



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

CONCURRENT SESSIONS

SSOWOMEN'S DAY

- 8:20 am **Registration**
-
- 8:50 am **Chairwomen's Opening Remarks**
Angela Mangiapane, Former President, Mars Global Services, [Mars](#)
Deborah Kops, (G6 Debate Moderator) - Founder, [Sourcing Change](#)
-
- 9:00 am **INTERVIEW | The Road Not Yet Taken: Navigating Non-Linear Career Paths in Shared Services & GBS**
-
- 9:30 am **PRESENTATION | AI as a Career Accelerator: Skills You Need for the Next 5 Years**
-
- 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

- | IDG #1 | IDG #2 | IDG #3 | IDG #4 |
|---|--|---|--|
| Second Acts: Reinventing Your Career in Mid to Senior Leadership | The Art of Self-Advocacy: Asking for Promotions, Pay, and Projects | Career Exit Without Culture Exit: Staying Connected to Your Industry Community While Making Space for New Leadership | Industry Surfing: How to Transfer Your Skills from Role to Role |
| | Steph Ernsting , Senior Director, HR Shared Services, Amcor | | Joya Carmichael , Chief Administrative Officer, The Mechanical Licensing Collective |

AGENTIC AI IN SHARED SERVICES BOOTCAMP

- 8:20 am **Registration**
-
- 8:50 am **SSOW Welcome**
-
- 8:55 am **Chairperson Remarks**
-
- 9:00 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](#)
-
- 9:15 am **PRESENTATION | The Agentic Frontier for Shared Services**
Peter Galik, Head of Innovation, Analytics and Automation, [Takeda Pharmaceuticals](#)
-
- 9:35 am **USE-CASE | Demystifying the Operating Model Shift: Enabling End-to-End Transformation with Agentic AI**
Marshall Tokheim, VP, Process Orchestration & AI, [Ecolab](#)
-
- 10:05 am **PANEL | Streamlining as a Value Creation Mechanism: A Framework for Operational Excellence**
Valquir Correa, VP, Corporate Finance, [Baha Mar](#)
Brian O'Neil, Senior Director, Shared Services North America, [TD SYNnex](#)

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

CONCURRENT SESSIONS

SSOWOMEN'S DAY

10:40 am	Short Transition Break into Interactive Discussion Groups			
10:45 am	IDG #1 Second Acts: Reinventing Your Career in Mid to Senior Leadership 	IDG #2 The Art of Self-Advocacy: Asking for Promotions, Pay, and Projects Steph Ernsting , Senior Director, HR Shared Services, Amcor	IDG #3 Career Exit Without Culture Exit: Staying Connected to Your Industry Community While Making Space for New Leadership 	IDG #4 Industry Surfing: How to Transfer Your Skills from Role to Role Joya Carmichael , Chief Administrative Officer, The Mechanical Licensing Collective
11:15 am	Networking Break			
11:30 am	PANEL Lessons Learned: Senior Leaders Share Their Career Journeys and Advice Sanjay Thirumalai , Chief Global Delivery Officer, STOUT Vandana Khanna , VP Digital Finance Transformation, MetLife Jazmin Alvarado , VP, Shared Services, Grupo Bimbo			
12:00 pm	PANEL The Future of Leadership: Fostering Diversity, Equity, and Inclusion in Shared Services Dr. Elizabeth Carter , CEO, AAPPEAL, LLC Mercedes Sullivan , Executive Vice President, People, Culture & Communications, McKinley			
12:30 pm	PRESENTATION Adaptive Leadership: Thriving Through Change and Uncertainty Amy Bare , Senior Director, Global Business Services Strategy & Global Delivery Network, Kimberly-Clark Kim -Marie Greenwood , Sr. Director of Global Business Services, Kimberly-Clark			
1:00 pm	KEYNOTE Leading at the Top: Insights From a C-Suite Executive			
1:30 pm	Lunch for SSOWomen / Takeaway Lunch for Site Tour Participants			

