

SHARED SERVICES & GBS SUMMIT

“STEPPING AHEAD IN THE DIGITAL AGE”
12TH – 13TH APRIL - BERLIN, GERMANY

Colleagues,

Having collaborated and liaised with many in the Shared Services space, I can see that there is an increasing zest for innovation to drive quality, effectiveness and efficiency. Starting a Shared Service Centre (SSC) or Global Business Services (GBS) operation takes plenty of our precious time and energy. And keeping it performing at optimum levels is a constant imperative. It is wise, therefore, to regularly consider how best to implement and evolve our operations to optimise our goals, manage costs and continually exceed the expectations of our stakeholders and customers.

Whether internal, outsourced or hybrid operations, the experiences of our peers and the thought-leadership of those challenging the norms are excellent stimulants to help each of us innovate, often in ways we had not considered before. When an event such as this Shared Services & GBS Summit specifically targets leading-edge innovation and design-thinking concepts, it certainly makes me take an active interest. It was a very pleasant surprise and honour to be asked to Chair this event where I also intend to share and continue to learn as much as possible.

Although the world has been going through the digital revolution for several decades, this decade has seen a huge leap forward in the development and application of digital technologies affecting many aspects of our home and work lives. I believe the reality of the new digital world, with useful cost-efficient applications, is clearer now than at any time in our history. Seeing the current and potential future impact on SSC/GBS operations and BPO engagements, the time to plan and leverage digital thinking is here and now. This event will help to illustrate many of the digital options in flight and in plan.

But we must not forget the fundamentals that can make the difference to success and failure; our people and processes. Automating poor processes will often bring benefits if executed well, but automating great processes will bring more robust, longer-term rewards. There are practical evolutionary journey possibilities, as well as the more radical transformation options to consider. This event will present a balanced view of all options with inputs from wide ranging business segments and sizes.

The core of success is always going to be the people. Harnessing their knowledge, motivating performance in an often-repetitive role, and equipping and engaging the workforce for continuous improvement and strategic change is not something we can take for granted. With a well-motivated team, we can do wonders. But if the opposite is true, attrition, process degeneration and productivity decline will ensure that our stakeholders and customers vigorously question the need for a SSC/GBS. This event will provide great case examples and best-practices to leverage on home turf.

In summary, I believe that through this event Corporate Parity is striving to equip each of us as current or potential stakeholders or actors in the SSC/GBS space with the tools to enable great results. We all have something to contribute and learn and so I look forward to seeing you there; imagineers, innovators, performance drivers, transformationists and evolutionists alike.



Dean Smith
Founder | Practice Head
AssuringBusiness

About Us

CORPORATE PARITY is a well-established professional conference and event organizer with European base, and with an ambitious global growth strategy.

We work closely with our delegates in organizing international conferences, bringing together experts, academia and practitioners from a wide range of disciplines to discuss options and strategies in their individual fields.

Our international conferences aim to provide our participants with a positive impact and help them achieve efficiency in their daily responsibilities while overcoming any possible challenges.

Our Vision

To establish long term relationships within various industries by providing quality services that meet and exceed our client's demands.

Our Mission

With our exceptional market research, customised ideas and conferences, we aim to empower our clients with up-to-date information for future growth and development within their respective industries. We intend to achieve this objective with our tailor-made and industry-driven values.

Dear Delegate

Corporate parity would like to sincerely thank you for your participation at:

2nd Edition of Global Predictive Analytics Forum To help you get the most out of the conference, do log into our webapp whereby you can find all the speakers' presentations.

The link to this webapp is:

<https://goo.gl/eXDgfV>

or you can scan the QR code below. This WebApp will serve as a great tool for you to stay informed and engaged throughout the event. Just log in using your e-mail address and you're instantly connected!

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SOFTTEK

Founded in 1982, Softtek is a global provider of process-driven IT and Shared Services solutions with 30 offices in Europe, the Americas and Asia. With 15 Global Delivery Centers, worldwide, Softtek supports Shared Services Organizations to effectively and efficiently manage business processes by integrating Business Process Automation (BPA) capabilities and an intelligent computing platform. Through on-site, on-shore and its trademarked Global Nearshore™ service delivery models, Softtek helps improve time-to-business-solution, lower costs of existing IT portfolio and produce predictable outcomes for top-tier corporations in over 20 countries.

