



# SHARED SERVICES EXECUTIVE EXCHANGE DAY

8:00 AM	<b>Executive Breakfast</b>			
8:30 AM	<b>Contactless registration and refreshments</b>			
9:00 AM	<b>Welcoming remarks and Introduction by the Conference Chair</b>			
9:10 AM	<p><b>AECOM: Redesigning The Dynamics Of Shared Services To Create A True Vehicle for Change</b></p> <p>Three years ago, AECOM embarked on a global shared service transformation to evolve into a GBS. Now with their 5th strategic centre in development, a GPO and Service Delivery structure, digital transformation strategy and SG&amp;A model, they service 150 countries and 56,000 employees. Their overarching philosophy is that shared services goes beyond transactional processing, as a true vehicle for change within the organization.</p> <ul style="list-style-type: none"> <li>• The strategy for positioning GBS as a strategic partner to business</li> <li>• Driving digitization, customer centricity, reducing operational costs and improving global operating models</li> <li>• How a tiered transformation approach led to step change cost savings</li> <li>• How Digital Tools enticed stakeholders and created sustainability</li> <li>• The impact of a Customer Centricity mindset on GBS success</li> </ul> <p><b>Gavin Ifield</b> Head of Global Business Services <b>AECOM</b></p>			
9:50 AM	<p><b>How To Optimise Your Data Assets To Move From Reporting &amp; Business Support To Analytical Advisory &amp; Strategic Partnering</b></p> <p><i>Reserved for sponsor-led thought-leadership session</i></p>			
10:30 AM	<b>Tea Break</b>			
11:00 AM	<b>BREAN WEAVE BOARDROOM</b>			
	<table border="1"> <tr> <td><b>Transitioning From Cost And Timing, To Customer Service, Insights And Streamlined Processes</b></td> <td><b>Benchmarking and Metrics For A True Understanding Of Your Organisations Shared Services Capabilities</b></td> <td><b>Unravelling the Web of Big Data and the Opportunities it Can Provide</b></td> </tr> </table>	<b>Transitioning From Cost And Timing, To Customer Service, Insights And Streamlined Processes</b>	<b>Benchmarking and Metrics For A True Understanding Of Your Organisations Shared Services Capabilities</b>	<b>Unravelling the Web of Big Data and the Opportunities it Can Provide</b>
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PICK 2 SESSIONS OF 40 MINS

12:20 PM	<b>Lunch</b>			
13:20 PM	<b>BREAN WEAVE BOARDROOM (Sponsor-Led)</b>			
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14:40 PM	<p><b>Unleashing The True Value Of Intelligent Automation and AI Within Shared Services Facilitator: Solutions Expert</b></p> <p><i>Reserved for sponsor-led thought-leadership session</i></p>			
15:20 PM	<p><b>Spotlight Interview: Why BP is Transitioning From A 10-Year Long, Outsourced Partnership To A New Captive, Off-Shore GBS Model</b></p> <p>Whilst there's a strong group of SS leaders doubling down on outsourcing arrangements and maturing BPO partnerships, Geoff is currently leading BP's ANZ GBS into a captive, off-shore model. This alongside the ability to truly build a strong, automated and AI-powered support for internal and BP customers. In this interview, peek into the key thoughts/strategies and drivers for why this strategy is going to put BP's GBS in good stead through and beyond the Covid-19 era.</p> <p><b>Geoff Gruebner</b> Head of Global Business Services ANZ <b>BP</b></p>			
16:00 PM	<b>Day ends - Closing comments by the stream chairperson and end of day</b>			
19:00 PM	<b>Networking Function</b>			

PICK 2 SESSIONS OF 40 MINS

To be part of this invite-only executive leadership day please email: [enquire@iqpc.com.au](mailto:enquire@iqpc.com.au)



# SHARED SERVICES EXECUTIVE EXCHANGE DAY

This executive day will be held in-person only on the 15th June 2021 in Sydney. Forming part of SSOW 2021, this exclusive day will bring together the most senior leaders across the shared services and global business services landscape.

Running in a boardroom style format, it will follow the style of our annual Shared Service Leaders' Exchange, allowing leaders in the space to gather with 20-30 of their peers of senior executive leadership from across every industry.

Case studies, challenges and strategies will be shared between the intimate group, which will provide guidance and support on your own post-crisis recovery and growth roadmap.

This executive exchange day is invite-only. However, if you would like to be considered to join, please enquire via the following avenues:

To request an invite, please email -  
[enquire@iqpc.com.au](mailto:enquire@iqpc.com.au)

To enquire to be a partner  
or sponsor, please email -  
[sponsorbranding@iqpc.com.au](mailto:sponsorbranding@iqpc.com.au)

## 5 WAYS THE SHARED SERVICES EXECUTIVE EXCHANGE DAY EXPERIENCE DIFFERS FROM A TRADITIONAL CONFERENCE DAY

- 1. Invite-only attendance:**  
participation is strictly limited to 20-30 senior Shared Service/GBS executives from leading corporations to facilitate peer-to-peer interaction
- 2. Executive level networking:**  
a rare opportunity to join with leaders of the same seniority and gain cross-industry insights
- 3. Minimum Time - Maximum Value:**  
this intimate 1-day exchange gives you the opportunity to deep-dive into the intricacies and challenges of leading a shared services operation
- 4. Improved focus on active, action-oriented networking:**  
through our collaborative trademark attendee favourite, the BrainWeave™, you will deep-dive into your pressing strategic challenges in roundtable style sessions
- 5. Strategic focus:**  
an agenda cultivated around the top challenges of the senior executive to ensure the time spent away from the office is of significant value to operations on your return