



SHARED SERVICES & OUTSOURCING WEEK

Celebrating 30 Years of Excellence in Shared Services & GBS

MARCH 16 - 19, 2026 • ORLANDO, FL • WWW.SHAREDSERVICESWEEK.COM

TO OUR PASSIONATE SHARED SERVICES COMMUNITY!



Can you believe it? We're celebrating **30 years of Shared Services and GBS at the Shared Services & Outsourcing Week (SSOW) conference!** That's right, three decades to celebrate you – the unsung heroes of your organizations. You keep the wheels turning, the technology humming, and the data flowing smoothly, even when the going gets tough - and we know there have been some very tough times.

In this whirlwind of change and innovation, SSOs continue to have to show just how vital you are. This year, we're all about **"Stability Through Constant Change,"** a tribute to the resilience SSOs have always shown, recognizing how far you have come and looking forward to what the next 30 years may bring.

How are you unlocking the power of transformation in your SSO? Whether you're tackling the challenge of building a skills-based workforce for the future, navigating the tech maze, **proving ROI in the age of AI** and automation, or ensuring trust through rock-solid data governance - now is the moment to seek out those game-changing answers. That's where SSOW comes in!

Get ready for real-world insights and strategies that will turn your ambitions into action. From eye-opening **Case Studies on agentic AI in HR and finance**, to frameworks for scaling process excellence, and workforce strategies that put people at the heart of change, not to mention debates on the very future of the GBS model itself(!), you'll leave equipped with the **tools to elevate your organization right away.**

For all of you who are just starting your shared services adventure, don't worry! Our **Shared Services Fundamentals Program** is back, ready to give you a solid foundation to launch and scale with confidence.

Whether you're steering a **seasoned global powerhouse** or just **laying the groundwork for a single-function SSO**, SSOW is the ultimate destination to tackle today's challenges and spot tomorrow's opportunities.

SSOW isn't just a conference. It's an experience.



Heather King
Managing Director
SSON



Jenna Cerulli
Senior Conference Producer
SSON



Kayla DePizzo
Senior Conference Producer
SSON



MAINSTAGE KEYNOTE

Erin Brockovich

Advocate, Author & President

Brockovich Research & Consulting

THE POWER OF ONE

Thursday, March 19, 2026 | 10:30 am | Big Idea Stage

A household name and true American icon, Erin Brockovich is proof that one person's persistence can spark monumental change. Famous for uncovering the largest toxic tort case in U.S. history and immortalized in the Oscar-winning film that bears her name, she has spent decades championing everyday people and inspiring audiences worldwide to find their own voice. Erin brings her trademark grit, candor, and call to action to challenge today's leaders to apply the same courage and persistence in driving transformation within their own organizations.



Welcome

Speakers

Why Attend?

Agentic AI Bootcamp

SSOWomen's Day

Future of GBS Boardroom

Site Tours

Impact Awards

SSOW Glow Party

Agenda

Book Online





Eckard Eberle

CEO, Siemens Global Business Services,
Siemens

TRANSFORMATIVE TIMES: GBS ORGANIZATIONS BETWEEN NEW REQUIREMENTS AND THE RACE FOR DIGITALIZATION

Tuesday, March 17, 2026 | 1:30 pm | Big Idea Stage

Eckard is steering Siemens into a new era of digital innovation, integrating Generative AI to elevate customer service and employee experiences. His focus on expanding the customer base and accelerating digital transformation reflects a strong commitment to value creation and productivity.

- Customers Under Pressure: New requirements on the horizon
- Adapting to the Customer: How Siemens GBS acts in times of transformation
- Successfully Leveraging the Many Facets of Digitalization: From co-creation to process AI
- Successful in Transformation: Key actions that every GBS organization can apply



Kim Skanson

SVP, Global Business Services, **Cencora**

PEOPLE FIRST, PURPOSE ALWAYS: THE HUMAN SIDE OF CENCORA'S GBS TRANSFORMATION

Tuesday, March 17, 2026 | 3:40 pm | Big Idea Stage

Hear first-hand how Cencora Business Services (CBS) is balancing technological advancements with the human element, aligning with their organization's purpose of creating healthier futures.

- Building a people-first culture in the age of automation and AI
- How CBS fosters employee engagement, empowerment and growth to drive innovation
- The role of active leading, active learning and collaborative leadership in creating strategic value for customers (the productivity team, Cencora strategy and CBS sponsors)



2026 TRANSFORMATION ENABLERS



Eckard Eberle
CEO, Siemens Global Business Services
Siemens



Kim Skanson
SVP, Global Business Services
Cencora



Steve Rudderham
Head, Global Business Services
Carrier



Rob Bullen
Group Head, Global Business Services
BAT



Tanuja Singi
VP, Head of Global Business Solutions
McCormick & Company



Raja Chaudhury
Head, Global Business Services Strategy, Service Management & Systems
Dexcom



Amy Wirges
Global Head, Operations and Shared Services, Business Assurance
SGS



Kristin Schooley
Director, Order-to-Cash
Learning Care Group



Sanjay Thirumalai
Chief Global Delivery Officer
STOUT



Srinu Cherukumilli
Corporate VP, Shared Services
CRH – Old Castle APG



Jakub Wojdat
Senior Director, Global Head of Finance Shared Services
TE Connectivity



Milena Biardzka
Global Delivery Lead
McCormick & Company



Robert Turck
VP, Global Financial Shared Services
IQVIA



Joaquin Garcia
HR Head LATAM & HR Shared Service Center Head Americas
Flix



Debbie Lougheed
Senior Director, Shared Accounting Services
Diocese of Orlando



Nikki Rogers
SVP, Global Shared Services
Stagwell



Nathan Bland
VP, Global Business Services
Pfizer



Isaac Knoot
Head of Global Business Services
Boston Scientific



Valquir Correa
VP, Corporate Finance
Baha Mar



Nicole Tuttle
Global Process Leader, Account-to-Report
Boston Scientific

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2026 TRANSFORMATION ENABLERS



Christof Fahr
Global Lead, Global Business
Services Productivity and Value
Creation
Siemens



