



# 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

|          |                                                                                          |                                                                                            |                                                                                                                                              |                                                                                               |
|----------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 10:10 am | <b>IDG #1</b><br><b>Second Acts: Reinventing Your Career in Mid to Senior Leadership</b> | <b>IDG #2</b><br><b>The Art of Self-Advocacy: Asking for Promotions, Pay, and Projects</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> | <b>IDG #4</b><br><b>Global Career Playbook: Thriving in Multicultural, Multi-Region Teams</b> |
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### 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: SSOW Research and Analytics Report Findings**

Naomi Secor, Global Managing Director, [SSOW 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](#)

# 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 | <b>IDG #1</b><br><b>Second Acts: Reinventing Your Career in Mid to Senior Leadership</b> | <b>IDG #2</b><br><b>The Art of Self-Advocacy: Asking for Promotions, Pay, and Projects</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> | <b>IDG #4</b><br><b>Global Career Playbook: Thriving in Multicultural, Multi-Region Teams</b> |
|----------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|

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](#)

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**

12:05 pm **USE-CASE | Preparing Your Data: Identifying the Inputs That Drive Results**

12:35 pm **USE-CASE | Practitioner Purview**

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 | <b>IDG #1</b><br>Winning Executive Support | <b>IDG #2</b><br>Mastering Continuous Workforce Upskilling |
|---------|--------------------------------------------|------------------------------------------------------------|

### Transition to Second Interactive Discussion Group

- |         |                                            |                                                            |
|---------|--------------------------------------------|------------------------------------------------------------|
| 2:40 pm | <b>IDG #1</b><br>Winning Executive Support | <b>IDG #2</b><br>Mastering Continuous Workforce Upskilling |
|---------|--------------------------------------------|------------------------------------------------------------|

- 3:10 pm **Networking Break**

- 3:40 pm **Demos | Use Case Blitzes**

- 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<br>FUNDAMENTALS                                                                                                                      | WORKFORCE<br>MANAGEMENT                                                                                                                                                    | PROCESS<br>EXCELLENCE                                                                                                                                                                                                                                                                                                                                               | FINANCE<br>TRANSFORMATION                                                                                                                | DIGITAL<br>TRANSFORMATION<br>IN SHARED<br>SERVICES                                            | PROBLEM<br>SOLVING CLINICS                                                                                   |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| 8:30 am | <b>WORKSHOP A:</b><br>Shared Services 101:<br>The Essentials for<br>a Leading Practice<br>Organization<br><br>Hosted by: <a href="#">ScottMadden</a> | <b>WORKSHOP B:</b><br>Building Shared<br>Services Versatility:<br>Balancing Depth and<br>Breadth in a Fast-<br>Paced Environment<br><br>Hosted by <a href="#">ProHance</a> | <b>WORKSHOP C:</b><br>End-to-End<br>Processes –<br>Delivering Business<br>Value and Enhanced<br>Customer Experience<br>in Times of Constant<br>Change<br><br>Dan French, CEO, <a href="#">Consider<br/>Solutions</a><br><br>Steve Fox, Process Excellence<br>Leader, <a href="#">Consider Solutions</a><br><br>Sponsored by: <a href="#">Consider<br/>Solutions</a> | <b>WORKSHOP D:</b><br>Empowering Your<br>Agentic Workflows<br>With Document AI<br>and Process AI<br><br>Hosted by: <a href="#">ABBYY</a> | <b>WORKSHOP E:</b><br>Designing a Digital-<br>First Operating<br>Model for Shared<br>Services | <b>WORKSHOP F:</b><br>Accelerate R2R Value<br>on SAP. Quantify it.<br><br>Hosted by: <a href="#">Redwood</a> |

10:00 am **Morning Break**

|          |                                                                                                                                                            |                                                                                                                                                                                                                                        |                                                                                             |                                                                                      |                                                                                                                                                       |                                                                                                       |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| 10:30 am | <b>WORKSHOP G:</b><br>Shared Services 501:<br>Taking Your Shared<br>Services Operations<br>to the Next Level<br><br>Hosted by: <a href="#">ScottMadden</a> | <b>WORKSHOP H:</b><br>Simplify HR<br>Transformation<br>and Enhance the<br>Employee Journey<br><br>Lyndsey Taylor, Global Head<br>of HR Transformation, Talent<br>Attraction, and Global Mobility,<br><a href="#">Brooks Automation</a> | <b>WORKSHOP I:</b><br>Designing End-<br>to-End Processes<br>that Drive Business<br>Outcomes | <b>WORKSHOP J:</b><br>Beyond Basic<br>Reporting- Making<br>Predictive Real in<br>GBS | <b>WORKSHOP K:</b><br>GenAI and Agentic<br>AI: From Buzzword to<br>Business Advantage<br>in Shared Service<br><br>Hosted by <a href="#">Capgemini</a> | <b>WORKSHOP L:</b><br>Optimizing Your<br>Vendor Relationships:<br>Making Partnerships<br>Work for You |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|

