

6th Malaysian



SHARED SERVICES &
OUTSOURCING WEEK

- ▲ **Main Conference:** 8 – 9 May 2018
- ▲ **Pre-Conference Workshops:** 7 May 2018
- ▲ **Site Tours:** 10 May 2018
- ▲ **Venue:** DoubleTree by Hilton Hotel Kuala Lumpur, Malaysia

**HRDF
CLAIMABLE!**

Refer to
Page 2 for
more info

Driving Malaysia's Competitive Advantage through People, Technology and Processes



REGISTER BEFORE **6TH APRIL 2018**
AND GET **USD 200 OFF!**

Dear Colleagues,

Welcome to the **Malaysian Shared Services & Outsourcing Week (SSOW)** taking place from 8 – 9 May 2018 at **Kuala Lumpur**. Now in its sixth year, the Malaysian SSOW remains the largest platform for the country's shared services and outsourcing (SS&O) professionals to share best practices, network and engage with each other in outcomes-focused discussions.

The Shared Services & Outsourcing Network (SSON) was proud to welcome **over 120 industry practitioners** to the Conference last year, an exponential growth that parallels the growing Malaysian Shared Services market – and we expect to bring even more SS&O professionals together in 2018 at the Malaysian SSOW.

Last year, we explored the concept of Transforming Shared Services Centres into Strategic Business Partners by moving up the Value Chain. While this remains a strong focus in the Malaysian market, there has also been increasing importance in incorporating the 3 critical pillars of Shared Services – people, processes and technology – for sustained growth and improved business outcomes.

With this in mind, the Conference in 2018 will focus on **Driving Malaysia's Competitive Advantage through People, Technology and Processes:**

- ▲ Fighting the 21st Century Talent War
- ▲ Future-Proofing the Next-Generation Workforce
- ▲ Designing Best Practices to Drive Growth & Deliver Commercial Value
- ▲ Moving Towards Strategic Business Partnering, Continuous Improvement and Process Excellence
- ▲ Harnessing the Power of Automation and Technology for Improved Efficiency, Productivity and Reduced Costs

Our content has been carefully curated through in-depth industry research and consultations so that we can focus on the most pressing issues and feature practical, solution-oriented discussions to drive industry transformation.

Please take this opportunity to explore the agenda and exciting topics that will be presented at the summit.

Thank you and I look forward to welcoming you in May 2018!

Best Regards,

Jamie Tan

Conference Producer

Shared Service & Outsourcing Network (SSON)

The journey for all SSCs towards a World Class SSC has always never been easy - and the experience of the speakers present, together with the sharing of practical knowledge has made it the time very worthwhile. This explains why this SSON event has been such a value-adding experience for all SSC professionals."

RTR Manager, Kerry Ingredients

A must attend conference which provides industry outlook on shared services and a great networking platform."

Manager - Services Delivery Management, Sunway Shared Services

Attending the 4th Annual SSON Week Conference in Kuala Lumpur was an eye opener in many ways. Little did I think that how my NGO background can gauge and I was truly amazed about what I found out in the next 2 days."

Finance Officer, World Health Organization



SPECIAL INCENTIVE FOR MALAYSIAN COMPANIES! HRDF TRAINING GRANTS!

HRDF provides specialised training grants as an incentive for employers to retrain and upgrade workers' skills. All registered employers with HRDF are able to apply for the training grant, subject to the existing rate of financial assistance and terms and conditions.

Visit <http://www.hrdf.com.my> for more information.

PEOPLE

FIGHTING THE 21ST CENTURY TALENT WAR

The Malaysian Shared Services industry is faced with the constant challenge of finding the right talent for the right services, and incorporating a sustainable talent succession plan for the next-generation Shared Services Centre. Find out what **Jacobi Carbons**, **CBRE Group**, **Hitachi Vantara** and **The MySale Group** are doing to engage, develop and nurture employees with critical skills needed for the changing Shared Services landscape.

FUTURE-PROOFING THE NEXT-GENERATION WORKFORCE

Be proactive, take charge and be ready to weather the Shared Services workforce storm! Hear from leaders of **AIG Shared Services** and **BASF** as they discuss what the culture of a "21st Century" Shared Services Centre looks like; explore what you can do to close the widening workforce generation gap and discover how you can adopt an integrated talent development strategy.

PROCESSES

DESIGNING BEST PRACTICES TO DRIVE GROWTH & DELIVER COMMERCIAL VALUE

Participate in the industry conversation through our **Interactive Roundtable Sessions** on Driving Growth along the Maturity Curve and Delivering Commercial Value through Shared Services Activities. This is an exclusive opportunity for you to share your experience and get all your questions answered in an intimate, focused and outcomes-oriented environment!

