

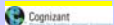















08.30 – 10.00	Registration, Open Networking and Coffee						
	Workshop A	Workshop B	Workshop C	Workshop D	Workshop E	Regional Leaders @SSOWeek	
10.00 – 11.00	Change management: Implementation deal maker or breaker? Deborah Kops, CMO, WNS Global Services	Advanced cost out tips: How to get that extra 5% Dan Foley, Former Business Service Centre Director, ITV	Ensuring world-class performance measurement and benchmarking for your SSO: Introduction to benchmarking Shared Services Joel Roques, Managing Director European Advisory Services, The Hackett Group	Back-to-Basics: Prepare for the week ahead with your own Shared Services boot camp Phil Searle, Founder and Managing Director, David O'Sullivan, Director, Chazey Partners	Key enablers for Purchase-to-Pay savings Mikael Ylijoki, Global Account Manager, basware Steve Katona, UK Accounts Payable Manager, ADT and TF&IS	Regional Leaders@SSOWeek Invite-Only forum for Global/Regional Shared Service Leaders Hosted by 	
11.10 – 11.30	Networking Coffee Break						
	Workshop A	Workshop B	Workshop C	Workshop D	Workshop E	Regional Leaders @SSOWeek	
11.30 – 12.30	Continuation of above	Continuation of above	Continuation of above	Continuation of above	Continuation of above	Continuation of above	
12.30 – 12.40	Co-Chair's Opening Welcome Tiger Tyagarajan, COO, Genpact Petri Karjalainen, Director, Global Product Line Digitising Solutions, Itella Information						
12.40 – 13.15	WINNING IN AN UPTURN: Industry highlights and feedback from SSON's global network in 2009 Rakesh Sangani, SSON Editor at Large Tom Bangemann, Vice President Business Transformation, The Hackett Group						
13.15 - 13.35	SPEED NETWORKING Navigate your way through a sea of faces with a structured meet and greet. We know the first day can be daunting and there's nothing like putting a face to a name from day 1. This is your chance to spend just 30 minutes meeting your SSO peers at the same maturity level as you through 3 phases of the SSO journey.						
13.35 – 14.30	Networking Lunch				Private Lunch with  EUROMEDITERRANÉE in the Harris		
14.00 – 17.45	*** PUBLIC SECTOR SITE VISIT: SCOTTISH CONNECT - Please meet at the registration area, the coach will depart from outside the Venue promptly at 14.00 ***						
14.30 - 15.05	Creating the 3rd generation BPO: Delivering and measuring tangible business value Panel led by Carina Smith, Vice President, Head of Strategic Sales, Global BPO, CapGemini						SSON's CXO Club 
15.05 – 15.35	INTERVIEW CIRCLE: From captive to virtual captive Interview led by: Patrick Cogy, CEO, Genpact Europe Interviewee: Graham Russell, Global Genpact Europe, Head of Transaction Processes, AstraZeneca						
	Workshop A	Workshop B	Workshop C	Workshop D	Workshop E	Regional Leaders	
15.40 – 16.30	Transition management: Reduce cost, increase speed and optimise quality Colin Robertson, GNBS Transition programme Manager, Nestle	LEANing your SSC operations: Cut out waste and drive Operational Excellence Peter Evans, Director Quality, Virgin Media	Ensuring world-class performance measurement and benchmarking for your SSO: Benchmarking Shared Services The Next Generation Joel Roques, Managing Director European Advisory Services, The Hackett Group	Back-to-Basics: Prepare for the week ahead with your own Shared Services boot camp Phil Searle, Founder and Managing Director, Chazey Partners, David O'Sullivan, Director, Chazey Partners	Contracting: What Did We Learn From The Recession? SESSION 1: What I learned about terms and conditions. Presenter: Rene Franz Henschel, Professor Law & Economics, Aarhus School of Business. SESSION 2: What I learned about ethics, morals and trust. Presenter: Keld Jensen, CEO, MarketWatch Centre for Negotiation. SESSION 3: Segmentation as a Critical Enabler of Category Management. Presenter: Philip Usherwood, CPO North Sea, BP	Regional Leaders @SSOWeek Invite-Only forum for Global/ Regional Shared Service Leaders Hosted by 	
