Deliver step changing value creations by fostering a culture of change and continuous improvement

Showcase shared services as a true value enabler and not a transactional entity

Measure and improve customer satisfaction in order to be viewed as the provider of choice

Presented with assistance from AT Kearney
Wednesday, November 14, 2012

Registration and continental breakfast 8–8:45 am

Welcome and introduction 8:45–8:55 am
Deborah Kops, Principal, Sourcing Change

A 8:55–10 am
“State of the Union”:
Key Issues and Trends of Today’s Shared Services Organizations

Session Sponsor

A panel of Peeriosity members will set the context for the conference by discussing the strategic and tactical issues that have been top of mind over the past year and share their experiences and candid perspectives on critical issues that include:

- Creating and maintaining a scalable shared services value proposition
- Overcoming implementation and growth barriers
- Enterprise transformation and the role of shared services
- Opportunities and challenges in the current global economic environment (i.e. U.S. economic recovery, euro crisis, unemployment, emerging markets)

Moderator
Ira Fialkow, Senior Vice President, Peeriosity

Panelists
Paul Nicolaisen, Vice President Global Shared Services, BD
Kelly Phillips, Group Executive, Shared Services Organization
Newmont Mining Corporation
Andrew Simpson, Head of Americas Business Service Center, BP North America
Brian Warnert, Director, GBS Global Operations and Financial Shared Services
General Mills

B 10–11 am
The Shared Services Opportunity:
Expanding Leverage Capacity to Drive Business Growth

Leading organizations are finding that traditional operating models fall short of delivering competitive advantage. A fully leveraged model is required in which scale and scope are reconfigured not only to deliver efficiencies, but to drive business growth. Shared services organizations are the ideal platform and logical core from which to build this powerful competitive advantage, because they have already broken down silos. When implemented to their fullest, leading shared services organizations not only deliver scale efficiencies, but drive innovation, customer insight and enterprise-wide agility. This presentation will highlight how shared services organizations can make the step change from transaction centers to true strategic game-changers.

Arjun Sethi, Partner, A.T. Kearney

Networking and refreshment break 11–11:15 am

Call Customer Service at 212 339 0345
Navigating through Culture, Complexity, and Change
Ingrained in the nature of shared services is change, either during the building and implementing of the business case or expanding the scope and scale of an existing SSO. The ways in which your company responds to change will directly have an impact on the success and growth capabilities that will be realized. During this session, the facilitator will detail change management and employee engagement techniques proven to keep all parties focused and engaged in the face of insecurity or uncertainty, with a particular focus on gaining alignment from business to ensure there will not be any costly business disruptions.

Jeff Scott, Vice President, Business and Technology Strategy, Accelare

LUNCHEON 12:15-1:15 PM

Peer-to-Peer Learning Experience: Extended Roundtable Session
Benefit from a unique peer-to-peer learning experience by sharing practical approaches and actionable ideas with others facing similar challenges/experiences.

NETWORKING AND REFRESHMENT BREAK 2:30-2:45 PM

Concurrent Sessions 1 target to the new/emerging shared SSO.
Concurrent Sessions 2 address the needs of the mature/multi-functional SSO.

Lay the Foundation Operational Excellence
Once you have committed to beginning your shared services journey, what’s next? During this session, we will explore the key components and critical steps of the implementation stage and take a look at the most common mistakes to avoid. By having the right plan in place, you will ensure that you have created the proper foundational structure for your shared services organization, both today and for the future operations, so your business can continuously stay relevant and respond to changing needs.

Peggy Jude, Vice President, HR Shared Services, ADP

Three Proven Rules for Leveraging Shared Services in the New World Order
Since their creation in the 1970’s, shared service organizations have made continuous advancements in reducing transactional costs. Beyond cost, these organizations have fallen well short of delivering their full potential. These shortcomings, in combination with a host of new, emerging challenges, require that Shared Service Organizations take a new approach to unlocking and delivering full value to the organizations they serve. In this session we will review how leading shared service organizations will achieve holistic, game changing performance by following three simple rules.

Jeff Postma, Principal, A.T. Kearney, Inc.
Alyson Potenza, Principal, A.T. Kearney, Inc.
Assessing Maturity: Obtain the Knowledge to Look Before you Leap
As the initial results are achieved from the shared services implementation more demands may be placed on the SSO to increase scope/services. Challenges arise without a true understanding of the SSOs capabilities or a strategy for execution. During this session, the leader will share critical markers to assess maturity in order to gather information about your current and future state vision. This will ensure that you are a truly agile organization on the right path for success.

