

20th HR Shared Services & Outsourcing Summit

October 17-20, 2016

B Resort & Spa
Orlando, FL



EXPERIENCE
OVER 18 HOURS
OF HRCI ELIGIBLE
CREDITHOURS!

HR Shared Services in Action: Optimize the Employee Life-Cycle, Spur Growth and Dramatically Reduce Costs with Innovative, Customer-Centric Approaches to HR Service Delivery

Connect and Collaborate with the Industry's Most Established Community of Vibrant, Forward-Thinking HR Shared Services Executives



Amy Alexander
Chief, Human Resources Services Division
NASA Shared Services Center



Lori Henkel
SVP, Life Event Services Executive, Global Human Resources
Bank of America



Michael Regulski
Head of Shared Services
T Rowe Price



Tracey Picone
Head of HR Professional Services, Managing Director
Citi



Lois Miller
SVP, GBS HR Systems & Operations Centers
MasterCard



Patricia Tourigny
SVP, Human Resources Shared Services
Magellan Health

WHAT TO EXPECT IN 2016:



100+ ATTENDEES



25+ SPEAKERS



10:1 PRACTITIONER TO VENDOR RATIO



8+ HOURS OF TARGETED NETWORKING



4 TRANSFORMATIVE WORKSHOPS



18 HOURS OF EXPERTLY CURATED CONTENT

**YOU
ASKED, WE
LISTENED!**

NEW THIS YEAR!

Interactive Discussion Groups (IDGS)
Rotate through six in-depth roundtable discussions to share candid perspectives and real-world solutions to your most pressing HRSSO around SSO metrics & analytics, HR process management, RPA and more! (see pg. 4 for more details)

BACK BY POPULAR DEMAND!

Coca-Cola Site Tour
See a world-class SSC in action and find out how they've evolved their model over the past 7 years to boost efficiency, growth and customer satisfaction (see pg. 12 for more details)

Attendee Profile

Job Title Breakdown



- 10% Chief/Head
- 45% Vice President
- 35% Director
- 10% Manager

Top Job Titles

Include Heads, VPs, Directors and Managers of:

- HR Shared Services
- Human Resources
- Global HR
- HR Outsourcing
- HR Global Business Services
- Global Employee Services
- HR Contact Center
- HR Customer Service
- HR Operations
- HR Metrics & Analytics
- HR Technology
- Corporate HR
- Compensation and Benefits
- Payroll
- HR Transformation
- HRIS

Cross Industry Event



- 10% Manufacturing
- 13% Banking, Insurance & Finance
- 8% Public Sector & Education
- 6% Travel, Hospitality & Leisure
- 13% Pharmaceutical & Life Sciences
- 9% Telecommunications, Media
- 7% Retail
- 8% Automotive
- 7% Energy & Utilities
- 6% Media & Entertainment
- 10% Hospitals & Health Services

EVENT HELPDESK

Need help securing approval to attend?

[DOWNLOAD OUR DEAR BOSS LETTER HERE](#)

For more on why you can't afford to miss the 20th HR Shared Services & Outsourcing Summit this fall

GROUP BOOKING DISCOUNTS

Did you know that 55% of our attendees bring their teams?

To make sure your team doesn't miss out on the best experiential learning opportunity the industry has to offer, why not invite them all to attend at a discounted rate?

Group Rates Savings

3-4 passes	15% off
5+ passes	20% off

To learn more contact us at enquiry@iqpc.com

Event Knowledge Base

BENEFITS OF ATTENDING

- Get up to speed on how trendsetting HR SSOs are successfully expanding service delivery models to include high value-add, knowledge based services such as employee relations, data analytics, retirement services, leadership coaching and more to **boost bottom-line results and enhance the employee life-cycle**
- Learn how to **reach new heights of efficiency and customer satisfaction** by optimizing the effectiveness of leading-edge HR SSO solutions such as employee self-service, HR case management systems, data visualization, BPO and more!
- Gain transformational insight on how to better communicate and partner with the business to **ensure HR SSO strategy aligns with corporate objectives**
- **Expand your professional network and build lasting connections** with fellow HR SSO leaders to extend knowledge sharing beyond the conference
- Unleash the power of strategic HR metrics and analytics to **drive evidence-based decision making** within HR as well as business-units

SPONSORSHIP AND EXHIBITION OPPORTUNITIES

Sponsorships and exhibits are excellent opportunities for your company to showcase its products and services to the high-level, targeted decision makers attending the 20th HR Shared Services & Outsourcing Summit.