16.40 – 17.00	Networking Coffee Break						
	Workshop A	Workshop B	Workshop C	Workshop D	Workshop E	Regional Leaders	
17.00 – 18.00	Continuation of above	Continuation of above	Continuation of above	Continuation of above	Continuation of above	Continuation	
18.30 – 21.30	Evening Welcome Reception At Edinburgh Castle - Coaches will depart from outside the Venue promptly at 18.30						

07.00 – 08.00	Registration and Networking Coffee						
08.00 – 08.05	Welcome from Megan James, Event Director, SSON						
08.00 – 08.10	Chair's welcome address: Tiger Tyagarajan, COO, Genpact Frank Wolfsteiner, Partner & Managing Director, TPI			08.10 – 08.20	Host welcome: Jim Mather, Minister for Enterprise, Energy and Tourism, Scottish Government		
08.20 – 09.20	UNDER THE C-SUITE SPOTLIGHT WITH RENÉ CARAYOL: Board-room revelations regarding shared service & sourcing model strategy René Carayol MBE, Business guru & former board seat holder at Pepsi UK, IPC Media & The Inland Revenue, Darryl West, Group CIO, Lloyds Group						
09.20 – 09.50	THE SOURCING DECISION: An Emerging Location for Tomorrow's Global Footprint Amin Khaireldin, Strategy Advisor & Board Member, ITIDA, Denise D'Elia, Director, Vodafone International Services						
09.50-10.20	SPEED NETWORKING: Find out who's who in the captive & outsourced world						
10.20 – 10.50	Networking Coffee Break						
10.50 – 11.35	A: PEOPLE & CHANGE MANAGEMENT Chair: Rakesh Sangani, SSON Editor at Large	B: RISK & GOVERNANCE: Chair: Rochelle Hood, Harris Corporation	C: SHORING & GLOBALISATION	D: OUTSOURCING Chair: Debra Maxwell, Global BPO 	E: CONTRACTING FOR SUCCESS Chair: Tim Cummins, CEO 	F: HR TRANSFORMATION Chair: Zachary Misko, Global Director, 	G : FINANCE TRANSFORMATION 
	Shifting from change management to change leadership: Why waste your money in change management myths that don't work? Rakesh Sangani, SSON Editor at Large, Gerry Niven, Former Director Shared Services, Green King, Michael Colicchio, Managing Director Shared Services, Celanese	Modelling global process ownership: How do you mitigate operational risk and enforce accountability? Gergely Marko, Global Process Owner, Diageo	Global shoring decisions: Your long-term guide to locations Panel: Simon Cramond, Head of Shared Services Caribbean, LIME, Jim Mason, Senior International Business Executive, Scottish Development International Amin Khaireldin, Strategy Advisor & Board Member, ITIDA, Jacek Leverages, Managing Director, Hewlett-Packard, Aziz Naje Promotion Investment Director, Casanearshore	The R-evolution of outsourcing: Higher reward for greater risk. Debra Maxwell, Global BPO Director, Arvato	Contract Negotiation - PART 1 PANEL SESSION: Achieving excellence in win/win negotiation Moderator: Katherine Kawamoto, VP Research & Advisory Services, IACCM. Panel: Andrew Moorhouse, Research Consultant, Huthwaite International Chris Mead, Commercial Director, QinetiQ; Nick Hyner EMEA Services Legal Counsel, Dell	Contract Negotiation - PART 2 - PANEL SESSION Hear from the winners of the IACCM survey. Paul Henham, VP Strategy and Performance C&P, Shell International BV Gerry Coulter, Commercial Lead, ELEA, Managing Director, Commercial & Contract Management, Accenture	The HROA Debate: HR Sourcing Strategies. Chair: Sarah Seabury, Director HR, Transformation & Change Management, TPI. Panel: Mark Judd, Head of HR Shared Services, Rolls Royce, Mike Gowdy, Director Shared Services, Scottish Power, Ken Manke, VP HR Service Delivery & Management, Unilever, Gary Madden, Global HR Services Manager, Cadbury,
