

The sson logo, featuring the word "sson" in a lowercase, sans-serif font. The letter "o" is stylized with a blue and white circular graphic element.

Shared Services & Outsourcing Week

September 15 - 18, 2025 | Houston, TX

A photograph of several people in a professional setting, likely a conference or event. In the foreground, a man in a dark suit and white shirt is looking down. Behind him, two women are clapping. The woman in the center has curly brown hair and is wearing a light gray cardigan over a dark top. The woman to her right has long brown hair and is wearing a teal top. They are all wearing green lanyards. The background is slightly blurred, showing other attendees and a neutral-colored wall.

CURRENT ATTENDEE SNAPSHOT

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JOB TITLES

- Assistant Director, Workforce Planning
- Associate Deputy Chief, Employee Experience Center
- Award-Winning Data Journalist, Data Editor & Author
- BPM Architect
- CFO, DHL Express Caribbean & ESG Lead Americas
- Chief Administrative Officer
- Chief Executive Officer, Shared Services Program
- Chief Finance Officer
- Chief, Accounts Payable Branch
- Chief, Customer Sustainment
- Chief, Expenditures
- Co-Founder & CEO
- Deputy Chief
- Director, Americas R2R Controller
- Director, Business Services
- Director, External Reporting
- Director, Finance O2C
- Director, Finance Operational Excellence
- Director, Finance Operations
- Director, Finance Shared Services
- Director, General Accounting & Reporting
- Director, Global Invoice to Cash Transformation & Network Strategy
- Director, Global Process & Technology Owner, S2P
- Director, Global Process Management & Transformation P2P
- Director, Global Process Office
- Director, Global R2R
- Director, GPO, O2C
- Director, GPO, Q2C
- Director, GPO, R2R
- Director, HR Shared Services & HR Operations
- Director, LATAM SSC R2R
- Director, Operational Excellence
- Director, P2P
- Director, Payment Services
- Director, Procurement
- Director, Product Management
- Director, R2R Shared Services
- Director, S2P Global Process Owner
- Director, Service Delivery Optimization
- Director, Shared Services
- Director, Shared Services Accounting
- Director, SSC
- Director, Talent Acquisition
- EVP, Chief Operating Officer
- Former Head, Global Service Center Business Partner Management Americas
- Former Head, Shared Services
- GBS GPO Hire to Retire
- General Manager, Agile Enterprise Services
- Global Controller
- Global Director, Client Success
- Global Market Owner, Automated Finance
- Global Process Owner, General Accounting
- Global Process, R2R Owner
- Global Vice President, Global Operations & BPO
- Head, Farmers Business Services
- Head, GBS Americas
- Head, Global Business Services
- Head, North America Shared Services
- Head, O2C
- Head, Retail Strategy
- Head, Strategy & Chief of Staff, Nokia Business Services
- HR Partner
- Interim Director, Shared Services
- Lead, S2P, Operations Director & Transformation
- Leader, Agentic AI & AI Solutions
- Leader, GBS RTR Global Service
- Leader, Global Shared Services
- Leader, Supply Chain
- Manager, Accounts Payable
- Manager, Accounts Receivable
- Manager, AR Credit & Collections
- Manager, ESS Support Center
- Manager, Finance Leading Performance
- Manager, Finance Shared Services
- Manager, Global People Operations
- Manager, HR
- Manager, HR IT & Digitalization
- Manager, IT
- Managing Director, AI & Automation
- Managing Director, CFO Services & Corporate Performance Improvement



JOB TITLES

- Operational Leader, HR Inquiry Services
- Owner, P2P Process
- President, Business Services
- Senior Analyst, AP
- Senior Associate, Leave Administration
- Senior Director, C2C
- Senior Director, Change Management & GBS
- Senior Director, Enterprise Business Services
- Senior Director, Finance & Accounting
- Senior Director, Global Credit & Collections
- Senior Director, HR Employee Experience Center
- Senior Director, HR Shared Services NA
- Senior Director, Operational Excellence
- Senior Director, R2R Transformation
- Senior Director, Shared Services
- Senior Director, Transformation GBS
- Senior HR IT Digital Consultant
- Senior Manager, Business Unit Support Services
- Senior Manager, Compliance & Operations Governance
- Senior Manager, Finance
- Senior Manager, Global Finance Shared Services
- Senior Manager, Governance
- Senior Manager, HR Shared Services
- Senior Manager, PEX
- Senior Manager, Procurement, Global Procurement Solutions Center
- Senior Program Manager, GBS
- Senior Project Manager
- Senior Robotic Solution Specialist
- Senior Software Engineer
- Senior Solutions Engineer
- Senior Vice President, Enterprise Technology & Digital Enablement
- Senior Vice President, Finance Operations
- Senior Vice President, Shared Business Services
- Senior Vice President, Shared Services
- Senior Vice President, Transformation
- Senior Vice President, Transformation & Innovation
- Specialist, HR Inquiry Services
- Vice President, Accounting Strategy & Operations
- Vice President, Business Services