AGENTIC AI IN SHARED SERVICES BOOTCAMP

10:35 am	USE-CASE Driving Measurable Value Through OE Agents and Digital Enablement Jesús Villalobos , Operational Excellence Lead GBS Americas, Kerry Hector Alderete , Head of Global Business Services, Americas, Kerry
11:05 am	Networking Break
11:35 am	PANEL The Conundrum of Build or Buy April Russo , VP, Compliance & Transformation, USA TODAY Co.
12:05 pm	USE-CASE Preparing Your Data: Identifying the Inputs That Drive Results
12:35 pm	USE-CASE Empowered Teams, Intelligent Automation thru Agentic AI: Inside Mercado Libre's Finance Reinvention Javier Bravo , FinOps Senior Manager, PTP, Mercado Libre Francisco Rico , Senior Manager, Mercado Libre Gustavo Rissola , Senior Director, Mercado Libre
1:05 pm	Networking Lunch

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

SITE TOURS

- 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 Tours**



AGENTIC AI IN SHARED SERVICES BOOTCAMP

- 2:05 pm **Short Transition to Interactive Discussion Groups**

INTERACTIVE DISCUSSION GROUPS

- | | | |
|---------|--|--|
| 2:10 pm | IDG #1
Winning Executive Support | IDG #2
Mastering Continuous Workforce Upskilling |
|---------|--|--|

Transition to Second Interactive Discussion Group

- | | | |
|---------|--|--|
| 2:40 pm | IDG #1
Winning Executive Support | IDG #2
Mastering Continuous Workforce Upskilling |
|---------|--|--|

- 3:10 pm **Networking Break**

3:40 pm **DEMOS | Use Case Blitzes**

Brad Meador, Director, Digital Transformation, [USA TODAY Co.](#)

4:10 pm **PANEL | Change Management Essentials for Seamless Adoption**

Christof Fahr, Global Lead, Global Business Services Productivity and Value Creation, [Siemens](#)

4:40 pm **PANEL | Accountability in Action: Agentic AI Governance For Your Business**

CK Taneja, AI Strategist, [Northern Trust](#)

- 5:10 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	WORKSHOP A: Shared Services 101: The Essentials for a Leading Practice Organization Hosted by: ScottMadden	WORKSHOP B: Building Shared Services Versatility: Balancing Depth and Breadth in a Fast-Paced Environment Hosted by ProHance	WORKSHOP C: End-to-End Processes – Delivering Business Value and Enhanced Customer Experience in Times of Constant Change Dan French, CEO, Consider Solutions Steve Fox, Process Excellence Leader, Consider Solutions Sponsored by: Consider Solutions	WORKSHOP D: Empowering Your Agentic Workflows With Document AI and Process AI Hosted by: ABBYY	WORKSHOP E: Designing a Digital-First Operating Model for Shared Services	WORKSHOP F: Accelerate R2R Value on SAP. Quantify it. Hosted by: Redwood

10:00 am **Morning Break**

10:30 am	WORKSHOP G: Shared Services 501: Taking Your Shared Services Operations to the Next Level Hosted by: ScottMadden	WORKSHOP H: Simplify HR Transformation and Enhance the Employee Journey Lyndsey Taylor, Global Head of HR Transformation, Talent Attraction, and Global Mobility, Brooks Automation	WORKSHOP I: Designing End-to-End Processes that Drive Business Outcomes	WORKSHOP J: Beyond Basic Reporting- Making Predictive Real in GBS	WORKSHOP K: GenAI and Agentic AI: From Buzzword to Business Advantage in Shared Service Hosted by Capgemini	WORKSHOP L: Optimizing Your Vendor Relationships: Making Partnerships Work for You Hosted by: Aokah
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TUES | MARCH 17 – WORKSHOPS, MAIN DAY ONE, SSOW GLOW PARTY

12:00 pm **Networking Luncheon and Grand Opening of Innovation Hub**

1:00 pm **SSOW Opening Remarks**

Brad DeMent, Partner, [ScottMadden](#)

Heather King, Managing Director, [SSON](#)

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**

Shane Abeyratne, Senior Vice President and Head, GBS, [Cardinal Health](#)

Hosted by [EY](#)

2:30 pm **Seeing the Full Picture: Unlocking Enterprise Efficiency Through Workforce Insights**

Hosted by [ScottMadden](#)