Ashlie Crosby
SVP, Global Business
Services Center
Mastercard



Shane Abeyratne
SVP and Head, Global Business
Services
Cardinal Health



Claudia Armeta Renteria
Global Process Owner,
Procure-to-Pay
CEMEX



Jeff Edwards
SVP, Operations
Ontellus



Karen Terrill
VP, Financial Shared Services
Tegna



Chris Costa
Head of Finance
Transformation
Chewy



AJ Wijesinghe
SVP, Global Business Services+
Ecolab



Donny Heaton
Senior Director, Order-to-Cash
Boston Scientific



Wolfgang Satori
Head, Global Business Services
Americas
Siemens



Jesus Villalobos
Continuous Excellence Lead,
Global Business Services
Americas
Kerry



Hector Alderete
Head of Global Business
Services, Americas
Kerry



Rob Bradford
VP, Global Business Services
Kimberly-Clark



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



Rishi Saluja
Global Director, Accounting &
Reporting
Keysight Technologies



Graeme Hastings
SVP, Global Business Strategy
& Transformation and Mexico
City Capability Center
Warner Bros. Discovery



Tage Smith
Former VP, Technology
Shared Services
Pacific Life



Tom McFarland
SVP, Global Customer Success
Shared Services
LHH



Elaine Desmond
Senior Director, Enterprise
Business Excellence
BJ's Wholesale Club



Marshall Tokeheim
VP, Process
Orchestration & AI
Ecolab

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2026 TRANSFORMATION ENABLERS



Claudia Petrocchi
VP, Employee Experience
& Services
CSL Behring



Gabe Lantos
Senior Director, Project LEAP,
Finance Transformation Lead
Bristol Myers Squibb



Tom McFarland
SVP, Head of Customer
Success Shared Services
LHH



Tommy Wehry
Organizational Effectiveness &
Change Lead | Finance and
Shared Services
Transformation
The Estée Lauder Companies



Maria Janssen
Chief Transformation Officer
Allianz Services



Brandy Hulseay
VP, Enterprise AP & Reverse
Logistics
McKesson



Dr. Elizabeth Carter
CEO
AAPPEAL, LLC



Vandana Khanna
VP Digital Finance
Transformation
MetLife



Mercedes Sullivan
Executive VP, People, Culture &
Communications
McKinley



Gillian Barton
VP, Global Delivery Operations
Otis Elevator



Kirki Talwar
VP, Accounting Operations
Palo Alto Networks



Brian Chan
Senior Finance Leader
Pet Valu



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



Steph Ernsting
Senior Director of North
America HR Shared Services
Ancor



Michael Zirkle
VP of Financial Operations
Diocese of Orlando



Amy Bare
Senior Director, Global Business
Services Strategy & Global
Delivery Network
Kimberly-Clark



Kim-Marie Greenwood
Senior Director of Global
Business Services
Kimberly-Clark



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



Lyndsey Taylor
Global Head of HR
Transformation, Talent
Attraction, and Global Mobility
Brooks Automation



Tina Robinson-Adamski
VP, Global Business Services
Domino's

2026 TRANSFORMATION ENABLERS



Brad Meador
Director, Digital Transformation
USA TODAY Co.



April Russo
VP, Compliance & Transformation
USA TODAY Co.



Javier Bravo
FinOps Senior Manager
Mercado Libre



Francisco Rico
Senior Manager
Mercado Libre



Gustavo Rissola
Senior Director
Mercado Libre



Mohan Thadani
Senior Director, Shared Services North America
Liberty Utilities



Joya Carmichael
Chief Administrative Officer
The Mechanical Licensing Collective



Jacob Davis
Director, Finance Shared Services
Textron



Jazmin Alvarado
VP, Shared Services
Grupo Bimbo



Anotte Francois
Senior Director, Procure-to-Pay
TheKey



Juan Salazar
CFO, Head of Strategy & Performance, Business Services
Amrize



CK Taneja
AI Strategist
Northern Trust



Brian O'Neil
Senior Director, Shared Services North America
TD SYNEX



Lisa Cox
Sr. Director, Business Transformation, Finance SS ERP & R2R
Xylem



Joe Abraham
Global Business Services Program Manager
Microsoft



Andre Powell
VP of Finance and Investor Relations
United Rentals



Erin Vincent
VP, Sonoco Services (Global Business Services)
Sonoco



Samir Singh
SVP, Head of Global Business Services
Brinks



Linford Dailey
Global Digitalization & Automation Leader
Bosch



John Haynes
Head of Cash Cycle Management – ABS
AON

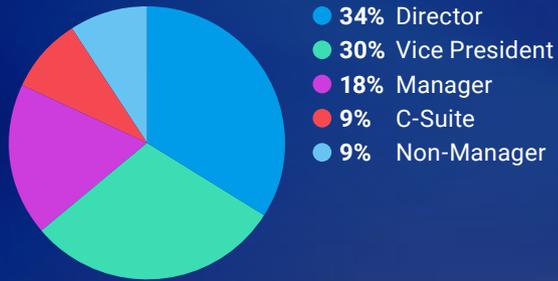
THE BACKBONE OF SSOW – MEET THE ESTEEMED ADVISORY BOARD

Meet the visionary leaders shaping the SSOW agenda, guiding the conversations that define our industry and ensure the most critical, transformative topics take center stage.

