



# MON | MARCH 16 – SSOWOMEN’S DAY, AGENTIC AI IN SHARED SERVICES BOOTCAMP, SITE TOURS

## CONCURRENT SESSIONS

### SSOWOMEN’S DAY

- 8:00 am **Registration**

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- 8:40 am **Chairwomen’s Opening Remarks**  
**Liz Evans**, Principal, **PwC**  
**Deborah Kops**, (G6 Debate Moderator) - Founder, **Sourcing Change**

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- 8:50 am **INTERVIEW | The Road Not Yet Taken: Navigating Non-Linear Career Paths in Shared Services & GBS**  
**Jules Andrew**, Chief Business Services Officer, **Colgate-Palmolive**  
**Amy Wang**, Head of HR & Payroll Shared Services, **Mercedes Benz**

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- 9:20 am **PRESENTATION | From GBS Leaders to Enterprise Shapers – Building the Next Generation of Female Leaders in Enterprise Transformation**  
**Katya Reuk**, Principal, Organizational Strategy, **PwC**

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- 10:00 am **Short Transition Break into Interactive Discussion Groups**  
 Connect with amazing women in shared services! Join our interactive discussions, share your stories, and learn from others. It’s a chance to build your network and gain fresh perspectives.

### SSOWOMEN’S DAY INTERACTIVE DISCUSSION GROUPS

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|----------|--|---|---|--|
| 10:10 am | <b>IDG #1</b><br><b>Second Acts: Reinventing Your Career in Mid to Senior Leadership</b><br><b>Amber Kempton</b> , SVP, Enterprise Business Operations (QTC), <b>CDW</b> | <b>IDG #2</b><br><b>The Art of Self-Advocacy: Asking for Promotions, Pay, and Projects</b><br><b>Steph Ernsting</b> , Senior Director, HR Shared Services, <b>Ancor</b> | <b>IDG #3</b><br><b>Career Exit Without Culture Exit: Staying Connected to Your Industry Community While Making Space for New Leadership</b><br><b>Jo Anne Dimitriou</b> , Former Executive Director, Service Center, <b>US Air Force</b> | <b>IDG #4</b><br><b>Industry Surfing: How to Transfer Your Skills from Role to Role</b><br><b>Joya Carmichael</b> , Chief Administrative Officer, <b>The Mechanical Licensing Collective</b> |
|----------|--|---|---|--|

- 10:40 am **Short Transition Break into Interactive Discussion Groups**

### AGENTIC AI IN SHARED SERVICES BOOTCAMP

- 8:00 am **Registration**

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- 8:30 am **SSOW Welcome**

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- 8:35 am **Chairperson Remarks**  
**CK Taneja**, AI Strategist, **Northern Trust**

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- 8:40 am **PRESENTATION | State of the Industry for Agentic AI in GBS: SSON Research and Analytics Report Findings**  
**Naomi Secor**, Global Managing Director, **SSON Research & Analytics**

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- 8:55 am **PRESENTATION | Agentic AI in Action: Commercial Process Reengineering with AI to Drive Process Efficiency and Scale in GBS**  
**Amanda Sá**, Director, Digital Transformation & Innovation, **GBS Bosch Latin America**  
**Jonatas Santos**, Senior Manager, Digital Transformation & Innovation, **GBS Bosch Latin America**

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- 9:25 am **USE-CASE | Demystifying the Operating Model Shift: Enabling End-to-End Transformation with Agentic AI**  
**Marshall Tokheim**, VP, Process Orchestration & AI, **Ecolab**

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- 9:55 am **PANEL | Streamlining as a Value Creation Mechanism: A Framework for Operational Excellence**  
 Moderator: **Gowtham Chilakapati**, Executive Director Product Management, **Humana**  
**Valquir Correa**, VP, Corporate Finance, **Baha Mar**  
**Brian O’Neil**, Senior Director, Shared Services North America, **TD SYNEX**



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### SSOWOMEN'S DAY

10:45 am	<b>IDG #1</b> <b>Second Acts: Reinventing Your Career in Mid to Senior Leadership</b>  <b>Amber Kempton</b> , SVP, Enterprise Business Operations (QTC), <b>CDW</b>	<b>IDG #2</b> <b>The Art of Self-Advocacy: Asking for Promotions, Pay, and Projects</b>  <b>Steph Ernsting</b> , Senior Director, HR Shared Services, <b>Amcor</b>	<b>IDG #3</b> <b>Career Exit Without Culture Exit: Staying Connected to Your Industry Community While Making Space for New Leadership</b>  <b>Jo Anne Dimitriou</b> , Former Executive Director, Service Center, <b>US Air Force</b>	<b>IDG #4</b> <b>Industry Surfing: How to Transfer Your Skills from Role to Role</b>  <b>Joya Carmichael</b> , Chief Administrative Officer, <b>The Mechanical Licensing Collective</b>
11:15 am	<b>Networking Break</b>			
11:30 am	<b>PANEL   Lessons Learned: Senior Leaders Share Their Career Journeys and Advice</b>  Moderator: <b>Rina Desai</b> , VP of Strategic Planning, <b>Panasonic</b> <b>Sanjay Thirumalai</b> , Chief Global Delivery Officer, <b>STOUT</b> <b>Vandana Khanna</b> , VP Digital Finance Transformation, <b>MetLife</b> <b>Jazmin Alvarado</b> , VP, Shared Services, <b>Grupo Bimbo</b> <b>Gillian Barton</b> , VP, Global Delivery Operations, <b>Otis Elevator Worldwide</b>			
12:00 pm	<b>PANEL   The Future of Leadership: Fostering Diversity, Equity, and Inclusion in Shared Services</b>  Moderator: <b>Liz Evans</b> , Principal, <b>PwC</b> <b>Dr. Elizabeth Carter</b> , CEO, <b>AAPPEAL, LLC</b> <b>Erin Vincent</b> , Vice President, Sonoco Services (GBS), <b>Sonoco</b> <b>Mercedes Sullivan</b> , Executive Vice President, People, Culture & Communications, <b>McKinley</b> <b>Ashley Diggs</b> , Manager, Caregiver Experience Center, <b>Premier Health</b>			
12:30 pm	<b>PRESENTATION   Adaptive Leadership: Thriving Through Change and Uncertainty</b>  <b>Amy Bare</b> , Senior Director, Global Business Services Strategy & Global Delivery Network, <b>Kimberly-Clark</b>			
1:00 pm	<b>KEYNOTE   Leading at the Top: Insights From a C-Suite Executive</b>  <b>Maria Janssen</b> , Chief Transformation Officer, <b>Allianz Services</b>			
1:30 pm	<b>Lunch for SSOWomen / Takeaway Lunch for Site Tour Participants</b>			

