

The sson logo features the lowercase letters 'sson' in a white, sans-serif font. The letter 'o' is replaced by a blue globe icon with white latitude and longitude lines.

Shared Services & Outsourcing Week

March 16 - 19, 2026 | Orlando, FL

CURRENT ATTENDEE SNAPSHOT

The sson logo, featuring the lowercase letters 'sson' in white with a blue globe icon for the letter 'o'.

JOB TITLES

- Accountant
- Accounts Payable GPO
- Accounts Payable Manager
- AI Strategist
- Americas One Shared Services Purchasing Manager
- Associate Director, Accounting-to-Report
- Associate Director, GBS Strategy & Operations
- Associate Director, STS (Global Accounts Payable)
- Associate Manager, Treasury Center of Excellence
- Assistant Manager, HR Shared Services
- AVP, Global Business Solutions
- Billing & Credit Services Director
- Center Lead & Sr. Manager, Order-to-Cash (GBS)
- CEO
- Chief Administrative Officer
- Chief Financial Officer
- Chief Global Delivery Officer
- Chief of Staff
- Chief Procurement Officer & S2P Lead
- Chief Solutions Ambassador
- Chief Transformation Officer
- CFO, Head of Strategy & Performance, Business Services
- Corporate VP, Enterprise Business Services
- Corporate VP, Shared Services
- CRO
- Customer Success Director, GBS
- Deputy Manager, Client Management
- Director, Accounting & Payroll Services
- Director, Business Process Improvement
- Director, Business Process, Learning & Development
- Director, Category Management
- Director, Digital Transformation
- Director, Enterprise Core Capabilities & Transformation
- Director, Finance Operations
- Director, Finance Shared Services
- Director, GBS
- Director, Global Accounting Operations
- Director, Global Customer Success, GBS
- Director, Global Process Management & Transformation (Procure-to-Pay)
- Director, Global Service Center
- Director, HR Initiatives & Strategic Response
- Director, HR Operations
- Director, HR Shared Services
- Director, HRSS People Operational Services
- Director, Order-to-Cash
- Director, Procure-to-Pay Operations
- Director, Project Management
- Director, Royalty Distribution Process
- Director, Service Delivery
- Director, Shared Services
- Director, Talent Solutions
- DVP, Head of Shared Services & Finance Transformation Office
- ERP Administrator
- EVP, People, Culture & Communications
- Executive Assistant
- Executive Director, Finance Transformation
- Executive Director, HR Client Delivery
- Finance Manager, Shared Services
- Finance Operations Manager
- FinOps Sr. Manager, Procure-to-Pay
- Financial Management Analyst
- FP&A Supervisor
- GBS Leader
- General Manager & Regional Officer
- GL Operations Accounting Lead
- Global Continuous Improvement & Business Relationship Manager
- Global Delivery Lead, Technical Shared Services
- Global Digitalization & Automation Leader
- Global Director, Accounting & Reporting
- Global Director, GBS Prospect-to-Cash
- Global Director, Order-to-Cash
- Global Group Head, Business Services
- Global Head, Data & AI (Shared Services)
- Global Head of Digital Transformation & Strategy, Americas
- Global Head of Finance Transformation