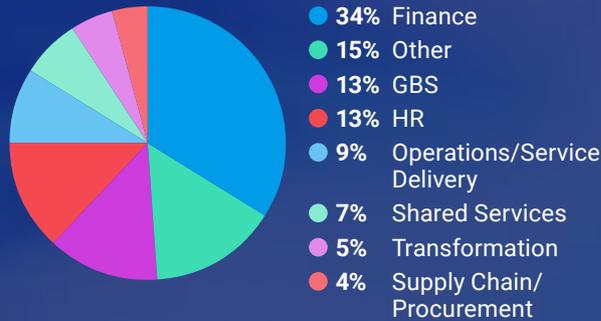
 <p>Shane Abeyratne SVP and Head, Global Business Services Cardinal Health</p>	 <p>Rob Bradford VP, Global Business Services Kimberly-Clark</p>	 <p>Beth Cord VP, HR Shared Services L'Oréal</p>	 <p>Brad DeMent Partner ScottMadden</p>
 <p>Jay Desai VP, IT Infrastructure & Operations JTI</p>	 <p>Cindy Gallagher Controller Gannett</p>	 <p>Bill Gilet Partner, Global Business Services Advisory Leader PwC</p>	 <p>Neeraj Manik VP, Senior Partner, Service Line Leader, Intelligent Business Operations IBM</p>
 <p>Jim Hankins Executive Director HR Shared Services UC Davis</p>	 <p>Ed Hansen Founder Transformation Enablement LLC</p>	 <p>Laura Kennedy Head Enterprise Business Services Aon</p>	 <p>Isaac Knoot VP, Global Business Services Boston Scientific</p>
 <p>Deborah Kops Principal & Co-Founder Sourcing Change</p>	 <p>Angela Mangiapane Former President, Mars Global Services Mars</p>	 <p>Fernando Munoz Huelgas Controller MaxiSend</p>	 <p>Satish Nair SVP & Global Head Infosys BPM</p>
 <p>Vijay Rao Chief People & Places Officer Okta</p>	 <p>Stephen Sharlow VP, Transformation Brinks</p>	 <p>Jana Vondran Former SVP, GBS Ingram Micro</p>	 <p>AJ Wijesinghe SVP, Global Business Services+ Ecolab</p>
 <p>Kim Skanson SVP, Global Business Services Cencora</p>			

SHAKE HANDS WITH THE RIGHT PEOPLE

SENIORITY LEVEL



FUNCTION



INDUSTRY



With over 70% of attendees Director-level or higher, SSOW convenes top-tier decision-makers shaping the future of shared services.

A broad mix of industries means your benchmarking potential skyrockets!

The function-focused program empowers professionals across roles to gain practical, relevant insights that drive real impact.

“I gained valuable new insights into overall business strategy and the SSO and BPO models by hearing recurring themes from various perspectives, which I can now apply.”

- Senior Director,
Corporate Accounting
Gannett



“It’s great to be with like-minded people. We’re talking the same language. This service that’s being provided to people is worth every penny. That’s why I like being a part of it. People should not miss out on this opportunity.”

- Executive Director, HR Shared Services and Talent Acquisition
UC Davis

“SSOW gives you the opportunity to real time benchmark what’s going on in the organization. Not only from the data that SSON provides but also from the interaction with your peers.”

- Vice President Global Business Services
Kimberly-Clark

TRUSTED BY TOP BRANDS



- Welcome
- Speakers
- Why Attend?
- Agentic AI Bootcamp
- SSOWomen's Day
- Future of GBS Boardroom
- Site Tours
- Impact Awards
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TOP 5 REASONS TO ATTEND

1



Get the skinny by benchmarking in real time with true shared services peers

2



Connections, connections, connections! Find your next shared services best friends

3



Keep up with the latest trends in technology in the largest Innovation Hub for shared services in the world

4



Communicate meaningful data and insights that improve business outcomes, partnership and customer experience

5



Stay certified! SSOW offers 28+ CPE and 22+ SHRM credits so you get what you need in just one week



Reframe.
Reconnect.
Reimagine.

EIGHT PROGRAMS IN ONE

1 HR SHARED SERVICES PROGRAM

Whether you're a seasoned veteran or new to the role, our HR Shared Services Program is a dedicated platform for HR Shared Services professionals to connect, learn and innovate. This offers a unique opportunity to delve deep into the complexities of the HR Shared Services role, exploring strategies to enhance efficiency, improve service delivery and drive organizational success.

Top Themes:

Improve Employee Service Through Technology and Data: Deploy automation to enhance delivery, streamline processes and remain compliant

Streamline HR Transactions and Service Delivery: Optimize HR processes for efficiency and employee satisfaction

Attract and Retain Talent in the Digital Age: Build strategies to acquire top talent and foster employee loyalty

Self-Service Tools and Consumer-Friendly Experiences: Empower employees and enhancing their HR interactions

3 FINANCE TRANSFORMATION PROGRAM

The finance transformation program is designed for finance shared services professionals, finance directors, controllers and other senior executives who are responsible for leading transformation and modernization of their SSO's finance function. It is dedicated to exploring the evolving landscape of finance within shared services in a digital age.

Top Themes:

Automation of Financial Processes (O2C, P2P, AP, R2R): Streamline financial operations through robotic process automation, AI and other digital technologies

Advanced Analytics for Financial Performance Insights: Utilize data-driven insights to improve financial performance and identify new opportunities

Strategic Value Creation: Increase value and influence by becoming a strategic partner instead of a back-office processor

Global Finance Standardization & Process Optimization: Create more efficient operations and better customer satisfaction through standardization and strong foundations

2 DIGITAL TRANSFORMATION PROGRAM

The Digital Transformation Program is intended for leaders and practitioners within shared services organizations who are looking to drive change and improve their business operations through digital means. It's a platform dedicated to exploring the impact of emerging technologies and aims to equip attendees with insights and strategies to navigate and capitalize on the digital revolution.

Top Themes:

Agentic AI, AI & Automation: Leverage leading technologies to streamline processes and enhance efficiency in the right use cases

Modernize Systems & Data Analytics: Harness new technology and data insights for strategic advantage

Reskill and Upskill the Workforce: Develop talent needed to support a digital future

Agility and Continuous Improvement: Practice adaptability to support transformation and value realization

4 SHARED SERVICES FUNDAMENTALS PROGRAM

The Shared Services Fundamentals program is designed for leaders who are new to shared services or are in the early stages of SSO implementation, as well as those seeking a refresh on the fundamentals to grow and develop. These sessions offer foundational knowledge and strategies for establishing or optimizing shared services. Here you will gain insights into value-based practices, integrating automation and AI, benchmarking metrics and data-driven practices for efficient, innovative growth among other topics.

Top Themes:

Data-Driven Insights for Enhanced Customer Experience: Learn how to leverage data and analytics to make informed decisions, measure impact of your initiatives, demonstrate ROI and set up for AI

Technology Enablement & Automation: Discover how to leverage automation to streamline processes, improve efficiency and accelerate your digital transformation

Balance Cost & Value Demonstration: Learn how to strategically design and align your SSO with overall business objectives to maximize impact

Growth & Scale Metrics: Gain insights on how to define performance targets, identify relevant benchmarks, and create alignment across business units to set you up for success.

