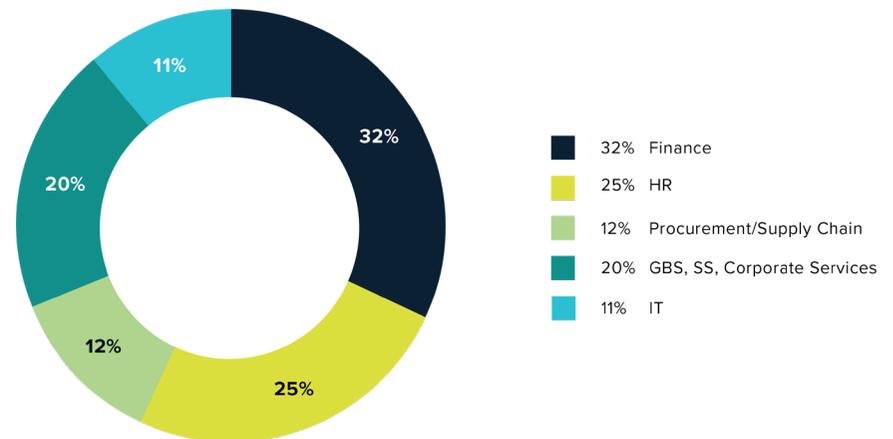
Emma Hodge
 Program Director
SSOW 2021

WHO COMES TO SSOW?

INDUSTRY



FUNCTION



SSON has been absolutely invaluable to provide the opportunity to connect with prospects who have good alignment with our value proposition.

Trintech

5 HOT TOPICS YOU WONT WANT TO MISS AT SSOW 2021



1. Process Mining:

Crisis has been a catalyst for needing to understand your processes, identify fragmentations and drive end-to-end integration.



2. Emerging Technologies & Innovation:

In a bid to propel process excellence to new heights, many are looking to artificial intelligence and robotics.



3. Enterprise Architecture:

For processes to intelligently evolve with their environment, collaboration with enterprise architecture is essential.



4. Data Analytics and Intelligence:

Crisis highlighted the value in leveraging data assets. Strengthening the data journey and exploring strategies in stitching, cleansing, governing and analyzing are top of the agenda.



5. A New Reality for Shared Services:

New possibilities for shared services have been unveiled from crisis and opportunities are now being realized across location, workforce, culture, processes, data strategy and more.

TOP CASE STUDIES FOR 2021!

How to Synchronise Your Operational Strategy and Business Culture in the Remote Working Era

Neil Padley
Head of Finance Shared Services
Woolworths Group



How Mars are Globally Pushing an Automation and Data Analytics Agenda to Enable Self-Service HR and Better Support of Workforce Wellbeing

Neal Yang
MyP&O Director (HR)
Mars



Integrating Siloed Systems Through A Data Reservoir Within The GBS That Drives Operational Efficiencies In Reporting & Analytical Business Partnering

Jamie Taylor
General Manager – Commercial Development,
Global Service Operations
Fonterra



Lessons From LionCo's Enterprise Services Team's Support Of Critical Services Through a Recent Cyber Crisis in the Midst of a Global Pandemic

Emma Beard
Enterprise Services Director
LionCo



GLOBAL LEADERS IN SHARED SERVICES

2021 Advisory Board



Sumit Mitra
CEO - Tesco
Business Services



Melissa Guy
Business Engagement
& Improvement Lead

WOOLWORTHS GROUP



Gavin Ifield
Head of Global
Business Services



Neal Yang
MyP&O Director (HR)



Rebecca Kennedy
Finance Strategy &
Execution, Business
Intelligence



Rachel Anderson
Head of Business
Connect, Finance and
Business Performance



Trudi Mares
Executive Director



“This was my first time at the SSOW Australasia which came at a pivotal time connecting leaders when crisis placed increased pressure on every business. SSON is undoubtedly the best show in town globally for shared services and GBS practitioners. I couldn't recommend this enough.”

Sumit Mitra
CEO - Tesco Business Services
Tesco



“It was an absolute pleasure to participate in the SSOW event this year - the team have done an amazing job moving all of this online, providing really valuable sessions and helping us to make connections across sectors.”

Melissa Hankinson
Deputy Director, Quality & Service Improvement
University of Canberra

GLOBAL LEADERS IN SHARED SERVICES



Sumit Mitra
CEO - Tesco
Business Services
Tesco



Melissa Guy
Business, Engagement &
Improvement Lead
Woolworths



Rebecca Kennedy
Finance Strategy & Execution,
Business Intelligence
ANZ



Neal Yang
MyP&O Director (HR)
Mars



Gavin Ifield
Head of Global Business
Services
AECOM



Rachel Anderson
Head of Business Connect,
Finance & Business Performance
Sydney Water



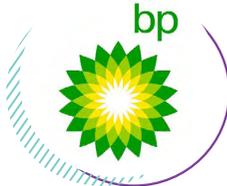
Carmen Rechbauer
Chief Executive
HealthShare NSW



Neil Padley
Head of Finance Shared
Services
Woolworths Group



Graham Christie
Co-Author
Changing the Game



Geoff Gruebner
Head of Global Business
Services
BP Australia and New Zealand



Maria Paz
Chief Information Officer
VMCH



Peter Tow
Director of PMO
Western Sydney University



Michael Vullings
General Manager, Business
Process Improvement
NewsCorp



Trudi Mares
Executive Director
Transport for NSW



Emma Beard
Enterprise Services Director
LionCo



Kiriti Rambhatla
Head of Operations Intelligence,
Central Operations
LinkedIn



Leasa Robinson
BPO Strategy and Operations
Manager
NBN



Mike Hill
Head of Centre of Excellence
and Sourcing
MLC Life Insurance



Melissa Hankinson
Deputy Director of Quality &
Service Improvement
University of Canberra