For more information on sponsoring, or exhibiting, please contact Chris Ritchie at (212) 885-2799 or spex@iqpc.com



"This was an excellent opportunity to build a network of HR professionals in SS. The lessons learned and presenters' stories were very helpful as well."

- Vice President HR, Southeast Asia at **MasterCard**



"Appreciated the candor and insight from organizations who went through large scale HR Transformations"

- Vice President, HR Reinvention, **Macy's Inc.**



"Great opportunity to share and exchange ideas with other HR shared services leaders."

- Executive Director of HR Service Delivery, **Actavis**

"The ability to see that everyone is building, succeeding, failing, and making change."

- Director of HR Operations, **UnityPoint Health**



"Information sharing through the formal presentations and informal networking was priceless. The ability to tap into great minds thinking in a common space made this a worthwhile experience."

- Director of HR Shared Services, **National Grid**



HR Shared Services Interactive Discussion Groups

We at SSON are very excited to introduce a new format to the HR Shared Services & Outsourcing Summit: **Interactive Discussion Groups (IDGs)**. Designed to facilitate in-depth learning and structure networking, our IDGs will provide you with an un-paralleled opportunity to take a deep-dive into your most pressing challenges and explore potential solutions alongside peers.

Upon registration, attendees are invited to select 6 roundtables to participate in throughout the 2 day event. At each interval, each participant will rotate to a new roundtable as dictated by their conference schedule (provided onsite). Each roundtable will be capped at 15 participants to ensure an intimate and customizable learning experience.

Choose 6 out of the following 8 to attend:

Leverage the Power of Case Works to Boost Customer Satisfaction

Are your customers satisfied? In this roundtable discussion, get an inside look into how NASA developed its innovative Case Worker customer management model to ensure a seamless user experience and trade proven strategies to maximize customer engagement. Themes to be explored include how to:

- Cultivate an environment of ongoing communication and collaboration with business units to ensure customer needs are being met
- Leverage best-of-breed talent management, governance and change management strategies to drive and enhance engagement initiatives

Amy Alexander
Chief, Human Resources Services Division
NASA Shared Services Center



Headcount Reduction Survival Toolkit: How to Engage the Survivors of Organizational Restructuring by Establishing Robust Lines of Communication and Trust

For many companies, downsizing is an unfortunate reality in today's tough economic climate. As gut-wrenching as layoffs can be, once the downsizing itself is over, one key challenge still remains: engaging the employees that remain. In this small group discussion, trade best practices and lessons learned for minimizing post-downsizing attrition and cultural fall out. Explore shared challenges and proven solutions related to:

- Establishing a culture of transparency, open communication and control to help ease anxiety and ensure that employees stay focused on the priorities at hand
- Identify and leverage opportunities to re-invent workforce culture and environment

Customer Engagement Spotlight: Extend your Influence Beyond HRBPs by Building Robust Relationships with Business Leaders

Though HR Business Partners often serve as conduits between HR shared services and the business, the most effective HR SSOs go out of their way to develop their own relationships with business-unit heads to make sure their HR SSO is meeting the needs of the business and that the value of shared services is effectively communicated to leadership teams. In this roundtable discussion, trade real-world success stories and lessons learned on how to:

- Navigate conflict and effectively partner with HRBPs to ensure that your HR SSO reaches it's full potential in terms of performance
- Understand the priorities of the business and ensure your HR SSO messaging or "brand" is in line with them

Paul Runyan
SVP Head of HR Shared Services and Total Rewards
Bank of America Merchant Services



HR SSO Metrics & Analytics Clinic: Embrace and Capitalize on a Data-Driven Approach to HR Service Delivery

Whether you're looking to jumpstart a new HR shared services initiative or optimize/expand an existing organization, a robust set of HR metrics and analytics are a critical component of success when it comes to taking your HR SSO to the next level. Not only are they vital to communicating the value of shared services to business leaders, but they're also powerful tools for identifying new areas of growth and improved performance. In this interactive discussion group, trade real-world strategies and lessons learned on how to:

- Embrace capacity analysis and forecasting analytics to boost performance
- Leverage HR analytics to simplify your HR SSO operational model

