



# 18th Annual Australasian Shared Services & OUTSOURCING WEEK

Main Conference: 10 – 12 June 2015 ▪ Venue: Pullman Albert Park, Melbourne

**DELIVERING INCREASED VALUE THROUGH DIGITAL TRANSFORMATION,  
DATA ANALYTICS AND ENHANCED PARTNERSHIPS**

## 2015 POST SHOW REPORT



“ Informative, concise and high value; ready for immediate application to real world challenges.

James Hannah, Product Manager, Atlas Copco

[www.sharedservicesweek.com.au](http://www.sharedservicesweek.com.au)

Dear colleagues,

2015 has been an exciting year in the SSO industry within Australia and New Zealand.

The maturity gap between us and the rest of the world is narrowing with topics such as Global Business Services, predictive analytics and Robotic Process Automation featuring more heavily this year than any previous instalment.

Also, the size of the local industry continues to grow, with 33% of the organisations on site attending the show for their first time, which bodes well for the health of the industry at large.

This year also saw SSOW depart from a tried and tested event model, to a new format that is more aligned with the needs of you, our customers.

Gone were the on stage sales pitches, and instead the content was 100% practitioner led, with presentations from across the maturity scale within Australia.

We also mirrored the changes happening in the broader economy, and went digital with our event app which means we are now 100% paperless, and offer a digital layer to the networking potential that the event offers you.

These changes were almost universally well received, and will set the tone for all of our future events in this space.

Furthermore, I wanted to take this opportunity to thank everyone who made it to the event for your part in making it the best to date, and the team and I look forward to building on these solid foundations for 2016.

Kind Regards,

**Ross Clayton**  
Head of ANZ  
SSON

## 2015 KEY FACTS AND FIGURES

**426**

Attendees

**181**

Accounts

**75**

Speakers

**33%**

Brand new organisations to the event

**16**

Streams

**4**

Days of case studies, panel discussions, workshops and site tours

**3:1**

End User to Vendor Ratio

**2**

Site Tours

**1**

SSOW

“ It was fantastic, exceptional networking opportunities and the quality of the content in the presentations was excellent.

**Jaymie Cross, Sourcing and Procurement Operational Strategy, IAG**



## 2015 HIGHLIGHTS



### REAL LIFE CASE STUDIES

Following demand from you our delegates, we reserved the main stage exclusively for practitioner presentations, ensuring that the agenda was 100% full of real life case studies, and no pitches from solution providers trying to promote their wares



### CFO AND CIO FORUMS

hosted by Capgemini and Polaris, the closed door networking forums enabled our C-Level attendees to share their experiences and challenges on how to



### LIVE POLLING AND Q+A

One of the key functions of SSOW is to allow our community to benchmark their progress against their peers. With that in mind, and live polling and Q+A gives a real time pulse check of the SSO industry in Australasia



### INTERNATIONAL KEYNOTES

Marcantonio Maglione from Rio Tinto gave us an insight into what they are doing to develop global process owners, while Roy Barden from the UK Cabinet Office spoke about the UK governments efforts to leverage shared services



### EVENT APP

2015 was the year SSOW went 100% paperless, and added a new digital dimension to on site interaction. In addition to the traditional analogue ways of doing business, the app enabled you to view the agenda, created a personalised schedule, message others, arrange meetings as well as engage in the live polling and Q+A



### FUNCTIONAL STREAMS

Back by popular demand, the functional streams once again gave our participants to head best practise case studies in Finance, HR, Procurement, Customer Service and Digital Transformation



### MOVING UP THE VALUE CURVE

no matter where you were in your journey, the second day of the conference was broken down by maturity, from planning and launching to advanced, ensuring that you had the tools necessary to take your SSO to the next level



### SSON EXCELLENCE AWARDS

the 18th Annual SSON Excellence Awards was the highlight of the evening, with MC Tommy Little bringing some close to the bone humour to proceedings, and BP, South East Water, Brisbane City Council, Suncorp, Infosys and Transfield the award winners in 2015



### WELCOME DRINKS RECEPTION

Xchanging brought some glamour to proceedings, by hosting our casino themed welcome drinks, with plenty of (fake) money changing hands



### BIG IDEAS SPEAKERS

Sometimes we all need to be inspired from outside our own industry. This year we heard from Huw McKay from Westpac as to what's in store for the Australian economy, while Mark McCrindle showed us the power of data visualisation, and how the generations of the future will use video as the primary means of communication