MOVING TOWARDS STRATEGIC BUSINESS PARTNERING, CONTINUOUS IMPROVEMENT AND PROCESS EXCELLENCE

Gain practical insights from leaders of **Siemens**, **GSK** and **UNDP** as they share best practices on continuous improvement and process excellence; and explore practical ways you can position Shared Services as a critical pillar to achieve improved business outcomes and organisational success.

TECHNOLOGY

HARNESSING THE POWER OF AUTOMATION AND TECHNOLOGY FOR IMPROVED EFFICIENCY, PRODUCTIVITY AND REDUCED COSTS

In the era of digitalisation, organisations are increasingly turning to automation and technology; and the Shared Services industry is no different. The time has come for Malaysia's Shared Services sector to leverage on automation and technology to obtain greater efficiency, increased productivity and reduced costs. Find out how organisations like **HSBC**, **Motorola** and **World Health Organisation** have done so, and learn how you can do the same.



OUR EXPERT SPEAKER FACULTY

6th Malaysian

ssn

SHARED SERVICES & OUTSOURCING WEEK



Paul Bartley
Director, Global
Shared Services
BD



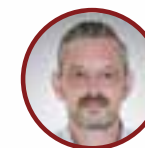
Jean-Claude de Vera
President of AgileGBS,
Former VP GBS
LafargeHolcim
LafargeHolcim



Jorge Gilling
Chief Executive
Officer
AIG Shared Services



Andreas Biermann,
Managing Director,
Shared Services
Centre,
BASF



Andrew Gascoigne
Chief Executive
Officer,
AIG Technologies



Khurram Shahzad
General Manager,
Shared Services
APAC
**British American
Tobacco**



**Mohamed Abdel
Razek**
Managing Director,
Global Head,
Collective Intelligence
& Command Centre
(CnC) & Technology
Operations, **Standard
Chartered Global
Business Services**



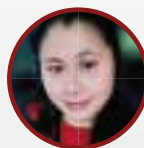
David Cotter
Director & Site Lead,
Global Business
Solutions,
Eli Lilly



Vikram Bose
Head, HSBC
Securities Services
Operations
**HSBC Global
Banking
and Markets**



**Carlos Francisco
Chiozza**
Head of Global
Assets Services,
BHP



Jeannie Khoo
Director, Global
Shared Services
Jacobi Carbons



Juan Carlos Ruiz
Senior Director,
Global Shared
Services,
E2Open



Nancy Cassiere
Director and Head
of Business Service
Centre
GSK



Mark Williams
Head of Shared
Services, Asia Pacific
CBRE Group



Jarek Rusek
Head of Financial
Shared Services Asia
Motorola Solutions



Emily Thomson
Head of Projects,
Global Asset
Services,
BHP



Farid Basir
Head HR Services,
Asia Pacific,
Novartis Global
Service Center
Novartis



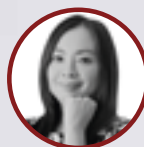
Carina Lim
Director of APAC
Finance Shared
Services,
Hitachi Vantara



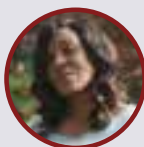
Mariana Shaharudin
Head of Shared
Services,
Experian



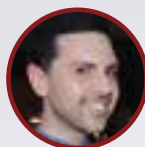
Michael Stafford
Head of Business
Shared Services
Siemens



Ai Lin Ng
Associate Director,
Business Shared
Services
ZALORA Group



Noni Mafabune
Director, Global
Shared Services Unit
(GSSU)
**United Nations
Development
Programme**



Blake Sammut
Head of Shared
Services
The MySale Group



**Ephrem Zewdie
Robele**
Global Finance
Services, Global
Services Centre
**World Health
Organization**



Brandon Lee
Global Projects Lead
S5 Agency World

A

9:00 – 11:00

Shared Services 101: The Fundamentals of Designing, Building & Implementing Shared Services

Critical to the success of a new SSC is a detailed business case of consolidating functions, and a robust plan for managing the transformation. Hence, this hands-on workshop will be focusing on the core activities to plan, launch, and stabilise a new shared services centre, including:

- ▲ Establishing a clear purpose and vision
- ▲ Conducting feasibility and cost analysis
- ▲ Building a successful business case and baseline
- ▲ Evaluation of a fit for purpose shared services model for your organisation
- ▲ Effective steps in implementing transformation
- ▲ Change management – mastering the key to successful transformation
- ▲ Project management - advancing with an SSC blueprint and proven methodology
- ▲ Value realisation - delivering value to the business with evolution
- ▲ Continuously monitor the progress to sustain organisational effectiveness

Workshop Leader:
Brandon Lee
Global Projects Lead,
S5 Agency World

B

12:00 – 14:00

Embarking on Your RPA Journey: Planning, Execution and Adoption

Robotic Process Automation (RPA) is transforming the shared services market, taking business process automation to the next level and redefining labor and location strategies through the advent of the virtual workforce. But using RPA platforms to create automations is the easy part – the challenge lies in shepherding the transition to an automation-enabled operating model and to then manage the new environment to ensure responsiveness to constantly changing business requirements.

