



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

Welcome

Speakers

Why Attend?

Agentic AI Bootcamp

SSOWomen's Day

Future of GBS Boardroom

Site Tours

Impact Awards

SSOW Glow Party

Agenda

Book Online





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
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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

- | | | | |
|--|--|---|--|
|  <p>Eckard Eberle
CEO, Siemens Global Business Services
Siemens</p> |  <p>Kim Skanson
SVP, Global Business Services
Cencora</p> |  <p>Steve Rudderham
Former, Head, Global Business Services
Carrier</p> |  <p>Rob Bullen
Group Head, Global Business Services
BAT</p> |
|  <p>Tanuja Singi
VP, Head of Global Business Solutions
McCormick & Company</p> |  <p>Raja Chaudhury
Head, Global Business Services Strategy, Service Management & Systems
Dexcom</p> |  <p>Amy Wirges
Global Head, Operations and Shared Services, Business Assurance
SGS</p> |  <p>Kristin Schooley
Director, Order-to-Cash
Learning Care Group</p> |
|  <p>Sanjay Thirumalai
Chief Global Delivery Officer
STOUT</p> |  <p>Srinu Cherukumilli
Corporate VP, Shared Services
CRH – Old Castle APG</p> |  <p>Jakub Wojdat
Senior Director, Global Head of Finance Shared Services
TE Connectivity</p> |  <p>Milena Biardzka
Global Delivery Lead
McCormick & Company</p> |
|  <p>Robert Turck
VP, Global Financial Shared Services
IQVIA</p> |  <p>Joaquin Garcia
HR Head LATAM & HR Shared Service Center Head Americas
Flix</p> |  <p>Debbie Lougheed
Senior Director, Shared Accounting Services
Diocese of Orlando</p> |  <p>Nikki Rogers
SVP, Global Shared Services
Stagwell</p> |
|  <p>Nathan Bland
VP, Global Business Services
Pfizer</p> |  <p>Isaac Knoot
Head of Global Business Services
Boston Scientific</p> |  <p>Valquir Correa
VP, Corporate Finance
Baha Mar</p> |  <p>Christof Fahr
Global Lead, Global Business Services Productivity and Value Creation
Siemens</p> |
|  <p>Ashlie Crosby
SVP, Global Business Services Center
Mastercard</p> |  <p>Shane Abeyratne
SVP and Head, Global Business Services
Cardinal Health</p> |  <p>Claudia Armeta Renteria
Global Process Owner, Procure-to-Pay
CEMEX</p> |  <p>Jeff Edwards
SVP, Operations
Ontellus</p> |

2026 TRANSFORMATION ENABLERS



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



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



Claudia Petrocchi
VP, Employee Experience
& Services
CSL Behring



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



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

2026 TRANSFORMATION ENABLERS

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|--|--|--|---|
|  <p>Brian Chan
Senior Finance Leader
Pet Valu</p> |  <p>Michelle Irwin
Head of Media, Marketing,
Communications, Culture and
Training
Siemens</p> |  <p>Steph Ernsting
Senior Director of North
America HR Shared Services
Ancor</p> |  <p>Amy Bare
Senior Director, Global Business
Services Strategy & Global
Delivery Network
Kimberly-Clark</p> |
|  <p>Kim-Marie Greenwood
Senior Director of Global
Business Services
Kimberly-Clark</p> |  <p>Aranzazu Lopez
Managing Director
Lufthansa Group Business
Services</p> |  <p>Lyndsey Taylor
Global Head of HR
Transformation, Talent
Attraction, and Global Mobility
Brooks Automation</p> |  <p>Tina Robinson-Adamski
VP, Global Business Services
Domino's</p> |
|  <p>Brad Meador
Director, Digital Transformation
USA TODAY Co.</p> |  <p>April Russo
VP, Compliance &
Transformation
USA TODAY Co.</p> |  <p>Javier Bravo
FinOps Senior Manager
Mercado Libre</p> |  <p>Francisco Rico
Senior Manager
Mercado Libre</p> |
|  <p>Gustavo Rissola
Senior Director
Mercado Libre</p> |  <p>Mohan Thadani
Senior Director, Shared
Services North America
Liberty Utilities</p> |  <p>Joya Carmichael
Chief Administrative Officer
The Mechanical Licensing
Collective</p> |  <p>Jacob Davis
Director, Finance Shared
Services
Textron</p> |
|  <p>Jazmin Alvarado
VP, Shared Services
Grupo Bimbo</p> |  <p>Anotte Francois
Senior Director, Procure-to-Pay
TheKey</p> |  <p>Juan Salazar
CFO, Head of Strategy &
Performance, Business
Services
Amrize</p> |  <p>CK Taneja
AI Strategist
Northern Trust</p> |
|  <p>Brian O'Neil
Senior Director, Shared
Services North America
TD SYNNEK</p> |  <p>Lisa Cox
Sr. Director, Business
Transformation, Finance SS
ERP & R2R
Xylem</p> |  <p>Joe Abraham
Global Business Services
Program Manager
Microsoft</p> |  <p>Erin Vincent
VP, Sonoco Services (Global
Business Services)
Sonoco</p> |