Keith Dunnell, Vice President, HR Services, Siemens Corporation

Capitalize on the Evolution of Global Business Services
Driven by the need to add greater value and better alignment with corporate goals many organizations are breaking down the functional, geographic and Line-of-Business silos of shared services and outsourcing to create a comprehensive service delivery model and one that can better answer changing business needs. Explore the evolving trend of GBS to demonstrate how to take a holistic approach to strategy development and how to drive internal and external collaboration. Included in the discussion will be Global Sourcing models, Labor Portfolio management, and how to change the organizational mindset around how work is being done now and how it needs to be done to drive competitive advantage.

Paul Nicolaisen, Vice President, Global Shared Services, BD

Performance Metrics and Customer Satisfaction – Is There a Magic Bullet?
While there may not be a “magic bullet”, performance metrics are powerful tools to gauge effectiveness and areas of improvement but you need to ensure that the measurements are meaningful and relevant to your customers. Explore how to create a working tool for strategic planning, organizational assessment and clear/consistent messaging. This will ensure you have continued support of your initiatives and are instilling a service culture to continuously align your results/objectives with those of your customers and the overall business goals.

Sue Halliday, Divisional, Vice President, Accounting Shared Services Excellence Team Walgreens
Tony Castellano, Director of Governance, Accounting Shared Services Excellence Team Walgreens

Mobilizing a Global Organization to Deliver Business Relevant Process Improvement
Moving the mature SSO up the value chain requires pursuit of business relevant impact beyond the typical value drivers. It requires a mature and robust approach to relevant business outcome improvement and an ability to truly leverage the “shared” in shared services. To deliver this impact, HP has organized their multifunction GBS across process clusters maximizing shared process leverage. Additionally, they have developed “War Rooms” across the globe, to connect the process dots end to end and yield impact to the businesses outcomes across processes, Business Units, functions
Presentations Available online in advance of the conference

Bob Carroll, Vice President, Global Business Services–Client Engagement
Hewlett Packard

NETWORKING COCKTAIL RECEPTION 5:30–6:30 PM
HOSTED BY AT Kearney

Thursday, November 15, 2012
CONTINENTAL BREAKFAST 8–8:30 AM
H 8:30–9:20 AM

Strengthen the Brand Equity to be Viewed as the Provider of Choice
Branding of the SSO is crucially important to drive sustained engagement, support and investment from the business. With the right branding the SSO will be seen as a true value contributor and innovation enabler for the business and not simply a transactional entity. During this session, Paul Bartley will share the evolution of the SSO within the Public Sector and how he has been able to capitalize on the brand equity to be recognized as the provider of choice.

Paul Bartley, Director, Program Support Center
U.S. Department of Health and Human Services

I 9:20–10 AM

Role of the Global Process Owner in Achieving Continuous Improvement
Without a clear vision of where you have been and where you want to take your SSO over the long haul, it is easy to get derailed by day-to-day distractions. During this session, the facilitator will explain how he (as a new SSO Director) has developed a strategic roadmap to assess the organization’s past and current operation in order to effectively map out their desired SSO future state. By creating a detailed five-year plan with specific strategic/tactical goals in mind, his team is making significant strides towards achieving objectives that will help achieve the next level of value creation and maturity.

Kelly Phillips, Group Executive, Shared Services Organization
Newmont Mining Corporation

NETWORKING AND REFRESHMENT BREAK 10–10:15 AM
J 10:15–11:15 AM

Lean Six Sigma to Drive Process Excellence and Continuous Improvement
Lean Six Sigma is a proven tool to drive efficiency, control, and process improvement which lends itself to be a powerful tool for shared services organizations when used effectively. Through the elimination of waste, quality improvements and a clear strategic structure, SSOs can drive improved process performance and harness areas of continuous improvement. During this session, you will learn the key principals of Lean Six Sigma in order to leverage the capabilities to drive sustainable results.

Barnaby Fountain, Director, Lean Six Sigma for Shared Business Services
Merck & Company, Inc.
One Size Does Not Fit All: 
Talent Management Equation in Delivering Business Results 
There are countless nuances in every company that will impact the way that they approach talent management. As such, the panel has been assembled to share insights into their most effective talent management strategies within the private and public sectors. Topics of discussion will include: recruiting, retaining and engaging/motivating employees, ways to effectively manage and motivate a multi-generational workforce as well as workforces in other regions, and how shared services can be exporter of talent for the organization. 