This workshop will open with an overview presentation and interactive group discussion on the top challenges to operationalising RPA, including case studies on how to overcome them. Get to discuss and learn:

- ▲ Collaboration with IT on architecture, infrastructure, security and change management
- ▲ Communication planning, stakeholder management and organisational redesign
- ▲ Governance, compliance, controls, audit and measuring success
- ▲ Organisation structure, roles, responsibilities, skillsets, service delivery methodology and interface to business/operations for RPA deployment

Workshop Leader:
Vikram Bose
Head, HSBC Securities Services Operations,
HSBC Global Banking and Markets

C

15:00 – 17:00

An A-Z Guide to Achieving Continuous Improvement and Process Excellence

We all know the story – process migration and standardisation occur at the start of your Shared Services journey; and a few years down the road, you are forced to re-evaluate existing processes, review workflows and re-think different service delivery models. Continuous improvement and process excellence are key to ensuring the sustainability of your Shared Services Centres – but how do you achieve them?

- ▲ Examine different models for ensuring processes are continuously tackled for improvement
- ▲ Participate in a "hands on" example of process improvement
- ▲ Understand how an end to end process view can jump-start your improvement efforts
- ▲ Participate in a discussion of what skills are needed to be a "process pro"

Workshop Leader:
Paul Bartley
Director, Global Shared Services,
BD

8:00 Morning Refreshment and Registration

9:00 Opening Remarks from Chairperson

Jean-Claude de Vera
President of AgileGBS, Former VP GBS
LafargeHolcim, **LafargeHolcim**

9:10 Charting the growth trajectory for next-generation Shared Services Centres

- ▲ Understanding the *Process First* strategy and what it means for sustained growth
- ▲ The road to GBS – What does it look like and how do we get there?
- ▲ Reviewing what future delivery models look like with front-line value-adding services taking the lead
- ▲ Future-proofing Shared Services Centres

Paul Bartley
Director, Global Shared Services, **BD**

BUILDING MALAYSIA'S COMPETITIVE ADVANTAGE IN THE AGE OF DISRUPTION

9:40 Re-creating an effective organisational culture for Shared Services Centres in the age of automation

- ▲ Fostering a culture of innovation, agility and flexibility to be prepared for future disruptions
- ▲ Exploring best practices to close the widening workforce generational gap
- ▲ Designing strategies to maintain and engage high-performing teams even with automation and workforce disruptions

Jorge Gilling
Chief Executive Officer, **AIG Shared Services**

10:10 Changing the company's DNA and building talent for the future Shared Services Center

- ▲ Building an agile and self-learning organisation as enabler to meet future challenges
- ▲ Embarking on BASF's transformation journey towards a global collaborative environment
- ▲ Working towards an integrated talent and leadership development

Andreas Biermann
Managing Director, Shared Services Centre, **BASF**

10:40 Speed Networking Session



11:00 Morning Break

DESIGNING BEST PRACTICES TO DRIVE SHARED SERVICES GROWTH ALONG THE MATURITY CURVE

11:30 Interactive Roundtable Discussions

Delegates will get the opportunity to select **2 topics**, each led by an expert for a **50 minutes discussion**. Discussion groups are deliberately kept small size of 10 people to ensure that all delegates get the opportunity to ask their most pressing questions, thereby guaranteeing a perfectly tailored experience.

EMERGING (First 4 Years)	MID-MATURITY (5 - 9 Years)	NEXT-GENERATION SHARED SERVICES (9+ Years)
Roundtable A Understanding the critical ingredients needed to set up a sustainable Shared Services Centre	Roundtable D Exploring different strategies to re-engineer your Shared Services processes and workflows	Roundtable G Mapping the way to CoE and GBS – What does it look like and how do we get there
Roundtable B Developing a cost-efficient and timely migration and process standardisation strategy	Roundtable E Streamlining Shared Services processes across functions and boundaries	Roundtable H Achieving continuous improvement and process excellence in your Shared Services centre
Roundtable C Moving beyond fixed KPIs to organically grow along the Shared Services maturity curve	Roundtable F Leveraging on future technology to optimise Shared Services processes	Roundtable I Implementing strategic workforce planning for next generation Shared Services Centres

13:10 Networking Lunch

FIGHTING THE 21ST CENTURY SHARED SERVICES TALENT WAR

14:10 Balancing costs, skills and quality in recruiting talent for the new-age Shared Services workforce