### AGENTIC AI IN SHARED SERVICES BOOTCAMP

10:25 am	<b>USE-CASE   Empowered Teams, Intelligent Automation Through Agentic AI: Inside Mercado Libre's Finance Reinvention</b>  <b>Javier Bravo</b> , FinOps Senior Manager, PTP, <b>Mercado Libre</b> <b>Francisco Rico</b> , Senior Manager, Mercado Libre Gustavo Rissola, Senior Director, <b>Mercado Libre</b>
10:55 am	<b>Networking Break</b>
11:25 am	<b>PRESENTATION   From Data to Deployment: Scaling Agentic AI in GBS</b>  <b>Cara Herrick</b> , Global Head of GBS GTM, <b>ServiceNow</b> <b>Graham Kelly</b> , Head of GBS Market Development – Industries, <b>ServiceNow</b> <b>Laura Campbell</b> , Partner, <b>Scott Madden</b> <b>Brad DeMent</b> , Partner, <b>Scott Madden</b>
11:55 am	<b>PANEL   The Conundrum of Build or Buy</b>  Moderator: <b>Prashant Kelker</b> , Chief Strategy Officer, <b>ISG</b> <b>April Russo</b> , VP, Compliance & Transformation, <b>USA TODAY Co.</b> <b>Aruna Katakamsetti</b> , Senior Director, Global Business Services, <b>Astellas Pharma</b>
12:25 pm	<b>USE-CASE   Turning Automation Ambition into Measurable Results Across Three Real World Deployments</b>  <b>Yoav Naveh</b> , Co-CEO, <b>Reindeer AI</b>
12:55 pm	<b>Networking Lunch</b>
1:55 pm	<b>Short Transition to Interactive Discussion Groups</b>

# MON | MARCH 16 – SSOWOMEN'S DAY, AGENTIC AI IN SHARED SERVICES BOOTCAMP, SITE TOUR

## AGENTIC AI IN SHARED SERVICES BOOTCAMP

### INTERACTIVE DISCUSSION GROUPS

2:00 pm	<p><b>IDG #1</b>  <b>Reimagining Procurement: Virtual Assistants in Action</b>  <b>Claudia Armenta</b>  <b>Renteria</b>, Global Process Owner, Procure-to-Pay, <b>CEMEX</b></p>	<p><b>IDG #2</b>  <b>Data and Governance Foundations: Creating Autonomous, AI-Driven Shared Services</b>  <b>Greg Goelkel</b>, Head of Presales, <b>ORO Labs</b></p>	<p><b>IDG #3</b>  <b>From Vision to Value: Who Owns Agentic AI Across the Enterprise</b>  <b>Swarna Kuruganti</b>, Formerly - Enterprise AI, <b>US Foods</b></p>	<p><b>IDG #4</b>  <b>Outsourcing in the Age of Agents: Reprice, Re-Scope, and Re-Govern Service Providers and Platforms for AI Productivity</b>  <b>Prashant Kelker</b>, Chief Strategy Officer, <b>ISG</b>  <b>Megan Walling</b>, Partner, Head of Enterprise, <b>ISG</b></p>	<p><b>IDG #5</b>  <b>Autonomous Revenue Operations: The Agentic AI Path for Order-to-Cash</b>  <b>Phyllis Saavedra</b>, VP of Customer Success, <b>Emagia</b></p>	<p><b>IDG #6</b>  <b>Beyond the Pilot: 10-Point AI Production Readiness Scorecard</b>  <b>Ben Faircloth</b>, Senior Director of AI Solutions, <b>Seekr</b></p>	<p><b>IDG #7</b>  <b>Designing Real-Time Enterprise AI Agents That Drive Measurable Business Value</b>  <b>Gowtham Chilakapati</b>, Executive Director Product Management, <b>Humana</b></p>
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### Transition to Second Interactive Discussion Group

2:30 pm	<p><b>IDG #1</b>  <b>Reimagining Procurement: Virtual Assistants in Action</b>  <b>Claudia Armenta</b>  <b>Renteria</b>, Global Process Owner, Procure-to-Pay, <b>CEMEX</b></p>	<p><b>IDG #2</b>  <b>Data and Governance Foundations: Creating Autonomous, AI-Driven Shared Services</b>  <b>Greg Goelkel</b>, Head of Presales, <b>ORO Labs</b></p>	<p><b>IDG #3</b>  <b>From Vision to Value: Who Owns Agentic AI Across the Enterprise</b>  <b>Swarna Kuruganti</b>, Formerly - Enterprise AI, <b>US Foods</b></p>	<p><b>IDG #4</b>  <b>Outsourcing in the Age of Agents: Reprice, Re-Scope, and Re-Govern Service Providers and Platforms for AI Productivity</b>  <b>Prashant Kelker</b>, Chief Strategy Officer, <b>ISG</b>  <b>Megan Walling</b>, Partner, Head of Enterprise, <b>ISG</b></p>	<p><b>IDG #5</b>  <b>Autonomous Revenue Operations: The Agentic AI Path for Order-to-Cash</b>  <b>Phyllis Saavedra</b>, VP of Customer Success, <b>Emagia</b></p>	<p><b>IDG #6</b>  <b>Beyond the Pilot: 10-Point AI Production Readiness Scorecard</b>  <b>Ben Faircloth</b>, Senior Director of AI Solutions, <b>Seekr</b></p>	<p><b>IDG #7</b>  <b>Designing Real-Time Enterprise AI Agents That Drive Measurable Business Value</b>  <b>Gowtham Chilakapati</b>, Executive Director Product Management, <b>Humana</b></p>
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# MON | MARCH 16 – SSOWOMEN'S DAY, AGENTIC AI IN SHARED SERVICES BOOTCAMP, SITE TOUR

## SITE TOUR

- 12:45 pm **Site Tour Registration Opens**
- 2:30 pm **Discover the Siemens GBS Organization Evolution**
- 5:10 pm **Networking Reception for SSOWomen's Day & Site Tour**



## AGENTIC AI IN SHARED SERVICES BOOTCAMP

- 3:00 pm **Networking Break**
- 3:30 pm **DEMOS | Use Case Blitzes**  
 Brad Meador, Director, Digital Transformation, [USA TODAY Co.](#)  
 Pranav Mulgund, CEO & Co-Founder, [Fragment Data Technologies](#)  
 Vladimir Keil, Co-Founder & CEO, [Lio](#)
- 4:15 pm **USE-CASE | Driving Measurable Value Through OE Agents and Digital Enablement**  
 Jesús Villalobos, Process Enablement - GBS Americas, [Kerry](#)  
 Hector Alderete, Head of Global Business Services, Americas, [Kerry](#)
- 4:45 pm **USE-CASE | Orchestrating the Future of Finance: Achieving Seamless End-to-End Agility with Agentic AI**  
 Linford Dailey, Global Digitalization & Automation Leader, [Bosch](#)
- 5:15 pm **PANEL | Change Management Essentials for Seamless Adoption**  
 Moderator: **Amir Abou Baker**, Former Sr. Director, Shared Services - Governance, Risk, & Compliance, [Meta](#)  
**Christof Fahr**, Global Lead, Global Business Services Productivity and Value Creation, [Siemens](#)  
**Robert Phillips**, VP Business Transformation, [WELL Health Technologies](#)
- 5:45 pm **Networking Reception**