Jim Arnold
Founder & CEO
finHealth



Root Cause Analysis Demystified: How to Diagnose and Repair Broken HR Processes

When it comes to revamping an existing service delivery model, one of the key challenges HR SSO leaders face is effectively identifying and repairing broken process. In this session, take a deep dive into how to:

- Share how lean thinking applies within HR
- Embrace process management to optimize the customer experience and HR efficiency
- Cultivate a culture innovation to drive continuous improvement initiatives

Kym Burke
Director, HR Shared Services
Mosaic



Cultivate a Culture of Change and Innovation to Maximize both the Strategic and Financial Impact of Your SSO

One of the most persistent obstacles SSO leaders face when transitioning to a shared services model is the challenge of transforming the mindsets of back-office employees from transactional to strategic and customer-centric. Such changes certainly do not happen overnight and require a disciplined and long-term approach to change management. In this IDG learn how to do just that by:

- Leveraging innovative tools such as heat maps to gain a clear line of sight into all organizational change (past and current) before you begin
- Cultivating a culture of collaboration by creating common goals and mutual inter-dependence

Is it time to invest in RPA? A Deep Dive into the Risks and Rewards of Robotics Process Automation

Over the past few years, robotic process automation or RPA (wherein software, commonly known as a 'robot', is used to capture and interpret existing IT applications to enable transaction processing, data manipulation and communication across multiple IT systems) has generated a significant amount of buzz. However, few have actually taken the plunge to invest in this new technology. In this roundtable, discuss how to:

- Conduct cost/benefit analysis for RPA to determine if it's worth the investment
- Build an effective pilot programs for RPA to test before you officially roll it out

Daniel Dines
CEO
UiPath



What to Know Before you Partner: Best Practices and Lessons Learned for Effectively Working with External Consultants

External consultants have the potential to be powerful partners in success for any new shared services initiative. However, if a client doesn't control the consulting relationship, a project will fall short of expectations. In this session, learn from the mistakes and triumphs of others by sharing real-world experiences on how to:

- Effectively liaison between management consultants and leadership teams
- Establish a vision of success before engaging, during and after engaging external consultants

Mike Bause
Vice President - HR Systems
Equifax

"Great opportunity to see how everyone is building, succeeding, failing, and making change." - Director of HR Operations, **UnityPoint Health**

Pre-Conference Workshop Day

MONDAY,
OCTOBER
17TH

8:15 AM **Registration**

8:45 AM **WORKSHOP A**

Cultivate a Culture of Change and Innovation to Maximize both the Strategic and Financial Impact of SSO

One of the most persistent obstacles SSO leaders face when transition to a shared services model is the challenge of transforming the mindsets of back-office employees from transactional to strategic and customer-centric. Such changes certainly do not happen overnight and require a disciplined and long-term approach to change management. In this Workshop learn how to do just that by:

- Leveraging innovative tools such as heat maps to gain a clear line of sight into all organizational change (past and current) before you begin
- Cultivating a culture of collaboration by creating common goals and mutual inter-dependence
- Developing clear and consistent multi-channel messaging to ensure changes are effectively communicated and understood

Julie Fernandez
Partner
ISG



10:15 AM **15 Minute Break**

10:30 AM **WORKSHOP B**

Successfully Expand and Optimize Value-Add Shared Services During Transformational Change

In this workshop, examine new, out-of-the-box ways world-class organizations are evolving shared services beyond back-office tasks and into strategic service delivery to not only reduce costs but also significantly improve service quality. Find out how Coca-Cola in particular has successfully grown its HR SSO model to more effectively meet the rapidly changing needs of the business without sacrificing service quality or cost-effectiveness. Participate to take home proven strategies to:

- Identify and incorporate strategic services such as labor relations, data analytics, retirement services into an existing shared services model
- Promoting agility from day 1 to ensure your new SSO model has the capacity to accommodate future growth and can remain responsive to the ever-evolving needs of the business
- Enhance your HR SSO's value proposition over time to ensure ongoing leadership buy-in

