2nd CCH Shared Services & BPO Summit

Find out answers to all mission-critical questions of change management and streamlining operation in your shared services organization!

Four Seasons Hotel Shanghai
Shanghai 25-26 May 2011
While recovery from the global recession is likely to continue at a slow pace and companies are focusing on cost cutting, business cases for shared services and BPO are as strong as ever, as they have once again proven themselves to be key levers in an effective service delivery model to survive, if not thrive, during the recession. For those companies that have established their SSC, how to well position themselves to further leverage the value of their SSC to the business during recovery becomes mission critical.

This season, CCH Share Service & BPO Summit 2011 brings to you the latest in-depth perspectives and case sharing on Shared Services & BPO from leading practitioners all over the world. Bear in mind that today’s companies don’t have the money to burn on slides piled, non cost-effective conference, our agenda has been carefully crafted with dialogue-driven panels, roundtables and interactive quick fires to get you the most “How to” information: How to build a set of change management procedures to drive continuous process improvement? How to expand the scope of your established shared services? Find your answers and proper procedures to manage and ensure that all of your team’s hard work will not be derailed, only at CCH Share Service & BPO Summit 2011.

Why this event?

Our vision

To develop a community-driven experience that has knowledge-sharing and sector development at its heart.

Why you should attend this event?

- Enhanced learning experience through SPECIALIZED tracks targeted to both finance and HR executive officers
- Both Successful Cases and Lessons Learned of Global Knowledge and Local Approaches
- Practical instruction on how SSC can enable strategic business transformation rather than merely cost control
- REAL Interactive Formats and Talks Based on REAL Experiences.
- Straight Talk From the BUYERS of BPO

Who should attend?

This conference is specially designed for executives who work actively in their organization’s shared service and BPO ventures and are responsible for the execution of shared services plans, which includes:

- Business strategy planning
- Human resources
- Procurement
- Finance
- IT
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Why you should attend this event?

- From different business parts
- From industries
- From job titles

Our Distinguished Speaker Faculty Includes

Alex Liu, Senior Manager, SAP
Ian Harrop, Senior Manager CSS-Asia, Corning Corporation Inc.
John Slot, Vice President and Co-Office Leader, North Highland China
John Ruthven, Executive Vice President, New & Emerging Market, CA Technologies
Maria Ma, Director, Head of SSC Beijing, Ericsson
Paul Aram, Regional Director China, ITT
Virginia Mao, GCG Delivery Manager for HR and Learning Delivery, IBM Global Process Services, IBM Great China Group
Yi Shan, Partner, Accenture China
Fiona Michel, VP for HR, IAG

See who joined us in the last conference

- From different business parts
- From industries
- From job titles
Day One Morning

8:30 Registration

9:00 Welcome Speech

9:10 2011 Outlook: Trend, Opportunity and Challenge
An increasing number of BPO contracts are expiring, bringing new opportunities to vendors to wrestle the work from incumbents. And independent research indicates that in terms of vertical markets, the largest opportunities in expiring contracts are in the manufacturing and banking industries. Businesses of both local and SOEs represent significant opportunities.

On the other hand, more and more geographic locations are positioning themselves for BPO work and the capabilities of vendors have improved drastically, opening up new low-cost possibilities for work in multiple languages. This session will give you a quick overview of the prospects of Shared Services and BPO into 2011.

9:30 Keynote Speech: China as An Emerging Global Hub for BPO & ITO
- Key locations in China for ITO and BPO and selection process
- Government incentives and policy for promoting this sector
- Ministry of Commerce, People’s Republic of China

9:50 Sponsor Speech Available

10:35 Morning Refreshment & Speed Networking: Find Out Who’s Who in The SSC & BPO Universe
Navigate your way through a sea of faces with a structured meet and greet for the masses! There’s nothing like putting a face to a name – so spend 15 minutes in the plenary room to meet as many of each other as you can. Come away with a pocketful of business cards to help you kick start your networking with a bang.