SILVER SPONSOR



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The purpose of PwC is to build trust in society and solve important problems. We're a network of firms in 158 countries with more than 236,000 people who are committed to delivering quality in assurance, advisory, tax and legal services. PwC's services are offered on a global level and clearly express the quality on which our profound knowledge of the various market sectors and the use of advanced technology is based. PwC is focused on industry sector specialisation and in order to provide multidisciplinary services in different market sectors, grouped into 6 areas: Financial Services, Industrial Products, Consumer Goods and Services, Technology, Telecommunications and Entertainment, Public Administration.

SILVER SPONSOR



SALESMANAGO MARKETING AUTOMATION

SALESmanago is all-in-one, next generation marketing automation software used by marketing & sales teams in over 10 000 companies of all sizes. SALESmanago identifies people visiting your website, analyzes their online behaviour and transactions to build complete individual customer profiles. This data is then processed by Machine Learning & AI algorithms and reasoning engine to automatically deliver fully personalized, predictive offers and customer experience to the right person in the right time in all marketing channels. Using SALESmanago workflows you can automate any kind of marketing process you imagine and achieve very quick improvements of e-mail marketing effectiveness, website conversion rates and sales teams productivity. Our simple wizards in the system allow you to make great things without the help of your IT team. Our customers love the way we cooperate with them. We sign month-to-month agreements and offer free onboarding and training, making marketing automation project success a common challenge for us and our customers.

DAY 1
MONDAY

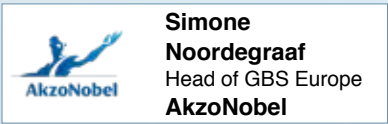
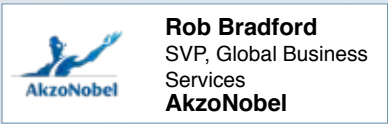
8:30 Registration & Morning Coffee

8:50 Chairperson's Opening Remarks

9:00 Keynote

**Shared Services: From Usefulness to Utilization
(From Feasibility to Implementation)**

- The value of SSC's and GBS
- In an ever changing globalized world, which model is right for your company? SSC's vs. GBS models
- Transitioning from Shared Services to Global Business Services
 - Legal challenges to moving from a local SSC to international GBS structure
 - Cultural challenges
 - Cost challenges



10:00 Case Study

Preparing For Digital Future and Next Generation Services: Pairing Human and Digital Intelligence

- How to rethink our service models
- Fear or work with AI?
- Business Models Disruption via AI+Service
- Case Study – How Suez pairs human and digital intelligence



10:40 Refreshment Break

11:10 Case Study

How Analytics will Guarantee Competitive and Cost Advantage

- Discovering what you don't know; how to maximise visibility and drive focus
- Productivity, quality and service performance metrics; generating insights for quick-wins and long-term improvements
- Data governance to assure actionable outcomes; what do you know about the data you can harvest?
- What's the real problem? Avoid distractions, focus on what the data tells you (PDIA).
- Smart use of data and the Big Data option; leverage technology in the best way
- Wrapping Analytics into the Continuous Improvement engine; drive innovation as a BAU culture
- Case examples; specific use cases that can help drive SSC/GBS forward

11:50 Case Study

Workforce Design Principles in the Digital Age: Thinking Automation First

- How technology trends impact our operating model and what was our approach to RPA
- How to select candidates for automation and what are the prerequisites to make it work
- Lessons learnt after the first implementations
- Key enablers for successful RPA implementations and which mistakes to avoid

12:30 Lunch

13:30 Sponsor Presentation

Transition in Knowledge Transfer from the Perspective of one of the fastest growing European Startups from Poland

- BPO scene in Krakow, Poland seen with the eyes of local technology startup
- Competing with technological skills vs competing with business model
- What we need to outsource from Poland to more developed countries



Greg Blazewicz
Founder & CEO
SALESmanago Marketing Automation

13:50 Panel Discussion

Remote Workers and The Future of SSC's

- Remote workers vs. On-site workers
- To embrace the remote workforce or not: pros and cons; illustration case study
- Managing your remote workforce: the ins and outs
- Leveraging technology to manage your remote workers, driving performance and maintaining motivation to avoid 'operational isolation'