# TUES | MARCH 17 – WORKSHOPS, MAIN DAY ONE, SSOW GLOW PARTY

## WORKSHOPS

7:30 am **Breakfast and Registration**

	SHARED SERVICES FUNDAMENTALS	WORKFORCE MANAGEMENT	PROCESS EXCELLENCE	FINANCE TRANSFORMATION	DIGITAL TRANSFORMATION IN SHARED SERVICES	PROBLEM SOLVING CLINICS
8:30 am	<p><b>WORKSHOP A: 101: Designing Shared Services that Last: Getting the Fundamentals Right from Day 1</b></p> <p><b>Jonathan Luk</b>, Partner, <a href="#">ScottMadden</a>  <b>Patricia Ferris</b>, Partner, <a href="#">ScottMadden</a>  <b>Trey Robinson</b>, Partner and Practice Area Leader, <a href="#">ScottMadden</a>                      Hosted by: <a href="#">ScottMadden</a></p>	<p><b>WORKSHOP B: From AI Pilots to Proven Productivity ROI: How GCCs Can Measure, Scale, and Sustain Workforce Value</b></p> <p><b>Khiv Singh</b>, Country Manager &amp; SVP, United States, <a href="#">Prohance</a>                      Hosted by <a href="#">ProHance</a></p>	<p><b>WORKSHOP C: Scaling Responsible AI in Shared Services: Building Trust, Controls &amp; Guardrails</b></p> <p><b>Fuad Abdelhadi</b>, Partner, <a href="#">PwC</a>                      Hosted by <a href="#">PwC</a></p>	<p><b>WORKSHOP D: Hybrid Intelligence: Scaling GenAI with Trust and Structure to Unlock Business Value</b></p> <p><b>Brian Leblond</b>, Senior Pre-Sales Engineer, <a href="#">ABBYY</a>  <b>Scott Chitty</b>, Senior Business Development Manager, <a href="#">ABBYY</a>                      Hosted by: <a href="#">ABBYY</a></p>	<p><b>WORKSHOP E: Accelerating Digital &amp; AI Enabled Transformation</b></p> <p><b>Dan French</b>, CEO, <a href="#">Consider Solutions</a>  <b>Steve Fox</b>, Process Excellence Leader, <a href="#">Consider Solutions</a></p>	<p><b>WORKSHOP F: The Efficiency Mirage: What Tools Won't Fix in Record-to-Report Automation</b></p> <p><b>Aaron Veach</b>, Executive Director, Finance Transformation, <a href="#">Redwood Software</a>  <b>Marek Sobczyk</b>, Global Process Owner in Record-to-Report, <a href="#">Siemens</a>  <b>Barbara Hodge</b>, Global Digital Content, <a href="#">SSON</a>                      Hosted by: <a href="#">Redwood</a></p>



10:00 am **Morning Break**

# TUES | MARCH 17 – WORKSHOPS, MAIN DAY ONE, SSOW GLOW PARTY

## WORKSHOPS

10:30 am	<p><b>WORKSHOP G: 501: Unlocking the Next Phase of Shared Services Maturity</b></p> <p>Henry Bell, Partner, <a href="#">ScottMadden</a></p> <p>Laura Campbell, Partner, <a href="#">ScottMadden</a></p> <p>George Penton, Partner, <a href="#">ScottMadden</a></p> <p>Hosted by: <a href="#">ScottMadden</a></p>	<p><b>WORKSHOP H: Operations Transformation in the Age of AI</b></p> <p>Chas Moore, Executive Partner Transformation, <a href="#">Chazey Partners</a></p> <p>Esteban Carril, Managing Director- LATAM, <a href="#">Chazey Partners</a></p>	<p><b>WORKSHOP I: The Back Office Revolution: Transforming and Building Sustainable Operational Advantages in the Mid-Market</b></p> <p>Jivka Batchvarova, Managing Principal, <a href="#">Baker Tilly</a></p> <p>Balaji Iyer, India Managing Principal, <a href="#">Baker Tilly</a></p> <p>Hosted by <a href="#">Baker Tilly</a></p>	<p><b>WORKSHOP J: Stuck in Pilots? Practical Approaches to Shift Agentic AI Aspirations into Business Outcomes</b></p> <p>Khalid Siddiqui, Global Offering Leader - Finance Operations / Business Ops, IBM Consulting, <a href="#">IBM</a></p> <p>Anish Jain, OTC Offering Lead, IBM Consulting, <a href="#">IBM</a></p> <p>Hosted by <a href="#">IBM</a></p>	<p><b>WORKSHOP K: From Automation to Autonomy: How GBS Leaders are Accelerating Business Value with Agentic AI</b></p> <p>Lalitha Kompella, Global Head, Intelligent Automation Practice, Capgemini's Business Services, <a href="#">Capgemini</a></p> <p>Dinand Tinholt, Americas AI Center of Excellence Lead, Capgemini's Insights &amp; Data Global Business Line, <a href="#">Capgemini</a></p> <p>Ramana Bhandaru, Global Head of AI, Analytics and Agentic Transformation, Capgemini's Business Services, <a href="#">Capgemini</a></p> <p>Harsh Madan, Global Go-to-Market Lead for GBS, Capgemini's Business Services, <a href="#">Capgemini</a></p> <p>Hosted by <a href="#">Capgemini</a></p>	<p><b>WORKSHOP L: Blueprint for De-Risking GCC Setup, Build &amp; Expand: Orchestrating Your First of Next Center with AI and Experts</b></p> <p>Pankaj Sharma, Head of Operations, <a href="#">Aokah</a></p> <p>Atul Vashistha, Chair and CEO, <a href="#">Aokah</a></p> <p>Steve Rudderham, Chair of the Advisory Board, <a href="#">Aokah</a></p> <p>Hosted by: <a href="#">Aokah</a></p>
12:00 pm	<b>Networking Luncheon and Grand Opening of Innovation Hub</b>					
1:00 pm	<b>SSOW Opening Remarks</b>					
	<p>Brad DeMent, Partner, <a href="#">ScottMadden</a></p> <p>Heather King, Managing Director, <a href="#">SSON</a></p>					

# TUES | MARCH 17 – WORKSHOPS, MAIN DAY ONE, SSOW GLOW PARTY

1:30 pm **Transformative Times: GBS Organizations Between New Requirements and the Race for Digitalization**  
 Eckard Eberle, CEO, Global Business Services, [Siemens](#)