Karla Younger
VP, HR Services
The Coca-Cola Company

Beth Corde
Sr. Manager HR Services Support
The Coca-Cola Company

Adam Bassett
Sr. Manager, HR Customer Service
The Coca-Cola Company



12:00 PM **Networking Break (Boxed Lunch will be served)**

12:30 PM **WORKSHOP C**

HR Transformation from the Inside Out

HR shared services is an engine that fuels many successful HR transformations as a known enabler of operational cost reduction and increased efficiency. However, to truly evolve the HR function into a strategic powerhouse, HR SSO leaders must go beyond simply delivering the same service for less money and must increasingly embrace new, innovative approaches to HR service delivery and HR process design. Find out how you too can evolve your HR SSO delivery model to drive transformational objectives by effectively:

- Partnering with business leaders from day 1 to ensure their strategic objectives are understood and supported by the HRSS organization
- Leveraging new, customer-centric approaches to HR service delivery to enhance the user experience, drive accountability and also increase efficiency
- Build capabilities among your HR service team as well as across the HR organization to support adoption and change to your evolving delivery model

Kym Burke
Director, HR Shared Services
Mosaic



2:00 PM **15 Minute Break**

2:15 PM **WORKSHOP D**

Driving HR Shared Services Success After Launch - Strategies and Tactics for Long-Term Success

Far too often, organizations invest heavily in the upfront planning and implementation of their shared services model, only to let their shared service centers stagnate over time. In this workshop, we will provide you with tools and knowledge to establish a continuous improvement culture in your shared services organization. Attend and equip your organization with best practices on how to:

- Plan and develop infrastructure for continuous improvement
- Manage post-implementation stabilization
- Create a continuous improvement culture
- Monitor and improve performance within your organization
- Manage and engage your talent

Courtney Jackson
Partner, HR Practice Leader
ScottMadden

Trish Ferris
Partner
ScottMadden

Molly Donofrio
Director
ScottMadden



4:45 PM **End of Workshop Day**

Main Conference Day One

TUESDAY,
OCTOBER
18TH

8:00 AM Registration

While registering for Day One, enjoy some coffee and lively peer-to-peer conversation.

8:45 AM Chairman's Welcome

9:00 AM Supporting Employees During Moments That Matter: How Bank of America Planned and Launched a New Life Event Services COE

One of the most impactful improvements Bank of America Global Human Resources shared services organization has made within the past decade is the establishment of a dedicated in-house Life Event Services team. In an effort to go beyond simply delivering transactional services, BOE developed a new team to assist its U.S. employees who need support during major life events, which may include taking a leave of absence, facing a terminal illness, retiring from the company or undergoing a gender transition while working for Bank of America. The team also supports employees and retirees when a dependent passes, and their families when our employees and retirees pass. In all cases Life Event Service specialists ensure they are able to provide timely, holistic support for the financial and emotional wellness of their clients. In this session, come learn about:

- The genesis and evolution of the Life Event Services Team
- The benefits of a holistic client approach
- The good, the bad and the ugly of implementation and lessons learned along the way

Lori Henkel

SVP, Life Event Services Executive, Global Human Resources
Bank of America

9:45 AM How Mastercard is Leveraging Technology to Enable GBS and a Self-Service Strategy in HR

When Mastercard began their HR shared services journey they stole shamelessly from the company business strategy; lead with technology. The initial phases of the global business services strategy for HR hinged on the implementation of a new cloud based HR platform (Workday) and a new HR portal and case management system (Willis Towers Watson). Those solutions have enabled a consumer-oriented user experience and have driven manager and employee self-service adoption to 80%+ and 90%+ respectively. In this session learn about:

- Technology, global process standards, metrics and a focus on change management, in and outside of HR, have come together to lay the foundation for a global shared services success story at Mastercard.

Lois Miller

SVP, GBS HR Systems & Operations
MasterCard

10:30 AM Demo-Drive & Networking Break

Join your peers to continue the discussion while networking over refreshments and view the various offerings from our sponsors.

11:15 AM HR Shared Services Interactive Discussion Groups (IDGs) Part I

(See pg. 3 for details)

12:00 PM HR Shared Services Interactive Discussion Groups (IDGs) Part II

(See pg. 3 for details)

12:45 PM Networking Lunch

1:45 PM The Next Generation Workplace: How to make Your HRSSO a Desirable Place to Work

There's no doubt about it; the HR SSO workforce is rapidly changing both in terms of demographics (i.e. the emergence of millennials) and the nature of the work itself as it continues to become more technology/data-driven. In this session, learn how to ensure that your HR SSO meets the needs of an evolving workforce by adopting fresh and innovative approaches to:

- Enhance existing leadership development, employee engagement and succession planning initiatives to ensure your HR SSO has a robust pipeline of future leaders
- Cultivate a culture of high- performance and engagement by driving collaboration, authenticity and communication

Dené Matchett

Director of HR Shared Services
Pitney Bowes

2:30 PM HR Shared Services Interactive Discussion Groups (IDGs) Part III

(See pg. 3 for details)

3:15 PM **Networking Break**

3:45 PM **Global HR Contact Center Transformation: “Getting the House in Order”**

When it comes to delivering exceptional HR services, an effective global Contact Center becomes a key component of the HR operating model, providing a one stop shop solution for HR matters. In this session, learn more about how EY has successfully implemented a global HR Contact Center solution by:

- Introducing new global processes and a new global ServiceNow HR enabling technology
- Partnering up with EY Advisory for a rapid and agile ServiceNow HR implementation
- Adopting a phased approach, functionally and geographically, to drive a sustainable rapid deployment across 8 HR Shared Services Centers within 7 months, covering 147,000 employees worldwide

Daniele Colombo
Assistant Director, HR Services

Ernst & Young

Paul Webb
ServiceNow COE

Ernst & Young

4:30 PM **HR Shared Services Lessons Learned**

Standing up a HR Shared Services organization can take many twists and turns. The significance of the change to people, process and technology should not be underestimated, nor should the dedication to each. In this session find out critical learnings that can make your transition successful:

- Setting a clear strategy and vision of what the future state will be
- Take the time to clearly define all processes and not jump to technology solutions
- Drive the value proposition for a shared service organization

Michael Regulski
Head of Shared Services

T Rowe Price

5:15 PM **How HCA Built, Implemented, Operates, and Measures an HR Service Center**

Learn how this 225,000+ employee healthcare organization designed, built, staffed, and implemented an HR Shared Services Center as part of their comprehensive HR transformation. Using Infor technology at the core, HCA automated key HR business processes—including digitizing employee records and leveraging workflow—and established far-reaching employee service offerings, and now is sustaining operational excellence with innovative measurement and metric practices.

Janet Gillmore
Vice President

HR HCA

6:00 PM **Chairman’s Closing Remarks for Day 1**

6:15 PM **Cocktail Reception**

Continue networking with new and old friends alike during our post-event welcome reception.



Main Conference Day Two

WEDNESDAY,
OCTOBER
19TH

8:00 AM Registration

While registering for the Day Two, enjoy continued peer-to-peer conversation or further your learnings by attending our special Day 2 Master Class:

8:15 AM HR SSO MASTER CLASS HR Shared Services Benchmarking Study - How Do You Compare?

In this session, ScottMadden will present highlights from its fourth annual HR Shared Services Benchmarking Study and discuss four key characteristics among top-performing HR shared services organizations in the study.

Facilitated by:
Scott Manning
Partner and Corporate & Shared Services Practice Leader
ScottMadden

9:00 AM Chairman's Welcome & Day 1 Recap

9:15 AM Design and Set-up of an HR Professional Services Organization; Purpose, Priorities, and Objectives

Citigroup initially created an HR Shared Services organization to support transactional HR work. Three years ago, the decision was made to expand the shared services model to include a full range of professional HR services for managers, HR Business Partners and the HR functional areas. Through pooling resources, driving for standardization and co-locating Generalist, Compensation and Recruitment resources in Tampa, we have created a more effective model with an emphasis on effective use of technology and leveraging best practices. Citi HR leadership will discuss how to create an efficient and effective organization, the groundwork required to design, build, and evolve the model, and help participants determine:

- If this model would work for your organization
- If your organization ready for this model
- What resources are needed to implement a similar model

Tracey Picone
Head of HR Professional Services, Managing Director
Citi

10:00 AM GLOBAL FOCUS: Develop and Implement Global Change Management Techniques to Inspire Change Across a Culturally Diverse and Geographically Dispersed Workforce

There's no doubt about it: change is hard. Especially in circumstances where developing lines of communication and thereby trust is difficult due to language barriers and time zones differences. In this session, we'll show you the light at the end of the change management tunnel by providing you with the skills and knowledge needed to:

- Leverage and optimize global collaboration tools and resources
- Engage global stakeholders and key strategic partners from day 1 to ensure service delivery meets the customer and regulatory demands