EIGHT PROGRAMS IN ONE

5 PROCUREMENT & SUPPLY CHAIN MANAGEMENT PROGRAM

The Procurement and Supply Chain Management (SCM) Program provides procurement, sourcing, P2P and supply chain professionals with the tools, strategies and insights needed to optimize their operations. By focusing on automation, supplier data management, value streams and analytics, this program will equip attendees to drive cost savings, efficiency and resilience in their organizations.

Top Themes:

Optimize Spend, Maximizing Savings: Discover innovative strategies to optimize your supply chain spend, identify cost savings opportunities and maximize your overall savings

Improve Data Quality & Analytics to Unlock Visibility: Harness the full benefits of your data through management and governance to inform smarter forecasting

Transform Procurement, Unlocking Value: Explore how to transform your source-to-pay process from transactional to transformational, enabling significant growth

Innovate for a Competitive Edge: Learn how to leverage strategic supply chain management and innovation to gain the upper hand in today's dynamic market

7 SCOPE EXPANSION PROGRAM

The Scope Expansion Program is designed for shared services & GBS leaders who are looking to harness new avenues for value creation as GBS evolves. By focusing on a variety of successful case studies showcasing how sales, engineering, technical shared services and more have greatly enhanced the business, this program will leave you inspired and excited for what could be next for your organization.

Top Themes:

Rethink Your Traditional Playbook: Shift your focus from pure efficiency to enterprise enablement and hear how others have expanded their shared services scope outside of the traditional functions (engineering, sales, technical shared services, and more!)

Prioritize Strategic Value: Hear from leaders directly on how they are proving ROI and unlocking real value to their organization

Unlock Growth & Innovation: Discover strategic approaches to multi-location, multi-function innovation with scalable roadmaps

Build Capabilities to Enable Scope: Learn how the right technologies, capabilities and skills can set the foundation for scope expansion

6 PROCESS EXCELLENCE PROGRAM

The Process Excellence Program aims to equip GBS, SSO and process leaders with cutting-edge strategies and practical tools to drive efficiency, innovation and customer satisfaction within their organizations. By focusing on key aspects such as automation, agile management, data integration, and employee engagement, the program will empower shared services & GBS leaders to optimize processes and deliver superior service with confidence.

Top Themes:

End-to-End Excellence: Walk away with practical tools and strategies to effectively manage and optimize your end-to-end processes, driving significant business value in a digital age

Data-Driven Process Improvement: Learn how to establish robust data governance and management practices to ensure data integrity and drive informed decision-making

Tech-Powered Process Transformation: Discover how to leverage automation and technology to streamline your processes, improve efficiency and accelerate your digital transformation

Build a Culture of Excellence: Gain actionable insights on best practices to foster a culture of continuous improvement and an environment that mimics an incubator of change

8 FUTURE OF BUSINESS SERVICES BOARDROOM

The Future of Business Services Boardroom is an invite-only, closed-door boardroom for senior shared services and GBS leaders. This is a "safe space" for executive leadership to discuss the future of the very GBS model itself and determine industry benchmarks that help drive organizations forward.



Agents of Change: Shared Services Reimagined

A truly one-of-a-kind experience crafted exclusively for shared services and GBS professionals. This isn't just another AI event, it's a focused, practical, and interactive learning environment designed to deliver real-world impact.

In this hands-on Bootcamp, participants will dive deep into the evolving world of Agentic AI, exploring how it's transforming the way shared services operate, from process redesign and governance to cost efficiency and advanced analytics. What sets this one-day program apart is its unique blend of real-time benchmarking, peer exchange, and tangible use cases that you can take back and apply immediately within your shared services organization.

Join fellow shared services and GBS professionals to discover who's doing what and how across the industry. Leave with clear, actionable insights to drive measurable value and innovation in your operations.

Learn more from our experts as we cover key topics such as:

- Streamlining as a Value Creation Mechanism: A Framework for Operational Excellence
- The Conundrum of Build or Buy
- Preparing Your Data: Identifying the Inputs That Drive Results
- Change Management Essentials for Seamless Adoption
- Accountability in Action: Agentic AI Governance For Your Business

[LEARN MORE](#)



The Path Not Yet Taken – Your Career, Your Future, Your Move

Powered by SSOWomen, this program is an empowering and strategic experience designed to accelerate career growth, spark bold conversations, and explore the leadership skills needed for the future of Shared Services.

“I’ve been to SSOW before many times, but never had the opportunity to experience SSOWomen’s Day. I met so many wonderful women with whom I will continue to have relationships with.”

- Executive Director, GBS Strategy & Transformation, Warner Bros. Discovery

Through sessions on career pathing, personal development, and leading in times of disruption, SSOWomen creates a space where every voice can connect, collaborate, and co-create the future of business services.

- The Road Not Yet Taken: Navigating Non-Linear Career Paths in Shared Services & GBS
- AI as a Career Accelerator: Skills You Need for the Next 5 Years
- Adaptive Leadership: Thriving Through Change and Uncertainty
- The Future of Leadership: Fostering Diversity, Equity, and Inclusion in Shared Services
- Lessons Learned: Senior Leaders Share Their Career Journeys and Advice



Shape Tomorrow's Enterprise with Our Executive Growth Boardroom

One of SSOW's most in-demand programs for GBS leaders is back - bringing even more exclusive insights, collaboration, and executive-level discussion.

Join us for an exclusive program designed specifically for leaders like you. Our **Future of Business Services Boardroom** offers closed-door content and discussions tailored to the unique challenges and opportunities facing today's top business services executives. This program presents a unique opportunity to look critically at today's shared services and GBS landscape and have the tough talks with your peers that can break through the noise to help come up with real insights to push your organization forward.

PRE-QUALIFICATION CRITERIA (MUST CHECK 3):

- Ownership of a **multi-function** business services organization
- External budget of **\$30mil +**
- Company revenue of **\$5B+**
- **5+ years of experience** running a SSO function



THE FUTURE OF BUSINESS SERVICES BOARDROOM IS FOR PRE-QUALIFIED PRACTITIONERS.