# 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 **KEYNOTE | GBS of the Future: How P&G is Reimagining Business Services**

April Cielica, President, Global Business Services, [Procter & Gamble](#)

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 | <b>KEYNOTE   Transformative Times: GBS Organizations Between New Requirements and the Race for Digitalization</b><br><br>Eckard Eberle, CEO, GBS, <a href="#">Siemens</a> | <b>PRESENTATION   Meaningful AI Deployment: How to Select and Scale the Right Use Cases in Shared Services</b><br><br>Raja Chaudhury, Head GBS Strategy, Service Management & Systems, <a href="#">Dexcom</a> | <b>PRESENTATION   Project LEAP: Accelerating Finance Transformation at Scale</b><br><br>Gabe Lantos, Senior Director, Project LEAP Finance Transformation Lead, <a href="#">Bristol Myers Squibb</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 | <b>KEYNOTE   People First, Purpose Always: The Human Side of Cencora's GBS Transformation</b><br>Kim Skanson, SVP, Global Business Services, <a href="#">Cencora</a> | <b>Digital Transformation Without Disruption: Balancing Today's Service with Tomorrow's Vision</b><br>Tommy Wehry, Organizational Effectiveness & Change Lead   Finance and Shared Services Transformation, <a href="#">The Estee Lauder Companies</a> | <b>Turn Accounts Payable into a Profit Lever: Bring Money Back into the Business</b><br>Brandy Hulsey, Vice President, Accounts Payable & Reverse Logistics, <a href="#">McKesson</a> |
| 4:45 pm | <b>Transition</b>                                                                                                                                                    |                                                                                                                                                                                                                                                        |                                                                                                                                                                                       |
| 4:50 pm | <b>How United Rentals Harnessed Agentic AI to Redefine Order-to-Cash Performance</b><br>Hosted by <a href="#">Sidetrade</a>                                          |                                                                                                                                                                                                                                                        |                                                                                                                                                                                       |
| 5:20 pm | <b>Wine Down Networking Break</b>                                                                                                                                    |                                                                                                                                                                                                                                                        |                                                                                                                                                                                       |
| 5:50 pm | <b>Break for Dinner and Dressing</b>                                                                                                                                 |                                                                                                                                                                                                                                                        |                                                                                                                                                                                       |
| 8:30 pm | <b>SSOW Glow Party - Lucky 30!</b>                                                                                                                                   |                                                                                                                                                                                                                                                        |                                                                                                                                                                                       |





# 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 **Skills, Not Titles: Rethinking Org Design for Modern Shared Services**

**Steve Rudderham**, Head, Global Business Services, [Carrier](#)

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](#)

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: Move Seamlessly From a Decentralized Model to Shared Services**

**IDG 19: Embed Continuous Improvement Excellence in Shared Services**

**IDG 20: Revolutionizing Shared Services: How AI is Driving 30% Cost Reductions and Transforming Procurement Efficiency**





# WED | MARCH 18 – MAIN DAY TWO & SSON 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**

### PROCESS EXCELLENCE PROGRAM

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

### 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

**CASE STUDY | Partner with Procurement to Optimize Cost through Strategic Vendor Indexing**

### 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?**

2:20 pm **Transition Break**



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

## CONCURRENT SESSIONS

2:25 pm

### HUMAN RESOURCES SHARED SERVICES PROGRAM

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

### 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**

### 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**

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

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

### 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 Lougheed**, 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**

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

**Benchmark Against SSON's Top 20 Most Admired GBS Organizations**

4:55 pm

**Skills in Motion: Reskilling and Recruiting for a Workforce That Can Pivot at Any Moment**

5:25 pm

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

Hosted by [Deloitte](#)