Mike Asbery
Global Senior Director, HR Operations
Western Digital

10:45 AM Networking Break

11:15 AM HR Shared Services Interactive Discussion Groups (IDGs) Part V (See pg. 3 for details)

12:00 PM HR Shared Services Interactive Discussion Groups (IDGs) Part IV (See pg. 3 for details)

12:45 PM Networking Lunch

1:45 PM HR Shared Services Transformation Lessons Learned from the Field - The Pitfalls to Avoid and the Steps to Take After Launch

Despite intense planning and outside assistance, elements will go wrong with your transformation to a human resources shared services delivery model. Often, human resources is most focused on avoiding pitfalls that they can easily control. The largest area of risk, however, is what happens with field human resources - the most decentralized and hardest area to change.

In this session, you will learn how plan for and identify key elements that can go askew with shifting work in the field. Benjamin, a former consultant with ScottMadden, offers a unique perspective the transformation of field human resources, having lead transformations and now owning the results.

Key data points include:

- The tactics that HCA deployed to transform its human resources operations
- What worked well
- Key lessons learned
- Aspects to focus on to foster continuous improvement in human resources in a shared services environment

Benjamin Foster
Regional Vice President of Human Resources
HCA

2:30 PM

Aligning People & Technology: How the Digitalization of Magellan Health's HR Department Impacted the HR Workforce

As your organization employs technology to work smarter, your HR SSO will need to create capacity for growth. Implementing a streamlined human capital management system can help you to achieve this at the same time it brings about transformative changes to your HR SSO. In this session, learn more about how to successfully:

- Shift how work is done by your HR department to create additional value for your broader organization
- Ensure the HR SSO is scalable and flexible enough to accommodate significant growth
- Leverage the investments being made in technology to maximize the service being offered to leaders and employees

Patricia Tourigny
SVP, Human Resources Shared Services
Magellan Health

3:15 PM

The HR Business Partner & You: Engage and Partner with HRBPs to Advance Strategic HR Objectives

Despite the promise of shared services to free HRBPs of administrative burdens so that they may redirect their focus to strategic matters, all too often this isn't the case. In this session, hear actionable strategies for making the most of your relationship with HRBPs and collaborating with them to make sure:

- HR SSO service delivery aligns with their needs and objectives
- Service delivery changes are communicated effectively across the entire enterprise so that everyone understands what HRBPs as well as the HRSSO are and are not responsible for

Bill Fahey
VP, HR Business Partners
Fannie Mae

4:00 PM

Day 2 Closing Remarks

4:15 PM

End of Conference - See You Next Year!

"How do you expect your organization to change its use of Shared Services and Outsourcing in the next 3-5 years? We will be expanding our use of outsourcing, consulting and staff on demand. This is in conjunction with further digital/automated solutions for our employees."

- Patricia Tourigny, SVP Human Resources Shared Services, Magellan Health



Post-Event Site Tour

THURSDAY,
OCTOBER
20TH

9:00 AM-
12:30 PM

Coca-Cola Site Tour

BOOK
SEPARATELY

Coca-Cola Site Tour

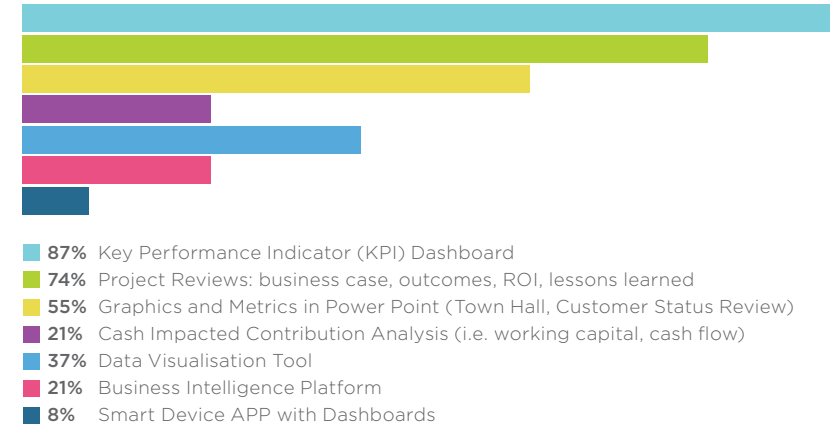
In 2009, Coca-Cola Enterprises opened a North American HR Shared Services Center in Brandon, Florida. The center has evolved over the last 6 years with technology and process improvements, amidst company integration work as the North American operations were acquired by The Coca-Cola Company in 2010. The center currently has 250 employees and expects to continue along a technology and process optimization journey. This site tour will take you through this widely benchmarked center presenting these areas of focus, including:

- Customer Service – view the call center in action along with related metrics of speed to answer, service level, first call resolved, and a drive to tier 0. Learn about the first point of contact specialization in the areas of Payroll, Compensation, Employee Relations, and Benefits
- HR Operations – view the metric boards and learn about operations of HR Master Data, Organizational Management, Talent Acquisition Services, and Benefits & Pension as well as how the team continues to provide higher value support to the organization
- Payroll Operations – learn about the in-house payroll operation, which is the most mature since it originated over 14 years ago within Finance Shared Services. Highlights and the payroll evolution will be explained
- HR Services Support – understand the roles of quality assurance, workforce optimization, knowledge management, reporting, governance, and project management for the entire HR Shared Services organization

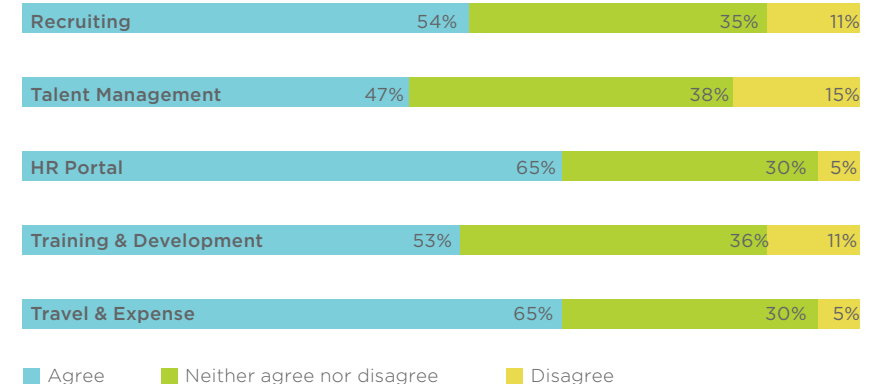


WE SURVEYED OUR ATTENDEES...

How do you demonstrate/report value to your customers?



In which of the following do you see the greatest opportunity for automation to deliver improved value?



Meet Our Sponsors



Infor

www.infor.com/solutions/hcm

Infor HCM is the industry's only unified HCM platform. Most organizations struggle with multiple in-house or outsourced point solutions that don't provide a unified view of the information and workflow that support integrated HCM, talent management and workforce performance.

Infor™ HCM offers the industry's first and only unified HCM solution. Our revolutionary web service delivery allows you to select just the processes you need—or deliver an end-to-end solution—including software you already own or consume through

SaaS. With single sign-on, and easy-to-use screens. It's the only way to maximize information access and business insight in HCM, and help your organization drive breakthrough performance.

A simple, global framework: with Infor HCM, you get a coherent suite of independent applications that you can deploy alone or in any combination—hosted or installed, desktop and mobile—on your timetable. Infor Unified HCM breaks down software walls and silos, letting you choose the processes that really meet your requirements.



Information Services Group (ISG)

www.isg-one.com

Information Services Group (ISG) (NASDAQ: III) is a leading technology insights, market intelligence and advisory services company, serving more than 500 clients around the world to help them achieve operational excellence. ISG supports private and public sector organizations to transform and optimize their operational environments through research, benchmarking, consulting and managed services, with a focus on information technology, business process transformation, program management services and enterprise resource planning. Clients look to ISG for unique insights and innovative solutions for leveraging technology, the deepest data source in the industry, and more than five decades of experience and global leadership in information and advisory services. Based in Stamford, Conn., the company has more than 900 employees and operates in 21 countries.



Neocase

www.neocasesoftware.com

Neocase Software is the global leader in Enterprise-class Cloud solutions for HR & Finance Shared Services Centers (SSC), providing cost effective, innovative and powerful SSC solutions to streamline Service Delivery. We accomplish this through advanced Case Management, Business Process Management, Performance Analytics and preferred access capabilities like Chat and Self-service.

Delivered in the cloud, leveraging its award-winning modern technology platform, Neocase Software integrates with core HR platforms like Workday, SAP, Oracle, PeopleSoft and other systems to leverage existing data.