## NEW FOR 2016

# 1

### Interactive Discussion Groups

to increase the interactivity on site, and enable you to network with your peers on the topics most pertinent to you, there will be 30 discussion groups across the 3 days, each hosted by a true thought leader in the space

# 2

### The Future of Shared Services and Outsourcing

we will bring together thought leaders and futurists to project what the shared services and outsourcing industry will look like in 5 – 10 years, and how you can stay ahead of the curve. Expect to hear sessions on Robotic Process Automation (RPA), Digital Transformation, Machine Learning and Predictive Analytics

# 3

### Technology Dome

get up close and personal with the latest technology in this space, and see live demos in action during the networking breaks

# 4

### Global Business Services

this year 28% of our audience were part of a GBS Model. With that in mind they will have their own dedicated stream in 2016.

# 5

### Delegate Profiling

gone are meetings with solution providers you don't have a requirement or need for, and conference sessions that don't hit the mark. Instead, delegates will be provided with a bespoke schedule for their time in Melbourne according to their specific business requirements.

## AUDIENCE BREAKDOWN



### By Industry %

Public Sector.....	15
Education .....	11.5
Banking and Financial Services.....	11
EPCM's and Manufacturing .....	10
Energy and Utilities .....	7.5
Resources .....	7.5
Not for Profit.....	6
Retail and FMCG .....	5.5
Telecoms .....	5.5
Travel and Hospitality .....	4.5
Transport and Logistics.....	4.5
Property.....	3
Waste Management.....	2
Other .....	2
Life Sciences and Healthcare.....	1.5
Defence .....	1



### By Job Title %

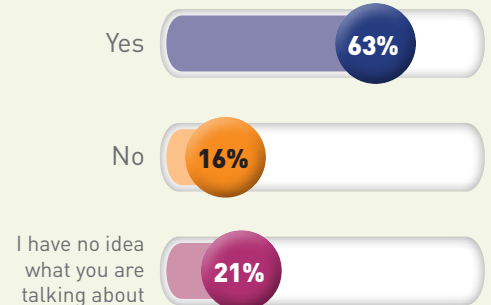
Finance.....	24
Shared Services /Outsourcing.....	21
Procurement.....	19
HR.....	13
Customer Service .....	8
Process Improvement.....	4
IT.....	4
Other .....	7

## LIVE POLLING RESULTS

Live polling offered us the chance to get real time feedback on the current challenges and priorities for the audience. Some of these responses were particularly telling in terms of how quickly the industry is progressing within Australia and New Zealand.

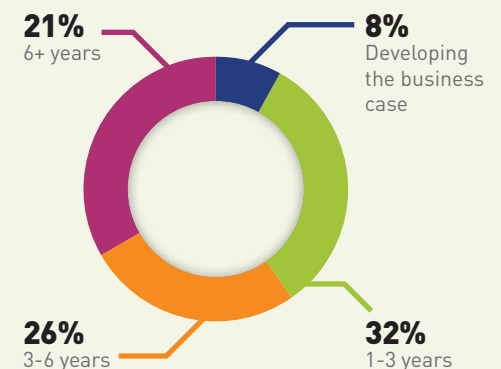
### Will Robotic Process Automation change the face of the SSO industry?

There is a growing recognition within the SSO industry that our community is not immune to the digital forces reshaping the economy, and 63% of our attendees see the potential of robotic process automation (RPA) to revolutionise the industry.



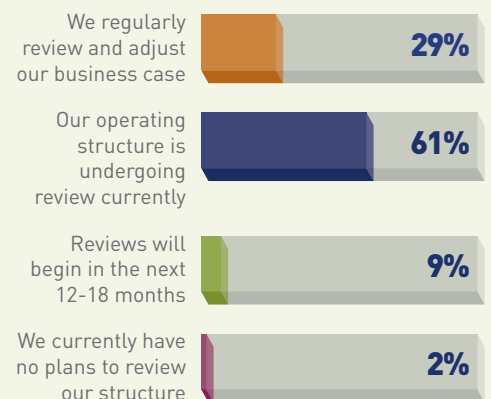
### How long has your SSO (Shared Services Organisation) been in operation?

The above chart shows the breadth of the SSOW audience in Australia, which stretches from the 8% exploring the viability of shared services for the first time through to the 33% who have a truly established shared services set up.