JOB TITLES

- Global Head of HR Operations & Transformation
- Global Head of Operations & Enablement
- Global Head of Operations & Shared Services
- Global Head of Procurement Operations
- Global HR Advisory Lead
- Global Lead, GBS Productivity & Value Creation
- Global Managing Director, Business Services
- Global Process AI Lead
- Global Process Owner, Procure-to-Pay
- Head of Finance Transformation
- Head of GBS
- Head of GBS, Americas
- Head of GBS Engagement & Service Management
- Head of HR Shared Services
- Head of HR Operations
- Head of Innovation, Analytics & Automation
- Head of Operations
- Head of Operations, GBS
- Head of Operations HR Service Delivery
- Head of People Services, North America
- Head of Strategy & Service Management, GBS
- Head of Training, Engagement, Marketing & Communications, Americas
- Head Vendor Strategy & Governance
- HR Functional Manager, Service Provider
- HR Shared Services Director, Americas
- HR Operations Team Lead
- Intelligent Business Operations Leader, Americas
- Manager, Accounting
- Manager, Category Management
- Manager, Finance Transformation
- Manager, HR Operations
- Manager, HR Shared Services Center
- Manager, HR Shared Services
- Managing Director, CFO Services & Performance Improvement
- Managing Director, GBS & Operations
- Managing Director, Global Process Owner, OTC & Collections
- Managing Director, Reporting & Analysis
- Operational Excellence Lead, GBS Americas
- Organizational Effectiveness & Change Lead, Finance & Shared Services
- Order-to-Cash Global Transformation Lead
- Payroll Manager
- President of Global Services
- Process Excellence Leader
- Quality Manager
- Sr. Accountant
- Sr. Customer Success Supervisor
- Sr. Director, Enterprise Architecture
- Sr. Director, Enterprise Data Strategy & GPO
- Sr. Director, Finance Operations
- Sr. Director, Financial Services
- Sr. Director, GBS
- Sr. Director, GBS Finance
- Sr. Director, GBS & Financial Systems
- Sr. Director, GBS Strategy & Delivery Network
- Sr. Director, Global Finance Services
- Sr. Director, Global Payroll & People Service Delivery
- Sr. Director, Head of Finance Shared Services
- Sr. Director, HR Shared Services, North America
- Sr. Director, Internal Audit & Enterprise Risk
- Sr. Director, Order-to-Cash
- Sr. Director, Procure-to-Pay
- Sr. Director, Product Management, GBS & AI Portfolio
- Sr. Director, Shared Services
- Sr. Director, Strategic Excellence Program
- Sr. Executive Assistant
- Sr. Executive Communications Manager
- Sr. Finance Manager
- Sr. Manager, Billing & Receivable Accounting
- Sr. Manager, Category Management
- Sr. Manager, Centralized HR
- Sr. Manager, Global External Partnerships
- Sr. Manager, GBS Programs
- Sr. Manager, HR Operations
- Sr. Manager, HR Shared Services, North America
- Sr. Manager, Shared Services
- Shared Services Director, HR
- Shared Services Manager
- Source-to-Pay Transformation Lead



JOB TITLES

- SSC Director
- SVP & GM, Finance Shared Services
- SVP, Chief HR Officer
- SVP, Finance & Payroll Operations
- SVP, Finance & Treasury
- SVP, GBS
- SVP, GBS Strategy & Transformation
- SVP, Global Control Shared Services
- SVP, Global Customer Transformation
- SVP, Global Financial Shared Services
- SVP, Global Shared Services
- SVP, Head of Customer Success, Shared Services
- SVP, Head of GBS
- SVP, Insurance Operations
- SVP, Operations
- Talent Acquisition Manager
- VP & Chief Financial Officer
- VP & Head of Finance Solutions
- VP & Sr. Partner, Intelligent Business Operations
- VP, Accounting Operations
- VP, Accelerated Business Solutions
- VP, Business Enablement & Six Sigma
- VP, Compliance & Transformation
- VP, Digital Finance Transformation
- VP, Enterprise Compliance & Optimization
- VP, Enterprise Productivity
- VP, Finance & Investor Relations
- VP, Finance Systems & Projects
- VP, Financial Operations
- VP, Financial Shared Services
- VP, Global Accounting
- VP, GBS
- VP, Global Delivery Operations
- VP, Global Financial Services
- VP, Global Shared Services
- VP, HR Shared Services
- VP, Integrated Global Services
- VP, Operations & Strategy Execution
- VP, People Operations
- VP, Process Orchestration & AI
- VP, Returns & AP Solutions
- VP, Service Operations
- VP, Shared Services
- VP, Technology Shared Services
- VP, Total Rewards
- VP & Business Head, Digital Business Services