2026 TRANSFORMATION ENABLERS



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



Amanda Kassler
Payroll Shared Services Manager
Otsuka America



Beth Cord
Vice President- BEST HR Shared Services
L'Oreal



Victoria Roehrich
Sr. Director GBS Strategy and Transformation
Iron Mountain



Jules Andrew
Chief Business Services Officer
Colgate-Palmolive



Amy Wang
Head of HR & Payroll Shared Services
Mercedes Benz



Stacy Hodge
Head of NA HR Ops, Shared Services & Payroll
HelloFresh



Michael Zill
Head of Global Business Services
Vantiv



Stacy Marshall
Director, HR Shared Service & Systems, People Analytics and HR Programs
Lifemark Health Group



Jodi Dudley
Head, Global Business Services
MassMutual



Amber Kempton
SVP, Enterprise Business Operations (QTC)
CDW



Marek Sobczyk
Global Process Owner in Record-to-Report
Siemens



Cindy Gallagher
Chief Accounting Officer
USA TODAY Co.



Kyle Arnold
Chief Global Services Officer
Bon Secours Mercy Health



David Borges
VP Operations
Ontellus



Mason Ross
SVP Operations
Ontellus



David Thompson
VP, GBS Commercial Services
Boston Scientific



Rina Desai
VP of Strategic Planning
Panasonic

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Dorcal Jiminez
Senior Director, Compliance & Operational Audit
LAZ Parking



Usha Gollapudi
Director-ONE NOV Shared Services-Corporate
NOV



Teanne Bridgewater
AR Commercial Risk Capability Center Leader
AON



Eric Manten
Director of People Services
AAR



Steve Gordon
Associate Vice President, Global Business Solutions
Merck



Durga Yeluri
Director, Performance & Profitability Optimization (P20) CoE
Pfizer



Monica Miller
SVP Payroll & Workforce Strategy
Compass



Robert Phillips
VP Business Transformation
WELL Health Technologies



Amanda Sá
Director, Digital Transformation & Innovation
GBS Bosch Latin America



Jonatas Santos
Senior Manager, Digital Transformation & Innovation
GBS Bosch Latin America



Aruna Katakamsetti
Senior Director, Global Business Services
Astellas Pharma

“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**

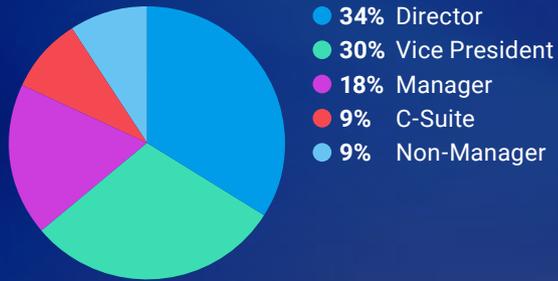
THE BACKBONE OF SSOW – MEET THE ESTEEMED ADVISORY BOARD

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.