Susan Kinobe
Executive Director, Corporate
Services
TAFE Queensland



Tania Galbraith
Director Finance and
Continuous Improvement
The Walt Disney Company

GLOBAL LEADERS IN SHARED SERVICES

 <p>Ginger Nocom Enterprise Change and Transformation Consultant Optus</p>	 <p>Ben Cividin Culture and Capability Lead Foxtel Group</p>	 <p>Hoang Thai Lead Data Scientist Energy Australia</p>	 <p>Dion G. Morgan Group Manager of Business Transformation, Group Finance Linfox Logistics</p>	 <p>Jamie Taylor GM of GBS Fonterra</p>	 <p>Suraj Walia Business Leader, Global Shared Services MetLife, India</p>	 <p>Rohan Liyange CFO Pacific Signify</p>
 <p>Siddhartha Banerjee General Manager of UI-UX Center of Excellence VOIS (Vodafone Intelligent Solutions)</p>	 <p>Graham Tanton Executive Group Manager, Shared Services ACT Government</p>	 <p>Tamer Hegazi National Operations and Supply Chain Manager Visy</p>	 <p>Santhoshi Chander Associate Director, Business Performance HealthShare NSW</p>	 <p>Andrew Sherri General Manager Corporate Services Melbourne City Mission</p>	 <p>Carmen Friesema Head of Corporate Services Carers WA</p>	 <p>Naomi Secor Global Managing Director SSON</p>
 <p>Ken Tuke Director of Procurement Engagement Department of Transport</p>	 <p>Bronwyn Carman Human Resources Director Imperial Brands Australia</p>	 <p>Peter Corrigan General Manager – ICT McKenzie Aged Care Group Pty Ltd</p>	 <p>Venkat Raghavan Associate Director & Global Head of Enterprise Analytics Tesco</p>	 <p>Emma Burke Group General Manager Stockland</p>	 <p>Ean Evans Partner EY Oceania Operations and Business Services Leader</p>	 <p>Raju Varanasi CIO & Director Data Intelligence, Catholic Education Office Diocese of Parramatta</p>

A Hybrid Event

We are excited to bring you a new age hybrid model for SSOW 2021, merging physical and digital engagement platforms.

Having enjoyed success on a digital platform during the work-from-home world brought about by the Covid-19 crisis, we have been able to support business leaders to come together and help each other through crisis response and recovery.

Through multiple formats we will help you unlock critical thinking with your peers to reimagine and optimise your future shared services model.

For those who participate you will have the choice of In-Person, Virtual and On-Demand access to every single session!



We are all keen to get back together in a face-to-face environment for that all-important networking and exchange of ideas on critical problems and solutions.

At IQPC Australia, we're committed to making this a positive event experience with all the necessary COVID-Safe measures for our customers and employees. Our dedicated COVID-Safe team is working closely with our venues, suppliers and partners on a number

of initiatives that will uplift the usual event experience to a COVID-Safe one. In the lead up to the event our team will share more information on these points to help you in advance of your arrival.

IQPC Connect events strictly adhere to all rules and regulations laid out by government authorities, including the Australian Government and Australian Health Authorities to ensure the health and safety of everyone on our premises.

COVID-Safe Initiatives:

- Contactless registration and COVID-Safe Check-in
- Hand sanitation stations throughout the conference venue
- Clear signage & educational videos promoting advice on hygiene guidelines
- Social distancing measures throughout event, including floor markings in networking areas
- Seating assignment and socially distanced arrangement
- Frequent venue cleaning of conference space
- COVID-Safe Food & Beverage distribution stations
- Onsite COVID-Safe Champions to assist and advise you throughout

 **IQPC AUSTRALIA**

Key Themes and Focus for 2021

AGILE, INTELLIGENT AND VALUE DRIVEN SHARED SERVICES IN THE POST-CRISIS ERA

SHIFTING TO KNOWLEDGE SERVICES - DATA SCIENCE, ANALYTICS & VISUALISATION

Creating value and driving insights back to the business

ACCELERATING DIGITAL TRANSFORMATIONS WITH PROCESS MINING

A review of the opportunities presented by Process Mining, Discovery & Analytics and why it is an essential tool for Shared Services targeting enterprise agility

THE EMERGENCE OF INTELLIGENT SERVICES

Embrace a new reality of shoring options, cloud-based services, business process as a service, technology and analytics in support of client-shared services and the ultimate human + machine collaboration

HOW TO SCALE THE DIGITAL WORKFORCE

Scaling automation and digital capabilities successfully to transition to tomorrow's digitally-enabled enterprise, on our doorstep today!

DATA, DATA, DATA!

Learn techniques for embedding and scaling data analytics across shared service functions to better understand customer and business need, and drive optimised resource allocation and revenue-generating opportunities

CULTURE & CHANGE IN A REMOTE WORKING ERA

Supporting employees remotely through disruption has proven acutely challenging. Gain insight into change management in a remote and digital age.

THE GREAT RPA CENTER OF EXCELLENCE (COE)

Focus on setting up RPA COEs is proving the best way to embed RPA deeply and effectively into an organization. Learn how to effectively set up, scale, navigate organizational dynamics and siloes

BENCHMARKING AS THE FOUNDATION FOR EFFECTIVE CONTINUOUS IMPROVEMENT

Knowing how your SSO/ GBS is performing against other centers is key to identifying opportunities for improvement. But what are the optimal benchmarking strategies to implement?

FUTURE OF WORK: HOW TO RETHINK SERVICE DELIVERY AS A RESULT OF COVID-19

SSOs have had a close-up view of the impact of COVID-19 and have emerged as a reassuring constant in the face of business chaos. Learn how to control risk, restructure the workforce and rethink location strategy for more resilient business services post-crisis.