- Vice President, Contact to Resolution (Shared Business Services)
- Vice President, Corporate Finance
- Vice President, Finance
- Vice President, GBS
- Vice President, Global Procurement, P2P
- Vice President, Global Shared Services Operations
- Vice President, HR
- Vice President, Service Management
- Vice President, Shared Services



"Having attended numerous events over the years, I had admittedly grown a bit skeptical, but **this conference restored my confidence** in the transformative power of well-curated and thoughtfully executed gatherings... The sessions were highly insightful, delivering **meaningful content that resonated deeply**. Equally fruitful were the conversations outside of these formal sessions which proved to be invaluable broadening perspectives and reassuring that we are doing the right things."

- Head, GBS Service Management, **Dexcom**



COMPANIES

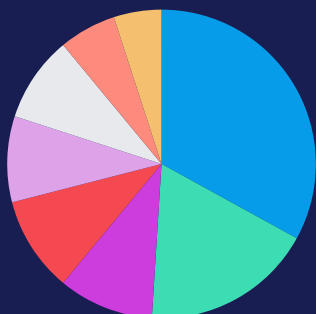
- ABS
- ADM
- Adtalem Global Education
- AECOM
- Ahold Delhaize USA
- Air Force Services Center
- Align Technology
- Allegion
- Alvarez & Marsal
- Amcor
- Amrize
- Amtrak
- Api Group
- Ascension
- Astellas Pharma
- Baha Mar
- Ball Corporation
- Baylor College of Medicine
- Belexim LLC
- Bilfinger
- Bosch
- Brinks
- Cadence Bank
- Catalent
- Cencora
- Chevron
- Clear Cycle Advisors
- Coinbase, Inc.
- Community Health Systems
- CRH
- Dallas College
- DHL
- Diocese of Orlando
- Ecolab
- Energy Transfer
- Entergy
- Environment Fund
- F&G Annuities & Life, Inc
- Farmers Insurance
- Google
- Granite Construction
- Guidehealth
- Halliburton
- HCL Tech
- Hitachi Energy
- Huntsman Corporation
- Indeed
- Kaiser Permanente
- Kellanova
- Kerry
- Keysight Technologies
- Kraft Heinz Company
- Loews Hotels
- Martin Marietta
- MGM Transformers
- Microsoft Corporation
- National Carwash Solutions
- Nibbio
- Nokia
- NorthernTrust Corporation
- Origo
- Otis Elevator Co
- PepsiCo
- Phillips 66
- Pierian Services Private Limited
- PriceSmart
- Realty Income Corporation
- Rehlko
- Rensa Filtration
- Sabic
- Service Corporation International
- Southwire Company
- Stanley Black & Decker
- Suspiro Group
- SWM International
- Tenneco
- Tetra Pak Group
- The MLC
- Toast
- University of Phoenix
- US Air Force AFSVC/SVTC
- US Foods
- US Venture
- USLBM, LLC
- Verint-Systems
- Veritiv
- Walmart
- West Fraser
- Xylem
- Zachry Group



Shared Services & Outsourcing Week (SSOW) is the premier industry conference elevating shared services and GBS to new heights through impactful sessions and networking. This year's event will focus on navigating the end-to-end journey of GBS through the lens of experience and shifting the focus from service delivery to managing the customer journey.

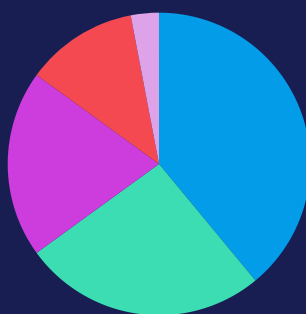
CURRENT ATTENDEE STATISTICS

Industry



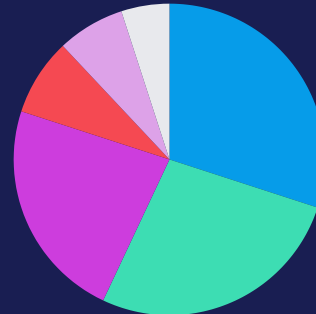
- 33% - Professional Services
- 18% - Manufacturing
- 10% - Healthcare/Pharma
- 10% - Technology
- 9% - Food & Beverage
- 9% - Utility/Energy
- 6% - Retail
- 5% - BFSI

Seniority



- 39% - Director Level
- 26% - C-Suite Level
- 20% - Manager Level
- 12% - Vice President Level
- 3% - Other

Function



- 30% - GBS
- 27% - Transformation
- 23% - Finance
- 8% - HR
- 7% - Operations
- 5% - Supply Chain/Procurement

A variety of industries means even more opportunities for benchmarking

Over half of attendees are C-Suite level or Director level - who control or directly influence budget

Professional development thrives when your team engages in our multi-track, function-focused learning program

[View Event Guide](#)

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