For more information or to register your place please contact Heather King

Contact Heather King

DISCUSSION TOPICS WILL INCLUDE:

GBS Talent Evolution - How are the Skills Needed to lead a GBS Organization Today different than Skills that will be needed in 2030?

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

Reinvention or Irrelevance: Is the GBS Operating Model as We Know It at Risk of Extinction?

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

How to Be Data Driven in the Chicken and the Egg Scenario

Outsourcing in the Age of the Agents

Level-up your experience by walking the halls of industry-leading SSCs. Get behind the scenes access to explore how other shared services centers operate!



SIEMENS

DISCOVER THE SIEMENS GBS ORGANIZATION EVOLUTION

Learn how Siemens Global Business Services (GBS) evolved into a customer-focused, digital-driven organization. With over 20 years of expertise, GBS empowers Siemens AG and external clients through innovative services spanning HR, supply chain, and engineering, driving sustainable and digital transformations.

Site Tour Leader: Wolfgang Satori, Head, Global Business Services Americas, Siemens

2:30 - 5:30pm

Capacity: 30



**STAY TUNED FOR
ADDITIONAL SITE
TOURS!**

BE THE FIRST TO KNOW

MARCH 18, 2026

SSON Impact Awards

Celebrating the Very Best

The SSON North American Impact Awards are the gold standard for celebrating innovation, excellence, and measurable impact across shared services and GBS.

Each year, industry leaders gather at a premier black-tie gala during SSOW not only to honor the teams that have redefined service delivery, driven transformation, and achieved breakthrough results, but also to come together as a community to celebrate collective progress. **Open to organizations across North America**, the awards spotlight standout achievements across areas ranging from automation, customer centricity, and finance transformation to talent management, business resilience, and technology innovation. Judged by seasoned practitioners with no vendor influence, winning an Impact Award is a **true recognition of hard work, vision, and results** that inspire the industry while strengthening bonds across the shared services community.



IMPORTANT DEADLINES

APPLICATIONS NOW OPEN!

Submission Deadline: January 16, 2026

Finalists Announced: February 18, 2026

Winners Announced: March 18, 2026 @ the SSOW Black Tie Awards Gala

[LEARN MORE](#)

CATEGORIES

[APPLY TODAY](#)

- Automation Impact Award
- Business Resiliency Impact Award
- Change & Business Transformation Impact Award
- Creative Talent Management Impact Award
- Customer Centricity Impact Award
- Finance Transformation Impact Award
- Human Resources Impact Award
- Process Improvement & Value Creation Impact Award
- Service Provider of the Year Impact Award
- Technology of the Year Impact Award



SSOW GLOW PARTY | MARCH 17, 2026

Lucky 30 SSOW GLOW Party

Happy Birthday SSOW!

It's not just the luck of the Irish, it's the luck of **turning 30 in style!** Join us for a shamrockin' celebration where birthday magic meets St. Patrick's Day cheer. Think neon meets emerald, where green is the vibe, the music is lively, and the dance floor is calling.

Whether you come decked out in emerald green or will be chasing rainbows, this milestone birthday is the perfect excuse to raise a glass, share some good fortune, and toast to the next 30 years.

READY TO PARTY WITH US?

[LEARN MORE](#)

8:30-11:30PM | BIG IDEA STAGE



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- Speakers
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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 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 Jo Anne Dimitriou , Former Executive Director, Service Center, US Air Force	IDG #4 Industry Surfing: How to Transfer Your Skills from Role to Role Joya Carmichael , Chief Administrative Officer, The Mechanical Licensing Collective
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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: 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 Steph Ernsting, Senior Director, HR Shared Services, Amcor	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 Jo Anne Dimitriou, Former Executive Director, Service Center, US Air Force	IDG #4 Industry Surfing: How to Transfer Your Skills from Role to Role Joya Carmichael, Chief Administrative Officer, The Mechanical Licensing Collective
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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](#)
 Gillian Barton, VP, Global Delivery Operations, [Otis Elevator Worldwide](#)

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**

Maria Janssen, Chief Transformation Officer, [Allianz Services](#)

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 | Orchestrating the Future of Finance: Achieving Seamless End-to-End Agility with Agentic AI**

Linford Dailey, Global Digitalization & Automation Leader, [Bosch](#)

12:35 pm **USE-CASE | Empowered Teams, Intelligent Automation Through 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
Reimagining Procurement: Virtual Assistants in Action
Claudia Armenta Renteria, Global Process Owner, Procure-to-Pay, CEMEX | IDG #2
Mastering Continuous Workforce Upskilling |
|---------|---|---|

Transition to Second Interactive Discussion Group

- | | | |
|---------|---|---|
| 2:40 pm | IDG #1
Reimagining Procurement: Virtual Assistants in Action
Claudia Armenta Renteria, Global Process Owner, Procure-to-Pay, CEMEX | 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	<p>WORKSHOP A: Shared Services 101: The Essentials for a Leading Practice Organization</p> <p>Hosted by: ScottMadden</p>	<p>WORKSHOP B: Building Shared Services Versatility: Balancing Depth and Breadth in a Fast-Paced Environment</p> <p>Hosted by ProHance</p>	<p>WORKSHOP C: Designing a Digital-First Operating Model for Shared Services</p> <p>Hosted by PwC</p>	<p>WORKSHOP D: Hybrid Intelligence: Scaling GenAI with Trust and Structure to Unlock Business Value</p> <p>Jonathan Knisley, Global Process AI Lead, ABBYY</p> <p>Hosted by: ABBYY</p>	<p>WORKSHOP E: Accelerating Digital & AI Enabled Transformation</p> <p>Dan French, CEO, Consider Solutions</p> <p>Steve Fox, Process Excellence Leader, Consider Solutions</p>	<p>WORKSHOP F: The Efficiency Mirage: What Tools Won't Fix in Record-to-Report Automation</p> <p>Aaron Veach, Executive Director, Finance Transformation, Redwood Software</p> <p>Hosted by: Redwood</p>