3:00 pm **Networking Break**

CONCURRENT BREAKOUT SESSIONS

	BIG IDEA STAGE	DIGITAL TRANSFORMATION TRACK	FINANCE TRANSFORMATION PROGRAM
3:40 pm	<p>People First, Purpose Always: The Human Side of Cencora's GBS Transformation</p> <p>Kim Skanson, SVP, Global Business Services, Cencora</p>	<p>PRESENTATION Meaningful AI Deployment: How to Select and Scale the Right Use Cases in Shared Services</p> <p>Raja Chaudhury, Head GBS Strategy, Service Management & Systems, Dexcom</p> <p>Hosted by Neuron 7</p>	<p>PRESENTATION Project LEAP: Accelerating Finance Transformation at Scale</p> <p>Gabe Lantos, Senior Director, Project LEAP Finance Transformation Lead, Bristol Myers Squibb</p>

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	Redefining the Global Business Services Mandate: Orchestrating the Enterprise of the Future	FIRESIDE CHAT Digital Transformation Without Disruption: Balancing Today's Service with Tomorrow's Vision Tommy Wehry , Organizational Effectiveness & Change Lead Finance and Shared Services Transformation, The Estee Lauder Companies Mohan Thadani , Senior Director, Business Center Support, Liberty Utilities	Turn Accounts Payable into a Profit Lever: Bring Money Back into the Business Brandy Hulsey , Vice President, Accounts Payable & Reverse Logistics, McKesson
4:45 pm	Transition		
4:50 pm	How United Rentals Harnessed Agentic AI to Redefine Order-to-Cash Performance 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 & SSON IMPACT AWARDS GALA

7:30 am **Breakfast and Registration**

8:30 am **SSOW Opening Remarks**

8:40 am **GBS Reimagined: Powering Enterprise Transformation in the Age of Agentic AI**

Hosted by [Capgemini](#)

9:10 am **Frontline by Design: How Customer Experience is Re-Wiring GBS**

Hosted by [Teleperformance](#)

9:40 am **Shared Services & GBS State of the Industry Presented by SSON Research & Analytics**

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

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**

Rob Bullen, Group Head, Global Business Services, [BAT](#)

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

Hosted by [Infosys](#)

FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)

GBS Talent Evolution - How Are the Skills Needed to Lead a GBS Organization Today Different Than Skills That Will Be Needed in 2030?

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

The AI Imperative: Future Skills Needed to Keep Pace with Technology

IDG 1: Location Strategy in the AI Era: Do You Build, Buy, or Automate?

Chris Costa, Head of Finance Transformation, [Chewy](#)

IDG 2: How Do You Manage Change Fatigue in HR Transformation Initiatives?

IDG 3: Measuring Innovation in SSOs: What Metrics Actually Matter?

IDG 4: What's the Best Way to Measure End-to-End Process Performance?

IDG 5: Are Chatbots Really Improving Service Desk Response Times?

IDG 6: People, Process, and Technology: How are You Mastering the Triangle of Transformation?

Hosted by [Transparent](#)

IDG 7: How Do We Prove ROI and Explain the Realities of AI?

IDG 8: Governance in the Age of AI: Structure, Risk, and Strategy

Tina Robinson-Adamski, VP, GBS, [Domino's](#)

IDG 9: What's the GBS Skill Stack of the Future?

IDG 10: How Do We Improve Demand Forecasting Across Global Supply Chains?

IDG 11: How are You Driving Commercial Growth in your GBS?

IDG 12: Will Agentic AI Deliver the Next Wave of Productivity?

IDG 13: Call to Mid-Market: How Do You Build Out Your GBS Strategy?

IDG 14: From Fragmented to Focused: Centralizing Payroll & HR Operations for Impact

Nathan Bland, VP, Global Business Services, [Pfizer Inc.](#)

IDG 15: How Do Locations Fare with Digital Skills, Agility and Workforce Availability?