INTELLIGENT AUTOMATION - HOW, WHEN & WHERE?

Progress beyond RPA and develop an IA strategy to drive efficiencies and business intelligence from the back-office forward

2021 SSOw Impact Awards

TAKE THIS OPPORTUNITY TO TELL US WHAT IMPACT YOUR SSO IS CREATING!

APPLICATION CLOSE:

Friday 7th May

ANNOUNCEMENT OF FINALISTS:

Friday 28th May

WINNERS ANNOUNCED AT THE SUMMIT!

Wednesday 16th June

AWARD CATEGORIES

CUSTOMER
CENTRICITY
IMPACT AWARD

TRANSFORMATION
& CHANGE
MANAGEMENT
AWARD

BUSINESS
RESILIENCE
IMPACT
AWARD

DIVERSITY AND
INCLUSION
IMPACT AWARD

Email enquire@iqpc.com.au to receive award submission forms.



SHARED SERVICES EXECUTIVE EXCHANGE DAY

This executive day will be held in-person only on the 15th June 2021 in Sydney. Forming part of SSOW 2021, this exclusive day will bring together the most senior leaders across the shared services and global business services landscape.

Running in a boardroom style format, it will follow the style of our annual Shared Service Leaders' Exchange, allowing leaders in the space to gather with 20-30 of their peers of senior executive leadership from across every industry.

Case studies, challenges and strategies will be shared between the intimate group, which will provide guidance and support on your own post-crisis recovery and growth roadmap.

This executive exchange day is invite-only. However, if you would like to be considered to join, please enquire via the following avenues:

To request an invite, please email -
enquire@iqpc.com.au

To enquire to be a partner
or sponsor, please email -
sponsorbranding@iqpc.com.au

5 WAYS THE SHARED SERVICES EXECUTIVE EXCHANGE DAY EXPERIENCE DIFFERS FROM A TRADITIONAL CONFERENCE DAY

- 1. Invite-only attendance:**
participation is strictly limited to 20-30 senior Shared Service/GBS executives from leading corporations to facilitate peer-to-peer interaction
- 2. Executive level networking:**
a rare opportunity to join with leaders of the same seniority and gain cross-industry insights
- 3. Minimum Time - Maximum Value:**
this intimate 1-day exchange gives you the opportunity to deep-dive into the intricacies and challenges of leading a shared services operation
- 4. Improved focus on active, action-oriented networking:**
through our collaborative trademark attendee favourite, the BrainWeave™, you will deep-dive into your pressing strategic challenges in roundtable style sessions
- 5. Strategic focus:**
an agenda cultivated around the top challenges of the senior executive to ensure the time spent away from the office is of significant value to operations on your return



SHARED SERVICES EXECUTIVE EXCHANGE DAY

TUESDAY, 15TH JUNE 2021

8:00 AM	Executive Breakfast
8:30 AM	Contactless registration and refreshments
9:00 AM	Welcoming remarks and Introduction by the Conference Chair
9:10 AM	<p>KEYNOTE PANEL ON RESILIENCE: How will GBS and Shared Services look like after the COVID-19 era to speed up their entire company transformations?</p> <p>Industry wide transformation, now even more forced by the COVID-19 crisis, are challenging many companies to come up with a completely new vision on future growth opportunities. Today's companies compete at the level of ability to change and the speed of it. How can Shared Services organisations support new business strategies and speed up the transformation for the entire company?</p> <ul style="list-style-type: none"> • Focus on Customer needs: designing customer centric operations - external and internal customers • Human at center: creating the talent nucleus for the successful business of tomorrow • Enable new business strategies: continuously challenging the status quo and driving step change through co-innovation with leading start-ups and technology providers • Establish touchless (E2E) processing: increasing digital and automation to achieve operational resilience and cost efficiency • Switch to virtual operations: establishing remote & agile as new normal to support a next-gen GBS operating model
9:50 AM	<p>Finance Transformation Case Study from Stockland</p> <p>Emma Burke Group General Manager Stockland</p>
10:30 AM	Tea Break

11:00 AM	BREAN WEAVE BOARDROOM (sponsor-led)		
PICK 2 SESSIONS OF 40 MINS	<p>Brain Wave A: How to orchestrate your enterprise intelligent automation, digitisation and process improvement capabilities</p> <p><i>Discussion Facilitated By:</i> Ean Evans Partner EY Oceania Operations and Business Services Leader</p>	<p>Brain Wave B: Hosted by Service Now Benchmarking and Metrics For A True Understanding Of Your Organisations Shared Services Capabilities</p> <p><i>Discussion Facilitated By:</i> ServiceNow</p>	<p>Brain Wave C: Hosted by SAP Concur Transitioning from cost and policy to delivering value through business insights and streamlined processes.</p> <p><i>Discussion Facilitated By:</i> SAP Concur</p>
	12:40 PM	Lunch	
13:40 PM	<p>Process Excellence and Customer Experience - Can You Excel At One Without The Other?</p> <ul style="list-style-type: none"> • The challenges of finding the balance between process and customer • The benefits of establishing a process mining practice - to drive standardisation and optimise • What does the workforce & leadership strategy for a digital shared service look like? • Building a digital, disruption-proof foundation for your shared service <p>Trudi Mares Executive Director, Transport Shared Services Transport for NSW</p> <p>Peter Tow Director, PMO Western Sydney University</p> <p>Emma Beard Enterprise Services Director LionCo</p>		