Moderator



Dean Smith
Founder
AssuringBusiness



Frank Hilderts
Head of Shared Services
Center IT
Gazprom



Helena Potter
Former Head of Global
Finance Operations
Zurich Insurance



Sjaak Schouteren
Partner European
Cyber Team
JLT Group

14:40 Case Study

Preventing Cyber Attacks and Thwarting Hackers

- Digital Transformation and the Balance of Resilience
- Why cybersecurity as part of an Enterprise Security Risk Management framework is a must for your SSC/GBS/BPO and how much a large-scale data breach can cost your company vs. savings by not having a proper cybersecurity program.
- How hackers are infiltrating your networks and what you can do to stop them in their tracks.
- Using technology and best practices to fight malware and cyber security attacks; prevent, detect, respond, recover.
- Human factor, the importance of people engagement in successful defense strategies



Sjaak Schouteren
Partner European Cyber Team
JLT Group

15:20 Refreshment Break

15:50 Break Out Session

The Transformation of SSC's**BREAKOUT
SESSION A****The Evolution of HR**

- How to serve the needs of a multi-generational workforce
- The changing face of H.R. in the digital workplace; being proactive and prepared
- Empowering employees in a digital workforce through VR and Apps
- How using technology and SMAC can help H.R. bring in top tier talent
- How SS models can help manage the HR business unit

**BREAKOUT
SESSION B****Optimizing Operations: The Key to Sustained Performance**

- Setting the right engagement framework; stakeholders, customers, and workforce
- Embedding Continuous Improvement as BAU
- Creating an all-inclusive Innovation Culture
- Balancing cost benefits of automation, process, and human workforce improvements
- Measuring and tracking success; continuous business case and visibility of results

**BREAKOUT
SESSION C****SSC in Finance: Game Changer or End Game?**

- Job satisfaction in financial SSC's at Management level compared with Junior or contributor roles.
- Shared services vs. retained teams career path challenges
- Changing the view of of SSC's finance function as a "transaction factory"
- Focus on finance as an added value activity instead of a cost center.

**BREAKOUT
SESSION D****Procure-to-Pay**

- How will technology change the way we procure goods and manage suppliers
- How IoT and other new-tech will change Procurement
- Procurement challenges facing B2B businesses using SSC's
- Enabling procurement controls that do not hinder the business dynamic
- Don't forget the process; best and lean practices

MODERATORS



Lea Bodnárová
HR Manager
LafargeHolcim

Vartul Mittal
Technology & Innovation
Specialist
**Formerly Barclays, IBM,
Kotak Mahindra Bank**



Mateusz Ślępek
Continuous
Improvement
Specialist
Amer Sports
Steve Wells
Director of
Operations
**Fast Future
Publishing**



Helena Potter
Former Head of
Global Finance
Operations
Zurich Insurance



Mark Harrison
Chief Executive
Officer
ACCÉE



Mélani Flores
Practice Leader,
Procurement
Advisory EMEA
**The Hackett
Group**

17:10 Doctor's Surgery Panel

***Panelists will be answering questions suggested by delegates upon registration**

Moderator



Simone Noordegraaf
Head of GBS Europe
AkzoNobel



Stephanie van Doorn
Former Lean Director
Nike



Mark Harrison
Chief Executive Officer
ACCEE



Joseph Hammond-Hagan
Owner
Life With Balance

17:40 Chairperson's Closing Remarks

17:50 End of Summit

19:00 Dinner

DAY 2
TUESDAY

8:30 Registration & Morning Coffee

8:50 Chairperson's Opening Remarks

9:00 Keynote

These ARE the Droids You're Looking for

- Evaluating whether a process is suitable for RPA
- How to get employees on board with the move to RPA's
- How does the recent anti-globalization sentiment mean a push toward automation
- Using RPA and technology to create more value in our work.
Embracing and accepting RPA's
- A.I. bots: how customer and employee engagement is evolving with cognitive technologies
- Using the latest technology and automation that's scalable and flexible to support people



Roy Loeschner
Global Head of Shared Services
Allianz

9:40 Panel Discussion

**Measurement, Reporting & Insights (MRI);
Essentials to a Successful Shared Service**

- What to measure and why?
- Data management & visualisation; enabling analysis & insights
- Setting performance targets; ensuring realistic yet stretching gains
- Reporting; getting the impact and engagement needed by fulfilling stakeholder needs not just wants
- Keeping it real; how to ensure MRI adjusts to keep pace with the business and stakeholder needs
- Internal versus BPO Shared Services; what differences are there in MRI and how to adjust for practical commercial needs
- Technical considerations; data integrity, platforms and management best-practices

