



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.

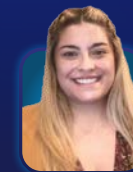
SSOW isn't just a conference. It's an experience.



Heather King
Managing Director
SSON



Jenna Cerulli
Senior Conference Producer
SSON



Kayla DePizzo
Senior Conference Producer
SSON



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.





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



Rama Boodadoo
Director, Finance
Shared Services
Black & McDonald



Alyson Gordon
VP, HR Shared Services
Advent Health



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 Loughheed
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

Welcome

Speakers

Why Attend?

Agentic AI Bootcamp

SSOW Women's Day

Future of GBS Boardroom

Site Tours

Impact Awards

SSOW Glow Party

Agenda

Book Online



2026 TRANSFORMATION ENABLERS



Valquir Correa
VP, Corporate Finance
Baha Mar



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



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

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2026 TRANSFORMATION ENABLERS



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



Marshall Tokeheim
VP, Process
Orchestration & AI
Ecolab



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 Hulsey
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
Amcor



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**

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2026 TRANSFORMATION ENABLERS



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



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



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



Matthew Rees
Head of Operations
JLL



CK Taneja
AI Strategist
Northern Trust



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

"SSOW was incredible! Learning about the future of the shared service environment, discussing industry trends, and networking with global leaders was truly inspiring...Thank you to everyone who made this event memorable! Looking forward to implementing these learnings and continuing the conversation."

- Record-to-Report Global Process Owner, Legal Entity Controller, **TE Connectivity**



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.



Shane Abeyratne
SVP and Head,
Global Business Services
Cardinal Health



Rob Bradford
VP, Global Business Services
Kimberly-Clark



Beth Cord
VP, HR Shared Services
L'Oréal



Brad DeMent
Partner
ScottMadden



Jay Desai
VP, IT Infrastructure &
Operations
JTI



Cindy Gallagher
Controller
Gannett



Bill Gilet
Partner, Global Business
Services Advisory Leader
PwC



Neeraj Manik
VP, Senior Partner, Service Line
Leader, Intelligent Business
Operations
IBM



Jim Hankins
Executive Director
HR Shared Services
UC Davis



Ed Hansen
Founder
**Transformation
Enablement LLC**



Laura Kennedy
Head Enterprise Business
Services
Aon



Isaac Knoot
VP, Global Business Services
Boston Scientific



Deborah Kops
Principal & Co-Founder
Sourcing Change



Angela Mangiapane
Former President,
Mars Global Services
Mars



Fernando Munoz Huelgas
Controller
MaxiSend



Satish Nair
SVP & Global Head
Infosys BPM



Vijay Rao
Chief People & Places Officer
Okta



Stephen Sharlow
VP, Transformation
Brinks



Jana Vondran
Former SVP, GBS
Ingram Micro



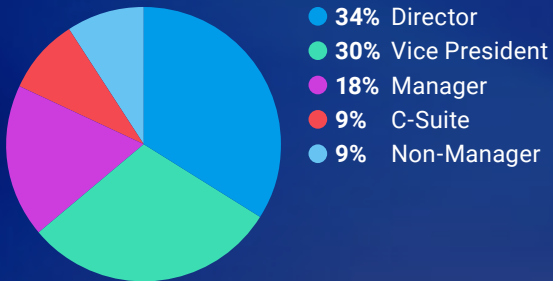
AJ Wijesinghe
SVP, Global Business Services+
Ecolab



Kim Skanson
SVP, Global Business Services
Cencora

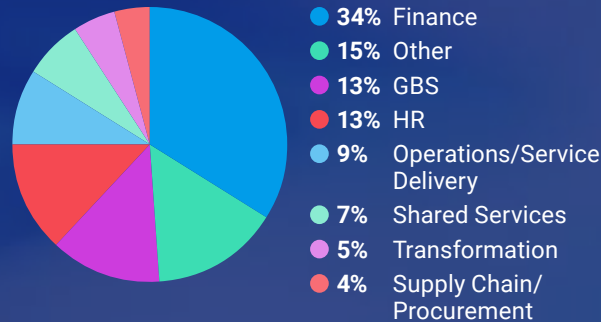
SHAKE HANDS WITH THE RIGHT PEOPLE

SENIORITY LEVEL



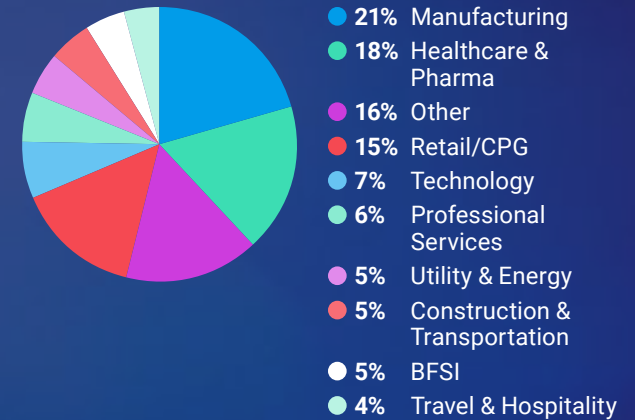
With over 70% of attendees Director-level or higher, SSOW convenes top-tier decision-makers shaping the future of shared services.