SHARED SERVICES EXECUTIVE EXCHANGE DAY

TUESDAY, 15TH JUNE 2021

14:40 PM	<p>AECOM: Redesigning The Dynamics Of Shared Services To Create A True Vehicle for Change</p> <p>Three years ago, AECOM embarked on a global shared service transformation to evolve into a GBS. Now with their 5th strategic centre in development, a GPO and Service Delivery structure, digital transformation strategy and SG&A model, they service 150 countries and 56,000 employees. Their overarching philosophy is that shared services goes beyond transactional processing, as a true vehicle for change within the organization.</p> <ul style="list-style-type: none">• The strategy for positioning GBS as a strategic partner to business• Driving digitization, customer centricity, reducing operational costs and improving global operating models• How a tiered transformation approach led to step change cost savings• How Digital Tools enticed stakeholders and created sustainability• The impact of a Customer Centricity mindset on GBS success <p>Gavin Ifield Head of Global Business Services AECOM</p>
15:00 PM	<p>Afternoon networking and benchmarking activity</p>
15:30 PM	<p>Spotlight Interview: Why BP is Transitioning From A 10-Year Long, Outsourced Partnership To A New Captive, Off-Shore GBS Model</p> <p>Whilst there's a strong group of SS leaders doubling down on outsourcing arrangements and maturing BPO partnerships, Geoff is currently leading BP's ANZ GBS into a captive, off-shore model. This alongside the ability to truly build a strong, automated and AI-powered support for internal and BP customers. In this interview, peek into the key thoughts/strategies and drivers for why this strategy is going to put BP's GBS in good stead through and beyond the Covid-19 era.</p> <p>Geoff Gruebner Head of Global Business Services ANZ BP</p>

16:00 PM	<p>Day ends - Closing comments by the stream chairperson and end of day</p>
16:15 PM	<p>Networking Function</p>

To be part of this invite-only executive leadership day please email: enquire@iqpc.com.au

24th Australasian



SHARED SERVICES &
OUTSOURCING WEEK

2021



Main Conference Agenda

WEDNESDAY, 16 JUNE 2021 *Conference Day 1*

8:30 AM

Contactless registration and refreshments

8:50 AM

Welcoming remarks by the conference chairperson:
Melissa Guy Business, Engagement & Improvement Lead, Woolworths

9:00 AM

Panel Discussion

C-Suite Perspectives: How to Re-Shape the Shared Services Vision & Business Engagement Strategy For A Post Covid-19 World

COVID-19 has stripped away all non-essential business expenditure and shown Shared Services to be truly essential to business continuity. Across the A/NZ region there has been a great appetite over the last 2 years to move into a GBS/multi-service operating model and this momentum is increasing, with a sentiment to re-envision the role and value of the shared service.

Pricing strategies adopted will also play a huge role in how the SS can make the transition from a cost-centre to a self-sustaining profit centre as well. In this session, hear perspectives of SS leaders who've trialled multiple approaches in their seasoned careers to shed insight into:

- How has Covid-19 changed your vision for the BAU Shared Service? Has the value proposition changed from your perspective?
- What is the rationale behind the pricing approach you've taken around your SS? Has this changed over time at all?
- How are you overcoming friction in process & outcome ownership across SS & business leadership?
- What are some ways you've started to mature business engagement and service delivery quality?
- Propelling shared services to emerge as a strong partner to business decision making and continuity

Maria Paz, Chief Information Officer, VMCH

Carmen Rechbauer, Chief Executive, HealthShare NSW

Geoff Gruebner, Head of Global Business Services, BP Australia and New Zealand

Gavin Ifield, Head of Global Business Services, AECOM

Ean Evans, Partner, EY Oceania Operations and Business Services Leader

9:40 AM

Industry Case Study Hosted by Service Now

Raju Varanasi, CIO & Director Data Intelligence, Catholic Education Office, Diocese of Parramatta

10:10 AM

Lessons From LionCo's Enterprise Services Team's Support Of Critical Services Through a Recent Cyber Crisis in the Midst of a Global Pandemic

Business resiliency has become a 'buzz-phrase' in the COVID era. Businesses looked desperately to their Business Continuity Plans and leadership teams to guide them through the crisis. However, these plans could not have foreseen such a global, location agnostic crisis. Businesses are now looking at how they can improve their risk and resiliency strategies to protect and prepare for another crisis. During the crisis, LionCo was recently subjected to a cyberattack that compromised its systems and shared services had to ensure their support of critical services were sustained. Hear how they battled and sustained critical business support

- The BCP - what worked and what will be adapted to improve readiness and response? Innovative means of providing 100% service output through system downtimes/outages
- Data security - improving governance, business understanding and protection of data

Emma Beard, Enterprise Services Director, LionCo

10:40 AM

Panel Discussion

Healthcare in Victoria: How IT Shared Services Played a Central Role in Ensuring the Continuation of Essential Healthcare in Crisis, Pivoting Overnight and Demonstrating Unrivalled Agility

Covid has shone a light on IT shared services as an agile enabler to resilience in crisis. This session will see Maria Paz, the CIO of Villa Maria Catholic Homes, share the response of shared services in age care during one of the largest pandemics in history. As a celebration of the sacrifice and commitment made by those in the health care sector during this period, she will share the pivotal role played by IT and the opportunities for positive, sustainable recovery as we progress into a new future for health care and shared services.