2:00 pm **PANEL | Beyond Boundaries: Broadening the GBS Value Proposition to Front and Middle Office**  
 Moderator: **Maria Saggese**, EY Global and EMEA Global Business Services Solution Leader, [EY](#)  
**Shane Abeyratne**, Senior Vice President and Head, GBS, [Cardinal Health](#)  
**Kyle Arnold**, Chief Global Services Officer, [Bon Secours Mercy Health](#)  
**Cindy Gallagher**, Chief Accounting Officer, [USA TODAY Co.](#)  
 Hosted by [EY](#)

2:30 pm **Finding the Value: How a GBS Strategy Set the Path for Global Scale and Digital Evolution**  
 Michael Zill, Head of Global Business Services, [Vantiv](#)  
 Hosted by [ScottMadden](#)

3:00 pm **Networking Break**

## CONCURRENT BREAKOUT SESSIONS

	BIG IDEA STAGE	DIGITAL TRANSFORMATION TRACK	FINANCE TRANSFORMATION PROGRAM
3:40 pm	<b>People First, Purpose Always: The Human Side of Cencora's GBS Transformation</b> Kim Skanson, SVP, Global Business Services, <a href="#">Cencora</a>	<b>PRESENTATION   Meaningful AI Deployment: How to Select and Scale the Right Use Cases in Shared Services</b> Raja Chaudhury, Head GBS Strategy, Service Management & Systems, <a href="#">Dexcom</a> Brian Bachofner, SVP, Marketing, <a href="#">Neuron7.ai</a> Hosted by <a href="#">Neuron7.ai</a>	<b>PRESENTATION   Taming Global AP Complexity: How NOV Standardized, Scaled, and Gained Control</b> Andrew Fuhrmann, VP of Customer Success, <a href="#">Basware</a> Usha Gollapudi, Director-ONE NOV Shared Services-Corporate, <a href="#">NOV</a> Hosted by <a href="#">Basware</a>

4:10 pm **Transition**

# TUES | MARCH 17 – WORKSHOPS, MAIN DAY ONE, SSOW GLOW PARTY

## CONCURRENT BREAKOUT SESSIONS

	BIG IDEA STAGE	DIGITAL TRANSFORMATION TRACK	FINANCE TRANSFORMATION PROGRAM
4:15 pm	<p><b>Modernizing GBS with Agentic Operations: Building Autonomy and Agility at Scale</b></p> <p><b>Regina Spears</b>, Senior Manager, Business Process Improvement, <a href="#">Genuine Parts Company</a></p> <p><b>Parik Sharma</b>, Senior Director, RCGH, <a href="#">Cognizant</a></p> <p>Hosted by <a href="#">Cognizant</a></p>	<p><b>FIRESIDE CHAT   Digital Transformation Without Disruption: Balancing Today's Service with Tomorrow's Vision</b></p> <p><b>Upjitpal Ghuman</b>, Executive Vice President and Global Head of BPO, <a href="#">HCLTech</a></p> <p><b>Max Ioffe</b>, Senior Director, Global Intelligent Automation and Advanced Analytics, <a href="#">Wesco</a></p> <p><b>Mohan Thadani</b>, Senior Director, Business Center Support, <a href="#">Liberty Utilities</a></p> <p>Hosted by <a href="#">HCLTech</a></p>	<p><b>From Park to Precision: The Playbook for LAZ Parking's High-Speed Financial Transformation</b></p> <p><b>Dorcal Jiminez</b>, Senior Director, Compliance &amp; Operational Audit, <a href="#">LAZ Parking</a></p> <p><b>James Tilk</b>, Director, Solutions Strategy &amp; Marketing, <a href="#">Blackline</a></p> <p>Hosted by <a href="#">Blackline</a></p>

4:45 pm **Transition**

4:50 pm **Reimaging O2C Performance with AI Collection Agents and Artificial Intelligence: Customer Stories from the AI Journey**

**Stacey Luna**, Director of Credit & Billing, [United Rentals](#)

**Olivier Novasque**, Founder and CEO, [Sidetrade](#)

**Mark Sheldon**, Chief Technology Officer, [Sidetrade](#)

**Chris Heath**, Sr Manager Cash Collections, [United Site Services](#)

Hosted by [Sidetrade](#)

5:20 pm **Wine Down Networking Break**

5:50 pm **Break for Dinner and Dressing**

8:30 pm **SSOW Glow Party - Lucky 30!**





# WED | MARCH 18 – MAIN DAY TWO & SSOW IMPACT AWARDS GALA

7:30 am **Breakfast and Registration**

8:30 am **SSOW Opening Remarks**

8:40 am **Shared Services & GBS State of the Industry Presented by SSON Research & Analytics**

Tom Bangemann, Head of Data Development & Research, [SSON Research & Analytics](#)

9:00 am **GBS Reimagined – Powering the Connected Enterprise**

Ranjay Marothi, Global Head of Americas Business Area, Capgemini's Business Services, [Capgemini](#)

Raju Vijay, Vice President, Global Business Services Americas, Division General Manager, [Global People Services, Nissan](#)

James Agnew, SVP, Finance Operations, [Ingram-Micro](#)

Hosted by [Capgemini](#)

9:30 am **Frontline by Design: How Customer Experience is Re-Wiring GBS**

Himadri Sarkar, Chief Solutions Officer, [Teleperformance](#)

Don Sausa, VP and Country Lead, Cardinal Health International Philippines, [Cardinal Health](#)

Carol Diaz Sanchez, VP Finance, Technology and Operations, GBS, [Scotia Bank](#)

George Buening, Associate VP, [Ascension](#)

Hosted by [Teleperformance](#)

10:00 am **Transition into Breakout Programs**

## CONCURRENT BREAKOUT SESSIONS

### BIG IDEA STAGE

10:05 am **PANEL | GBS as a Growth Engine – From Cost Center to Growth Center**

Moderator: Hariprasad BK, VP & Business Head – Digital Business Services, [Infosys](#)

Srini Cherukumilli, Corporate VP Shared Services, [CRH – Oldcastle APG](#)

Juan Salazar, CFO, Head of Strategy & Performance, Business Services, [Amrize](#)

Jules Andrew, Chief Business Services Officer, [Colgate-Palmolive](#)

Rob Bullen, Group Head, GBS, [BAT](#)

Hosted by [Infosys BPM](#)

### FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)

**Digital GBS: What is the Ecosystem to Create a Future-Proof GBS Organization?**

Dorian Redding, EY Americas Consulting Solution Leader, GBS, [EY](#)

Cindy Gallagher, Chief Accounting Officer, [USA TODAY Co.](#)

Julie Lanaisse, VP, Business Enablement & Six Sigma, [McKesson](#)

10:35 am **Networking Break and Demo Drive**





# WED | MARCH 18 – MAIN DAY TWO & SSON IMPACT AWARDS GALA

11:20 am

## BREAK INTO IDGS – 2 IDGS

11:20 – 12:00pm – Round 1 | 12:00 pm – 12:05 – Break to Change Topics | 12:05 – 12:45 – Round 2

## FUTURE OF BUSINESS SERVICES (INVITE ONLY):

11:20 am - 12:20 pm

### GBS Talent Evolution - How are the Skills Needed to Lead a GBS Organization Today Different than Skills Needed in 2030?

