



# SHARED SERVICES EXECUTIVE EXCHANGE DAY

TUESDAY, 15TH JUNE 2021

8:00 AM	<b>Executive Breakfast</b>	10:50 AM	<b>Tea Break</b>
8:30 AM	<b>Contactless registration and refreshments</b>	11:20 AM	<b>BREAN WEAVE BOARDROOM (sponsor-led)</b>
9:00 AM	<b>Welcoming remarks and Introduction by the Conference Chair</b>	PICK 2 SESSIONS OF 40 MINS	<p><b>Brain Wave A:</b> How to orchestrate your enterprise intelligent automation, digitisation and process improvement capabilities</p> <p><i>Discussion Facilitated By:</i> <b>Ean Evans</b>, Partner, <b>EY Oceania Operations and Business Services Leader</b></p>
9:10 AM	<p><b>Perish/Survive/Thrive: Boosting Transformational Leadership</b></p> <p>Business transformation, now even more forced by the COVID-19 crisis, is challenging many companies and their leaders to come up with a vision for the future that transforms and adapts the organisation to set course for sustained growth. What is leading practice today? How can initiatives be de-risked? What is the opportunity for GBS and Shared Services leaders to play an influential role?</p> <ul style="list-style-type: none"> <li>How COVID-19 is impacting organisations and how that changes the transformation agenda</li> <li>Recognising when there's the need to act</li> <li>The framework for transformational change today</li> <li>PANEL: Graham Christie will moderate an industry panel to discuss the key areas</li> <li>An interactive survey plus Q&amp;A will complete this session</li> </ul> <p><i>Session Led by:</i> <b>Graham Christie</b>, Co-Author, <b>Changing the Game</b> <b>Michael Vullings</b>, General Manager Digital Customer Strategy, <b>News Corp</b></p> <p><i>Panel Members:</i> <b>Wen Smallwood</b>, Head of Product and Business Operations, <b>Optus</b> <b>Mark Drasutis</b>, Chief Digital Officer, <b>IAG</b></p>	<p><b>Brain Wave B:</b> Benchmarking and Metrics For A True Understanding Of Your Organisations Shared Services Capabilities</p> <p><i>Discussion Facilitated By:</i> <b>ServiceNow</b></p>	<p><b>Brain Wave C:</b> Transitioning from cost and policy to delivering value through business insights and streamlined processes.</p> <p><i>Discussion Facilitated By:</i> <b>Chris Sullivan</b>, Head of Public Sector, <b>SAP Concur Australia and New Zealand</b></p>
		12:50 PM	<b>Lunch</b>
		13:50 PM	<p><b>Finance Transformation Case Study from Stockland</b></p> <p><b>Emma Beard</b>, Enterprise Services Director, <b>LionCo</b></p>
10:10 AM	<p><b>Process Excellence and Customer Experience – Can You Excel At One Without The Other?</b></p> <ul style="list-style-type: none"> <li>The challenges of finding the balance between process and customer</li> <li>The benefits of establishing a process mining practice - to drive standardisation and optimise</li> <li>What does the workforce &amp; leadership strategy for a digital shared service look like?</li> <li>Building a digital, disruption-proof foundation for your shared service</li> </ul> <p><b>Trudi Mares</b>, Executive Director, Transport Shared Services, <b>Transport for NSW</b> <b>Peter Tow</b>, Director, PMO, <b>Western Sydney University</b> <b>Emma Beard</b>, Enterprise Services, <b>Director, LionCo</b></p>	14:30 PM	<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>



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15:10 PM	Afternoon networking
15:40 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>
16:15 PM	Day ends - Closing comments by the stream chairperson and end of day

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