- The impact felt from Covid19 on age care: an overnight shift
- The pivotal role of IT Shared Services in driving an agile response to crisis
- Strengthening intelligence, resource optimisation and more
- Progressing out of crisis: covering cost and managing the impact in a sustained way
- The challenge of change fatigue
- Supporting mind-set and mental health as top priority and new emerging roles

Maria Paz, Chief Information Officer, VMCH

Peter Corrigan, General Manager - ICT, McKenzie Aged Care Group Pty Ltd

WEDNESDAY, 16 JUNE 2021 *Conference Day 1*

11:10 AM	Morning Break and Refreshments	
	INTERACTIVE DISCUSSION GROUPS	
11:40 AM Table One	<i>Pick 2 - During this part of SSOW, you will have the opportunity to select 2 topics and will rotate between choices every 40 minutes. Discussion groups are kept small to ensure all delegates get the opportunity to ask their most pressing questions, ensuring a perfectly tailored experience.</i>	
12:30 PM Table Two	<ol style="list-style-type: none"> IDG A: HyperAutomate, Robotocize, Intelligently Accelerate Hosted by WNS IDG B: Agile, Automated Reporting is the Key to Success Hosted by: Insight Software IDG C: Creating your Future Finance Function now - Delivering Finance Transformation IDG D: Driving Impactful Transformation whilst Cutting Costs IDG E: Embracing Finance Automation to Boost Efficiency IDG F: Drive through your Change Management Agenda to Troubleshoot your Transformation IDG G: Giving your Payroll Services the Digital Edge with AI & ML 	
13:15 PM	Lunch	
	STREAMS BEGIN	
	STREAM A The New Normal for Shared Services and the Workforce of the Future NOW!	STREAM B Digital Transformation, Operational Excellence & Data Data Data
14:15 PM	Opening comments by stream chairperson	Opening comments by stream chairperson
14:20 PM	Panel Discussion The Future Workforce and the Evolution of the Digital Shared Services Operating Model COVID-19 has been the greatest catalyst for workforce transformation. Digital readiness and workforce mobility are no longer optional. With the impact of crisis, businesses found themselves challenged to rethink workforce strategies and operating models. This session will explore: <ul style="list-style-type: none"> Crisis and becoming location agnostic 	Contextualising Big Data into Actionable Metrics to Facilitate Business Decisions For the first time, data analytics emerges as the single most common service delivered by global SSCs. According to SSON Analytics in 2020, 60% of respondents confirmed they provide data analytics support to their business customers. However, big data can be complex to manage and untangle. The recent crisis proved that a strong data analytics practice can be incredibly valuable. This session

- New digital processes in a non-location dependant shared services era: steps towards enablement
- Enabling a digital workforce to drive agility, continuity and mobility
- Exploring modular workforce network structure as a potential structure for future workforce
- Exploring methods of employee engagement, measuring productivity and getting the right outcome

Peter Tow, Director of PMO, **Western Sydney University**
Trudi Mares, Executive Director, Transport Shared Services, **Transport for NSW**
Susan Kinobe, Executive Director, Corporate Services, **TAFE Queensland**

14:50 PM

Panel
Re-Thinking the BPC and Your Risk Mitigation Strategy to Ensure In-House vs Offshore Service Delivery Maintains Consistent

While many institutions are looking at reducing their offshoring partnerships in order to regain control over processes which suffered during crisis, for some this is not an option. Bringing outsourced processes back in-house is incredibly expensive and time-consuming. So while they are looking to recover from crisis, what can organisations do to mitigate risk in their operations and strengthen current models, to ensure continued service provision, rather than flipping the model completely?

- What crisis demonstrated: outsourcing and reliance

will explore what it takes to develop a sound data strategy to drive decision support across the back-office and beyond.

- Crisis triggering a more immediate need for insights from data
- Intricacies and challenges of handling Big Data: cleansing, reconciling, storing, etc
- Examining critical data and creating dashboards and insights for improvement
- Developing a set of criteria and learning to set a clear target for value and timeline

Mike Hill, Head of Centre of Excellence and Sourcing, **MLC Life Insurance**
Siddhartha Banerjee, General Manager of UI-UX Center of Excellence, **VOIS (Vodafone Intelligent Solutions)**
Kiriti Rambhatla, Head of Operations Intelligence, **Central Operations LinkedIn**

Integrating Siloed Systems Through A Data Reservoir Within The GBS That Drives Operational Efficiencies In Reporting & Analytical Business Partnering

In this session, hear how Jamie is maturing Fonterra's Shared Services by engineering a solid data foundation for its SS to move up the value chain around business partnering. Jamie will uncover insights around:

- Developing the business case to secure resource and funding towards building a mature data insights and reporting capability for the shared service
- Examples of reporting insights and value add services that are improving SS business support

WEDNESDAY, 16 JUNE 2021 *Conference Day 1*

- Mitigating that risk to maintain stable service level when bringing in-house is out of the question
- Upskilling people to be able to manipulate and consume the huge data sets available in real time
- The challenge of embedding benefits measurement in legacy environments of low maturity

Melissa Hankinson, Deputy Director of Quality & Service Improvement, **University of Canberra**
Andrew Sherri, General Manager Corporate Services, **Melbourne City Mission**
Ginger Nocom, Enterprise Change and Transformation Consultant, **Optus**

- Overcoming challenges with legacy and siloed systems to create a high quality, reliable data foundation
- Upskilling SS staff to leverage and evangelise data-led thinking within the organisation

Jamie Taylor, General Manager - Commercial Development, Global Service Operations, **Fonterra**

15:20 PM

Afternoon Tea

15:20 PM

Getting The Most Out Of Your Hybrid Shared Services Model: RPA, Outsourcing, Offshoring

Covid19 uncovered many of the cracks in existing operating models, with companies heavily dependent on outsourced partners unable to control the provision of critical services to the business. Deciding on the right operating model continues to be a challenge for many. In the post-crisis era the focus is around cost optimisation and resilience. Here leaders will share the critical factors when deciding upon your own model.

- What does 'assessing business need' mean and how do you start?
- What Covid showed us
- Overwhelming choice: details, distinguish, decide.
- Benefits of RPA, ML and IA - are you ready?
- Opportunity vs over-complication

Tamer Hegazi, National Operations and Supply Chain Manager, **Visy**

Tesco's Global Data Leadership on Process Mining, Enterprise Architecture and Emerging Technology for an End-to-End Data Analytics Practice on a Global Scale

Shared Services leaders have been aware of the opportunities that a strong data practice can offer. Crisis only magnified this, with increased need to understand the business and customer at speed. Those who data practice was already embedded and advanced were able to respond and recover from the blows of crisis with speed and agility, which only further highlighted the need to invest in this space for those behind.