**Graeme Hastings**, SVP, GBS Strategy & Transformation & Mexico Capability Center Leader, **Warner Bros. Discovery**

**Sebastian Arce**, EY Consulting Partner, Consumer Products & Retail, **EY**

**Tanuja Singi**, VP, Head of Global Business Solutions, **McCormick**

**Jodie Clarke**, VP, Business Enablement & Six Sigma, **Altria**

### IDG 1: Next-Gen Agentic GBS: Turning Capabilities into Self-Funded Results

**Ricardo Avila**, Partner, GBS and Digital Practices, **EloGroup**

**Amy Bare**, Senior Director, GBS Strategy & Customer Engagement, **Kimberly-Clark**

**Brad Barton**, Senior Manager, GBS Global Center of Excellence, **Mosaic Company**

### IDG 2: Compliance Burden to Strategic Asset: Transforming Compliance with AI-powered Precision and Speed

**Robert Gallo**, Product Specialist, **Thomson Reuters**

### IDG 3: Maximize Value by Leveraging Operator Expertise: Strategically Partnering CIOs, Operators and Implementation Teams

**Jason Skaria**, Chief Technology Officer, **Foundever**

### IDG 4: Agentic GBS: Breaking Down Barriers to Rapid Adoption

**Uli Erxleben**, Founder, CEO, **Hypatos**

**Sally Fletcher**, Head of Thought Leadership & Community, **Hypatos**

### IDG 5: Beyond the Back Office: Redefining GBS/SSC Value through AI-Driven Cost Optimization and Customer Centricity

**Zach Hemmant-Low**, Chief Sales Officer, **Rossum**

Hosted by **Rossum**

### IDG 6: Stability Under Pressure: How to Influence Change When You're Not in Control

**Lourens Van Zyl**, Business Director, **Transparent**

Hosted by **Transparent**

### IDG 7: In an Industry Plagued by High Turnover, How Do We Build a Sustainable Workforce that Sees Administrative Support as a Long-Term Career Path?

**Victoria Jefferson**, Operations Manager, **Kelly**

**Heather Wilkins**, Operations Manager, **Kelly**

### IDG 8: Governance as Optionality in the Age of AI

**Tina Robinson-Adamski**, VP, GBS, **Domino's**

**Johnnie Moore**, CEO & Founder, **JR Moore Group**

### IDG 9: Talk Nerdy To Me: Demystifying AI Agents for Shared Services Teams

**Nick Ezzo**, VP, Marketing, **Auditoria**

### IDG 10: Beyond Billing: Driving Cash Flow Through Improved Customer Communications

**Sarah-Jayne Martin**, Senior Director, Global Financial Automation Solutions, **Quadient**

Hosted by **Quadient**

### IDG 11: Efficiency Meets Security: Automating Vendor Bank Account Validation in Shared Services

**Michael Cloherty**, Head of Sales, **Trustpair**

### IDG 12: From Fragmented to Focused: Centralizing Payroll & HR Operations for Impact

**Roberta Ehler**, Senior Director, Global Process Lead – Colleague Services, **Pfizer**

Welcome  
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Attend?  
Why  
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Bootcamp  
SSOWomen's  
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Agenda  
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# WED | MARCH 18 – MAIN DAY TWO & SSON IMPACT AWARDS GALA

## BREAK INTO IDGS – 2 IDGS

11:20 – 12:00pm – Round 1 | 12:00 pm – 12:05 – Break to Change Topics | 12:05 – 12:45 – Round 2

## FUTURE OF BUSINESS SERVICES (INVITE ONLY):

**IDG 13: From Proof of Concept to Production: How Shared Services Can Operationalize AI Fast**

**Mark Brousseau**, President, **Brousseau & Associates**

Hosted by **Itemize**

**IDG 14: Less Pain, More Gain: Altus Intelligence Elevates AR and Collections Service Delivery**

**AJ Rose**, Client Success Manager, **Altus**

**IDG 15: When Loops Kill Speed: How “Virtual Buyers” Turn Weeks of GBS Procurement into Seconds of Execution**

**Vladimir Keil**, Co-Founder & CEO, **Lio Technologies GmbH**

**Krista Anderson**, Executive Director, Head of Procure-to-Pay CoE, **PTC Therapeutics**

**IDG 16: Transforming GBS Validation: Where AP Meets AI + Expertise**

**David Brown**, Head of Product, **PRGX**

**IDG 17: Agentic AI and GBS 2030**

**Diane Ma**, US Global Business Services Leader, **Deloitte Consulting LLP**

**Jason Rehhaut**, Senior Manager, **Deloitte**

Hosted by **Deloitte**

**IDG 18: Reimagining ERP: Simplification as a Strategic Lever**

**Lisa Cox**, Senior Director, Business Transformation, Finance SS, **Xylem**

**Robert Turck**, Vice President, Global Financial Shared Services, **IQVIA**

**IDG 19: Scaling Shared Services with AI: Standardization, Efficiency & Control for AP Processes**

**Derrick Leck**, Head of Value and Solutions Consulting, North America, **Medius**

**IDG 20: From Offshore to Digital Shore: Honest Lessons From Teams Who’ve Done It**

**Jamie Thomas**, CEO & Co-Founder, **Simplify IA**

**Chris Costa**, Vice President of Finance Transformation, **Chewy**

Hosted by **Simplify IA**

12:45 pm **Lunch**

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# WED | MARCH 18 – MAIN DAY TWO & SSON IMPACT AWARDS GALA

## CONCURRENT SESSIONS

1:50 pm

### HUMAN RESOURCES SHARED SERVICES PROGRAM

Chairwoman: Steph Ernsting, Senior Director of North America HR Shared Services, **Amcor**