Moderator



Dean Smith
Founder
AssuringBusiness



Frank Hilderts
Head of Shared Services
Center IT
Gazprom



Danilo Andriani
GBS and PPM
Practise Lead
PwC Consulting
Partner



Carlo Peretti
VP Finance
Transformation
LafargeHolcim

10:30 Refreshment Break

11:00 Sponsor Presentation

GBS Journey

- From the consolidation of F&A activities through a captive SSC model
- Evolving to hybrid model aimed also to deliver some “value added and business oriented services”



Danilo Andriani
GBS and PPM
Practise Lead
PwC Consulting
Partner



Lorenzo Bersani
Chief Administrative
Officer
JAB Luxury

11:20 Case Study

Bringing People Together in SSC's and GBS

- Design Thinking and how it can transform your company.
- Design Thinking a complement to, not replacement, operational excellence and Lean 6
- How do you bring innovation to work, how to build a culture of innovation that works and sticks.
- Harnessing creativity in the workplace.



Stephanie van Doorn
Former Lean Director
Nike

12:00 Lunch

13:00 Doctor's Surgery Panel

***Panelists will be answering questions suggested by delegates upon registration**

Moderator



Simone Noordegraaf
Head of GBS Europe
AkzoNobel



Roy Loeschner
Global Head of Shared
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JAB Luxury



Hendrik Esser
Vice President - Head of
Operations and Programs
Ericsson

13:30 Workshops With Consultants

The Transformation of SSC's

WORKSHOP 1

Kick-starting your RPA Strategy and Delivery Framework.

- How to establish a business case and plan an effective RPA driven digital workforce.
- Discovering opportunity with technology types to consider.
- Navigating the RPA strategy applying the lessons of others; avoid the same pitfalls.
- RPA Delivery best practices.

WORKSHOP 2

Promoting Innovation and Agile in the Workplace

- How to generate innovation in the workplace and put it into action.
- Understanding the workforce play an active role in the innovation ecosystem.
- Creating and maintaining a BAU innovation culture.
- Delivering results not just theories.

MODERATORS



Dean Smith
Founder
AssuringBusiness



Hendrik Esser
Vice President - Head of
Operations and Programs
Ericsson

14:50 Panel Discussion

PEOPLE IN FOCUS: HOW COMPANIES ARE MANAGING THE HUMAN ELEMENT – WORKFORCE PERFORMANCE AND ATTRITION

- Engagement strategies in an increasingly digital environment
- Innovative ways to manage team stress and anxiety
- Environmental considerations to stimulate high-performance and improve workforce satisfaction
- Recognition and reward - walking the talk
- Building an effective talent development path that attracts and retains the right people
- Proactive attrition management: top tips for great retention

Moderator



Joseph Hammond-Hagan
Owner
Life With Balance

Vartul Mittal
Technology & Innovation Specialist
Formerly Barclays, IBM, Kotak
Mahindra Bank



Lea Bodnárová
HR Manager
LafargeHolcim



Stephanie van Doorn
Former Lean Director
Nike

15:50 Chairperson's Closing Remarks

16:00 End of Conference

Chairman



Dean Smith

Founder

AssuringBusiness

Dean is Founder and Practice Head of AssuringBusiness since 2005. He has a 28-year history of leadership, consulting and interim management roles primarily in the Communications and Financial Services sectors, in particular payment cards and insurance. Dean co-founded the world's first telecoms Business Assurance specialist consulting firm in 1994 and has since driven many organisational, process and technology innovations through consulting and interim assignments.

Recently, Dean spent 3 years with Zurich Insurance including as Global Head of Finance Operations Shared Services & Solutions, specifically optimising BPO performance (circa 450 team members) and leading the digital transformation strategy, including Robotic Process Automation (RPA) and other technology initiatives. With a pragmatic yet innovative approach, Dean was able to demonstrate significant improvements to BPO Service Levels and Net Promoter Score in under 12 months. Implementing Continuous Improvement mechanisms within BPO and the retained Shared Service teams also led to significant business wins and greatly improved team engagement and motivation during a challenging change period.

Dean has also co-authored the Financial Times Fraud Report and the FML Revenue Assurance & Fraud Management Yearbook series and continues to contribute articles and papers in specialist areas. Dean remains a regular speaker at international events, recently focused on Robotic Process Automation and performance optimisation of Shared Service Centre (SSC) and Global Business Services (GBS) operations.