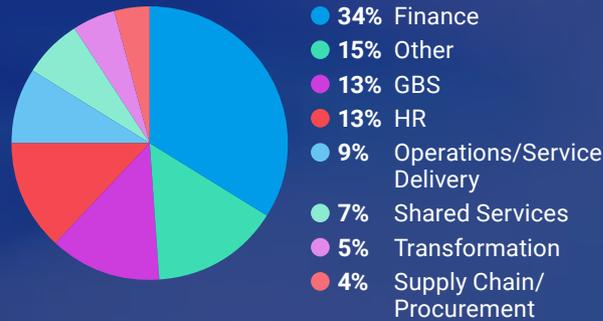
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|--|---|---|--|
|  <p>Shane Abeyratne
SVP and Head,
Global Business Services
Cardinal Health</p> |  <p>Rob Bradford
VP, Global Business Services
Kimberly-Clark</p> |  <p>Beth Cord
VP, HR Shared Services
L'Oréal</p> |  <p>Brad DeMent
Partner
ScottMadden</p> |
|  <p>Jay Desai
VP, IT Infrastructure &
Operations
JTI</p> |  <p>Cindy Gallagher
Chief Accounting Officer
USA Today Co.</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
Former Chief People &
Places Officer
Okta</p> |  <p>Stephen Sharlow
VP, GBS
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> |  <p>Erin Vincent
VP, Sonoco Services (Global
Business Services)
Sonoco</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?

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SSOWomen's Day

Future of GBS Boardroom

Site Tours

Impact Awards

SSOW Glow Party

Agenda

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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
- GBS Leaders to Enterprise Shapers – Building the Next Generation of Female Leaders in Enterprise Transformation
 - 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:

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

GBS Talent Evolution - How are the Skills Needed to Lead a GBS Organization Today Different than Skills Needed in 2030?

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

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

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

Outsourcing in the Age of the Agents

SITE TOUR | MARCH 16, 2026

Level-up your experience by walking the halls of a industry-leading SSC. 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



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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 CLOSED

Finalists Announced: February 18, 2026

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

CATEGORIES

ATTEND THE GALA

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





MON | MARCH 16 – SSOWOMEN'S DAY, AGENTIC AI IN SHARED SERVICES BOOTCAMP, SITE TOURS

CONCURRENT SESSIONS

SSOWOMEN'S DAY

- 8:00 am **Registration**

- 8:40 am **Chairwomen's Opening Remarks**
Liz Evans, Principal, [PwC](#)
Deborah Kops, (G6 Debate Moderator) - Founder, [Sourcing Change](#)

- 8:50 am **INTERVIEW | The Road Not Yet Taken: Navigating Non-Linear Career Paths in Shared Services & GBS**
Jules Andrew, Chief Business Services Officer, [Colgate-Palmolive](#)
Amy Wang, Head of HR & Payroll Shared Services, [Mercedes Benz](#)

- 9:20 am **PRESENTATION | From GBS Leaders to Enterprise Shapers – Building the Next Generation of Female Leaders in Enterprise Transformation**
Katya Reuk, Principal, Organizational Strategy, [PwC](#)

- 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 Amber Kempton , SVP, Enterprise Business Operations (QTC), CDW	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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- 10:40 am **Short Transition Break into Interactive Discussion Groups**

AGENTIC AI IN SHARED SERVICES BOOTCAMP

- 8:20 am **Registration**

- 8:50 am **SSOW Welcome**

- 8:55 am **Chairperson Remarks**
CK Taneja, AI Strategist, [Northern Trust](#)

- 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 | Agentic AI in Action: Commercial Process Reengineering with AI to Drive Process Efficiency and Scale in GBS**
Amanda Sá, Director, Digital Transformation & Innovation, [GBS Bosch Latin America](#)
Jonatas Santos, Senior Manager, Digital Transformation & Innovation, [GBS Bosch Latin America](#)

- 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

10:45 am	IDG #1 Second Acts: Reinventing Your Career in Mid to Senior Leadership Amber Kempton , SVP, Enterprise Business Operations (QTC), CDW	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**

Moderator: **Rina Desai**, VP of Strategic Planning, **Panasonic**
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**
Erin Vincent, Vice President, Sonoco Services (GBS), **Sonoco**
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.**
Aruna Katakamsetti, Senior Director, Global Business Services, **Astellas Pharma**

