



Shared Services & Outsourcing Week



Shared Services & Outsourcing Week

March 16 - 19, 2026 | Orlando, FL

Celebrating 30 Years of Excellence in Shared Services & GBS



www.SharedServicesWeek.com

YOUR SHARED SERVICES COMMUNITY

To Our Shared Services Community,

Shared Services and GBS have been labeled as the backbone of enterprises - the invisible operators making processes run smoothly, streamlining technology, providing data and aligning priorities across the business, especially through uncertainty. In an age of advancement and change, SSOs must transform to be able to continue to deliver that stability now more than ever before.

For our 30th Year of SSOW we will be highlighting the *Stability Through Constant Change* that shared services organizations have always provided, recognizing how far we have come and discovering the leading efforts of those who are powering the future of SSOs and GBS.

How are you unlocking the potential of transformation in your SSO? Whether you are faced with the challenge of building the skills-based workforce of the future, embedding adoption into every step of technology journeys, proving ROI in an era of AI and automation, or maintaining trust through strong data governance – now is the time to find real answers. That's where SSOW 2026 comes in.

We are bringing you real world insights and strategies to help you transform ambition into execution. From case studies on Agentic AI in HR and finance, to frameworks for scaling process excellence, to workforce strategies that keep people at the center of change, you'll walk away with the tools you need to advance your organization immediately.

And for the many attendees who are just beginning their shared services journey, our Shared Services Fundamentals Program will once again provide a solid foundation to launch and scale with confidence.

Whether you're leading a mature global services organization or building one from the ground up, SSOW 2026 is your destination to solve today's challenges and anticipate tomorrow's opportunities.

SSOW isn't just a shared services conference. It's THE shared services conference.



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Conference Producer
SSON



Heather King
Managing Director
SSON



Jenna Cerulli
Senior Conference
Producer
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Game-Changing Keynotes



Eckard Eberle
Chief Executive Officer
Siemens GBS

SIEMENS

As CEO of Siemens Global Business Services since 2022, Eckard Eberle has transformed the unit into a digitally-driven powerhouse by modernizing services, expanding its customer base, and harnessing innovations like generative AI to boost efficiency and client success.



April Cielica
President, GBS



As President of Global Business Services at Procter & Gamble, April Cielica has transformed GBS into a high-impact strategic engine by guiding 6,000+ employees and partners to modernize global shared services, harnessing technology and data to drive efficiency, scale, and business growth.



Kim Skanson
Senior Vice
President, GBS

cencora

As Senior Vice President of Global Business Services at Cencora, Kim Skanson has reimagined GBS as a strategic, digitally powered engine by modernizing operations, empowering global teams through tech and data, and driving enterprise-wide transformation.

INDUSTRY LEADING SPEAKERS

“Excellent. SSOW does a good job of having content for all people, no matter what part of their journey they are on.

- Senior Director, Global Operations, Enlyte



Steve Rudderham
Head, GBS



Rob Bullen
Group Head, GBS



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Vice President, Head of
Global Business Solutions



Tage Smith
Vice President,
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Shared Services



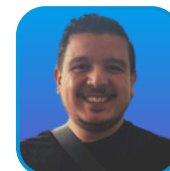
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CULTIVATE INFLUENTIAL CONNECTIONS

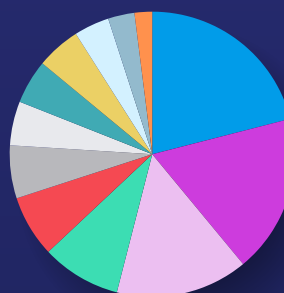
SENIORITY LEVEL



- 34% - Director
- 30% - Vice President
- 18% - Manager
- 9% - C-Suite
- 9% - Other

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

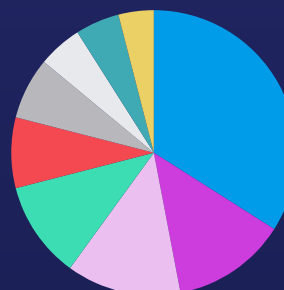
INDUSTRY



- 21% - Manufacturing
- 18% - Healthcare & Pharma
- 15% - Retail & CPG
- 9% - Other
- 7% - Technology
- 6% - Professional Services
- 5% - Construction & Transportation
- 5% - Utility & Energy
- 5% - BFSI
- 4% - Travel & Hospitality
- 3% - Media
- 2% - Public Sector

A broad mix of industries means benchmarking potential skyrockets!