Simone Noordegraaf

Former Head of GBS Europe

AkzoNobel

Simone W.A. Noordegraaf, CPC, ELI-MP, CEO and Founder of BeTouched Coaching and iPEC Europe is an accomplished senior executive leader with experience working for large companies such as AkzoNobel, Philips, and Shell. She recently made her very own step to independence and believes there is still so much to do and much to gain in starting her own business; 'BeTouched' which entered into a partnership to deliver exceptional ICF accredited coaching programs to eighteen countries in Europe and beyond, inviting individuals, leaders and managers to develop their coaching skills. iPEC is one of the largest coach training institutes with a community of more than 15,000 trained coaches in North America. During her time at Philips, Simone was the Global Head of Finance Operations, leading the global Finance Back Office through a shared services transformation inspiring and transforming a team of 4000 located all over the world.

In her most recent role as the Head of GBS in Europe at AkzoNobel, the team was smaller but had more diverse functional backgrounds (Finance, HR and to a lesser extent Procurement and IT). Simone held many Financial roles before that at Philips, Shell and Ernst & Young and gained a wealth of senior financial experiences in Internal Audit as the auditor of the Healthcare Division, but also various planning roles, value-based management, financial advisory, process design and engineering, project and program management, acquisitions & divestments and post-merger integration. She holds an MS in Accountancy, and an MS in Information Management from Universities in the Netherlands and am a Certified Internal Auditor and a Chartered Accountant.



Rob Bradford

SVP, Global Business Services

AkzoNobel

Robert Bradford is the Director & SVP of GBS Operations for AkzoNobel, a €15B multinational maker of decorative paints, protective coatings, and specialty chemicals. Mr. Bradford has spent 30 years designing, building, and running shared services, BPO/ITO vendor management, and GBS Operations across a variety of industries and in several different capacities. He has a rare career profile in that he has been a consultant in GBS strategy and design, an outsourcing contract negotiator/advisor, an ITO service provider, and a senior leader responsible for two different global GBS operations. Before joining AkzoNobel in early 2016, he was VP of GBS at Becton Dickinson, and prior to that he worked for a variety of consultancies and advisory firms, including Andersen Consulting, Ernst & Young, KPMG, and EquaTerra. He now brings this unique combination of perspectives together to build highly practical and efficient organizations that optimize performance and governance across complex delivery landscapes.



Emrah Ercan

Director of Digital Innovation & Strategy

Suez

Emrah Ercan is the director of digital strategy & innovation at Suez Water Technologies and a member of the Company's innovation and digital board of directors. He joined Suez Water (formerly GE Water) in 2012, bringing more than 15 years of innovation and commercial leadership experience to the organization.

In his current role, Mr. Ercan oversees corporate digital strategy, facilitating company activity in industrial IoT and asset performance management. This responsibility extends to include applying big data analytics and artificial learning to industrial water treatment and energy/resource management. Previously, he served as VP of strategic initiatives at GE Oil & Gas and GE Digital, where he established an internal incubator to fund early-stage digital oilfield ideas, which were later implemented across the global commercial team.

Prior to Suez (GE), Mr. Ercan spent ten years at Ashland, where he held a variety of management, operations, sales, and marketing roles, ultimately serving as the company's West Coast territory manager and leading a successful effort to streamline operations, strengthen the product line, and drive growth.

Mr. Ercan holds an MBA from the University of Southern California, an MS in Industrial Engineering from Chalmers University in Sweden, and a BS in Chemical & Process Engineering from Bogazici University. In 2013, Mr. Ercan was honored by, then CEO, Jeff Immelt with the GE Corporate Innovation Award – in recognition of his achievements in the digitalization of the global field service team. Emrah is a member of the American Turkish Young Society Leaders (YSL) and an executive board of director of Stamford Metal Group in Stamford, CT. He is an avid reader, a devout Besiktas fan and resides in New York City with his family.



Professor Paul Morrissey

Global Ambassador

TM Forum Customer Experience, Big Data Analytics, Smart Cities and Innovation

Paul is a Veteran Technology Entrepreneur, he has created, enabled and successfully sold, floated or merged a series of International Telecommunications, Data Analytics, Technology Operations, Software and Consultancy practices and continues to invest in early stage technology business through his Private Equity funds, Livewire Capital Partners, The Co-Foundry and their operational entity 'WeareNova'. He is a recognised International Business leader and expert in Big Data Analytics, Customer Experience, Digital Transformation, Data Forensics, Smart Cities, IoT and Media Content distribution. He also acts as None-Executive Chairman or Board member of many companies in the Transportation, Music, Media, Customer Experience, Big Data Analytics, Digital Content, Digital Transformation and Gaming sectors. He works closely with Global VC's and Private Equity firms to secure funding and drive new and existing entities to profit and has been intimately involved in these types of ventures since 1999. In addition, he undertakes strategic consultancy assignments in Global Enterprise and Governments sectors where his technology & business expertise can be effective to drive organisations to maturity, profitability or exits, he has been particularly successful recently in driving valuations and exits of companies by exposing their digital assets through new positioning of their Data Analytics Strategies.