- ▲ Leveraging on strategic workforce planning to support business needs with effective talent recruitment
- ▲ Recruiting necessary talent to manage industry disruptions like RPA and intelligent automation
- ▲ Creating a talent pool with the necessary skills needed for 21st century Shared Services Centres
- ▲ Designing innovative, millennial-focused programmes and strategies to attract necessary talent to the Shared Services market

Carina Lim

Director of APAC Finance Shared Services,
Hitachi Vantara

14:50 Nurturing next-generation leaders for the future of Shared Services beyond HR

- ▲ Equipping employees with new skills and competencies needed for the changing Shared Services landscape
- ▲ Tailoring succession planning programmes to ensure the continued supply of next-generation leaders
- ▲ Nurturing a collaborative, diverse and open organisational culture to engage and retain the right talent for Shared Services centres

Jeannie Khoo

Director, Global Shared Services,
Jacobi Carbons

Mark Williams

Head of Shared Services, Asia Pacific,
CBRE Group

Blake Sammut

Head of Shared Services
The MySale Group

Carlos Francisco Chiozza

Head of Global Assets Services
BHP Billiton

15:40 Afternoon Break

FUTURE-PROOFING THE NEXT-GENERATION SHARED SERVICES WORKFORCE

16:10 Creating relevance to drive talent retention in the future Shared Services workforce

- ▲ Reviewing the importance of organisational branding in attracting the millennial generation to the industry
- ▲ Instilling the right mindset in the right talent to ensure continued leadership succession
- ▲ Building organisational “band strength” in critical processes and business functions

Ai Lin Ng

Associate Director, Business Shared Services,
ZALORA Group

16:40 Reviewing new models and new ways of work towards a global shared services centre

- ▲ Aligning business objectives and needs with future workforce – where the right skills and talent optimise critical workflows and processes
- ▲ Navigating the challenges involved in re-engineering Shared Services processes and workflows
- ▲ Integrating “Humans” and “Technology” to achieve increased productivity and improved cost efficiencies for the Shared Services industry

Farid Basir

Head HR Services, Asia Pacific, Novartis Global Service Center, **Novartis**

17:20 Closing Remarks from Chairperson

17:30 End of Conference Day One



8:00 Morning Refreshment and Registration

9:00 Opening Remarks from Chairperson

Jean-Claude de Vera

President of AgileGBS, Former VP GBS
LafargeHolcim, **LafargeHolcim**

POSITIONING SHARED SERVICES AS A STRATEGIC BUSINESS PARTNER

9:10 Harnessing the power of people, technology and processes to transform the Shared Services business unit

Mohamed Abdel Razek

Managing Director, Global Head, Collective
Intelligence & Command Centre (CnC) & Technology
Operations,
Standard Chartered Global Business Services

9:40 Re-defining the next-generation Shared Services unit as a visible asset for the commercial business

- ▲ Leveraging on Shared Services activities to generate commercial value and meaningful insights
- ▲ Exploring BAT's "Run & Transform" concept in advancing Shared Services activities beyond transactions
- ▲ Designing practical strategies to maximise profitability, reduce costs and enhance efficiency

Khurram Shahzad

General Manager, Shared Services APAC,
British American Tobacco

10:10 Positioning Shared Services as a critical pillar for improved outcomes and organisational success

- ▲ Understanding the importance of providing commercial value-added services for business sustainability
- ▲ Taking proactive steps on cost savings, process improvements, and efficient data planning with Shared Services activities
- ▲ Delivering added value through Shared Services activities including supply chain management and master data optimisation

Michael Stafford

Head of Business Shared Services, **Siemens**

10:40 Morning Break

THE AUTOMATION SPOTLIGHT: EMBRACING THE ERA OF AUTOMATION & DIGITALISATION

11:10 Developing a strategic RPA roadmap for your Shared Services Centre

- ▲ Evaluating existing processes to determine where RPA fits in your organisational blueprint
- ▲ Building in-house capabilities vs. Engaging external vendors – Choosing the service delivery model that best fits your organisational needs and processes
- ▲ Avoiding common RPA implementation pitfalls

Vikram Bose

Head, HSBC Securities Services Operations,
HSBC Global Banking and Markets

11:30 Automating invoice processing systems for greater efficiency, accuracy and reduced costs

- ▲ Reviewing WHO's AP automation journey
- ▲ Understanding the various Implementation challenges including legacy processes, system, employee buy-in and change management as well as partnering the suitable vendor for the suitable process
- ▲ Exploring what works well and maximising further optimisation opportunities

Ephrem Zewdie Robele

Global Finance Services, Global Services Centre,
World Health Organization

11:50 Leveraging on RPA and automation for financial transactions – a Motorola case study

- ▲ Evaluating existing financial processes to determine where RPA fits in your organisational blueprint
- ▲ Working on automating reporting analytics, cash collections, AP, and various processing systems for greater accuracy and efficiency

- ▲ Building in-house capabilities vs. Engaging external vendors – Choosing the service delivery model that best fits your organisational needs and processes

Jarek Rusek

Head of Financial Shared Services Asia,
Motorola Solutions

12:10 Case Study

Andrew Gascoigne

Chief Executive Officer, **AIG Technologies**

12:30 "Next step forward" Panel Discussion Maximising possibilities and navigating challenges for Shared Services in the era of Intelligent Automation

Following the case studies, our presenters will participate on this panel discussion to explore lessons learnt from their automation journey.