11.40 – 12.30	Interview Circle: Interviewer – Debra Maxwell, Global BPO Director, Arvato Interviewee – Lee Coulter, Former SVP Global Shared Services, Kraft	Risk identification and mitigation: Applying risk matrix models to alleviate unnecessary risk in your SSO Rochelle Hood, Project Manager PMP, Harris Corporation	Global shoring decisions: Broadening your shoring horizons: A case example from emerging location. Aziz Naje, Promotion Investment Director, Casanearshore	Sourcing model trends: Captive vs. hybrid vs. outsourcing – where is the market shifting to and why? Claudio Altini, Head of BPO and Shared Services, EquaTerra	PART 2 - PANEL SESSION Hear from the winners of the IACCM survey. Paul Henham, VP Strategy and Performance C&P, Shell International BV Gerry Coulter, Commercial Lead, ELEA, Managing Director, Commercial & Contract Management, Accenture	Armageddon of the Back Office? Why the "triple jump vs. long jump" debate continues. Ant Hesketh, Centre For Performance-Led HR & Department of Management Learning & Leadership, Lancaster University Management School	Controls and Governance Utilising Continuous Monitoring: Push the Envelope on Fraud Risk and Prevention Controls. Jon Kohler, VP Sales & Marketing – Europe, APEX Analytix, Angela Lloyd, Systems Accounting manager for Finance Shared Services, BAE Systems plc
12.30 – 13.30	Networking Lunch				Private Lunch with  in the Galloway Suite		Private Lunch with  in the Harris
13.30 – 14.45	G8 Global Sourcing Think Tank 2010: EUROPEAN CHAPTER - Eliminate the white noise, 8 pioneering sourcing strategists shape a common industry agenda - G8 Independent Chairman & Facilitator: Fiona Bruce, TV Journalist & Presenter, BBC Bill Payne, IBM Cesare Capobianco, Oracle On Demand, EMEA Carina Smith, CapGemini Global BPO Mark Bownas, Partner, KPMG Peter Rasper, SAP AG Peter Moller, Deloitte Consulting Tom Olavi Bangemann, The Hackett Group Peter Brown, Accenture						
14.45 – 15.30	HORSES FOR SOURCES: LIVE AND INTERACTIVE (AKA THUNDERING HOOVES EUROPE) - HORSES LIVE MC: Lee Coulter, Former SVP Global Shared Services, Kraft BUY-SIDE TEAM: Graham Russell, Global Head of Transaction Process, AstraZeneca; John Transier, Vice President & Controller, Unilever, Simon Newton, VP Shared Services & Business Support Delivery, Kimberly Clark SELL-SIDE TEAM: Phil Fersht, Founder of Horses for Sources & Head of Corporate Strategy, Cognizant, Deborah Kops, CMO, WNS Global Services, Tiger Tyagarajan, COO, Genpact, Tim Palmer, Head of HR Transformation, PA Consulting						
15.30 – 16.00	Networking Coffee Break						
16.00 - 16.45	What makes change possible? Fed up with reading management books on change management yet still struggling to impact real change within your organisation? Chair: Phil Searle, Chazey Partners Panellists: Lisa Hooley, SPX, Lynda Atherton- Miles, Working Links, John Cogan, Shire Pharmaceuticals	Standards, compliance & quality: How do you manage increasing complexity in a global market place? Andrea Vavassori, Shared Services Director, Crown Europe	ERP: A help or a hindrance to organisational change? David Turner, Group Marketing Director, UNIT 4 Lorant Besnyi, Head of Finance, Avis BSC	Q&A WITH THE G8 GLOBAL SOURCING THINK TANK: Bill Payne, IBM, Cesare Capobianco, Oracle On Demand EMEA, Carina Smith, CapGemini Global BPO, Mark Bownas, KPMG, Peter Rasper, SAP AG, Peter Moller, Deloitte Consulting, Tom Bangemann, The Hackett Group, Peter Brown, Accenture	ROUNDTABLE WORKSHOP: Establishing Metrics That Drive Added Value. Leader: Rene Franz Henschel, Aarhus School of Business, Ioana Canescu, Tellabs; Graeme Sloan, Ninian Wilson, Vodafone	Introducing the 2010 Global RPO Report Summary: Facilitated by HROA Board Members: Zachary Misko, Global Director, KellyOCG Todd Wheatland, VP of Marketing, Kelly OCG	Purchase-to-Pay Automation: Goals and challenges in a global Enterprise Nigel Chapman, Change Management Facilitator, ABB Rowan Lemley, Product Marketing Manager, Customer UK, Basware Corporation
16.50 – 17.30	THE BUY-SIDE STORY: Gaining the client perspective on shared services and sourcing excellence. What is the next strategic move? Valerie Phillips, Credit Suisse Joyce Van Breugel, Heinz Continental Europe Umberto Larizza, Unicredit						