FUNCTION



A broad mix of industries means your benchmarking potential skyrockets!

INDUSTRY



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 SSOW provides but also from the **interaction with your peers.**”

- Vice President Global Business Services
Kimberly-Clark



TRUSTED BY TOP BRANDS



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

SITE TOURS | MARCH 16, 2026

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



Welcome

Speakers

Why Attend?

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SSOWomen's Day

Future of GBS Boardroom

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SSOW Glow Party

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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 Joya Carmichael , Chief Administrative Officer, The Mechanical Licensing Collective	IDG #4 Industry Surfing: How to Transfer Your Skills from Role to Role
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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 	IDG #2 The Art of Self-Advocacy: Asking for Promotions, Pay, and Projects Steph Ernsting , Senior Director, HR Shared Services, Amtcor	IDG #3 Career Exit Without Culture Exit: Staying Connected to Your Industry Community While Making Space for New Leadership 	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**

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**

April Russo, VP, Compliance & Transformation, **USA TODAY Co.**

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

12:35 pm **USE-CASE | Empowered Teams, Intelligent Automation thru 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
Winning Executive Support | IDG #2
Mastering Continuous Workforce Upskilling |
|---------|--|--|

Transition to Second Interactive Discussion Group

- | | | |
|---------|--|--|
| 2:40 pm | IDG #1
Winning Executive Support | IDG #2
Mastering Continuous Workforce Upskilling |
|---------|--|--|

- 3:10 pm **Networking Break**

DEMOS | Use Case Blitzes

Brad Meador, Director, Digital Transformation, [USA TODAY Co.](#)

PANEL | Change Management Essentials for Seamless Adoption

Christof Fahr, Global Lead, Global Business Services Productivity and Value Creation, [Siemens](#)

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	WORKSHOP A: Shared Services 101: The Essentials for a Leading Practice Organization Hosted by: ScottMadden	WORKSHOP B: Building Shared Services Versatility: Balancing Depth and Breadth in a Fast-Paced Environment Hosted by ProHance	WORKSHOP C: End-to-End Processes – Delivering Business Value and Enhanced Customer Experience in Times of Constant Change Dan French, CEO, Consider Solutions Steve Fox, Process Excellence Leader, Consider Solutions Sponsored by: Consider Solutions	WORKSHOP D: Empowering Your Agentic Workflows With Document AI and Process AI Hosted by: ABBYY	WORKSHOP E: Designing a Digital-First Operating Model for Shared Services	WORKSHOP F: Accelerate R2R Value on SAP. Quantify it. Hosted by: Redwood

10:00 am **Morning Break**

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

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</p> <p>Hosted by Neuron 7</p>	<p>PRESENTATION Project LEAP: Accelerating Finance Transformation at Scale</p> <p>Gabe Lantos, Senior Director, Project LEAP Finance Transformation Lead, Bristol Myers Squibb</p>

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	Redefining the Global Business Services Mandate: Orchestrating the Enterprise of the Future	FIRESIDE CHAT Digital Transformation Without Disruption: Balancing Today's Service with Tomorrow's Vision Tommy Wehry , Organizational Effectiveness & Change Lead Finance and Shared Services Transformation, The Estee Lauder Companies Mohan Thadani , Senior Director, Business Center Support, Liberty Utilities	Turn Accounts Payable into a Profit Lever: Bring Money Back into the Business Brandy Hulsey , Vice President, Accounts Payable & Reverse Logistics, McKesson
4:45 pm	Transition		
4:50 pm	How United Rentals Harnessed Agentic AI to Redefine Order-to-Cash Performance Hosted by Sidetrade		
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 Enterprise Transformation in the Age of Agentic AI**

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](#)

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

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**

Welcome

Speakers

Why Attend?

Agentic AI Bootcamp

SSOW Women's Day

Future of GBS Boardroom

Site Tours

Impact Awards

SSOW Glow Party

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

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

Hosted by [Transparent](#)

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

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

IDG 11: How are You Driving Commercial Growth in your GBS?

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

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

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

IDG 13: Call to Mid-Market: How Do You Build Out Your GBS Strategy?

IDG 17: Back (Office) to the Future: Agentic AI for Global Business Services

Hosted by [Deloitte](#)

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

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

Nathan Bland, VP, Global Business Services, [Pfizer Inc.](#)

IDG 18: Designing the GBS Operating System: A Leader's Framework for AI-Native Transformation

Luca van Skyhawk, CRO, [Hypatos](#)

IDG 15: How Do Locations Fare with Digital Skills, Agility and Workforce Availability?