- ▲ Reviewing lessons learnt from automation projects
- ▲ Evaluating project risks involved, and how we can overcome them
- ▲ The hottest issue – How can we accelerate automation in a sustainable manner?
- ▲ Will RPA and Intelligent Automation be the answer to high talent attrition in Malaysia's Shared Services market?

Vikram Bose

Head, HSBC Securities Services Operations,
HSBC Global Banking and Markets

Ephrem Zewdie Robele

Global Finance Services, Global Services Centre,
World Health Organization

Jarek Rusek

Head of Financial Shared Services Asia,
Motorola Solutions

Andrew Gascoigne

Chief Executive Officer
AIG Technologies

13:10 Networking Lunch

DRIVING COMMERCIAL VALUE WITH SHARED SERVICES

14:10

Interactive Roundtable Discussions

Delegates will get the opportunity to select **2 topics**, each led by an expert for a **50 minutes discussion**. Discussion groups are deliberately kept small size of 10 people to ensure that all delegates get the opportunity to ask their most pressing questions, thereby guaranteeing a perfectly tailored experience.

INTERACTIVE ROUNDTABLE DISCUSSIONS



HR TRANSFORMATION

Roundtable J

Building the right talent and leaders to drive next-generation Shared Services Centres

Roundtable K

21st Century HR - How does it look like and how can we get there?

Roundtable L

Managing change and organisational transformation in an automated and digitalised environment

FINANCE TRANSFORMATION

Roundtable M

Transforming financial activities (i.e. R2R, OTC and P2P) into value-adding services

Roundtable N

Leveraging on the power of numbers and financial data to generate actionable insights for the business

Roundtable O

Automating finance transactions for better business outcomes

MULTI-FUNCTION TRANSFORMATION

Roundtable P

Harnessing the power of IT and technology to support other business functions

Roundtable Q

Reviewing new service delivery models and the most ideal sourcing strategy for your SSC

Roundtable R

Achieving excellent customer service through Shared Services

15:50

Afternoon Break

16:20

ACHIEVING CONTINUOUS IMPROVEMENT & PROCESS EXCELLENCE

Re-engineering processes and systems to achieve process excellence and reduced costs

- ▲ Providing full visibility of supply chain demand and inventory to make informed decisions
- ▲ Achieving process excellence and reduced forecasting through full immigration of processes
- ▲ Reviewing lessons learnt from the process and how other sectors can adapt this process

Nancy Cassiere

Head, Business Service Centre KL,
GSK

16:50

Embarking on a continuous improvement journey to achieve excellence in your Shared Services Centre

- ▲ Adopting a multi-channel approach to maintaining process excellence
- ▲ Understanding how process excellence can lead to marginal gains and productivity improvements
- ▲ Designing an end-to-end process excellence strategy for your Shared Services Centre

Noni Mafabune

Director, Global Shared Services Unit (GSSU),
United Nations Development Programme

17:20

Closing Remarks from Chairperson

17:30

End of Conference

LEARNING VISIT | 12:00 – 14:30

Digi Telecommunications Sdn Bhd

As the leading telecommunications provider in Malaysia, innovation is critical to the success of Digi Telecommunications. Join us this year on an unprecedented Learning Visit as we take a trip down to their office and find out how they keep their employees engaged and empowered through their **“Freedom to Learn and Freedom to Innovate”**!

“Has been an eye opener. Was not aware that there is such a big SS&O community in Malaysia. Gives you a chance to interact with peers from the same community and exchange ideas and challenges”

Assistant General Manager,
iCIMB(M) Sdn Bhd

ABOUT SITE VISITS

KEY BENEFITS OF ATTENDING:

- ▲ Get the first-hand experience of how world-class centres operate in the real-life settings
- ▲ Gain exclusive insights into how advanced methodologies and solutions help to drive cost reduction and enhance service delivery in SSC's daily operation
- ▲ Take a unique chance to clarify your concerns and network with the topmost shared services practitioners based in Malaysia

EACH SITE VISIT WILL LAST AROUND 1.5 HOURS, INCLUDING:

- ▲ Guided tour of the site's operating premises
- ▲ Corporate presentation from the host
- ▲ Interactive Q & A session

Who are the Site Visits for?