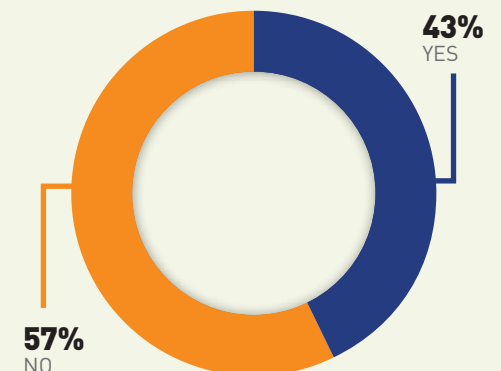
### How confident are you that your current model suits the changing business environment?

SSOW continues to attract those who are actively assessing their business model in light of the current environment. The world is evolving at an ever increasing rate, and only those who keep their fingers on the pulse will stay ahead of the curve.



### Do you currently outsource?

It used to be a common refrain that SSOW in Australia should have a small 'O', in reference to the reticence of Australian organisations to truly embrace outsourcing. The above result shows the shift that has taken place in Australia, with the outsourcing industry going from strength to strength.





# CONGRATULATIONS TO OUR 2015 SSON EXCELLENCE AWARDS WINNERS



The **18 Annual SSON Excellence Awards** were a real highlight of the event this year, with the industry coming together to recognize the efforts of those driving the SSO community forward.



SSON would also like to extend our thanks to this year's judging panel, as without their late nights marking the submissions the awards would not be possible.



**Ken Jefferd**  
General Manager  
**BP Elite**



**Neil Padley**  
Executive Manager,  
Support Service Centre  
**Brisbane City Council**



**Josee Lemoine**  
Director Innovation &  
Business Performance  
**Telstra**



**Albert Olley**  
Chief Executive Officer  
**NSW BusinessLink**



## Excellence in Customer Service

Winner: **SE Water**  
Honorable Mention: **Mars**



## Excellence in Value Creation

Winner: **Brisbane City Council**  
Honorable Mention: **Rio Tinto and Infosys BPO**