IDG 16: Boosting Employee Engagement: Practical Strategies for a Thriving Shared Service Center

Robert Turck, VP, Global Financial Shared Services, [IQVIA](#)

IDG 17: Back (Office) to the Future: Agentic AI for Global Business Services

Hosted by [Deloitte](#)

IDG 18: Designing the GBS Operating System: A Leader's Framework for AI-Native Transformation

Luca van Skyhawk, CRO, [Hypatos](#)

IDG 19: Embed Continuous Improvement Excellence in Shared Services

IDG 20: How Can I Overcome the Challenges of Moving from Manual to Technology-Driven Processes?

Hosted by [Simplify IA](#)



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

12:45 pm **Lunch**

CONCURRENT SESSIONS

1:50 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM

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

Still Talking About Self-Service? Here's Why We're Not Done Yet

Hosted by **herronpalmer**

PROCESS EXCELLENCE PROGRAM

GPOs at a Crossroads – Owner, Orchestrator, or Both?

Hosted by **Mimica**

FINANCE TRANSFORMATION PROGRAM

Deliver End-to-End Process Excellence with AI for Intelligent O2C Transformation

Hosted by **Emagia**

SHARED SERVICES FUNDAMENTALS PROGRAM

Defining Success from the Start: Building a Business Case Beyond Cost Savings

Rama Boodadoo, Director, Finance Shared Services, **Black & McDonald Limited**

DIGITAL TRANSFORMATION PROGRAM

Your Competitive Edge Isn't AI – It's Your Data

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**

Joaquin Garcia, HR Head LATAM - HR Shared Service Center Head Americas, **Flix**

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?

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

Leading Through Uncertainty: How Siemens Navigated a Global-to-Regional Transformation

Michelle Irwin, Head of Media, Marketing, Communications, Culture and Training, **Siemens**

PROCESS EXCELLENCE PROGRAM

PANEL | Reengineering Processes, People, and Performance in the Age of New Technology

Jakub Wojdat, Senior Director, Global Head of Finance Shared Services, **TE Connectivity**
Kirti Talwar, Vice President, Accounting Operations, **Palo Alto Networks**
Brian Chan, Senior Finance Leader, **Pet Valu**
Nicole Tuttle, Global Process Leader, Account-to-Report, **Boston Scientific**

FINANCE TRANSFORMATION PROGRAM

Beyond Receipts and Reimbursements— Reimagine Travel & Expense in the Modern SSO

Hosted by **SAP**

SHARED SERVICES FUNDAMENTALS PROGRAM

Data-First Foundations: Building a Unified, Actionable Data Strategy

Hosted by **ProHance**

DIGITAL TRANSFORMATION PROGRAM

AI Employees at the Core of Digital Transformation: Moving from Bots to Enterprise Workforces

Hosted by: **Supervity**

PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM

Break Down Silos in P2P: Align Sourcing & Payables into One Value Stream

Aranzazu Lopez, Managing Director, **Lufthansa Group Business Services**

SCOPE EXPANSION PROGRAM

CASE STUDY | From Support to Strategic: Building the Commercial Services Arm of GBS

Isaac Knoot, Vice President, Global Business Services, **Boston Scientific**

FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)

2:35 pm - 3:20 pm

What is GBS Value Today? A Discussion to Detail Where the GBSO is Delivering Real-World Value to the Business

Hosted by **EY**

2:55 pm

Transition Break



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

CONCURRENT SESSIONS

3:00 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM

From Right and On Time to Transformative: Payroll's New Role in HRSS

Hosted by [Leena AI](#)

PROCESS EXCELLENCE PROGRAM

Harmonize to Optimize: Use Process Intelligence to Build Scalable, AI-Ready Operations

Hosted by: [Celonis](#)

FINANCE TRANSFORMATION PROGRAM

Reimagining Controls: Turning Financial Risk into a Source of Strategic Advantage

Hosted by: [Oversight Systems](#)

SHARED SERVICES FUNDAMENTALS PROGRAM

Transform Chaos into Clarity with Process Mapping & Automation

Debbie Loughheed, Senior Director Shared Accounting Services, [Diocese of Orlando](#)
Michael Zirkle, Vice President of Financial Operations, [Diocese of Orlando](#)

DIGITAL TRANSFORMATION PROGRAM

From Requests to Results: Building Common Governance Across Business, IT, and Info Security

PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM

Creating Better Insights on Category Savings Through Technology

SCOPE EXPANSION PROGRAM

CASE STUDY | A Model for Innovation: Discover Value Expansion Through McCormick's Technical Shared Services