Paul is the Global Ambassador for the TM Forum with responsibility for Big Data Analytics, Customer Experience Management, Innovation & Smart Cities he is also currently the Head of the Data Analytics & Cx Group at TM Forum he also sits on the 'Smart Cities', 'IoT' and '5G' working groups for TM Forum. Paul is also constructing the Global Data Analytics eco system standard for Smart Cities at TM Forum. In 2010 he was awarded a Professorship by the School of Mathematics and Computing at Liverpool John Moores University in the UK for work surrounding University technology spin-out companies in the Big Data Environment. He is a Fellow of the Institute of Engineering and Technology and a sought after Global speaker on the International conference circuit.



Jakub Daron

HR Operations Lead

Opel Business Services

Currently HR Operations Head at Opel Business Services responsible for hire-to-retain scope including front and back office service for Germany and Austria. Previously set up a start-up Shared Service Center for Dunlop and acted as its Head. Earlier Customer Service Manager at Shell Business Services responsible for migration of key processes. Held also various managerial positions at Danone. Master of Business Administration at Oxford Brookes University.



Greg Blazewicz

Founder & CEO

SALESmanago Marketing Automation

Founder & CEO SALESmanago Marketing Automation, leading European martech company with over 10000 customers worldwide. Greg has over 15 years of experience in digital marketing. His career started in marketing agencies in New York and London. For 6 years held position of Marketing Director at Comarch – one of the largest European IT solutions provider. In 2006 nominated a CEO of Interia, one of the largest horizontal internet portal in Europe listed on Warsaw Stock Exchange. Finalist of EY 2014 Entrepreneur of the Year contest.



Helena Potter

Former Head of Global Finance Operations

Zurich Insurance

Helena Potter is a senior Finance and Operations leader who has held various roles in Banking, Telecoms, Insurance, and Consulting over the past 20 years. Currently she is heading up the Finance Function within an International Organisation based in Paris.

Her main focus has been on transforming operations to adapt to changing customer and market expectations. Her dual expertise in Operations and Financial Strategy, allows her to identify how to lead transformations that not only delivers flexible and scalable organisations but that also deliver significantly improved financial performance.

She believes in transforming through inclusive and motivational leadership, working with cutting edge technology providers and constantly seeking to innovate and be creative. Her experience is global, having led teams in more than 25 countries; designing and implementing large scale programmes, leading outsourced, captive and internal teams of >1000 FTE and managing operational/ capex budgets >\$100m.

Managing risks and ensuring a robust and effective system of internal controls in place is also on the top of her agenda, having managed Audit, Risk and Fraud Prevention functions within highly regulated environments. What she enjoys most is playing a decisive and active part in enabling businesses to surpass their strategic objectives.

Helena is at the stage of her career where she also wants to help others in their development, share her experiences of success and failure: she does this by actively supporting inclusiveness and gender diversity, participating in conferences and industry forums, and mentoring ambitious women and men.



Frank Hilderts

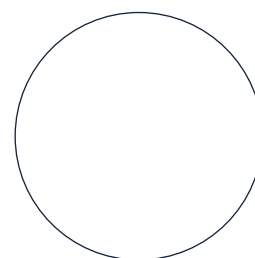
Head of Shared Services Center IT
Gazprom

Grad. Eng. MBA Frank O. Hilderts is a former Chief Information Officer (CIO) and Chief Process Director (CPD) of a wall street-listed service company and operated many years in specialized companies, including his own since 2008, as interim manager or consultant. He had numerous management roles in several industries and sectors in his career and looks back on a long row of impressive mandates and projects, for the most part with considerable complexity, huge impact or by completely new ways to approach. He manages growth, transformation and change, turnaround, consolidation as well as the development of digital innovations and their implementation.