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 |                                                                                                                                                        |                                                                                      |                                                                                                                                                                                                |
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|                              | BIG IDEA<br>STAGE                                                                                                                                      | HUMAN RESOURCES SHARED SERVICES<br>PROGRAM                                           | FINANCE TRANSFORMATION PROGRAM                                                                                                                                                                 |
| 9:30 am                      | <b>The G6 Debate: The Outsourcing Model in 2030: In the AI Age, Does BPO Fit?</b><br><br>Deborah Kops (G6 Debate Moderator) - Founder, Sourcing Change | <b>Fix the Foundation: Tackle Your Fragmented HR Systems Before You Implement AI</b> | <b>FIRESIDE CHAT   Reimagining DSO—Using Outcome-Based Triggers to Accelerate Payment Cycles</b><br><br>Donny Heaton, Senior Director, Global Order-to-Cash, <a href="#">Boston Scientific</a> |
| 10:00 am                     |                                                                                                                                                        | <b>PANEL   You Can't Automate Empathy: The Personalization Dilemma</b>               | <b>Make the Case: How Finance Shared Services Can Win Executive Buy-In for Value-Driven Initiatives</b><br><br>Kristin Schooley, Director, Order-to-Cash, <a href="#">Learning Care Group</a>  |

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

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| 12:15 pm | <b>HUMAN RESOURCES SHARED SERVICES PROGRAM</b><br><br><b>Is Agentic AI an HR Issue? Governing the Autonomous Workforce</b><br><br>                                                                                                                                                                                                                                                                                   | <b>SHARED SERVICES FUNDAMENTALS PROGRAM</b><br><br><b>Identify Benchmark Frameworks to Define What “Good” Looks Like in Year One</b><br><br><b>Karen Terrill</b> , VP, Financial Shared Services, <a href="#">TEGNA</a> | <b>PROCESS EXCELLENCE PROGRAM</b><br><br><b>The Continuous Improvement Blueprint: Real-Time Data as Your Competitive Edge</b><br><br>                                                                          | <b>PROCUREMENT/ SUPPLY CHAIN MANAGEMENT PROGRAM</b><br><br><b>Build a Unified View of Supply Chain Data for Stronger Business Outcomes</b><br><br> | <b>DIGITAL TRANSFORMATION PROGRAM</b><br><br><b>Cracking the CoE Code: Investment, Design, and Lessons Learned in AI/ Automation</b><br><br><b>Jeff Edwards</b> , SVP Operations, <a href="#">Ontellus</a>    | <b>SCOPE EXPANSION PROGRAM</b><br><br><b>Coming Soon!</b><br><br><b>Claudia Petrocchi</b> , VP of Employee Experience and Services, <a href="#">CSL Behring</a> |
| 12:45 pm | <b>Transition Break</b>                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                         |                                                                                                                                                                                                                |                                                                                                                                                    |                                                                                                                                                                                                               |                                                                                                                                                                 |
| 12:50 pm | <b>Rethinking Case Management for the Deskless Workforce</b><br><br>                                                                                                                                                                                                                                                                                                                                                 | <b>AI Kickstart— Practical Strategies for Emerging SSOs</b><br><br><b>Nikki Rodgers</b> , SVP, Global Shared Services, <a href="#">Stagwell Global</a>                                                                  | <b>CASE STUDY   From Local Legacy to Global Unity: Standardize in a Verticalized Enterprise</b><br><br><b>Amy Wirges</b> , Global Head Operations and Shared Services, Business Assurance, <a href="#">SGS</a> | <b>De-Risk Procurement Outsourcing by Balancing Governance, Innovation, and Control</b><br><br>                                                    | <b>FIRESIDE CHAT   Capture the Full Value of Shared Services Transformation with Measurements that Matter</b><br><br><b>Ashlie Crosby</b> , SVP, Global Business Solutions Center, <a href="#">Mastercard</a> | <b>Coming Soon!</b><br><br>                                                                                                                                     |
| 12:45 pm | <b>Transition Break</b>                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                         |                                                                                                                                                                                                                |                                                                                                                                                    |                                                                                                                                                                                                               |                                                                                                                                                                 |
| 1:25 pm  | <b>Fit-for-Purpose GBS: Rethinking Operating Models for Agility, Scale, and Local Responsiveness</b><br><br><b>Srini Cherukumilli</b> , Corporate VP, Shared Services, <a href="#">CRH - Oldcastle APG</a><br><br><b>Elaine Desmond</b> , Senior Director, Enterprise Business Excellence, <a href="#">BJs Wholesale Club</a><br><br><b>Sanjay Thirumalai</b> , Chief Global Delivery Officer, <a href="#">STOUT</a> |                                                                                                                                                                                                                         |                                                                                                                                                                                                                |                                                                                                                                                    |                                                                                                                                                                                                               |                                                                                                                                                                 |
| 2:00 pm  | <b>End of SSOW - See You Next Year!</b>                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                         |                                                                                                                                                                                                                |                                                                                                                                                    |                                                                                                                                                                                                               |                                                                                                                                                                 |

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