#### From Right and On Time to Transformative: HRSS's Evolving Strategic Role

**Julie Fernandez**, Global HR Advisory Lead, **herronpalmer**

**Amanda Kassler**, Payroll Shared Services Manager, **Otsuka America**

**Monica Miller**, SVP Payroll & Workforce Strategy, **Compass**

Hosted by **herronpalmer**

### PROCESS EXCELLENCE PROGRAM

#### Inside McKesson's Shared Services Transformation: How Process Intelligence is Improving Accounts Payable and Beyond

**Brandy Hulsey**, VP, Accounts Payable & Reverse Logistics, **McKesson**

**Tuhin Chakraborty**, Co-Founder & CEO, **Mimica**

Hosted by **Mimica**

### FINANCE TRANSFORMATION PROGRAM

#### Agentic AI Use Cases and Agent-Building for End-to-End Order-to-Cash Operational Efficiency

**Veena Gundavelli**, CEO & Founder, **Emagia**

**Claudia Weingaertner**, VP Finance EMEA, **Mouser Electronics Inc.**

Hosted by **Emagia**

### SHARED SERVICES FUNDAMENTALS PROGRAM

#### FIRESIDE CHAT | Defining Success from the Start: Building a Business Case Beyond Cost Savings

**John Haynes**, Head of Cash Cycle Management – ABS, **AON**

**Teanne Bridgewater**, AR Commercial Risk Capability Center Leader, **AON**

**Wolfgang Satori**, VP and Head of GBS Opportunity to Cash, Americas, **Siemens**

### DIGITAL TRANSFORMATION PROGRAM

#### High-Volume to High-Value: The Agentic AI Blueprint for GBS Process Transformation

**Urvish Khandwalla**, Sr. Director, Product Management, GBS Portfolio & AI, **Iron Mountain**

**Victoria Roehrich**, Sr. Director GBS Strategy and Transformation, **Iron Mountain**

Hosted by **Iron Mountain**

### PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM

#### Build a Unified View of Supply Chain Data for Stronger Business Outcomes

### SCOPE EXPANSION PROGRAM

#### PANEL | The Great Scope Expansion— GBS as a Home for Sales, Engineering, and More!

**Tom McFarland**, SVP, Head of Customer Success Shared Services, **LHH**

**Johnnie Moore**, Founder, **JR Moore Group**

### FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)

1:50-2:35pm

#### Reinvention or Irrelevance: Is the GBS Operating Model as We Know It at Risk of Extinction?

**Steve Rudderham**, Former, Head, Global Business Services, **Carrier**

**Nick Cernese**, EY Life Sciences Finance Transformation Leader, **EY**

**AJ Wijesinghe**, SVP, GBS+, **Ecolab**

**Sue Brauer**, Head of Operations & Enablement, **Kenvue**

Hosted by **EY**

2:20 pm

### Transition Break





# WED | MARCH 18 – MAIN DAY TWO & SSON IMPACT AWARDS GALA

## CONCURRENT SESSIONS

2:25 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM	PROCESS EXCELLENCE PROGRAM	FINANCE TRANSFORMATION PROGRAM	SHARED SERVICES FUNDAMENTALS PROGRAM
<p><b>PANEL   Rethinking Case Management for the Deskless Workforce</b></p> <p><b>Stacy Hodge</b>, Head of NA HR Ops, Shared Services &amp; Payroll, <a href="#">HelloFresh</a></p>	<p><b>PANEL   Reengineering Processes, People, and Performance in the Age of New Technology</b></p> <p>Moderator: <b>Russ Malz</b>, Chief Revenue Officer, <a href="#">KnowledgeLake</a></p> <p><b>Jakub Wojdat</b>, Senior Director, Global Head of Finance Shared Services, <a href="#">TE Connectivity</a></p> <p><b>Darin Williams</b>, EVP, <a href="#">US Imaging</a></p> <p><b>Kirti Talwar</b>, Vice President, Accounting Operations, <a href="#">Palo Alto Networks</a></p> <p><b>Brian Chan</b>, Senior Finance Leader, <a href="#">Pet Valu</a></p> <p>Hosted by <a href="#">KnowledgeLake</a></p>	<p><b>Beyond Receipts and Reimbursements— Reimagine Travel &amp; Expense in the Modern SSO</b></p> <p><b>Tony DeNardo</b>, Principal Solution Advisor, <a href="#">SAP Concur</a></p> <p><b>John Transier</b>, CAO, <a href="#">Sonny's Enterprises, Inc.</a></p> <p><b>Ravindra Rao</b>, Head of Shared Services, Indirect Spend &amp; Enterprise Cost Leadership, <a href="#">The Clorox Company</a></p> <p>Hosted by <a href="#">SAP</a></p>	<p><b>Data-First Foundations: Building a Unified, Actionable Data Strategy</b></p> <p><b>Vikram Talwar</b>, EVP Global Business Leader Insurance, <a href="#">Moder</a></p> <p><b>Khiv Singh</b>, Country Manager &amp; SVP, United States, <a href="#">Prohance</a></p> <p>Hosted by <a href="#">ProHance</a></p>
DIGITAL TRANSFORMATION PROGRAM	PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM	SCOPE EXPANSION PROGRAM	FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)
<p><b>AI Employees at the Core of Digital Transformation: Moving from Bots to Enterprise Workforces</b></p> <p><b>Siva Moduga</b>, Co-Founder &amp; CEO, <a href="#">Supervity</a></p> <p><b>Madhavi Isanaka</b>, SVP, Chief Digital Officer, <a href="#">Adani Group</a></p> <p><b>Sudesh Jain</b>, SVP &amp; COO- GCC, <a href="#">Adani Group</a></p> <p>Hosted by: <a href="#">Supervity</a></p>	<p><b>AI-Led Autonomous GBS: Building Adaptive, Connected, and Resilient Supply Chains</b></p> <p>Moderator: <b>Ajith Thomas</b>, Global Head for SCM&amp;P, Enterprise Cognitive Business Operations, <a href="#">Tata Consultancy Services</a></p> <p><b>Ashok Pai</b>, Senior Vice President &amp; Global Head, Enterprise Cognitive Business Operations, <a href="#">Tata Consultancy Services</a></p> <p><b>James Wells</b>, Senior Vice President &amp; Global Chief Supply Chain Officer, <a href="#">Royal Caribbean Group</a></p> <p>Hosted By <a href="#">TCS</a></p>	<p><b>CASE STUDY   Early Steps Toward an Expanded GBS Footprint: From Vision to Validation</b></p> <p><b>Claudia Petrocchi</b>, Vice President, Employee Experience &amp; Services, <a href="#">CSL Behring</a></p>	<p>2:35 pm - 3:20 pm</p> <p><b>What is GBS Value Today? A Discussion to Detail Where the GBSO is Delivering Real-World Value to the Business</b></p> <p><b>Steve Gordon</b>, Associate Vice President, Global Business Solutions, <a href="#">Merck</a></p> <p><b>Jodi Dudley</b>, Head, Global Business Services, <a href="#">MassMutual</a></p> <p><b>Kyle Perry</b>, EY Consulting Executive Director, Health, <a href="#">EY</a></p> <p>Hosted by <a href="#">EY</a></p>