Mr. Hilderts gives lectures, seminars and panel discussions, publishes professional articles e.g. about digital company change, IT management, turnaround, shared services center, levels of professionalism...etc. and is involved in innovative startups as a business angel.

Daniele Lisetto

Global Head Application Management
ABB



Sjaak Schouteren

Partner European Cyber Team
JLT Group



Lea Bodnárová

HR Manager
LafargeHolcim

Lea Bodnarova hold PhD from Psychology and works as HR Manager in LafargeHolcim European Business Services center in Košice, Slovakia. She begun her professional journey during her university studies working as a lecturer for companies such as Tatrabanka, ING or Orange and after graduation in 2007 joined HR department responsible for cement industry operations in Slovakia, taken over by Holcim Group four years later. When Holcim decided to build a shared service centre in Košice, she moved from general operational HR to a SSC Project team and delivered complex HR activities from the first days, such as talent acquisition and retention, building efficient teams, formalization of HR processes, training and development and Health&Safety management. Since 2015, Lea has continued in managing internal HR processes related to the transitions and operations on a position of HR Manager, leading Recruitment, HR Business Partnering, L&D and Communication teams.



Mateusz Ślemp

Continuous Improvement Specialist
Amer Sports Corporation

Mateusz Ślemp, expert in Continuous Improvement across finance departments, currently focused on process standardization, process automation including Robotic Process Automation and Data Analytics. Graduated in 2011 from University of Science and Technology (AGH) in Krakow with specialization of Engineering and Industrial Surveying. Having followed industrial surveying career for over two years, changed the professional path to finance area.

Since 2013 employed at Amer Sports Financial Service in Kraków, started in Accounts Payable Department, later assigned to Continuous Improvement Department. Responsible for successful launch and implementation of Robotic Process Automation, which currently amounts to almost 50 robots. Leader of numerous diverse projects and changes within organization. Promotes Data-Driven Decision Making with Data Science support, works with mission to fulfill business needs with future solutions and innovations.



Mark Harrison

Chief Executive Officer
ACCÉE

Mark Harrison has been involved in Credit Management for more 30 years and is constantly focussed on raising the profile of the Order to Cash stream. His career spans a range of industries across EMEA and includes the transition and development of successful Order to Cash functions in the Shared Services sector in Central Europe. Being a firm believer in the shared services concept and its potential, Mark is a regular presenter at workshops, forum and conferences across Europe sharing his first hand operational experience, passion and enthusiasm.

Mark is the founder of the ACCÉE, Association of Credit for Central and Eastern Europe, holds an BA (Honours) degree in Credit Management from the University of West London, is a Fellow of the UK CICM and is Catalyst level in Lean / Six Sigma methodology. The Association of Credit for Central and Eastern Europe (ACCÉE) is committed to training and education. It is a fundamental part of the goal to develop qualified O2C experts and ACCÉE delivers a range of agile workshops and innovative study programmes leading to professional qualifications. As specialists in Order to Cash, ACCÉE understand the demands of this challenging environment and how industry specific qualifications are fundamental to this objective.

ACCÉE has delivered innovative workshops to more than 1,000 O2C professionals and students across the region. in 6 different languages with a +90% approval rating. ACCÉE is the only organisation in Central and Eastern Europe that co-ordinates the delivery of best practice in the business critical Order to Cash stream from training to technology including the acclaimed annual Credit Matters conference.



Mélani Flores

Practice Leader, Procurement Advisory EMEA
The Hackett Group

Ms. Flores leads The Hackett Group Procurement and P2P Advisory Practice in EMEA. She is a diversified professional with over 25 years of experience in management consulting and benchmarking.

Previously to join Hackett Ms. Flores spent 13 years supporting F500 companies in Europe and America in their Procurement transformation efforts, leading Procurement operating model design engagements, process optimisation, strategic sourcing and operational strategies implementation.

Today Ms. Flores works together with Procurement senior executives giving advice into proven and emerging organisational and process best practices from source to settle, supports Hackett Benchmarking operations and actively contributes to Hackett's Procurement leading research.



Hendrik Esser

Vice President - Head of Operations and Programs
Ericsson

Hendrik Esser has over 20 years of international leadership experience – ranging from small (20 people) to very large (>8000 people) organizations. He has led Product development, Technology and Innovation organizations as well as project and program offices.

Today he is managing Special Projects and Operations at Ericsson. Hendrik's passion is to explore and deploy new ways of creating better results and greater organizations. Since 2008 he is a lead-thinker and driver of Ericsson's transformation towards agility.