FUNCTION



- 34% - Finance
- 13% - GBS
- 13% - HR
- 11% - Other
- 8% - Operations/Service Delivery
- 7% - Shared Services
- 5% - Data/IT
- 5% - Transformation
- 4% - Supply Chain/Procurement

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**

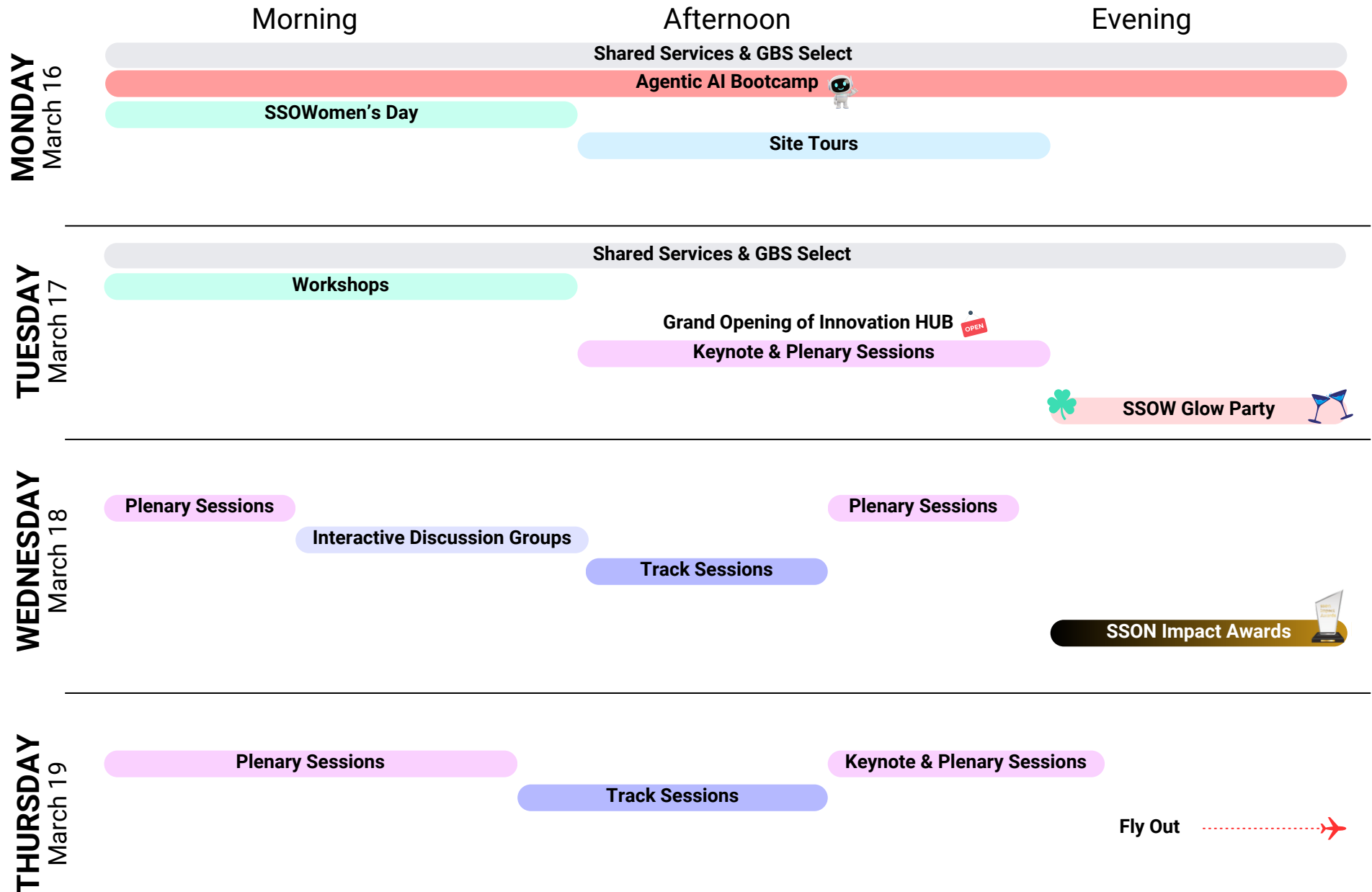


SSOW gives you the opportunity to realtime benchmark what's going on in the organization. Not only from the data that SSOW provides but also from the interaction with your peers.

Vice President Global Business Services, **Kimberly-Clark**



AGENDA AT A GLANCE



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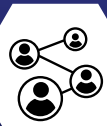


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TOP REASONS TO ATTEND



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



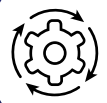
Connections, connections, connections! Find your next shared services best friends



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



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



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



Reframe. Reconnect. Reimagine

SSOWOMEN'S DAY: THE PATH NOT YET TAKEN: LEADING INTO THE FUTURE

Powered by SSOWomen, embraced by all, 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. While rooted in celebrating the perspectives of women leaders, the agenda is intentionally inclusive, welcoming all professionals who are eager to learn, grow, and contribute to a more innovative and resilient workforce. 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.

Key themes covered:

- 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



Empower



Mentor

Support

SSOW GLOW PARTY: SHAMROCKS, SHINDIGS & SHARED SERVICES!

Join us on St. Patrick's Day for our **SSOW Glow Green Party** as we **celebrate 30 years of SSOW in style**. Think neon meets emerald, where green is the vibe, the music is lively, and the dance floor is calling. Grab your dancing shoes (or clogs), throw on your brightest greens, and get ready to (river) dance the night away!