Setting up the architecture and culturally embedding an analytics practice is no mean feat and a comprehensive strategy for successful and sustainable implementation is essential. In this session, Venkat will share his wealth of expertise as the global lead for Tesco's data analytics - tips, lessons learned and must haves.

- Starting with process mining

16:20 PM

Leasa Robinson, BPO Strategy and Operations Manager, **NBN**
Ken Tuke, Director of Procurement Engagement, **Department of Transport**
Santhoshi Chander, Associate Director, Business Performance, **HealthShare NSW**

Changing the Game Mini-Masterclass: Boosting Business Transformation post Covid-19 & Beyond

This mini-masterclass presents the concepts and methodologies in the soon to be published authoritative book, 'Changing the Game - the New Playbook for Leading Business Transformation'. With the need to accomplish effective change more rapidly, the authors will share a structured and highly practical approach that combines global leading practice and case studies. It will provide you with real world and battle-hardened tools to guide you in leading, managing and advising on transformation programs covering:

- Taking stock of current performance
- Gaining buy-in and creating a mandate for change
- Mapping the journey to define the way forward
- Mobilising the organisation to deliver
- Executing and tracking results

Michael Vullings, General Manager Digital Customer Strategy, **News Corp**
Graham Christie, Co-Author, **Changing the Game**

16:50 PM

Closing comments by the stream chairperson

17:00 PM

Drinks Reception and SSOW Awards Party

- Collaboration with enterprise architecture to bridge tools, applications and processes where complexity abounds
- Emerging technology and considerations in data structures, management and literacy
- The challenge of ensuring consistency in data quality on a global scale

Venkat Raghavan, Associate Director & Global Head, **Enterprise Analytics**
Tesco

Visy: How to Run A Successful Supply Chain and Procurement Practice Which Withstands Crisis and Allows Total Visibility

- The relationship between procurement, supply chain and operations at Visy
- Planning through crisis and avoiding panic
- Leveraging new opportunities in stock hold and local vendors
- The future for supply chain simplification and visibility
- The challenge of lacking perpetual stock and inventory control

Tamer Hegazi, National Operations and Supply Chain Manager, **Visy**

THURSDAY, 17 JUNE 2021 *Conference Day 2*

8:30 AM **Contactless registration and refreshments**
 8:50 AM **Welcoming remarks by the conference chairperson:**
Melissa Guy Business, Engagement & Improvement Lead, Woolworths

9:00 AM **How to Synchronise Your Operational Strategy and Business Culture in the Remote Working Era**

As the majority of us have experienced, work-from-home has been a whole new reality. The way we work has changed forever due to the impact of the pandemic. Expectations from both business and employee have also evolved. Many businesses have been quick to see that realising today's opportunities begins with a focus on what people do, what their capabilities are and how to enable them. This people-centric approach is something that Woolworths' finance function is driving. Here they share the thinking behind their new approach, the execution and results.

- A new culture: Flipping the focus to the work, not the 'where you work'
- Underpinnings that enable sustainable, permanent and successful virtual work
- Transitioning from a transactional to intelligent function
- Supporting the enterprise's workforce and growth objectives

Neil Padley, Head of Finance Shared Services, Woolworths Group

9:30 AM **Lessons in successfully transforming Uniting's HR Services and enhancing Employee Experience**

Emma Lademann, Head of Employee Experience, Uniting

10:00 AM **The Changing Shape of Business Services and Opportunity for Change in Wollongong**

State of industry and the current challenges facing businesses:

- Pressure around costs and expenditure
- Supporting your people in a new world of work
- New challenges around offshoring and re-engineering processes
- The reality for the future

Solutions and opportunities in Wollongong:

- New operating models and new accommodation needs
- Efficiency gains and A grade real estate
- Work-life balance and wellbeing improvement
- A centre of business – not the city you remember!

Presentation by Invest Wollongong

10:15 AM **SSON Benchmarking Session**
Naomi Secor, Global MD, SSON

10:30 AM **The future of shared services in Australia and New Zealand**

The role of Shared Services has been rapidly changing, with the past 12 months seeing shared services move beyond its traditional back-office functions to new innovations and opportunities that return instant cash savings. 2021 is the year of business optimisation, improvement and innovation. The future of shared services will play a critical role in this success, improving business processes, increasing the use of technology and maximising value to the organisation.

This session will cover how Australian organisations are using a Shared Serviced model for expense and invoice management to deliver financial savings, a better employee experience and increased value to the business.

SAP Concur

11:00 AM **Morning Break and Refreshments**

STREAMS BEGIN

	STREAM A The Evolution of Finance	STREAM B HR, People and Culture
11:30 AM	Opening comments by stream chairperson	Opening comments by stream chairperson
11:40 AM	Panel Discussion Overcoming Challenges Of Building A Disruption-Proof Foundation And Digital First Model For Finance	Panel Discussion How to Embed a Wellbeing Focused Growth Culture for a Blended Workforce in a New Era
	Following the crisis of Covid19, finance has both demonstrated its value to business continuity, and realized its potential to become a more intelligent partner at decision making levels. Finance functions around the globe are looking to address the efficacy of their processes.	Covid19 sent the workforce home overnight, to a remote working environment. Feelings of isolation had a huge impact on health and engagement and many businesses made it a priority to support workforce wellbeing in uncertain times. This panel will look at what wellbeing support looks like in a more blended working environment and the benefits of getting it right
	Considerations around digital uplift are on the table, such as migrating to the cloud and leveraging data analytics.	

THURSDAY, 17 JUNE 2021 *Conference Day 2*

However, despite opportunities in efficiency and business intelligence, many are caught in a middle ground of relying on hacks for example, and have not truly planned for a more strategic digital future.