He is a frequent speaker at conferences and cross-industry events. Also, he is the Program Director for the Agile Alliance's Supporting Agile Adoption initiative, connecting with other lead-thinkers to spread good practices and advance the profession of change and transformation management.

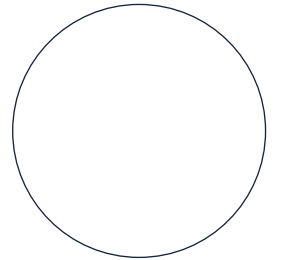


Stephanie van Doorn

Former Lean Director
Nike

Carlo Peretti

VP Finance Transformation
LafargeHolcim



Roy Loeschner

Global Head of Shared Services Unit
Allianz



During his career Roy has contributed to the growth and success of multi-national insurance organizations fulfilling a number of senior executive positions, not least COO for Willis Germany. In that time Roy has developed a reputation for bringing innovation to strategy and Target Operating Model development, people orientated organisational transformation and maximising efficiency while at the same time delivering motivated, solution orientated, empowered and creative cultures. As a dedicated family man Roy lives in Gruenwald, Munich, with his wife and 5 children where he indulges passions for music and fast cars.



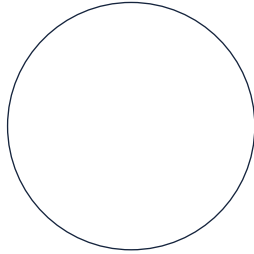
Danilo Andriani

GBS and PPM Practise Lead
PwC Consulting Partner

Danilo is a Partner in PwC, he has over 20 years' experience in managing team and running transformation projects in several industry sectors including R&C, FMCG and Industrial Manufacturing.

He is responsible in Italy for the "Business Services Transformation" practice driving effectiveness and efficiency in the support business functions. He has long an extensive international experience with 15 years working abroad in Europe and USA. He has managed several complex projects in the area of business and finance transformation and business changes and he has implemented several Shared Service Operating Model both captive and Outsourcing. In the last 6 years he specialised in multi functions back office transformation projects for multinational Clients related to design and implementation of Regional SSC and CoE including RPA and outsourcing.

Before joining PwC he has worked for 8 years for Invensys Plc, where he also had the position of Director of the EMEA GBS responsible for the Shares Service Centre based in Belgium and before that was part of the Whirlpool EMEA SSC in Ireland. He holds a Master Business degree from the Milan "Cattolica" University.



Lorenzo Bersani

Chief Administrative Officer

JAB Luxury

Lorenzo is currently Chief Administrative Officer of JAB Luxury GMBH, Switzerland, with experience in leadership of large scale finance teams, strong track record in managing transformational changes and delivering international synergy and cost optimization projects. He has 24 years of experience in finance and tax of which 17 years in audit and advisory.

Until October 2017 Chief Administrative Officer of LLX Global Business Services SA (GBS), the shared services company owned by JAB Luxury, with a strong focus on adding value to deliver services – such as Accounting, Tax, Legal and Treasury, Indirect Procurement, IT, Digital and Logistics – to JAB Luxury and its luxury goods companies (namely Jimmy Choo, Bally and Belstaff), helping them to achieve their business goals. GBS provided services to more than 3,000 employees, 300+ retail stores, 3 headquarters, 5 regional offices and 6 warehouses globally.

In 2015 Head of LLX Global Business Services Americas (ad interim), based in New York, and in 2013 Head of LLX Global Business Services Asia (ad interim), based in Hong Kong.

Led the finance transformation of JAB Luxury to centralized Shared Services organization resulting in substantial (10-20% year-over-year) cost reductions and managed the Global Finance Shared Services team of approx. 80 FTE across Switzerland, London, New York, Shanghai, Hong Kong and Tokyo.

Joseph Hammond-Hagan

Owner

Life With Balance

Life With Balance is borne out of the experiences of its founder, Joseph Hammond-Hagan, who having worked in media and marketing for 15 years, saw a real need for a different approach to engaging employees. Joseph is a qualified Traditional Thai Yoga Massage practitioner with over 15 years' experience, having studied under the tutelage of Kira Balaskas, who set up the UK's first Thai Massage School. He also studied with the renowned and much loved Asokananda. Whilst working the 9-5, he managed and mentored teams across varied disciplines within the digital media industry, whilst helping individuals and businesses grow and fulfil their potential.