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**

MON | MARCH 16 – SSOWOMEN'S DAY, AGENTIC AI IN SHARED SERVICES BOOTCAMP, SITE TOUR

SITE TOUR

- 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 Tour**



AGENTIC AI IN SHARED SERVICES BOOTCAMP

- 1:05 pm **Networking Lunch**
- 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
Data and Governance Foundations: Creating Autonomous, AI-Driven Shared Services
Greg Goelkel , Head of Presales, ORO Labs |
|---------|---|--|

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
Data and Governance Foundations: Creating Autonomous, AI-Driven Shared Services
Greg Goelkel , Head of Presales, ORO Labs |
|---------|---|--|

- 3:10 pm **Networking Break**
- 3:40 pm **DEMOS | Use Case Blitzes**
Brad Meador, Director, Digital Transformation, **USA TODAY Co.**
Pranav Mulgund, CEO & Co-Founder, **Fragment Data Technologies**
- 4:10 pm **PANEL | Change Management Essentials for Seamless Adoption**
Christof Fahr, Global Lead, Global Business Services Productivity and Value Creation, **Siemens**
Robert Phillips, VP Business Transformation, **WELL Health Technologies**

- 4:40 pm **PANEL | Accountability in Action: Agentic AI Governance For Your Business**
- 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: 101: Designing Shared Services that Last: Getting the Fundamentals Right from Day 1</p> <p>Jonathan Luk, Partner, ScottMadden Patricia Ferris, Partner, ScottMadden Trey Robinson, Partner and Practice Area Leader, ScottMadden 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: Scaling Responsible AI in Shared Services: Building Trust, Controls & Guardrails</p> <p>Fuad Abdelhadi, Partner, PwC 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 Hosted by: ABBYY</p>	<p>WORKSHOP E: Accelerating Digital & AI Enabled Transformation</p> <p>Dan French, CEO, Consider Solutions 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 Marek Sobczyk, Global Process Owner in Record-to-Report, Siemens Barbara Hodge, Global Digital Content, SSON Hosted by: Redwood</p>

10:00 am **Morning Break**

10:30 am	<p>WORKSHOP G: 501: Unlocking the Next Phase of Shared Services Maturity</p> <p>Henry Bell, Partner, ScottMadden Laura Campbell, Partner, ScottMadden George Penton, Partner, ScottMadden Hosted by: ScottMadden</p>	<p>WORKSHOP H: Operations Transformation in the Age of AI</p> <p>Chas Moore, Executive Partner Transformation, Chazey Partners Greg Asher, Lumi AI Developer, Chazey Partners</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 Sam Dastoor, Principal, Baker Tilly Hosted by Baker Tilly</p>	<p>WORKSHOP J: Stuck in Pilots? Practical Approaches to Shift Agentic AI Aspirations into Business Outcomes</p> <p>Khalid Siddiqui, Global Offering Leader - Finance Operations / Business Ops, IBM Consulting, IBM Anish Jain, OTC Offering Lead, IBM Consulting, IBM Hosted by IBM</p>	<p>WORKSHOP K: From Automation to Autonomy: How GBS Leaders are Accelerating Business Value with Agentic AI</p> <p>Hosted by Capgemini</p>	<p>WORKSHOP L: Blueprint for De-Risking GCC Setup, Build & Expand: Orchestrating Your First of Next Center with AI and Experts</p> <p>Pankaj Sharma, Head of Operations, Aokah Atul Vashistha, Chair and CEO, Aokah Steve Rudderham, Chair of the Advisory Board, Aokah 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**

Moderator: **Maria Saggese**, EY Global and EMEA Global Business Services Solution Leader, [EY](#)
Shane Abeyratne, Senior Vice President and Head, GBS, [Cardinal Health](#)
Kyle Arnold, Chief Global Services Officer, [Bon Secours Mercy Health](#)
Cindy Gallagher, Chief Accounting Officer, [USA TODAY Co.](#)
 Hosted by [EY](#)

2:30 pm **Finding the Value: How a GBS Strategy Set the Path for Global Scale and Digital Evolution**