COMPANIES

- 3M
- Abbott Laboratories
- AbbVie
- AECOM
- ADM
- AdventHealth
- Aledade
- Albemarle
- Allianz
- Altria Group
- Amcor
- Amrize
- Astellas Pharma
- Baha Mar
- BAT
- BD
- BJ's Wholesale Club
- Bosch
- Boston Scientific
- Brink's Company
- Bristol Myers Squibb
- Brother Industries
- Brooks Automation
- Bunge
- Carrier Global
- Cardinal Health
- CBIZ
- CEMEX
- Cencora
- Chanel USA
- Chewy
- Cintas
- Coca-Cola Bottlers' Sales & Services
- Constellation Brands
- Corning
- CSL Behring
- Darden Restaurants
- DCD Automotive Group
- Dexcom
- Ecolab
- Embecta
- EnPro
- Entergy
- F&G
- FLIX
- Genuine Parts Company
- Giesecke+Devrient
- Google
- Greystar
- Grupo Bimbo
- Honeywell
- Ingredion
- IQVIA
- Jabil
- J.D. Irving
- JLL
- Johnson & Johnson
- Johnsonville
- Kaiser Permanente
- Kenvue
- Kerry Group
- Keysight Technologies
- Kidde Global Solutions
- Kimberly-Clark
- Learning Care Group
- Liberty Utilities
- L'Oréal Group
- Loews Hotels
- Mars
- Martin Marietta
- Mastercard
- Management and Training Corporation
- McCormick & Company
- McKesson
- McKinley Companies
- Megacentro
- Mercado Libre
- Merck
- Merlin Entertainments
- MetLife
- Microsoft
- Mitsui & Co
- Mondelez International
- NASA
- Navy Federal Credit Union
- Northern Trust
- Otis Worldwide
- Otsuka Holdings
- Pacific Life
- Palo Alto Networks
- Parsons
- Pella
- Penske Corporation
- PepsiCo
- Perkins Coie
- Pet Valu
- Pfeiffer Vacuum
- Pfizer
- Phoenix Investors
- Procter & Gamble
- Rolls-Royce Holdings
- Sandia National Laboratories
- Sanofi
- SGS
- Showdown Displays
- Siemens
- Sonoco
- Stagwell
- Starbucks
- Steris
- Sun Life
- Takeda Pharmaceuticals
- TE Connectivity
- TEGNA
- Textron
- The Alliance Canada
- The Clorox Company
- The Elizabeth Smart Foundation
- The Estée Lauder Companies
- TheKey
- The MLC
- The Mosaic Company
- Ultimate Medical Academy
- ULTRAPAR Group
- United Rentals
- University of Illinois System
- U.S. Venture
- USA TODAY Network
- Warner Bros. Discovery
- Westinghouse Electric
- Xylem





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MAR. 16 - 19, 2026

ORLANDO, FL

SharedServicesWeek.com

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 marks the 30th anniversary of the conference, and we're celebrating with a packed agenda that includes the Agentic AI in Shared Services Bootcamp, SSOWomen's Day, Site Tour, the SSOW Glow Party, the SSON Impact Awards, Keynote speakers, an eight-program agenda, and much more. The event focuses on navigating the end-to-end GBS journey through the lens of experience, shifting the focus from traditional service delivery to managing the customer journey.

2026 ATTENDEE STATISTICS

Industry



- 22% - Healthcare & Pharma
- 13% - Other
- 11% - Construction & Utilities
- 11% - Manufacturing
- 8% - Consumer Packaged Goods
- 8% - Technology & Automation
- 6% - BFSI
- 4% - Food & Beverage
- 4% - Logistics & Transportation
- 4% - Agriculture & Forestry
- 3% - Automotive
- 3% - Media & Communications
- 3% - Sustainability

Seniority



- 38% - VP
- 36% - Director
- 17% - Manager
- 5% - C-Suite
- 4% - Other

Function



- 37% - Finance
- 18% - GBS
- 17% - Other
- 13% - HR
- 8% - Shared Services
- 4% - Vendor
- 3% - IT/AI/Automation

Most attendees come from industries actively leading operational transformation, enabling highly relevant cross-industry benchmarking.

Over 70% of attendees are Directors, VPs, or C-suite leaders driving strategy and investment decisions.

Over 67% of attendees represent Finance, GBS, and HR – the functions responsible for enterprise performance.

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