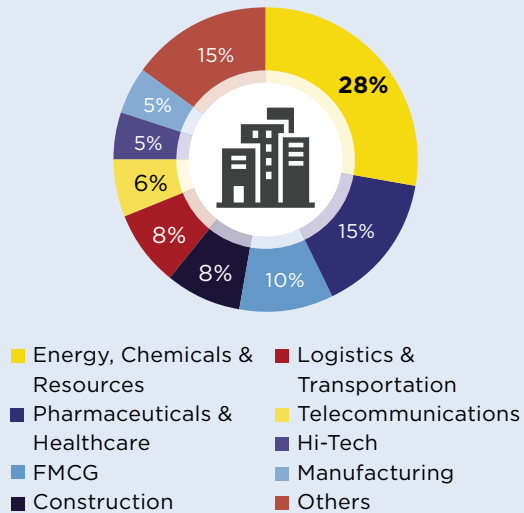
The site tour is open to shared services practitioners and solutions providers. Since the seats are deliberately limited, early registration is strongly encouraged to avoid disappointment. For any questions, feel free to reach us via enquiry@ssonetwork.com or **+65 6722 9388**.

QUICK! THESE SITE TOURS
BOOK FAST!

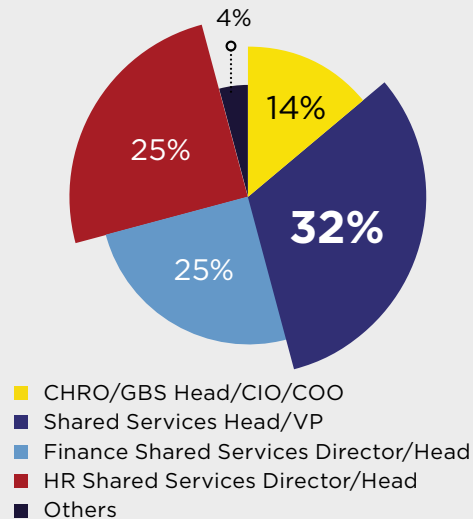
WHO WILL YOU MEET?

Secure Your Place at Malaysia's Premier SS&O Conference!

