sson
Shared Services & Outsourcing Week

Agentic AI in Shared Services Bootcamp
March 16, Orlando, FL

At the Agentic AI in Shared Services Bootcamp - part of **Shared Services & Outsourcing Week** - you'll learn how to turn AI ambition into action.

This one-day, senior-level program is designed specifically for GBS executives and expert partners exploring how Agentic AI can reshape service delivery.

Through clear frameworks and hands-on practice, we'll dig into use cases, data readiness, governance and bias, change management, and proof-of-value - so you leave with a practical roadmap to cost savings, efficiency gains, and enterprise-level impact.

1 Day

15+ Speakers

10+ Sessions

Endless Opportunities

KEY TOPICS & THEMES

Agentic AI Fundamentals

Change Management

Data Readiness & Strategy

Real-World Solutions

EXPERT SPEAKERS

Peter Galik
TBS Global Head of Innovation, Analytics, and Automation
Takeda

Christof Fahr
Head of Global Business Services – Americas
Siemens

Hector Alderete
Head of GBS Americas
Kerry

Jesus Villalobos
Continuous Excellence Lead GBS Americas
Kerry

INSIGHTFUL SESSIONS

- State of the Industry for Agentic AI in GBS: SSON Research and Analytics Report Findings
- The Agentic Frontier for Shared Services – Presentation
- Streamlining as a Value Creation Mechanism: A Framework for Operational Excellence
- Driving Measurable Value through OE Agents and Digital Enablement
- The Conundrum of Build or Buy

VISIT THE WEBSITE FOR MORE

JOIN US AT SSOW IN ORLANDO

VIEW EVENT GUIDE

BOOK ONLINE NOW

Bootcamp registration is only available to SSOW attendees.