Michael Zill, Head of Global Business Services, [Vantiv](#)
 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>Andrew Fuhrmann, VP of Customer Success, Basware Usha Gollapudi, Director-ONE NOV Shared Services-Corporate, NOV 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>Hosted by HCLTech</p>	<p>The Unstoppable Journey: A Phased Approach to Finance Transformation</p> <p>Dorcal Jiminez, Senior Director, Compliance & Operational Audit, LAZ Parking</p> <p>James Tilk, Director, Solutions Strategy & Marketing, Blackline</p> <p>Hosted by Blackline</p>

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 **Shared Services & GBS State of the Industry Presented by SSON Research & Analytics**

Tom Bangemann, Head of Data Development & Research, [SSON Research & Analytics](#)

9:00 am **GBS Reimagined – Powering the Connected Enterprise**

Hosted by [Capgemini](#)

9:30 am **Frontline by Design: How Customer Experience is Re-Wiring GBS**

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

Hosted by [Teleperformance](#)

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**

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](#)

Jules Andrew, Chief Business Services Officer, [Colgate-Palmolive](#)

Hosted by [Infosys BPM](#)

FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)

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

Dorian Redding, EY Americas Consulting Solution Leader, GBS, [EY](#)

Cindy Gallagher, Chief Accounting Officer, [USA TODAY Co.](#)

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

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

GBS Talent Evolution - How are the Skills Needed to Lead a GBS Organization Today Different than Skills Needed in 2030?

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

Sebastian Arce, EY Consulting Partner, Consumer Products & Retail, **EY**

Tanuja Singi, VP, Head of Global Business Solutions, **McCormick**

<p>IDG 1: Location Strategy in the AI Era: Do You Build, Buy, or Automate?</p> <p>Chris Costa, Head of Finance Transformation, Chewy</p>	<p>IDG 2: How Do You Manage Change Fatigue in HR Transformation Initiatives?</p> <p>Lourens Van Zyl, Business Director, Transparent</p> <p>Hosted by Transparent</p>	<p>IDG 3: Measuring Innovation in SSOs: What Metrics Actually Matter?</p> <p>Michael Cloherty, Head of Sales, Trustpair</p>	<p>IDG 4: Agentic GBS: Breaking Down Barriers to Rapid Adoption</p> <p>Uli Erxleben, Founder, CEO, Hypatos</p> <p>Sally Fletcher, Head of Thought Leadership & Community, Hypatos</p>
<p>IDG 5: Beyond the Back Office: Redefining GBS/SSC Value through AI-Driven Cost Optimization and Customer Centricity</p> <p>Zach Hemmant-Low, Chief Sales Officer, Rossum</p> <p>Hosted by Rossum</p>	<p>IDG 6: People, Process, and Technology: How are You Mastering the Triangle of Transformation?</p> <p>Lourens Van Zyl, Business Director, Transparent</p> <p>Hosted by Transparent</p>	<p>IDG 7: How Do We Prove ROI and Explain the Realities of AI?</p> <p>Michael Cloherty, Head of Sales, Trustpair</p>	<p>IDG 8: Governance in the Age of AI: Structure, Risk, and Strategy</p> <p>Tina Robinson-Adamski, VP, GBS, Domino's</p>
<p>IDG 9: What's the GBS Skill Stack of the Future?</p>	<p>IDG 10: Beyond Billing: Driving Cash Flow Through Improved Customer Communications</p> <p>Sarah-Jayne Martin, Senior Director, Global Financial Automation Solutions, Quadient</p> <p>Hosted by Quadient</p>	<p>IDG 11: Efficiency Meets Security: Automating Vendor Bank Account Validation in Shared Services</p> <p>Michael Cloherty, Head of Sales, Trustpair</p>	<p>IDG 12: From Fragmented to Focused: Centralizing Payroll & HR Operations for Impact</p> <p>Nathan Bland, Head of GBS, Pfizer</p>
<p>IDG 13: From Proof of Concept to Production: How Shared Services Can Operationalize AI Fast</p> <p>Mark Brousseau, President, Brousseau & Associates</p> <p>Hosted by Itemize</p>	<p>IDG 14: Less Pain, More Gain: Altus Intelligence Elevates AR and Collections Service Delivery</p> <p>AJ Rose, Client Success Manager, Altus</p>	<p>IDG 15: Governance as Optionality: Is Your Framework an Engine or a Brake?</p> <p>Johnnie Moore, CEO & Founder, JR Moore Group</p>	<p>IDG 16: Boosting Employee Engagement: Practical Strategies for a Thriving Shared Service Center</p> <p>Robert Turck, VP, Global Financial Shared Services, IQVIA</p>
<p>IDG 17: Agentic AI and GBS 2030</p> <p>Diane Ma, US Global Business Services Leader, Deloitte Consulting LLP</p> <p>Hosted by Deloitte</p>	<p>IDG 18: Simplifying at Scale: The Reality of Downsizing Your ERPs</p> <p>Lisa Cox, Senior Director, Business Transformation, Finance SS, Xylem</p>	<p>IDG 19: Scaling Shared Services with AI: Standardization, Efficiency & Control for AP Processes</p> <p>Derrick Leck, Head of Value and Solutions Consulting, North America, Medius</p>	<p>IDG 20: From Offshore to Digital Shore: Honest Lessons From Teams Who've Done It</p> <p>Jamie Thomas, CEO & Co-Founder, Simplify IA</p> <p>Hosted by Simplify IA</p>