Currently supporting over 4 million employees across 150 countries, spanning medium to large-sized to Fortune 1000 businesses have selected Neocase Software i.e. Dollar General, MGM Resorts, Smiths Group, Amgen, Sanofi, Merck, Societe Generale, Baker Hughes, Mayo Clinic, UNICEF, The World Bank, Thales Group, Renault, Air France, Canadian Tire, Harrods, PSA Peugeot Citroen and many more...



ScottMadden, Inc.

www.scottmadden.com

ScottMadden knows corporate and shared services, and we are specialists at transforming and improving our clients' operations.

ScottMadden has been a pioneer in corporate and shared services since the practice began decades ago. Our Corporate & Shared Services practice has completed more than 1,100 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients span a variety of industries from entertainment to energy to high tech. Examples of our projects include business case development, shared services design, and shared services build support and implementation.

Media Partners



Pricing & Registration

End-User Packages	Register & Pay By 9/9/16	Standard
Main Conference	\$2,399	\$2,699
Main Conference + 4 Workshops	\$3,399	\$3,699
Main Conference + 4 Workshops + Site Tour	\$3,699	\$3,999
One Workshop		\$549
Coca-Cola Site Tour		\$699

Vendor Packages	Register & Pay By 9/9/16	Standard
Main Conference	\$3,399	\$3,699
Main Conference + 4 Workshops	\$4,399	\$4,699
Main Conference + 4 Workshops + Site Tour	\$4,699	\$4,999
One Workshop		\$549
Coca-Cola Site Tour		\$699

BRING YOUR TEAM!

Did you know:
55% OF OUR ATTENDEES BRING THEIR TEAM?

Our new session formats are designed for breakout discussions throughout the Summit. Bring your team, split up throughout the day, and then share lessons learned over cocktails during our networking receptions!

Number of Attendees	Savings
Groups of 3-4	15% OFF
Groups of 5	20% OFF

*IQPC reserves the right to determine who is considered an End-User or a Vendor upon registration for an event. Those who are determined a vendor will be denied access to End-User pricing. These prices are featured as a limited time only promotion. IQPC reserves the right to increase these prices at its discretion. Please note multiple discounts cannot be combined.

A \$99 processing charge will be assessed to all registrations not accompanied by credit card payment at the time of registration.

MAKE CHECKS PAYABLE IN U.S. DOLLARS TO: IQPC

*CT residents or people employed in the state of CT must add 6.35% sales tax.

Team Discounts: For information on team discounts, please contact IQPC Customer Service at 1-800-882-8684. Only one discount may be applied per registrant.

Details for making payment via EFT or wire transfer:

JPMorgan Chase - Penton Learning Systems LLC dba
IQPC: 937332641
ABA/Routing #: 021000021
Reference: 18172.015

Payment Policy: Payment is due in full at the time of registration and includes lunches and refreshment. Your registration will not be confirmed until payment is received and may be subject to cancellation.

For IQPC's Cancellation, Postponement and Substitution Policy, please visit www.iqpc.com/cancellation

Special Dietary Needs: If you have a dietary restriction, please contact Customer Service at 1-800-882-8684 to discuss your specific needs.

©2016 IQPC. All Rights Reserved. The format, design, content and arrangement of this brochure constitute a trademark of IQPC. Unauthorized reproduction will be actionable under the Lanham Act and common law principles.

3 EASY WAYS TO REGISTER



Visit www.hrssoutsourcing.com



Call 1-800-882-8684



Email enquiry@iqpc.com

VENUE & LOCATION

B Resort & Spa
1905 Hotel Plaza Blvd
Lake Buena Vista, FL
Booking Details to come!



ABOUT SSON



The Shared Services & Outsourcing Network (SSON) is the largest and most established community of shared services and outsourcing professionals, with over 65,000 members globally. We provide the roof under which key industry experts and organizations share their experience, knowledge and tools, and SSO practitioners connect with others all over the world, face to face and online. It provides Complimentary access to exclusive

ABOUT HUMAN RESOURCES IQ



Become a member of Human Resources IQ and receive complimentary access to resources that will keep you at the forefront of industry change. You will receive access to our growing library of multi-media presentations from industry leaders, an email newsletter updating you on new content that has been added, free aggregated news feed from over 1000 global news sources tracking your industry and special member only discounts on events. Become a member here: www.humanresourcesiq.com