This panel will guide you in navigating these pitfalls and our finance leaders will share their experiences around: What does disruption proof finance really mean?

- Practical realities from an operational risk and governance perspective
- Opportunities in finance analytics and business intelligence
- The importance of workforce data literacy

Rohan Liyange, CFO, Philips Lighting APAC

12:10 PM

Industry Case Study Hosted by Calumo

for health, productivity, retention and attraction of new talent.

- How to sustainably embed a blended workforce
- A new focus on mental health and wellbeing
- Positive growth culture - Learning and development
- Employee attraction and retention
- How can data support wellbeing plans?

Bronwyn Carman, Human Resources Director, Imperial Brands Australasia
Ben Cividin, Culture and Capability Lead, Foxtel Group

How to Adapt People, Culture and Workflows in a New Reality of Remote and Virtual Work

Now that crisis has shown what can be achieved remotely, shared services are being re-engineered, with new operating models emerging. Companies must consider the impact on their people and how they will respond to support them in adapting to new norms and culture.

- A new understanding of Share Services - what is the new reality?
- Re-engineering culture and operating models simultaneously
- Leveraging data to understand the impact on people
- Technology to provide support through transformation

Sponsored thought-leadership session

12:40 PM

Panel Discussion
How to Drive 'Bounce-Back-Ability' in Finance and a Culture of Resilience

As a critical function for all businesses, finance felt the weight of crisis and needed to adapt in the midst of uncertainty. However, the question now is how has crisis impacted operations and what does the future of the finance function look like?

- Uncovering what 'resilience' and 'bounce-back ability' truly signify for post-pandemic finance
- The need for increased flexibility and internal alignment: a cultural lens
- Embedding autonomy and an outcome focused approach to finance
- Amplified appetite for collaboration between finance and other shared service functions

Rebecca Kennedy, Finance Strategy & Execution, Business Intelligence, ANZ
Graham Tanton, Executive Group Manager, Shared Services, ACT Government
Rachel Anderson, Head of Business Connect, Finance & Business Performance, Sydney Water

How Mars are Globally Pushing an Automation and Data Analytics Agenda to Enable Self-Service HR and Better Support of Workforce Wellbeing

- Fast tracking digital uplift: driving analytics and process automation in Mars' goal of global self-service HR
- Investment in AI for analyzing big data
- Expanding the scope of shared services as a result of crisis: health and wellbeing
 - » Digital innovation and data science providing novel support to new services
 - » Data tracking of wellbeing and performance in an outcome focused workforce
 - » Internal communication enablement to foster community in remote working
 - » Cross-functional collaboration between HR and IT for online health campaigns

Neal Yang, MyP&O Director (HR), Mars

13:10 PM

Lunch Break

14:10 PM

Exclusive Session:
Tesco's CEO of GBS Gives a 5 Step Introduction to Building a World Class Business Services Model

Many Organisations over the last 30 years have started their journey to a shared services model — consolidating common functions and systems to reduce costs and improve efficiency. In today's competitive global economy, merely consolidating functions fails to deliver the flexibility and responsiveness companies must have to survive. Driven by the need to find new and better ways

THURSDAY, 17 JUNE 2021 *Conference Day 2*

to compete and manage risks, organisations are increasingly turning toward a global business services model that is far more intuitive and prescriptive, which focuses on skill count rather than headcount and creates value for their shareholders, suppliers and colleagues. This 5 step model is an introduction to building the next generation business services. The discussion focuses on number of areas which includes (but not exhaustive):

- Why do you need GBS?
- Cost transformation
- Service management framework
- Digital transformation
- Business Assurance

Sumit Mitra, Global CEO - Tesco Business Services, **Tesco**

14:55 PM **Meet 2 of SSON's Top 20 Most Admired SSOs in the World**

Are you maximising your SSO metrics? Shared services have always been focused on KPIs and keeping close tabs on industry benchmarks and "best-in-class". However, practical application of those numbers is a different matter, and in the current situation, presents even more of a stretch.

This panel will talk about some of the current measures guiding SSO leaders as they continue to run their sites remotely; as recovery and growth continue on an upward trajectory. We will reference some of the 30 benchmark metrics from SSON's Top 20 Benchmark list to determine:

- What are the critical metrics today?
- What is the impact of COVID-19 on your operations; and how did you manage services delivery and ensure productivity remains strong?
- As we embrace the new normal (i.e. Future of Work) what are new metrics to track?
- How to pick the key performance indicators that matter for your business?
- What is a key takeaway from last year, and the top priority for 2021?

Syazana Lim, Lead Research Analyst, **SSON Analytic**

15:10 PM

Panel Discussion

Diversity in Business Services: How Can Diversity Be Driven Through Business Services From Back to Front Office?

In this panel, executives will join to discuss leadership in business services and how diversity can be embedded from the bottom-up and top-down. Areas of discussion will include:

- What is a 'diverse' workforce?
- Embedding equality at all levels: challenges and opportunities
- The evolution of shared services as a prime opportunity to drive diversity

Tania Galbraith, Director Finance and Continuous Improvement, **The Walt Disney Company**

Carmen Friesema, Head of Corporate Services, **Carers WA**

15:50 PM

Conference closing comments by conference chairperson:

Melissa Guy Business, Engagement & Improvement Lead, **Woolworth**

16:00 PM

Conference closes

TUESDAY, 15 JUNE 2021

Workshop Day

WORKSHOP A 9:00AM - 11:00AM

THE ONLY DATA ANALYTICS WORKSHOP YOU'LL EVER NEED!

Re-engineering your data strategy and constructing the internal architecture for a robust analytics practice, to support business through crisis and beyond!