10:00 am **Morning Break**

10:30 am	<p>WORKSHOP G: Shared Services 501: Taking Your Shared Services Operations to the Next Level</p> <p>Hosted by: ScottMadden</p>	<p>WORKSHOP H: Simplify HR Transformation and Enhance the Employee Journey</p> <p>Lyndsey Taylor, Global Head of HR Transformation, Talent Attraction, and Global Mobility, Brooks Automation</p>	<p>WORKSHOP I: Transforming the Back Office Into a Profit Optimizer: A Practical Blueprint for Unlocking Value With ERP Enhancements, RPA, and AI</p> <p>Jivka Batchvarova, Managing Principal, Baker Tilly</p> <p>Sam Dastoor, Principal, Baker Tilly</p> <p>Hosted by Baker Tilly</p>	<p>WORKSHOP J: Beyond Basic Reporting- Making Predictive Real in GBS</p> <p>Hosted by IBM</p>	<p>WORKSHOP K: GenAI and Agentic AI: From Buzzword to Business Advantage in Shared Service</p> <p>Hosted by Capgemini</p>	<p>WORKSHOP L: Optimizing Your Vendor Relationships: Making Partnerships Work for You</p> <p>Hosted by: Aokah</p>
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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](#)
 Moderator: **Maria Saggese**, EY Global and EMEA Global Business Services Solution Leader, [EY](#)
 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 Brian Bachofner, SVP, Marketing, Neuron7.ai Hosted by Neuron7.ai</p>	<p>PRESENTATION Finance Transformation for the Future of Shared Services</p> <p>Hosted by Basware</p>

4:10 pm **Transition**

- Welcome
- Speakers
- Why Attend?
- Agentic AI Bootcamp
- SSOWomen's Day
- Future of GBS Boardroom
- Site Tours
- Impact Awards
- SSOW Glow Party
- Agenda
- Book Online



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	<p>Redefining the Global Business Services Mandate: Orchestrating the Enterprise of the Future</p> <p>Hosted by Cognizant</p>	<p>FIRESIDE CHAT Digital Transformation Without Disruption: Balancing Today's Service with Tomorrow's Vision</p> <p>Tommy Wehry, Organizational Effectiveness & Change Lead Finance and Shared Services Transformation, The Estée Lauder Companies</p> <p>Mohan Thadani, Senior Director, Business Center Support, Liberty Utilities</p>	<p>The Unstoppable Journey: A Phased Approach to Finance Transformation</p> <p>Hosted by Blackline</p>
4:45 pm	Transition		
4:50 pm	<p>How United Rentals Harnessed Agentic AI to Redefine Order-to-Cash Performance</p> <p>Andre Powell, VP of Finance and Investor Relations, United Rentals</p> <p>Hosted by Sidetrade</p>		
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 the Connected Enterprise**

Hosted by [Capgemini](#)

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

Himadri Sarkar, Chief Solutions Officer, [Teleperformance](#)

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

FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)

10:05 am **PANEL | GBS as a Growth Engine – From Cost Center to Growth Center**

Moderator: **Hariprasad BK**, VP & Business Head – Digital Business Services, [Infosys](#)

Srini Cherukumilli, Corporate VP Shared Services, [CRH – Oldcastle APG](#)

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

Hosted by [Infosys BPM](#)

Digital GBS: What is the Ecosystem to Create a Future-Proof GBS Organization?

10:35 am **Networking Break and Demo Drive**

Welcome

Speakers

Why Attend?

Agentic AI Bootcamp

SSOWomen's Day

Future of GBS Boardroom

Site Tours

Impact Awards

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Agenda

Book Online





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

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

Graeme Hastings, SVP, GBS Strategy & Transformation & Mexico Capability Center Leader, **Warner Bros. Discovery**

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?

Lourens Van Zyl, Business Director, **Transparent**

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

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

Michael Cloherty, Head of Sales, **Trustpair**

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

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

Tina Robinson-Adamski, VP, GBS, **Domino's**

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

Hosted by **Rossum**

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

Hosted by **Transparent**

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

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

Hosted by **Quadient**

IDG 11: Efficiency Meets Security: Automating Vendor Bank Account Validation in Shared Services

Johnnie Moore, CEO & Founder, **JR Moore Group**

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

Rudy Schatzmann, National Account Manager / Partnerships / Associations, **Altus**

Hosted by **Altus**

IDG 13: From Proof of Concept to Production: How Shared Services Can Operationalize AI Fast

Mark Brousseau, President, **Brousseau & Associates**

Hosted by **Itemize**

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

Nathan Bland, VP, Global Business Services, **Pfizer Inc.**

IDG 15: Governance as Optionality: Is Your Framework an Engine or a Brake?

IDG 19: Scaling Shared Services with AI: Standardization, Efficiency & Control for AP Processes

Derrick Leck, Head of Value and Solutions Consulting, North America, **Medius**

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, Chief Revenue Officer, **Hypatos**

IDG 20: From Offshore to Digital Shore: Honest Lessons From Teams Who've Done It

Jamie Thomas, CEO & Co-Founder, **Simplify IA**

Hosted by **Simplify IA**





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	PROCESS EXCELLENCE PROGRAM	FINANCE TRANSFORMATION PROGRAM	SHARED SERVICES FUNDAMENTALS PROGRAM
From Right and On Time to Transformative: HRSS's Evolving Strategic Role Hosted by herronpalmer	GPOs at a Crossroads – Owner, Orchestrator, or Both? Brandy Hulsey , VP, Accounts Payable & Reverse Logistics, McKesson Hosted by Mimica	Deliver End-to-End Process Excellence with AI for Intelligent O2C Transformation Veena Gundavelli , CEO & Founder, Emagia Hosted by Emagia	Defining Success from the Start: Building a Business Case Beyond Cost Savings John Haynes , Head of Cash Cycle Management – ABS, AON
DIGITAL TRANSFORMATION PROGRAM	PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM	SCOPE EXPANSION PROGRAM	FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)
High-Volume to High-Value: The Agentic AI Blueprint for GBS Process Transformation Urvish Khandwalla , Sr. Director, Product Management, GBS Portfolio & AI, Iron Mountain Hosted by Iron Mountain	Build a Unified View of Supply Chain Data for Stronger Business Outcomes Hosted by PRGX	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	1:50-2:35pm Reinvention or Irrelevance: Is the GBS Operating Model as We Know It at Risk of Extinction? Steve Rudderham , Head, Global Business Services, Carrier Hosted by EY