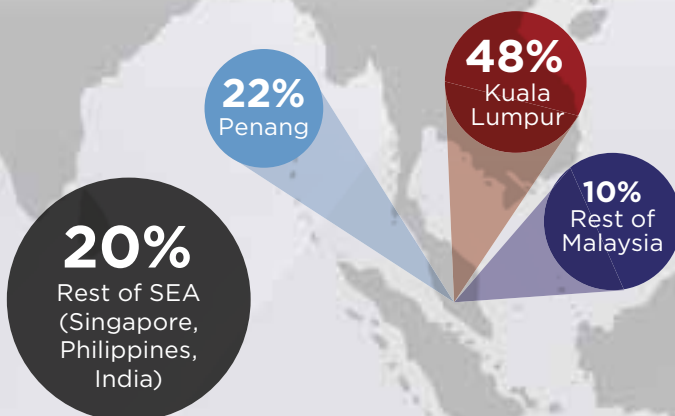
Industry Breakdown



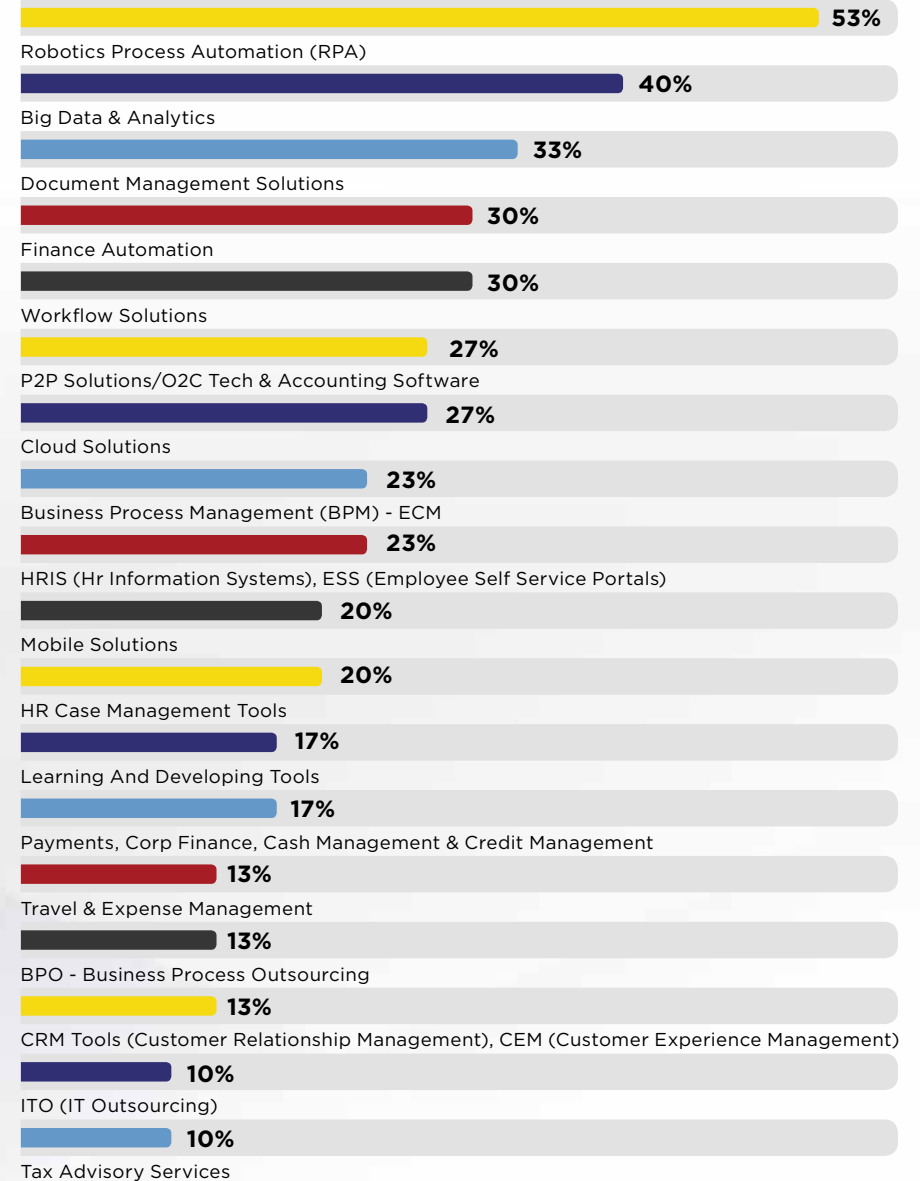
Job Title Breakdown



GEOGRAPHIC BREAKDOWN



INVESTMENT PRIORITIES



SPONSORSHIP OPPORTUNITIES

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SHARED SERVICES &
OUTSOURCING WEEK

IF YOU PROVIDE THESE PLATFORMS, SERVICES OR SOLUTIONS...



Finance Solutions
(E-invoicing, Payment Solutions, etc.)



HR Solutions (HR Software, HR Information Systems, E-Learning Solutions, Employee Self-Services Portals, etc.)



Learning and Development Solutions



Automation Solutions
(Workflow, Document Management, ERP, Case Management Tools, etc.)



Data Analytics



Cloud Solutions



Outsourcing Partners
(BPOs/ ITOs/ KPOs/ RPOs)



Consultancies



Training & Development Programs



Headhunters



Insurance Companies

PARTNER WITH US TO MEET YOUR POTENTIAL BUYERS!



DEMONSTRATE THOUGHT LEADERSHIP

Position your company as a thought leader by delivering a **Keynote Address**, moderating one of our **Panel Discussions**, leading one of our **Interactive Roundtable Sessions** - or even deep-dive into some of the biggest issues by facilitating our pre- or post-conference **Workshops**.

SHOWCASE YOUR SOLUTIONS - FRONT & CENTRE

Book an **Exhibition Booth** and demonstrate first-hand how your product/service is the solution to their problem.



NETWORK & GENERATE LEADS FOR YOUR BUSINESS

Optimise your networking opportunities and get right in front of key decision makers by hosting a **Private Luncheon** or even taking up our **1:1 Meeting Packages** with qualified leads.

BOOST INDUSTRY VISIBILITY & CORPORATE BRANDING

Enhance your corporate profile and branding by hosting a **Cocktail Reception** or one of our **Networking Breaks** - the most conducive time for you to interact with your prospects.



THAT'S NOT ALL!

Contact us now at **+65 6722 9388** or email sponsorship@iqpc.com.sg or call to discuss how we can tailor our sponsorship packages to suit your business objectives.



The **Shared Services & Outsourcing Network (SSON)** is the largest and most established community of shared services and outsourcing professionals in the world, with over **120,000 members**.

Established in 1999, SSON recognized the revolution in business support services as it was happening, and realized that a forum was needed through which practitioners could connect with each other on a regional and global basis.

SSON operates under two distinct brands, each offering shared services professionals the information, tools and connections they need to do their jobs.