17.30 – 17.45	Co-Chair's wrap-up						
19.30 – 22.30	SSON EUROPEAN SHARED SERVICES AND OUTSOURCING AWARDS GALA DINNER						

08.00 – 08.30	Morning Networking Coffee						
08.30 – 08.40	Chairman's opening address - Frank Wolfsteiner, Partner & Managing Director, TPI, Jochen Mebus, Director Global Business Development Inbound Services, Itella Information						
08.40 – 09.30	WORKING CAPITAL MATTERS: How healthy is your Financial Supply Chain? Top 10 tips to driving cash-flow efficiency from Shared Services Facilitator: Petri Karjalainen, Director, Global Product Line Digitising Solutions, Itella Information Panel - Jean Claude De Vera, VP Global Shared Services & Finance Process Optimisation, Lafarge, John L. Draheim, Vice President of Global Shared Services and Assistant Treasurer, Harris Corporation, Honeywell						
09.30 – 10.15	Embracing the Virtual Future: How Cloud Computing, virtualisation and open source could be changing the face of Shared Services & Outsourcing forever Tom Hoffman, Computer World, Cloud Research and Application Specialist, Mark Parsons, University of Edinburgh, Edinburgh Parallel Computing Centre (EPCC)						
10.15 – 10.45	Networking Coffee Break						
	A: TRANSITION MANAGEMENT & EXECUTION Chair: Phil Searle 	B: PROCESS TRANSFORMATION & AUTOMATION 	C: SERVICE DELIVERY MODELS & DRIVING VALUE Chair: Colin Mair, Improvement Service	D: OUTSOURCING Chair: Debra Maxwell Global BPO 	E: CONTRACTING FOR SUCCESS Chair: Tim Cummins, CEO 	F: HR TRANSFORMATION Chair: Zachary Misko, Global Director 	G : FINANCE TRANSFORMATION 
10.45 – 11.30	Does size matter when considering Shared Services and/or BPO? Phil Searle, Founder and Managing Director, Chazey Partners	Speedy, agile and efficient invoice management – how fast can you go? Miguel Pinto da Cruz, Director, Sonae Distribuição	PUBLIC SECTOR PANEL Public Sector best practices and next practices for shared services and joint Partnerships. Lynda Atherton- Miles, Director, Working Links, Morag Arnot, Acting Deputy Chief Executive of The Scottish Arts Council Gerry Smith, Director SSC, HM Prison Service, Julie Kane, Head of Shared Services, Scottish Government David Heneghan, Director Shared Services, Glasgow City Council	Trial to Learn: Charting a roadmap for BPO success Deborah Kops, CMO, WNS Global Services	Strategic alignments with business and markets Adrian Furner, Commercial Director, BAE Systems Ioana Canescu, Senior Manager, Global Contracts and Business Management, Tellabs	Transforming your talent acquisition & recruitment process: It's time to get LEAN. Part 1: Introduction to Lean. Part 2: Leveraging Lean to transform your HR function, a case study in talent acquisition and recruitment Zachary Misko, Kelly OCG Includes video with GE Healthcare	Meeting local Finance requirements: Adopting a local-country compliance strategy that works for your SSO Chris Platteeuw, Partner, Deloitte Richard Needs, Head of Tax EU, Cable & Wireless
11.35 – 12.25	From concept to mobilisation: Your step-by-step roadmap to quick and successful shared services implementation Nick Bean, Programme Director Shared Services, May Gurney	Innovating the IT delivery model: Enabling your global SSO operations with next generation process solutions Enrico A. Palumbo, Head of Business Solution and Infrastructure Shared Service Centers Global Operations Services UniCredit S.p.A.		Learning BPO: The role of talent development in positioning your company to claim the post-recession market Paul Swinscoe, Director Sales & Marketing RPS EMEA, Raytheon Professional Services	Post-award contract management & execution PART 1: Implementing first-class, post-award contract management & execution Moderator: Tim McCarthy, Rockwell Automation Heather Rodgers, Centrica Marianne Regin Palme, NNE Pharmaplan, Liz Walker, BT	The HRO debate: What can HR learn from IT? Tim Palmer, HROA, Mark Blatchford, HR Lead Outsourcing, Unilever John Vickerman, HR Shared Services Director, BBC	Short Stories from Wärtsilä Shared Service Centre Sami Seikkula Director, Global Product Line Alligator, Itella Information, Merja Fischer, Director Financial Accounting & Business Control Processes, Wärtsilä Corporation