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

12:45 pm **Lunch**

CONCURRENT SESSIONS

1:50 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM	PROCESS EXCELLENCE PROGRAM	FINANCE TRANSFORMATION PROGRAM	SHARED SERVICES FUNDAMENTALS PROGRAM
<p>Chairwoman: Steph Ernsting, Senior Director of North America HR Shared Services, Amcor</p> <p>From Right and On Time to Transformative: HRSS's Evolving Strategic Role</p> <p>Julie Fernandez, Global HR Advisory Lead, herronpalmer</p> <p>Amanda Kassler, Payroll Shared Services Manager, Otsuka America</p> <p>Monica Miller, SVP Payroll & Workforce Strategy, Compass</p> <p>Hosted by herronpalmer</p>	<p>Inside McKesson's Shared Services Transformation: How Process Intelligence is Improving Accounts Payable and Beyond</p> <p>Brandy Hulsey, VP, Accounts Payable & Reverse Logistics, McKesson</p> <p>Tuhin Chakraborty, Co-Founder & CEO, Mimica</p> <p>Hosted by Mimica</p>	<p>Agentic AI Use Cases and Agent-Building for End-to-End Order-to-Cash Operational Efficiency</p> <p>Veena Gundavelli, CEO & Founder, Emagia</p> <p>Hosted by Emagia</p>	<p>FIRESIDE CHAT Defining Success from the Start: Building a Business Case Beyond Cost Savings</p> <p>John Haynes, Head of Cash Cycle Management – ABS, AON</p> <p>Teanne Bridgewater, AR Commercial Risk Capability Center Leader, AON</p> <p>Wolfgang Satori, VP and Head of GBS Opportunity to Cash, Americas, Siemens</p>
DIGITAL TRANSFORMATION PROGRAM	PROCUREMENT/SUPPLY CHAIN MANAGEMENT PROGRAM	SCOPE EXPANSION PROGRAM	FUTURE OF BUSINESS SERVICES BOARDROOM (INVITE ONLY)
<p>High-Volume to High-Value: The Agentic AI Blueprint for GBS Process Transformation</p> <p>Urvish Khandwalla, Sr. Director, Product Management, GBS Portfolio & AI, Iron Mountain</p> <p>Victoria Roehrich, Sr. Director GBS Strategy and Transformation, Iron Mountain</p> <p>Hosted by Iron Mountain</p>	<p>Build a Unified View of Supply Chain Data for Stronger Business Outcomes</p> <p>Hosted by PRGX</p>	<p>PANEL The Great Scope Expansion— GBS as a Home for Sales, Engineering, and More!</p> <p>Tom McFarland, SVP, Head of Customer Success Shared Services, LHH</p> <p>Joaquin Garcia, HR Head LATAM - HR Shared Service Center Head Americas, Flix</p>	<p>1:50-2:35pm</p> <p>Reinvention or Irrelevance: Is the GBS Operating Model as We Know It at Risk of Extinction?</p> <p>Steve Rudderham, Former, Head, Global Business Services, Carrier</p> <p>Nick Cernese, EY Life Sciences Finance Transformation Leader, EY</p> <p>Hosted by EY</p>