2:20 pm **Transition Break**

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

CONCURRENT SESSIONS

2:25 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM	PROCESS EXCELLENCE PROGRAM	FINANCE TRANSFORMATION PROGRAM	SHARED SERVICES FUNDAMENTALS PROGRAM
<p>PANEL Co-Creating the Future Workforce: How HR, Tech & Operations Build Skills for What's Next</p> <p>Matthew Reeves, Head of Operations, JLL</p>	<p>PANEL Reengineering Processes, People, and Performance in the Age of New Technology</p> <p>Jakub Wojdat, Senior Director, Global Head of Finance Shared Services, TE Connectivity</p> <p>Kirti Talwar, Vice President, Accounting Operations, Palo Alto Networks</p> <p>Brian Chan, Senior Finance Leader, Pet Valu</p> <p>Nicole Tuttle, Global Process Leader, Account-to-Report, Boston Scientific</p> <p>Moderator: Russ Malz, Chief Revenue Officer, KnowledgeLake</p> <p>Hosted by KnowledgeLake</p>	<p>Beyond Receipts and Reimbursements— Reimagine Travel & Expense in the Modern SSO</p> <p>Hosted by SAP</p>	<p>Data-First Foundations: Building a Unified, Actionable Data Strategy</p> <p>Hosted by ProHance</p>
DIGITAL TRANSFORMATION PROGRAM	PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM	SCOPE EXPANSION PROGRAM	FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)
<p>AI Employees at the Core of Digital Transformation: Moving from Bots to Enterprise Workforces</p> <p>Siva Moduga, Co-Founder & CEO, Supervity</p> <p>Hosted by: Supervity</p>	<p>Break Down Silos in P2P: Align Sourcing & Payables into One Value Stream</p> <p>Aranzazu Lopez, Managing Director, Lufthansa Group Business Services</p>	<p>CASE STUDY From Support to Strategic: Building the Commercial Services Arm of GBS</p> <p>Isaac Knoot, Vice President, Global Business Services, Boston Scientific</p>	<p>2:35 pm - 3:20 pm</p> <p>What is GBS Value Today? A Discussion to Detail Where the GBSO is Delivering Real-World Value to the Business</p> <p>Samir Singh, SVP, Head of GBS, Brinks</p> <p>Hosted by EY</p>

2:55 pm

Transition Break





CONCURRENT SESSIONS

3:00 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM	PROCESS EXCELLENCE PROGRAM	FINANCE TRANSFORMATION PROGRAM	SHARED SERVICES FUNDAMENTALS PROGRAM
<p>From Right and On Time to Transformative: Payroll's New Role in HRSS</p> <p>Hosted by Leena AI</p>	<p>Harmonize to Optimize: Use Process Intelligence to Build Scalable, AI-Ready Operations</p> <p>Patrick Thompson, SVP, Global Customer Transformation, Celonis</p> <p>Hosted by: Celonis</p>	<p>Reimagining Controls: Turning Financial Risk into a Source of Strategic Advantage</p> <p>Nathanael L'Heureux, Chief Solutions Ambassador, Oversight</p> <p>Hosted by: Oversight</p>	<p>Transform Chaos into Clarity with Process Mapping & Automation</p> <p>Debbie Lougheed, Sr. Director Shared Accounting Services, Diocese of Orlando</p> <p>Michael Zirkle, VP of Financial Operations, Diocese of Orlando</p>
DIGITAL TRANSFORMATION PROGRAM	PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM	SCOPE EXPANSION PROGRAM	FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)
<p>From Requests to Results: Building Common Governance Across Business, IT, and Info Security</p> <p>Hosted by KPMG</p>	<p>Creating Better Insights on Category Savings Through Technology</p>	<p>CASE STUDY A Model for Innovation: Discover Value Expansion Through McCormick's Technical Shared Services</p> <p>Milena Biardzka, Global Delivery Lead, Technology Shared Services, McCormick & Company</p>	<p>2:35 pm - 3:20 pm</p> <p>What is GBS Value Today? A Discussion to Detail Where the GBSO is Delivering Real-World Value to the Business</p> <p>Samir Singh, SVP, Head of GBS, Brinks</p> <p>Hosted by EY</p>





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**

Troy Quick, Managing Director, **Accenture**

AJ Wijesinghe, SVP, Global Business Services+, **Ecolab**

Hosted by **Accenture**

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

Naomi Secor, Global Managing Director, **SSON Research & Analytics**

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



Welcome

Speakers

Why Attend?

Agentic AI Bootcamp

SSOWomen's Day

Future of GBS Boardroom

Site Tours

Impact Awards

SSOW Glow Party

Agenda

Book Online



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	<p>The G6 Debate: The Outsourcing Model in 2030: In the AI Age, Does BPO Fit?</p> <p>Deborah Kops (G6 Debate Moderator) - Founder, Sourcing Change</p>	<p>CASE STUDY Transition, Transformation & Partnership: Payroll's New Role in Finance Shared Services Center</p> <p>Jacob Davis, Director Financial Shared Services, Textron</p>	<p>FIRESIDE CHAT Reimagining DSO—Using Outcome-Based Triggers to Accelerate Payment Cycles</p> <p>Donny Heaton, Senior Director, Global Order-to-Cash, Boston Scientific</p> <p>Kristin Schooley, Director, Order-to-Cash, Learning Care Group</p>
10:00 am		<p>Leading Through Uncertainty: How Siemens Navigated a Global-to-Regional Transformation</p> <p>Michelle Irwin, Head of Media, Marketing, Communications, Culture and Training, Siemens</p>	<p>Project LEAP: Accelerating Finance Transformation at Scale</p> <p>Gabe Lantos, Sr. Director, Project LEAP Finance Transformation Lead, Bristol Myers Squibb</p>

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

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

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

Welcome

Speakers

Why Attend?