2:55 pm

Transition Break





# WED | MARCH 18 – MAIN DAY TWO & SSON IMPACT AWARDS GALA

## CONCURRENT SESSIONS

3:00 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM	PROCESS EXCELLENCE PROGRAM	FINANCE TRANSFORMATION PROGRAM	SHARED SERVICES FUNDAMENTALS PROGRAM
<p><b>“AI Colleagues” That Take Action in Shared Services - What They Are, How They Work, What it Takes to Deploy Them</b></p> <p><b>Guarav Sharda</b>, Chief Technology Officer, <b>Beacon Mobility</b> Hosted by <b>Leena AI</b></p>	<p><b>Harmonize to Optimize: Use Process Intelligence to Build Scalable, AI-Ready Operations</b></p> <p><b>Patrick Thompson</b>, SVP, Global Customer Transformation, <b>Celonis</b> <b>Durga Yeluri</b>, Director, Performance &amp; Profitability Optimization (P2O) CoE, <b>Pfizer</b> Hosted by: <b>Celonis</b></p>	<p><b>Reimagining Controls: Turning Financial Risk into a Source of Strategic Advantage</b></p> <p><b>Tawn Gutermuth</b>, Solutions Consultant, <b>Oversight</b> Hosted by: <b>Oversight</b></p>	<p><b>Transform Chaos into Clarity with Process Mapping &amp; Automation</b></p> <p><b>Debbie Lougheed</b>, Sr. Director Shared Accounting Services, <b>Diocese of Orlando</b></p>
DIGITAL TRANSFORMATION PROGRAM	PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM	SCOPE EXPANSION PROGRAM	FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)
<p><b>Real-Time Intelligence &amp; Agentic AI in GBS: Driving the Future of Global Business Services</b></p> <p><b>Candice Seig</b>, Partner, Global GBS and Outsourcing Advisory lead, <b>KPMG</b> <b>Rob Soles</b>, Partner, US GBS and Outsourcing Lead, <b>KPMG</b> <b>Megh Desai</b>, Advisory Managing Director, Offering, Corporate Services, <b>KPMG</b> <b>Majella Lavin</b>, Head of GBS, <b>Ball Corporation</b> Hosted by <b>KPMG</b></p>	<p><b>Partner with Procurement to Optimize Cost through Strategic Vendor Indexing</b></p> <p><b>Tage Smith</b>, VP, Head of Technology Strategy and Governance, <b>FM</b></p>	<p><b>CASE STUDY   A Model for Innovation: Discover Value Expansion Through McCormick’s Technical Shared Services</b></p> <p><b>Milena Biardzka</b>, Global Delivery Lead, Technology Shared Services, <b>McCormick &amp; Company</b></p>	<p>2:35 pm - 3:20 pm</p> <p><b>What is GBS Value Today? A Discussion to Detail Where the GBSO is Delivering Real-World Value to the Business</b></p> <p><b>Samir Singh</b>, SVP, Head of GBS, <b>Brinks</b> <b>Kyle Perry</b>, EY Consulting Executive Director, Health, <b>EY</b> <b>Jodi Dudley</b>, Head, Global Business Services, <b>MassMutual</b> Hosted by <b>EY</b></p>

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3:30 pm **Networking Break and Demo Drive**

4:05 pm **PANEL | Orchestrating Transformation: Human–AI Workflows that Scale Across Towers**

Hosted by **Wipro**

4:35 pm **PANEL | The Enterprise Backbone Reimagined: The GBS/GCC Evolution Enterprises Should Navigate**

**Graeme Hastings**, SVP, GBS Strategy & Transformation & Mexico Capability Center Leader, **Warner Bros. Discovery**

**Kort Syverson**, **Deloitte**

**Tara Nicholson**, Principal Deloitte Consulting, **Deloitte**

**Libertad Arjona**, Sr. Director People & Culture Mexico & Panama, **Warner Bros. Discovery**

Hosted by **Deloitte**

5:05 pm **Reinvention with Agentic AI – How Ecolab and Accenture Are Creating Business Value**

**Troy Quick**, Managing Director, **Accenture**

**AJ Wijesinghe**, SVP, Global Business Services+, **Ecolab**

Hosted by **Accenture**

5:35 pm **Benchmark Against SSON's Top 20 Most Admired GBS Organizations**

**Barbara Hodge**, Global Editor, **SSON Analytics**

**Ajay Anand**, SVP, J&J Global Services – Strategic Solutions & Commercial Services, **Johnson & Johnson**

**Shane Abeyratne**, SVP and Head, GBS, **Cardinal Health**

5:55 pm **SSOW Innovation Hub Reception**

7:00 pm **2026 SSON North American Impact Awards Gala**

4:00pm-5:00pm

**How to Be Data Driven in the Chicken and the Egg Scenario?**

**Greg Battaglia**, EY Consulting Partner, Media & Entertainment, **EY**

**Ashlie Crosby**, Senior Vice President, Global Business Solutions Center, Finance, **Mastercard**

**Christof Fahr**, Global Lead, GBS Productivity and Value Creation, **Siemens**

5:00pm -6:00pm

**Outsourcing in the Age of the Agents**

**Nitee Gupta**, EY Consulting Executive Director, Life Sciences, **EY**

**Raja Chaudhuri**, Head GBS Strategy, Service Management & Systems, **Dexcom**

**Jules Andrews**, **Colgate-Palmolive**

**Priyaranjan Jha**, SVP & Head of GBS, **IronMountain**



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8:15 am **Breakfast in the Innovation Hub**

8:45 am **Chairman's Remarks**

8:55 am **Milestone Reflections: 30 Years of SSOW, 30 Years of Shared Services Growth**

Moderator: **Heather King**, Managing Director, **SSON**

**John Transier**, CAO, **Sonny's Enterprises, Inc.**

**Laura Kennedy**, Head, Enterprise Business Services, **AON**

9:25 am **Transition to Breakout Programs**

## CONCURRENT BREAKOUT SESSIONS

	BIG IDEA STAGE	HUMAN RESOURCES SHARED SERVICES PROGRAM	FINANCE TRANSFORMATION PROGRAM
9:30 am	<p><b>The G6 Debate: The Outsourcing Model in 2030: In the AI Age, Does BPO Fit?</b></p> <p>Moderator: <b>Deborah Kops</b>, Founder, <b>Sourcing Change</b></p> <p><b>Shiva Jayaraman</b>, Senior Vice President &amp; Business Head – Consumer Industries, and Brazil, <b>Wipro Limited</b></p> <p><b>Yogi Goyal</b>, Global Managing Partner, Business Operations, <b>IBM Consulting</b></p> <p><b>Ashok Pai</b>, Senior Vice President &amp; Global Head, Enterprise Cognitive Business Operations, <b>Tata Consultancy Services</b></p>	<p><b>CASE STUDY   Transition, Transformation &amp; Partnership: Payroll's New Role in Finance Shared Services Center</b></p> <p><b>Jacob Davis</b>, Director Financial Shared Services, <b>Textron</b></p>	<p><b>FIRESIDE CHAT   Reimagining DSO—Using Outcome-Based Triggers to Accelerate Payment Cycles</b></p> <p><b>Donny Heaton</b>, Senior Director, Global Order-to-Cash, <b>Boston Scientific</b></p> <p><b>Kristin Schooley</b>, Director, Order-to-Cash, <b>Learning Care Group</b></p>
10:00 am		<p><b>Leading Through Uncertainty: How Siemens Navigated a Global-to-Regional Transformation</b></p> <p><b>Michelle Irwin</b>, Head of Media, Marketing, Communications, Culture and Training, <b>Siemens</b></p>	<p><b>Project LEAP: Accelerating Finance Transformation at Scale</b></p> <p><b>Gabe Lantos</b>, Sr. Director, Project LEAP Finance Transformation Lead, <b>Bristol Myers Squibb</b></p>