The recent global crisis saw an increased demand for hands on insights from business decision makers. More was expected of data teams to deliver intelligence around business and customer need. For this reason, many are re-visiting their data analytics practice, or building it out for the first time, and are finding the complexity or organising data and embedding such a practice can be huge. While no implementation is perfect, there are steps to be taken which can minimise risk and increase chances of successful implementation.

Hoang Thai has been the Lead Data Scientist at Energy Australia for a number of years and brings a wealth of experience from this data field. In this workshop he will walk you through strategies for embedding a strong and intelligent data practice across the length and breadth of your business.

- Understanding the role of predictive analytics, intelligent automation and digitalization on future operations
- Re-engineering your data strategy to drive increased value back into business
- Moving data, creating structures and governance around data, to be consumed with more meaning
- Managing change to strive for as seamless an implementation as possible
- Overcoming the challenge of storytelling and translating data into commercial value for the business in a remote environment
- Blending data science with process excellence for optimal end-to-end business intelligence
- Strategies for gaining influence and moving up the value-chain to support enterprise-wide decision making

Hoang Thai
Lead Data Scientist
Energy Australia

WORKSHOP B 11:30AM - 13.30PM

Build-A-Bot 101: Take the First Step into The Digital Workforce

This workshop will give you the opportunity to take your first step into the Digital Workforce world by building your own bot. By automating mundane, rules-based business processes you'll free up more time to focus on high value tasks. At the end of this workshop you will walk away having built a fully functional software bot.

For the first time, data analytics emerges as the single most common service delivered by global SSCs. According to SSON Analytics, 60% of respondents confirmed they provide data analytics support to their business customers. So, what does it take to develop a sound data strategy, manage all the information and leverage it to drive decision support?

Find out during this deep-dive workshop covering the following:

- Learn to analyze data for business intelligence and decision support
- Gain strategies of data visualization to release the true value of your data
- Understand how to re-engineer your data strategy to drive increased

WORKSHOP C 14:00PM - 16:00PM

Implementing the BEST Process Mining Strategy to Kick Your Operational and Process Excellence into the Next Generation!

- Understanding fragmentations in the business architecture
- Defining excellence and turning ideas into action
- Discussing the roadblocks to change and how to storm through them!
- Designing a dynamic enterprise architecture which can evolve in line with environment
- Planning strategies to work more effectively with external parties – human vs robot

Kiriti Rambhatla

Head of Operations Intelligence, Central Operations

LinkedIn

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Since 2002, The Satori Group has been delivering solutions to provide visibility into real time data, enabling effective and efficient forecasting, budgeting and reporting, as well as continuous monitoring of processes and transactions to identify errors and potential fraud. Our mission is to assist businesses achieve the following objectives:

- Control data from multiple sources - All of Satori's products are compatible with most common data sources, meaning you can have a centralised depository of business information.
- Plan in more detail with more accuracy in less time - Improve understanding of the business to provide more accurate insights into future goals and plans.
- Report meaningful information to management - Providing management with timely and accurate reports in customisable formats for easy access to key performance indicators.
- Analyse for improved business decisions - Create an environment for greater analysis to add true value to the organisation.
- Improve the data quality and the business decisions continuously - Ensure the quality of data is at its peak, reduce human errors and monitor for fraud and abnormal activity.
- The Satori Group is the primary distributor for SatoriCCM, ACL, Pentana, Caseware Monitor and Envisage solutions for Australia and New Zealand, with offices in Sydney, Melbourne, Wellington and India.

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PRIME BPM has been adopted by many private and public-sector organization to drive their end to end Business Improvement journey. Its intuitive, easy to use cloud-based end to end Business Improvement software is designed for both business users and process experts to work together to map, analyse, improve and monitor business processes.

Whether your focus is to drive efficiency, profitability, customer satisfaction, statutory compliance or employee satisfaction - the PRIME BPM Software suite can help you achieve these using its built-in best of breed methods such as BPM, Lean, Six Sigma, Value Stream Mapping and more.

PRIME BPM' analytical engine will demonstrate time, cost, value and efficiency information to identify tangible cost savings and productivity improvement opportunities in the processes. The built-in simulation engine will allow you to create different scenarios to demonstrate the benefits of each process change, helping you gain executive commitment for the change. Followed through with Improvement Project Management module now the team can manage change effectively and drive smoother transition. With the use of its collaboration module organisation can engage all layers of the management to be engaged in Business Improvement initiative and drive innovation at all levels.

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business-ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively.

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Wollongong is a city transformed - transformed by investment in new office developments, transformed by an influx of professionals seeking a better lifestyle, transformed by infrastructure and networks that keep our community connected nationally and internationally. The time is right for Wollongong to stake its claim as a legitimate, alternate CBD for businesses to establish, grow or relocate. It's a great city to do business, with distinctive benefits and a supportive business community that has helped companies including NEC and

Mercer thrive.

Specifically, for shared services, Wollongong's compelling business case includes:

- Staff turnover rates half the national average: staff turnover in Wollongong is 8%, compared a national average of 19%, Fifth Quadrant research shows
- 33 per cent lower operating cost when compared to Sydney, Melbourne and Parramatta CBDs, based on a 150-seat knowledge service centre operation
- A large, professional talent pool of 23,000 commuters, and skilled graduates from one of the nation's top-rated universities for graduate employability
- A 36 per cent uplift in A-grade office stock in the Wollongong CBD and a strong development pipeline

Invest Wollongong exists to grow awareness and consideration of our city as a superior business location. It is a partnership between Wollongong City Council, the NSW Government and the University of Wollongong. We work together to assist businesses and investors interested in Wollongong.

Link up with the Invest Wollongong team to assist with business case development, introductions and familiarisation tours.

>> Video embed: NEC: <https://youtu.be/4qv7G-MgiHM>
www.investwollongong.com.au
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