## Excellence in People and Communications

Winner: **Suncorp**  
Honorable Mention: **Monash University**



## Excellence in Culture Creation

Winner: **BP**  
Honorable Mention: **QBE**



## Excellence in Improvement and Innovation

Winner: **Transfield and Infosys BPO**  
Honorable Mention: **Rio Tinto**



# 2015 SPEAKER PANEL:



**Allan Tait**  
Chief Financial Officer  
**The University of Melbourne**



**Marcantonio Maglione**  
Global Process Champion  
Finance, Global Business  
Services, **Rio Tinto**



**Kelly Irwin**  
National Procurement  
Manager,  
**Holcim (Australia) Pty Ltd**



**Jim Heaney**  
Group Shared Services  
Manager, **Asciano Limited**



**Sally Underwood**  
General Manager, Shared  
Services, **Telstra**



**Paul Duldig**  
Head of University Services  
**University of Melbourne**



**Annette O'Connell**  
Financial Accountant,  
**Waste Management  
New Zealand Limited**



**Roy Barden**  
Shared Services Director  
**UK Cabinet Office**



**Greg Parkinson**  
General Manager  
Procurement, **Xchanging**



**Tory Macri**  
Business Process  
Improvement Manager  
**PeopleCare Health  
Insurance**



**Mark Spaziani**  
Finance Manager  
**Victoria Police**



**Michael Arnone**  
Head of Procurement,  
**Nestle**



**Sophie Kovarik**  
Director, Human Resource  
Shared Services, **Thales**



**Grant Johnstone**  
Head Of Commercial  
Payment Systems  
**MasterCard Asia/Pacific  
(Australia) Pty Ltd**



**Clare Lezaja**  
Finance Director, **Telstra**



**Nicole Tournier**  
Director Finance Strategy  
**Monash University**



**Vijay Melukote**  
Head of Client Services  
**Infosys**



**Huw McKay**  
Senior International  
Economist, **Westpac**



**Calvin Grice**  
Shared Services Manager  
**HDR**



**Tom Bangemann**  
Senior Vice President  
**The Hackett Group**



**Peter King**  
Head of Financial Shared  
Services, **WOOLWORTHS**



**Bev Rose**  
General Manager Shared  
Services, **Ergon Energy**



**Ross Darrah**  
General Manager  
Procurement,  
**healthAlliance**



**Nigel Clarke**  
Associate Director – Global  
Accounts Payable and T&E  
Services, **Tyco**



**Sanjay Vatsa**  
Executive - Vice President  
& Chief Strategy Officer,  
**Polaris Consulting and  
Service Ltd**



**Kate Barker**  
Senior Director,  
**Hackett Group**




**Mark Loveard**  
Chief Financial Officer & GM  
Shared Services  
**Airways New Zealand**




**Ernest Tang**  
Finance Systems Manager  
**GPT Group**




**Kate Stephens**  
Director Workforce  
Relations and Strategy,  
**GSG Department of the  
Premier and Cabinet SA**




**Leasa Robinson**  
Manager, **CEB**




**Daryl Cornish**  
Director Professional  
Services, **Victoria University**




**Pieter Reynders**  
Senior Project Manager  
**Veolia Environmental  
Services**




**Bhaskar Maddala**  
Regional Director and SVP  
**Polaris Consulting and  
Service Ltd**



**Tania Galbraith**  
Director International  
Continuous Improvement  
**Walt Disney**




**David Cecil**  
Group General Manager,  
Global Shared Services, **ANZ**




**Adam Woods**  
Head of Finance Shared  
Services,  
**Bendigo & Adelaide Bank**




**Peter Thomas**  
Deputy Chief Executive  
Corporate Services, **Ministry  
of Business Innovation &  
Employment NZ**



**Lara Higson**  
General Manager Shared  
Business Services, **MMG**



**Andrew Forbes**  
CEO, **TransformIT Systems**



**Scott Wilson**  
General Manager Reporting  
Centre of Excellence, **Telstra**



**Prasanth Nair**  
Global Head, Finance  
& Accounting Practice  
Engagement, **Infosys**



**Jonathan Nichol**  
Chief Financial Officer and  
APAC Regional Service  
Delivery Manager, **Sandvik**

# 2015 SPEAKER PANEL:



**Sharon**  
Sharon Melamed Managing  
Director, **Matchboard**



**Diane Edwards**  
General Manager, People  
and Processes  
**Ports of Auckland**



**Raewyn Bates**  
Workforce Management  
Projects, **Capital and Coast  
District Health Board**



**Vikas Goel**  
AVP and Head, **IGATE**



**Michael Pole**  
Finance Operations  
Manager, **ElectraNet**



**Steven Raynor**  
Head of Organisational  
Effectiveness & Change,  
**QBE**



**Keith Martin**  
GM Performance  
Management, **NAB**



**Simon Lees**  
Manager Customer Contact  
**South East Water**



**Neil Padley**  
Business Transformation &  
Shared Services Executive  
**Brisbane City Council**



**Racine Ogborne**  
Manager of Shared Services  
**Tox Free Solutions**



**Ken Jefferd**  
Head of Global Business  
Services ANZ, **BP**



**Anna Reichelt**  
General Manager Group  
Shared Services  
**Crowe Horwath**



**Roger Smith**  
Chief Financial Officer, **BOC**



**Theo Theodore**  
Finance Optimisation  
Program Manager, **Suncorp**



**Tim Cairns**  
Vendor Management  
Solutioning, **NAB**



**Justine Waddick**  
Executive Director, Procure  
to Pay, **Monash University**



**Phil Paterson**  
Director of Financial  
Services, **Mars**



**Miya Chiba**  
Director Human Resources  
(Acting), **Swinburne  
University of Technology**



**Morag Eyles**  
Head of HR Shared Services  
**ANZ**



**Ian Lister**  
General Manager Finance &  
Procurement,  
**NSW Department of Finance  
& Services**



**Ken Hedley**  
General Manager Shared  
Services, **APA Group**



**Patricia Reade**  
Transformation Director  
**Auckland Council**



**Cynthia Singh**  
Head of Business Services  
Centre, **Downer EDI**



**Melinda Stewart**  
Head of HR Services  
**Lend Lease**



**Darrin Campbell**  
General Manager - HR  
Support, **Boral**



**Rhonys McDowall**  
Manager Australasian  
Finance Shared Services  
**Incitec Pivot**



**Daniel Barnett**  
General Manager, Shared  
Services, **IDEA Services**



**Theresa Kim**  
General Manager Financial  
Services, **New Zealand Post**



**Bruce Lines**  
Vice President, Operations  
**UNIVERSITY OF ADELAIDE**



**Jo Vaughan**  
Manager Shared Services A/  
NZ, **BlueScope Steel**



**Jane Prior**  
Director of Finance and HR  
**The University of Melbourne**



**Sue Hobart**  
Accounts Payable and  
Receivables, **Mars**



**Mirjana Jovic**  
General Manager Customer  
Operations, **Australia Post**



**Div Pillay**  
Director, **Mindtribes**

“ The conference was a great experience, it was well organised and the overall quality of the presentations was very high.

**Mark Everingham, Manager Business Integrity & Performance, Transport for NSW**

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15 - 17 JUNE 2016 | PULLMAN ALBERT PARK, MELBOURNE

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