Agentic AI Bootcamp

SSOWomen's Day

Future of GBS Boardroom

Site Tours

Impact Awards

SSOW Glow Party

Agenda

Book Online

CONCURRENT SESSIONS						
12:15 pm	HUMAN RESOURCES SHARED SERVICES PROGRAM Fix the Foundation: Tackle Your Fragmented HR Systems Before You Implement AI	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 , Sr. Director, Procure-to-Pay, 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	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 Joe Abraham , Global Business Services Program Manager, Microsoft	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					
2:00 pm	End of SSOW - See You Next Year!					

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Director, Strategic Partnerships, SSOW
Thomas.Christmann@ssonetwork.com

CONTACT TOM

What is SSON Research & Analytics

SSON R&A is SSON's global data center, now in its 7th year of operation. Thousands of practitioners and consultants recognize SSON R&A as their premier resource for shared services related metrics, benchmarks, trends, market analytics and advisory services. With a user-friendly interface, easily downloadable benchmarks and topic-based charts, SSON R&A adds valuable ammunition to your in-house or client presentations, strengthening your business case and your credibility. SSON regularly canvasses its membership for updated metrics and analytics, allowing us to highlight even minor shifts. SSON R&A distinguishes itself from other associations by offering subscribers direct access to relevant metric data at a highly competitive cost.

"The C-suite expects to see market metrics to evaluate shared services' performance. I have explored various opportunities available in the market. SSON Research & Analytics offers reliable benchmark data, at a highly competitive cost. Given access to this data, by region or industry, I can draw my own conclusions. I don't need to source expensive third-party analysts, as we can interpret the data ourselves."

Edoardo Peniche, Vice President, Global Business Services - Aptiv

What Tools & Services Are On Offer?



City Cube

Compare 3000+ shared services locations around the world, across 20+ variables such as: cost of labor, talent availability, number of shared services centers, average salaries, and much more.



Intelligent Automation Universe

A one-stop platform for all things RPA, cognitive and AI related that allows users to learn about dozens of IA software vendors, compare their product capabilities, understand the differentiators, and see their customer footprint.



Shared Services Atlas

Locate and evaluate shared services hotspots at country, state, or city level from our global database of 10,000+ global delivery centers. Filter by industry, function, and organization size.



Research Insight Reports

Our monthly RIRs are guided by industry insiders with at least 10 years' experience, and are underpinned by real-time market data to address not just the trends, but the solutions you need to implement.



Advisory Service

As a Premium subscriber you can access our industry experts for 1:1 guidance and actionable steps to propel your GBS journey. We also offer bespoke research services to support your projects with analytics, experience and knowledge.



Visual Analytics Workbooks

Curated charts under core topic headings that summarize the biggest trends and shifts across SSO/GBS.



Metric Benchmarker

Benchmark your SSO across 130+ different metrics, choosing either a conglomerate of industry/country benchmarks; or the Top 20 Most Admired SSOs' benchmarks in the Metrics Intelligence Hub.

For more information on how to become a subscriber to SSON Research & Analytics and gain access to hundreds of metrics, benchmarks, city-based talent, a list of delivery centers globally, and monthly research-based reports, please contact:



Josh Matthews at
Josh.Matthews@iqpc.co.uk

Rosen Shingle Creek

Rising above the horizon stands Rosen Shingle Creek® Hotel, a sight welcoming you to experience the personal touch of an independent, full service, luxury hotel with all the amenities you expect. The location is prime—on Universal Boulevard, east of the Orange County Convention Center North/South expansion, and 10 minutes from the Orlando International Airport. Rosen Shingle Creek's third hallmark - its award-winning customer service - completes the perfect trifecta.



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Website: www.rosenshinglecreek.com

Rooms on average are: \$275+ per night

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MARCH 16 - 19, 2026

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Your registration will not be confirmed until payment is received and may be subject to cancellation. For IQPC's Cancellation, Postponement and Substitution Policy, please visit www.iqpc.com/cancellation

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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

BRING YOUR TEAM & SAVE!

Groups of 2-3:
10% off current rate

Groups of 4+:
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ADDITIONAL RESOURCES



SSOW 2026 Teaser Trailer

Step inside the SSOW on-site experience—from leadership boardrooms and peer connections to iconic celebrations marking 30 years of shared services excellence.

[VIEW](#)



North America's Shared Services Transformation 2026: AI, Experience, Talent, and Enterprise Value

The leading benchmarking resource for shared services and GBS 2026 success—revealing where peers are investing, transforming service models, embedding AI, and proving enterprise value.

[VIEW](#)



Step Into the Energy of SSOWomen's Day

SSOWomen's Day brings the community together—powerful women and allies connecting on-site to celebrate leadership, spark bold dialogue, and drive real progress across shared services and GBS.

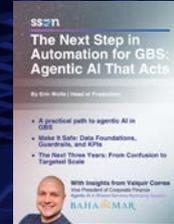
[VIEW](#)



The Handbook for Modern GBS Scope Expansion: Evolving Shared Services Beyond Cost Centers in 2026 and Beyond

This essential GBS handbook reveals how scope expansion unlocks enterprise value—exploring the trends, strategies, frameworks, and real-world examples shaping the next era of GBS maturity.

[VIEW](#)



The Next Step in Automation for GBS: Agentic AI That Acts

A practical guide to agentic AI in GBS—perfect prep for the Bootcamp—showing how leaders deploy governed agents to improve controls, recover revenue, and accelerate financial close.

[VIEW](#)



2026 SSON North American Impact Awards Brochure

Your complete guide to the SSON Impact Awards—covering the application process, judging criteria, key dates, and what to expect on-site at the SSOW Black-Tie Awards Gala.

[VIEW](#)



GBS Leaders Unplugged – Tage Smith on Leading Technology Shared Services & Driving Innovation

Filmed on-site at SSOW, this interview features Pacific Life's Tage Smith sharing insights on tech shared services leadership, innovation, inclusion, and SSOWomen's Day.

[VIEW](#)



Approval Kit

Need help getting approval to attend? This kit gives you the cost breakdown, talking points, and ready-to-use letter to make your case.

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CONTACT US



SSON's offerings can help your organization achieve its goals; let's connect & chat!



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LET'S GET SOCIAL!