Moderator 
Deborah Kops, Principal, Sourcing Change 
Panelists 
Cindy Berry, Director Finance Organization Excellence, Unisys 
Earl Pinto, Director, Administration and Resource Management, Federal Occupational Health, U.S. Department of Health and Human Services 
Katie O’Neill, Director, GBS Human Resources, EMC Corporation
Pre-Conference Seminar
Tuesday, November 13, 2012

REGISTRATION AND CONTINENTAL BREAKFAST 8–9 AM

Shared Services Excellence through People, Culture and Efficiency
SEMINAR 9 AM–5 PM INCLUDES LUNCH AND NETWORKING BREAKS

WORKSHOP A 9 AM–NOON

Embracing Change and Fueling Employee Engagement to Drive Superior Business Results
Change is a fundamental function of successful future operations and can be viewed as the underappreciated necessity of shared services. Regardless of where your organization may be in the maturity spectrum of shared services, change is a constant, and the ability to manage change as part of your day-to-day operations is crucial to ensure the cultural transformation needed for execution and growth. Furthermore, ensuring the right people are in place at the right time is a prerequisite for driving the initiatives and realizing the full value opportunities. During this workshop, we will demystify change management and employee engagement techniques by exploring the practical applications, tools, and latest practices. Included in the discussion:

• Enable on-going change for sustainable support and business results
• Manage cultural changes while keeping employees engaged/motivated
• “What’s in it for me?” – Mastering ongoing communication that is relevant and resonates with stakeholders and employees

Michelle Noe, Organizational Development Manager, W.W. Grainger

LUNCHEON NOON–1 PM

WORKSHOP B 1–5 PM

Automation, Elimination and the Resulting Process Improvement
In order to stay competitive in a global economy companies are looking to the SSO to drive greater productivity, improved performance, lower costs and find new avenues for value such as innovation. Unfortunately, some of the intended value can get lost when the SSO is spending precious time on functions/processes that are not critical or redundant and unnecessary. To address this challenge, the workshop will help you to take a deep analysis into the work done within the SSO to be able to determine what activities may be wasteful or not at all necessary and remove the non-value added activities. The workshop facilitators will make you take a critical look internally to help you answer the following questions:

• Can I eliminate it? What would be the effect?
• Is there a way to automate the process?
• With the processes that are left, how can we work to continuously improve them and add greater value to the business?

Please join us for a focused, problem-solving experience and benchmark with fellow attendees on how to reduce waste and increase efficiency.

Daniel Melchior, Senior Director, Shared Services, Best Buy
Ira Fialkow, Senior Vice President, Peeriosity
Registration Information
Online  www.conferenceboard.org/sharedservices2
Email  customer.service@conferenceboard.org
Phone  212 339 0345 8:30 am to 5:30 pm ET Monday through Friday

The 2012 Shared Services Conference
Harnessing Capabilities for Value Creation, Growth and Competitive Advantage
Conference (924013-2)
November 14–15, 2012
InterContinental Chicago Magnificent Mile
Associates $2,295
Non Associates $2,595

Pre-Conference Seminar (980013-2)
November 13, 2012
InterContinental Chicago Magnificent Mile
Associates $1,015  Non Associates $1,115

Hotel Accommodations
Fees do not include hotel accommodations. For discounted reservations, contact the hotel directly no later than the cut-off date and mention The Conference Board Shared Services Conference.
InterContinental Chicago Magnificent Mile
505 North Michigan Avenue
Chicago, IL 60611
Tel: 312 944 4100
Hotel reservations cut-off date:
Friday, October 19, 2012

Cancellation Policy
Full refund until three weeks before the meeting. $500 administration fee up to two weeks before the meeting. No refund after two weeks before the meeting. Confirmed registrants who fail to attend and do not cancel prior to the meeting will be charged the entire registration fee.

Team Discounts per person
For a team of three or more registering from the same company at the same time, take $300 off each person’s registration. One discount per registration. Multiple discounts may not be combined.
The 2012 Shared Services Conference
Harnessing Capabilities for Value Creation, Growth and Competitive Advantage

November 14-15, 2012
InterContinental Chicago Magnificent Mile

November 13, 2012 - Pre-Conference Seminar
Shared Services Excellence through People, Culture and Efficiency