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
<p>PANEL Rethinking Case Management for the Deskless Workforce</p> <p>Stacy Hodge, Head of NA HR Ops, Shared Services & Payroll, HelloFresh</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>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>Tony DeNardo, Principal Solution Advisor, SAP Concur</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>Creating Better Insights on Category Savings Through Technology</p> <p>Hosted By TCS</p>	<p>Coming Soon!</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

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

3:00 pm

HUMAN RESOURCES SHARED SERVICES PROGRAM	PROCESS EXCELLENCE PROGRAM	FINANCE TRANSFORMATION PROGRAM	SHARED SERVICES FUNDAMENTALS PROGRAM
<p>“AI Colleagues” That Take Action in Shared Services - What They Are, How They Work, What it Takes to Deploy Them</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>Durga Yeluri, Director, Performance & Profitability Optimization (P2O) CoE, Pfizer</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>
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>Break Down Silos in P2P: Align Sourcing & Payables into One Value Stream</p> <p>Aranzazu Lopez, Managing Director, Lufhansa Group Business Services</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>Kyle Perry, EY Consulting Executive Director, Health, EY</p> <p>Jodi Dudley, Head, Global Business Services, MassMutual</p> <p>Hosted by EY</p>

- Welcome
- Speakers
- Attend?
- Why
- Agentic AI Bootcamp
- SSOWomen'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

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**

Barbara Hodge, Global Editor, [SSON 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?

Steve Gordon, Associate Vice President, Global Business Solutions, [Merck](#)

Greg Battaglia, EY Consulting Partner, Media & Entertainment, [EY](#)

5:00pm -6:00pm

Outsourcing in the Age of the Agents

Nitee Gupta, EY Consulting Executive Director, Life Sciences, [EY](#)



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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>Moderator: Deborah Kops, Founder, Sourcing Change</p> <p>Shiva Jayaraman, Senior Vice President & Business Head – Consumer Industries, and Brazil, Wipro Limited</p> <p>Yogi Goyal, Global Managing Partner, Business Operations, IBM Consulting</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**

CONCURRENT SESSIONS						
12:15 pm	HUMAN RESOURCES SHARED SERVICES PROGRAM Fix the Foundation: Tackle Your Fragmented HR Systems Before You Implement AI Stacy Marshall , Director, HR Shared Service & Systems, People Analytics and HR Programs, Lifemark Health Group	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 Amy Wirges , Global Head Operations and Shared Services, Business Assurance, SGS	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 David Borges , VP Operations, Ontellus Mason Ross , 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	PANEL Co-Creating the Future Workforce: How HR, Tech & Operations Build Skills for What’s Next Beth Cord , Vice President-BEST HR Shared Services, L’Oreal Eric Manten , Director of People Services, AAR	AI Kickstart— Practical Strategies for Emerging SSOs Nikki Rodgers , SVP, Global Shared Services, Stagwell	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	CASE STUDY From Support to Strategic: Building the Commercial Services Arm of GBS Isaac Knoot , VP, Global Business Services, Boston Scientific David Thompson , VP, GBS Commercial Services, Boston Scientific
12:45 pm	Transition Break					
1:25 pm	Setting the Industry Standard: An Inside Look AT J&J Global Services Payroll Transformation					
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?



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.



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ADD-ONS

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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.

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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.

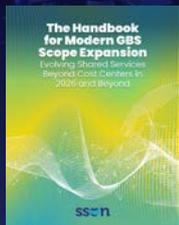
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Step Into the Energy of SSOWomen's Day

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.

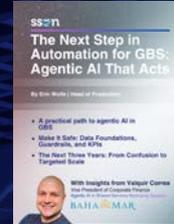
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The Handbook for Modern GBS Scope Expansion: Evolving Shared Services Beyond Cost Centers in 2026 and Beyond

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.

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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.

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

Filed 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.

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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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