11:00 Leverage the Value of Your Shared Service Delivery Organization and Get More for Business Growth
Business organizations vary in maturity, size and the nature of their business but all share two common threads - the pursuit of excellence and a passion for improvement and evolution.
- Run Shared Services like a business
- The fundamental strategy
- Risk and compliance

11:45 Panel Discussion: Career-Pathing & Talent Management in Shared Services Organization
An ongoing issue in Shared Services, these sessions will focus on the right turnover levels in your SSOs different functions, recruiting SS talent as opposed to function talent and how to effectively address the perception of the SSC career progression. In addition advanced sessions focus on pay scales in SSO’s as opposed to B/Units and Job family descriptions for SS professionals.
- Identifying job families and functions
- Identifying and nurturing future leaders
- Recruiting for SS professionals rather than moving people from functional positions
- Creating more corporate opportunities through job shadowing or rotations

12:00 Luncheon
Day One Afternoon

**Finance Stream**

**Continuous Process Improvement Within A Mature SSO**

13:30  The Root of the Problem: Process Re-engineering is the Key in SSC Cost Saving Strategy

14:15  Lean Six Sigma Application in Finance Shared Services

- Integration of Lean and Six Sigma
- Utilizing Lean-Six Sigma to provide customer value
- Example of deploying Lean-Six Sigma initiatives in shared service processes

15:00  Refreshment & Networking

15:30  Benchmarking Shared Services to Drive Performance Improvement and Do Further Cost-control

**Learning From Best Practices to Gain Management Excellence**

16:15  Case Study: Launching a Global Service Centre in China and How to Optimally Outsource SSC Services

17:00  Closing Remark

17:10  End of Day One Conference

**HR Management Stream**

13:30  Roundtable Discussion: Improving the Capability & Capacity of HR

True transformation involves improving HR efficiencies to allow for a greater focus on strategic issues. Whether outsourcing, or shared services, attend this roundtable and learn how these HR leaders have made a strategic contribution, and how they are continually evolving their model to maximize opportunities for growth.

14:15  Move SSO Beyond Cost Cutting: A New Driver of Innovation

Nowadays, business leaders are asking SSOs to be strategic business partners that can drive innovation and increase productivity and renew top-line growth. Shared service leaders need to learn the key resources, tools and skills to create a culture that engages themselves to create a partnership for innovation.

15:00  Refreshment & Networking

15:30  Discussion: New Challenges for Driving Your HR Revolution through Shared Services and BPO

- Create new attitudes and capacities needed to drive transformation
- Discuss scalable and cost effective solutions when accommodating a growing workforce
- Discuss the characteristics of a good HR business partner
- Learn how HR BPO can improve employee satisfaction and productivity while driving strategic business decisions
- Discuss future expectations of HR from the wider workforce, and how you must prepare now

16:15  Strategic Change Management and Employee Engagement to Drive Results

Successfully implementing and managing an SSO model requires building new capabilities and offerings, as well as changes in culture and staff. Without a clearly formulated change management structure, the strategies for execution and growth can quickly become derailed. This session will detail proven change management techniques, including how to manage culture changes while keeping employees engaged.

17:00  Closing Remark

17:10  End of Day One Conference
Day Two Morning

Finance Stream

9:00 Establishing On-going Communication with Employees, Partners and Customers, Spotting the Danger Signs of a Struggling FSSC and its Solutions

Given that there have been a number of failed shared service centers; this session looks specifically at how you can be vigilant to avoid failure in your FSSC. How to spot the pitfalls of FSSC implementation early enough to avoid problems and critical factors to be identified include:

- What makes a failed FSSC?
- What visible signs are there to look for?
- What are the main causes and effects?
- How to find the right solutions to your FSSC?

9:50 Sponsor Speech Developing Your CRE Career, Recharging Your Career, Core Competences of SSC & BPO Professional and Career Development

10:35 Morning Refreshment

11:05 Turning your Finance Function into a Profitable Business Driver and User-Centric

Most of multi-nationals have technology and support services in business units, as well as at a corporate level. Often the centralized services organization at corporate level is perceived to be unresponsive to business needs, unpleasant with external suppliers, and a poor performing entity. Senior executives face a dilemma: what to do with centralized services organizations as well as duplicate technology and support services in the business units? Careful design of a shared service organization not only improves agility and brings efficiency. it can also help make decent profit – find out how.