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 in 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.



Awards Open Now!!



Applications due: Friday, January 16, 2026

**SSON
Impact Awards**

Apply today

This year's categories:

- Automation
- Business Resilience
- Change & Business Transformation
- Creative Talent Management
- Customer Centricity
- Finance Transformation
- HR Transformation
- Process Improvement & Value Creation
- Service Provider of the Year
- Technology of the Year

THE HOME OF SSOW

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Only 15 minutes from the Orlando airport!

LEARN MORE



Top 5 Things to Do in Orlando!

1. Universal



2. Disney



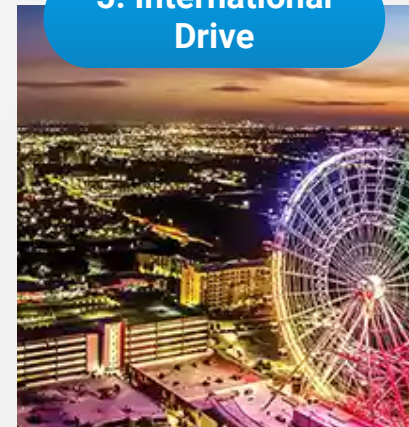
3. SeaWorld



4. Premium Outlets



5. International Drive



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Thomas Christmann
Director of Strategic Partnerships
Thomas.Christmann@ssonetwork.com

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Main Conference Passes

END-USERS - SHARED SERVICES/GBS PROFESSIONALS	REGISTER BEFORE OCTOBER 10 & SAVE \$1,900	STANDARD
MAIN CONFERENCE + WORKSHOPS PASS Including: Main Conference + Workshops + 1 SSOW Glow Party Ticket + Interactive Discussion Groups + Breakfast & Lunch Daily + Innovation Hub + Networking Receptions + Keynote Sessions + Actionable Tracks + Solution Pavilions + Event App & Digital Takeaways + Photo Gallery	\$1,699	—\$3,599— <i>Save with the Early Bird!</i>

VENDORS & SOLUTION PROVIDERS	Standard
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SSOWomen's Day	\$179	\$399
SSON Awards Gala Pass	\$279	\$279

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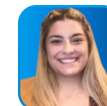
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