12.25 – 13.25	Networking Lunch						
13.25 – 14.10	INNOVATION THROUGH CONTRACTING: Define it, govern for it, drive it, and make sure you achieve it Moderator: Tim Cummins, IACCM, Alan Schenk, VP Common Process, Contracts & Compliance, BP Paul Henham, VP Strategy and Performance C&P, Shell International BV Gerry Coulter, Commercial Lead, ELEA, Accenture						
14.10 – 14.50	360° SOURCING TRIO INSIGHT: Buyer, provider and advisor perspectives taken from the top! Chair: Kimmo Kauranen, Head of our Global Sales, Itella Information Buyer Representative: Alan Byrne, Global Director Shared Services, Microsoft, Provider Representative: Kaushik Guha, WNS Global Services, Advisor Representative: Frank Wolfsteiner, Partner & Managing Director, CHRO, TPI						
14.50 – 15.10	Networking Coffee Break						
15.10 – 15.55	When 2 become 1: Merging two SSCs into one seamless operation Gerry Smith, Director SSC, HM Prison Service	Interview Circle: If I did it all again Hosted by: Carina Smith, Capgemini Interviewee - George Connell, Vice President Strategy and Glasgow Centre Finance Lead – Finance Operations, Shell	Change your service delivery model: Creating customer centric processes Colin Mair, CEO, Improvement Service	Transformational Outsourcing: From cost arbitrage to value generation through transformation Andrew Kent, Operations Director, Serco, Ahmed Mazhari SVP BD UK, Genpact	Post-award Contract Management & Execution PART 2: PANEL SESSION - Hear from winners of IACCM's 2009 'Most Admired For Post-Award Contract Management' survey as they describe the approaches that gained market recognition. Moderator: Tim McCarthy, Rockwell Automation, Alan Schenk, BP, Adrian Furner, BAE Systems, Catherine Falconer, Accenture	HR Process in the spotlight: Introducing a global service delivery model for payroll Eloi Malta-Bey – VP Global Payroll & HRA Operations Sherri Sullivan, CEO Intercomp Global Services	Chasing the cash: Unlocking hidden opportunities to optimise cash allocation process: Stanislav Tomko, Functional Technology Manager EMEA – Functional Transformation /HCS, Honeywell and Frank Gastl, Managing Director, Hanse Orga International B.V
16.00 – 16.45	FINAL NETWORKING OPPORTUNITY	Searching for the hidden waste: Leaning your SSC to gain that extra 5% in cost efficiencies and optimise Capability. Peter Evans, Director Quality, Beverley Booth, Financial Shared Services Centre Manager, Virgin Media	Commercialising your SSO: Interviewer: Frank Wolfsteiner, Partner & Managing Director, TPI Interviewee: Waleed Al Kanhal, Director Business & Financial Management STC	Process as a Service: The Next Generation of end-to-end BPO Martyn Hindley, CFO, eMap Mark Bretton, Head, TCS BPO, Europe (incl.UK & Ire)		FINAL NETWORKING OPPORTUNITY	Increasing your FSSC scope: Taking your shared services operations up the value stream. Morag Dunlop, European Head of Finance, Cigna, Corporation, Robert Gilhooly, Business Services Director, British Energy, Rochelle Hood, Harris Corporation
16.50 – 17.20	BLUE SKY COUNCIL SUMMARY: Next generation innovations for next generation shared services Chair: Ant Hesketh, Centre For Performance-Led HR & Department of Management Learning & Leadership, Lancaster University Management School, Simon Newton, VP Shared Services & Business Support Delivery, Kimberly Clark Dan Foley, Former Business Service Centre Director, ITV, Bob Pryor, EVP, Global Sales & Marketing, Genpact						
17.20 – 17.30	Co-Chair's wrap-up						