11:50 Closing Remark

12:00 End of The Conference

HR Management Stream

Technologies Ready for HR Transformation and Challenges

09:00 Make Integrated Business Services a Source of Competitive Advantage

Despite the integration potential of multifunctional shared services, very few companies have been able to move away from functional silos and increase cross-functionality of their SSO. However, leaders recognize that support functions often need to interact with each other to deliver an end-to-end process. Progressive companies are now looking to multifunctional shared services as a way of driving integration across functions to decrease the number of handoffs, speed to execution and present one face to customers.

09:30 Discussion: Growing Your SSO Toward Multi-Services With The Right Technology

- Increase productivity and efficiency of your SSO by expanding the service offerings while improving service delivery
- Effectively utilize technology to support efficient multi-service SSOs and generate cost savings
- Streamline processes to ensure smooth delivery and value of multi-services to your employee, customers and partners

10:15 Morning Refreshment

10:30 Sponsor Speech Slot Available Now!

11:15 Utilizing your SSO to Centralize the Learning Function

In this session, distinguished practitioner who oversees all learning, talent and leadership development strategies and programs for MNCs will lecture on how to work collaboratively to centralize the learning function and align with corporate goals through a shared services organization.

- Conducting an enterprise needs management
- Revamping talent management to create common definitions of high potentials and guidelines for sourcing executive positions
- Building an organizational development capability

12:00 End of The Conference
Day Two Afternoon

Post Conference Workshop

13:30-15:30

Shared Services & BPO in China: Avenues for Accelerating Growth for China Domestic Giants

This workshop will provide guidance and share experiences in establishing SSC for different business organizations.

Session I

What make shared services the core of your business strategy
This session will develop and outline a clear vision with a workable implementation strategy and realistic goals for the beginning phase

• Identify inefficiencies and develop remediation after thoroughly examining the existing BPM
• Select the technology that will best enable companies to achieve business goals, automate workflow management processes
• Provide better facilitation through comprehensive, real-time, flexible reporting

Session II

Experience from a domestic giant: The A-Z of designing, building and implementing a Shared Service Center

• Collecting and formalizing different businesses and geographies into one center
• How to provide service in specialized functions
• Define and manage a common design/build project across functions
• Consistent agendas of the various functional areas on different schedules, avoiding rendering implementation of Shared Services for all functions unrealistic

About CCH

CCH China, a Wolters Kluwer business is the first and largest provider of bilingual regulatory information on China. Since 1985, CCH China has been serving professionals in the area of business law, tax, accounting and human resources. CCH China is the Professional's First Choice as we work together with leading experts of the various specialized fields to deliver authoritative and relevant information solutions and insights in a timely manner.

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SEMINAR DETAILS

2ND CCH SHARED SERVICES & BPO SUMMIT

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Shanghai 25-26 May 2011

REMINDER

1. To facilitate your registration, please arrange your remittance strictly accordingly to the Order and indicate the name of CCH seminar and delegate on the payment voucher.
2. Please fax your payment voucher to 400-816-0001 after your remittance.

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1. Registration and Payment - Reservations may be made by telephone/fax/email but will only be confirmed upon receipt of complete registration information on an order form. The order form must include an authorized signature and company stamp.
2. Payment must be made before the day of the seminar, customer will not be allowed to attend the seminar if payment is not made. Electronic Funds Transfer and On-site Payment (Domestic cards, cheque or cash) are accepted.
3. Cancellation and Substitution Policy - A substitute delegate is welcome at any time and no extra charge if you are unable to attend. Full payment will be imposed if cancellation is made less than 10 working days before the seminar. This also applies to no show on the day of event. All notices of cancellation or replacement must be made in writing and acknowledged by CCH via email or fax.
4. Programme Changes - CCH reserves the right to amend or cancel the event due to unforeseen circumstances.
5. Seminar prices are subject to change without prior notice.

CONTACT CCH

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PAYMENT METHOD

Payment before seminar  □ T/T  □ Cheque (Only for Beijing customer)
Payment on-site  □ Bank card  □ Cheque  □ Cash

Payment to be made via bank transfer. Details as follows:

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REMARK

Find out answers to all mission-critical questions of change management and streamlining operation in your shared services organization!