Milena Biardzka, Global Delivery Lead, Technology Shared Services, [McCormick & Company](#)

FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)

2:35 pm - 3:20 pm

What is GBS Value Today? A Discussion to Detail Where the GBSO is Delivering Real-World Value to the Business

Hosted by [EY](#)



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

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 | Back (Office) to the Future: GBS and the Next Wave of Operating Model Transformation**

Hosted by **Deloitte**

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

AJ Wijesinghe, Senior Vice President, Global Business Services+, **Ecolab**

Hosted by **Accenture**

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

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?

5:00pm -6:00pm

Outsourcing in the age of the Agents



THURS | MARCH 19 – MAIN DAY THREE & SSOW KEYNOTE

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**

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

CONCURRENT BREAKOUT SESSIONS			
	BIG IDEA STAGE	HUMAN RESOURCES SHARED SERVICES PROGRAM	FINANCE TRANSFORMATION PROGRAM
9:30 am	The G6 Debate: The Outsourcing Model in 2030: In the AI Age, Does BPO Fit? Deborah Kops (G6 Debate Moderator) - Founder, Sourcing Change	Fix the Foundation: Tackle Your Fragmented HR Systems Before You Implement AI	FIRESIDE CHAT Reimagining DSO—Using Outcome-Based Triggers to Accelerate Payment Cycles Donny Heaton, Senior Director, Global Order-to-Cash, Boston Scientific
10:00 am		PANEL Co-Creating the Future Workforce: How HR, Tech & Operations Build Skills for What's Next Matthew Rees, Head of Operations, JLL	Make the Case: How Finance Shared Services Can Win Executive Buy-In for Value-Driven Initiatives Kristin Schooley, Director, Order-to-Cash, Learning Care Group

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

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

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

THURS | MARCH 19 – MAIN DAY THREE & SSOW KEYNOTE

CONCURRENT SESSIONS						
12:15 pm	HUMAN RESOURCES SHARED SERVICES PROGRAM CASE STUDY Transition, Transformation & Partnership: Payroll's New Role in Finance Shared Services Center Jacob Davis , Director Financial Shared Services, Textron	SHARED SERVICES FUNDAMENTALS PROGRAM Identify Benchmark Frameworks to Define What "Good" Looks Like in Year One Karen Terrill , VP, Financial Shared Services, TEGNA	PROCESS EXCELLENCE PROGRAM The Continuous Improvement Blueprint: Real-Time Data as Your Competitive Edge	PROCUREMENT/ SUPPLY CHAIN MANAGEMENT PROGRAM CASE STUDY Partner with Procurement to Optimize Cost through Strategic Vendor Indexing Anotte Francois , Senior Director, P2P, TheKey	DIGITAL TRANSFORMATION PROGRAM Cracking the CoE Code: Investment, Design, and Lessons Learned in AI/ Automation Jeff Edwards , SVP Operations, Ontellus	SCOPE EXPANSION PROGRAM CASE STUDY Early Steps Toward an Expanded GBS Footprint: From Vision to Validation Claudia Petrocchi , VP of Employee Experience and Services, CSL Behring
12:45 pm	Transition Break					
12:50 pm	Rethinking Case Management for the Deskless Workforce	AI Kickstart— Practical Strategies for Emerging SSOs Nikki Rodgers , SVP, Global Shared Services, Stagwell Global	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	FIRESIDE CHAT Capture the Full Value of Shared Services Transformation with Measurements that Matter Ashlie Crosby , SVP, Global Business Solutions Center, Mastercard	Coming Soon!
12:45 pm	Transition Break					
1:25 pm	Fit-for-Purpose GBS: Rethinking Operating Models for Agility, Scale, and Local Responsiveness Srini Cherukumilli , Corporate VP, Shared Services, CRH - Oldcastle APG Sanjay Thirumalai , Chief Global Delivery Officer, STOUT					
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	
End Users:	Vendors:	End Users:	Vendors:	End Users:	Vendors:	End Users:	Vendors:
\$129	\$249	\$179	\$399	\$279	\$279	\$249	\$499

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