IDG 19: Embed Continuous Improvement Excellence in Shared Services

IDG 16: Boosting Employee Engagement: Practical Strategies for a Thriving Shared Service Center

Robert Turck, VP, Global Financial Shared Services, [IQVIA](#)

IDG 20: How Can I Overcome the Challenges of Moving from Manual to Technology-Driven Processes?

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**

Still Talking About Self-Service? Here's Why We're Not Done Yet

Hosted by **herronpalmer**

PROCESS EXCELLENCE PROGRAM

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

Hosted by **Mimica**

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

Build a Unified View of Supply Chain Data for Stronger Business Outcomes

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?

Hosted by **EY**

2:20 pm **Transition Break**



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
	Leading Through Uncertainty: How Siemens Navigated a Global-to-Regional Transformation Michelle Irwin , Head of Media, Marketing, Communications, Culture and Training, Siemens	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 Nicole Tuttle , Global Process Leader, Account-to-Report, Boston Scientific	Beyond Receipts and Reimbursements— Reimagine Travel & Expense in the Modern SSO Hosted by SAP	Data-First Foundations: Building a Unified, Actionable Data Strategy Hosted by ProHance
	DIGITAL TRANSFORMATION PROGRAM	PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM	SCOPE EXPANSION PROGRAM	FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)
	AI Employees at the Core of Digital Transformation: Moving from Bots to Enterprise Workforces Hosted by: Supervity	Break Down Silos in P2P: Align Sourcing & Payables into One Value Stream Aranzazu Lopez , Managing Director, Lufthansa Group Business Services	CASE STUDY From Support to Strategic: Building the Commercial Services Arm of GBS Isaac Knoot , Vice President, Global Business Services, Boston Scientific	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 Hosted by EY
2:55 pm	Transition Break			



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

CONCURRENT SESSIONS

3:00 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM	PROCESS EXCELLENCE PROGRAM	FINANCE TRANSFORMATION PROGRAM	SHARED SERVICES FUNDAMENTALS PROGRAM
From Right and On Time to Transformative: Payroll's New Role in HRSS Hosted by Leena AI	Harmonize to Optimize: Use Process Intelligence to Build Scalable, AI-Ready Operations Hosted by: Celonis	Reimagining Controls: Turning Financial Risk into a Source of Strategic Advantage Hosted by: Oversight Systems	Transform Chaos into Clarity with Process Mapping & Automation Debbie Loughheed , Senior Director Shared Accounting Services, Diocese of Orlando Michael Zirkle , Vice President of Financial Operations, Diocese of Orlando
DIGITAL TRANSFORMATION PROGRAM	PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM	SCOPE EXPANSION PROGRAM	FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)
From Requests to Results: Building Common Governance Across Business, IT, and Info Security	Creating Better Insights on Category Savings Through Technology	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	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 Hosted by EY



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 AJ Wijesinghe , Senior Vice President, Global Business Services+, Ecolab Hosted by Accenture
5:35 pm	Benchmark Against SSON’s Top 20 Most Admired GBS Organizations
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

	BIG IDEA STAGE	HUMAN RESOURCES SHARED SERVICES PROGRAM	FINANCE TRANSFORMATION PROGRAM
9:30 am	The G6 Debate: The Outsourcing Model in 2030: In the AI Age, Does BPO Fit? Deborah Kops (G6 Debate Moderator) - Founder, Sourcing Change	Fix the Foundation: Tackle Your Fragmented HR Systems Before You Implement AI	FIRESIDE CHAT Reimagining DSO—Using Outcome-Based Triggers to Accelerate Payment Cycles Donny Heaton, Senior Director, Global Order-to-Cash, Boston Scientific
10:00 am		PANEL Co-Creating the Future Workforce: How HR, Tech & Operations Build Skills for What's Next Matthew Rees, Head of Operations, JLL	Make the Case: How Finance Shared Services Can Win Executive Buy-In for Value-Driven Initiatives Kristin Schooley, Director, Order-to-Cash, Learning Care Group

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

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

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



THURS | MARCH 19 – MAIN DAY THREE & SSOW KEYNOTE

CONCURRENT SESSIONS						
12:15 pm	HUMAN RESOURCES SHARED SERVICES PROGRAM CASE STUDY Transition, Transformation & Partnership: Payroll's New Role in Finance Shared Services Center Jacob Davis , Director Financial Shared Services, Textron	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 , Senior Director, P2P, 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 Nikki Rodgers , SVP, Global Shared Services, Stagwell Global	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 	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 Srini Cherukumilli , Corporate VP, Shared Services, CRH - Oldcastle APG Sanjay Thirumalai , Chief Global Delivery Officer, STOUT					
2:00 pm	End of SSOW - See You Next Year!					

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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.

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Edoardo Peniche, Vice President, Global Business Services - Aptiv

What Tools & Services Are On Offer?



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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.



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



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



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