10:30 am **KEYNOTE | The Power of One**

**Erin Brockovich**, Advocate, Author & President, [Brockovich Research & Consulting](#)

11:15 am **Brunch and Networking Break**

CONCURRENT SESSIONS						
12:15 pm	<b>HUMAN RESOURCES SHARED SERVICES PROGRAM</b>	<b>SHARED SERVICES FUNDAMENTALS PROGRAM</b>	<b>PROCESS EXCELLENCE PROGRAM</b>	<b>PROCUREMENT/ SUPPLY CHAIN MANAGEMENT PROGRAM</b>	<b>DIGITAL TRANSFORMATION PROGRAM</b>	<b>SCOPE EXPANSION PROGRAM</b>
	<p><b>Fix the Foundation: Tackle Your Fragmented HR Systems Before You Implement AI</b></p> <p><b>Stacy Marshall</b>, Director, HR Shared Service &amp; Systems, People Analytics and HR Programs, <a href="#">Lifemark Health Group</a></p>	<p><b>Identify Benchmark Frameworks to Define What “Good” Looks Like in Year One</b></p> <p><b>Karen Terrill</b>, VP, Financial Shared Services, <a href="#">TEGNA</a></p>	<p><b>From “AP Automation” to “Process as a Service”:</b> Redesigning Procure-to-Pay</p> <p><b>Bo Senu-Hodo</b>, Global Source to Pay Transformation Leader, <a href="#">Astellas Pharma</a></p>	<p><b>Break Down Silos in P2P: Align Sourcing &amp; Payables into One Value Stream</b></p> <p><b>Aranzazu Lopez</b>, Managing Director, <a href="#">Lufthansa Group Business Services</a></p>	<p><b>Cracking the CoE Code: Investment, Design, and Lessons Learned in AI/ Automation</b></p> <p><b>Jeff Edwards</b>, SVP Operations, <a href="#">Ontellus</a></p> <p><b>David Borges</b>, VP Operations, <a href="#">Ontellus</a></p> <p><b>Mason Ross</b>, SVP Operations, <a href="#">Ontellus</a></p>	<p><b>CASE STUDY  From Support to Strategic: Building the Commercial Services Arm of GBS</b></p> <p><b>Isaac Knoot</b>, VP, Global Business Services, <a href="#">Boston Scientific</a></p>

12:45 pm **Transition Break**



## CONCURRENT SESSIONS

12:50 pm

### PANEL | Co-Creating the Future Workforce: How HR, Tech & Operations Build Skills for What's Next

Moderator: **Ashley Diggs**, Manager, Caregiver Experience Center, **Premier Health**

**Tom Sterling**, VP, People Solutions, **Cox Automotive**

**Beth Cord**, Vice President-BEST HR Shared Services, **L'Oreal**

**Eric Manten**, Director of People Services, **AAR**

### AI Kickstart— Practical Strategies for Emerging SSOs

**Nikki Rodgers**, SVP, Global Shared Services, **Stagwell**

### CASE STUDY | From Local Legacy to Global Unity: Standardize in a Verticalized Enterprise

**Amy Wirges**, Global Head Operations and Shared Services, Business Assurance, **SGS**

### De-Risk Procurement Outsourcing by Balancing Governance, Innovation, and Control

**Joe Abraham**, Global Business Services Program Manager, **Microsoft**

### FIRESIDE CHAT | Capture the Full Value of Shared Services Transformation with Measurements that Matter

**Ashlie Crosby**, SVP, Global Business Solutions Center, **Mastercard**

**Tim Lynch**, Executive Leader - WFM FinOps & Managed Services Senior Manager - Amazon WWGS Finance, **Amazon**

12:45 pm

### Transition Break

1:25 pm

### Setting the Industry Standard: An Inside Look AT J&J Global Services Payroll Transformation

**Colleen Moran**, Director, Global Process Leader Payroll Lead, **Johnson & Johnson**

**John Sheehan**, Director Payroll Time and Attendance Lead, **Johnson & Johnson**

2:00 pm

### End of SSOW - See You Next Year!



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**ADD-ONS**

Site Tours		SSOWomen's Day		Awards Gala Pass for 1		Agentic AI in Shared Services Bootcamp	
<b>End Users:</b>	<b>Vendors:</b>	<b>End Users:</b>	<b>Vendors:</b>	<b>End Users:</b>	<b>Vendors:</b>	<b>End Users:</b>	<b>Vendors:</b>
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# ADDITIONAL RESOURCES



## SSOW 2026 Teaser Trailer

Step inside the SSOW on-site experience—from leadership boardrooms and peer connections to iconic celebrations marking 30 years of shared services excellence.

[VIEW](#)



## North America's Shared Services Transformation 2026: AI, Experience, Talent, and Enterprise Value

The leading benchmarking resource for shared services and GBS 2026 success—revealing where peers are investing, transforming service models, embedding AI, and proving enterprise value.

[VIEW](#)



## Step Into the Energy of SSOWomen's Day

SSOWomen's Day brings the community together—powerful women and allies connecting on-site to celebrate leadership, spark bold dialogue, and drive real progress across shared services and GBS.

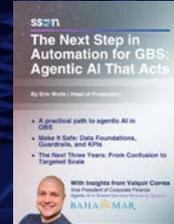
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## The Handbook for Modern GBS Scope Expansion: Evolving Shared Services Beyond Cost Centers in 2026 and Beyond

This essential GBS handbook reveals how scope expansion unlocks enterprise value—exploring the trends, strategies, frameworks, and real-world examples shaping the next era of GBS maturity.

[VIEW](#)



## The Next Step in Automation for GBS: Agentic AI That Acts

A practical guide to agentic AI in GBS—perfect prep for the Bootcamp—showing how leaders deploy governed agents to improve controls, recover revenue, and accelerate financial close.

[VIEW](#)



## 2026 SSON North American Impact Awards Brochure

Your complete guide to the SSON Impact Awards—covering the application process, judging criteria, key dates, and what to expect on-site at the SSOW Black-Tie Awards Gala.

[VIEW](#)



## The 30-Year Evolution of Shared Services: Stability Through Constant Change

A research study tracing how shared services and GBS evolved from cost-focused SSCs into AI-enabled enterprise models, highlighting key inflection points, transformation catalysts, case insights, and practical benchmarks.

[VIEW](#)



## Approval Kit

Need help getting approval to attend? This kit gives you the cost breakdown, talking points, and ready-to-use letter to make your case.

[VIEW](#)