THE WORLD'S LARGEST SHARED SERVICES & OUTSOURCING NETWORK

SSON is a one-stop shop for shared services professionals, offering unrivalled learning and networking opportunities both face-to-face and online through:

- ▲ Surveys, reports and white papers
- ▲ Online events and webinars
- ▲ Vendor directory
- ▲ Jobs board
- ▲ 40+ industry leading events across the world
- ▲ SSON Excellence Awards Program
- ▲ Cutting edge editorial and industry news
- ▲ Exclusive interviews with industry leaders

SSON | HARDtalk

Presented by Deborah Kops, who is recognized as the true First Lady of Shared Services & Outsourcing, SSON HARDtalk discusses the underlying issues that everyone is thinking, but few will actually voice, with the most influential executives involved in Shared Services and Outsourcing.

SSON | Free Online Events

SSON is delighted to deliver free online events about the latest shared service topics for our members, including:



SHARED SERVICES &
OUTSOURCING WEEK
DIGITAL 2017



www.ssonetwork.com



VISUAL DATA INSIGHTS FOR SHARED SERVICES & OUTSOURCING

SSON Analytics is SSON's global data analytics centre, offering visual data insights that are simple, accurate, and digestible to the global shared services and outsourcing community, through a variety of tools and reports:

- ▲ **Visual Analytics Workbooks** present data in easily digestible visual formats to help you make decisions about your shared services organization as they shed light on current trends.
- ▲ **Customized Data Products** - Shared services data tailor-made to your specifications. If you can't find the answer to a particular question, ask us!
- ▲ **The SSON Analytics Blog** features commentary on all of our latest research findings. Updated weekly, make sure you stay ahead of the industry developments.
- ▲ **Data Tools:**
 - **Metric Benchmark** - Benchmark your SSO across 31 metrics against 2 different data sets, from industry function to cost of living.
 - **Intelligent Automation Universe** - A database of software vendors that provide technology within the RPA to AI spectrum to business support services. Explore their customer footprint and the number of IA projects worldwide.
 - **City Cube** - Compare shared services locations around the world across a variety of metrics.
 - **Shared Services Atlas** - Locate shared services hotspots around the world at country, state and city level from our global database of 7800+ delivery centres.
 - **SSON Salary Index** - Wondered how much your shared services peers are earning across the world or in your own city? Find out with our crowdsourced salary benchmarking tool.

www.sson-analytics.com



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- ▲ **Pre-Conference Workshops:**
7 May 2018
- ▲ **Site Tours:**
10 May 2018
- ▲ **Venue:** DoubleTree by Hilton
Hotel Kuala Lumpur, Malaysia

Please complete in BLOCK CAPITALS as information is used to produce delegate badges.
Please photocopy for multiple bookings. Your priority registration code is printed below. Please quote it when registering.

EVENT CODE: 22429.006 EQ

BOOK AND PAY BEFORE 6TH APRIL 2018 AND SAVE UP TO USD 200 ON THE CONFERENCE PACKAGE!

CONFERENCE PACKAGES

ALL PRICES SHOWN ARE IN US DOLLARS

	EARLY BIRD RATES	SPECIAL RATES	STANDARD RATES
	Payment BEFORE 9 th March 2018	Payment BEFORE 6 th April 2018	Payment AFTER 6 th April 2018
<input type="checkbox"/> Conference + 4 Add-ons	3,899	4,099	4,299
<input type="checkbox"/> Conference + 3 Add-ons	3,599	3,799	3,999
<input type="checkbox"/> Conference + 2 Add-ons	3,199	3,399	3,599
<input type="checkbox"/> Conference + 1 Add-on	2,699	2,899	3,099
<input type="checkbox"/> Conference only (2 Day Conference)	2,099	2,299	2,499

CHOOSE YOUR ADD-ON: ☐ Workshop A ☐ Workshop B ☐ Workshop C ☐ Learning Visit A

- Discounts DO NOT apply to workshop(s)-only bookings
- Registrations without immediate payment or credit card details will incur a processing fee of USD99 per delegate

PAYMENT METHOD

Ⓒ I WISH TO PAY BY CHECK / BANK DRAFT: MADE PAYABLE TO IQPC WORLDWIDE PTE LTD

Ⓒ I WISH TO PAY BY CREDIT CARD: PLEASE DEBIT MY CREDIT CARD

Card Type:	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express	Expiry Date:	<input type="text"/> M <input type="text"/> M / <input type="text"/> Y <input type="text"/> Y <input type="text"/> Y <input type="text"/> Y
Card Number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Name Printed on the Card:	<input type="text"/>		
Signature:	<input type="text"/> <div>Date: <input type="text"/> DD / MM / YYYY</div>		

Ⓒ BY DIRECT TRANSFER Please quote **22429.006** with remittance advice

IQPC Bank Details:

Account Name:	IQPC Worldwide Pte Ltd	Bank Number:	7232
Account Number:	260-085824-690	Swift Code:	HSBCSGSG
Bank Address:	The Hong Kong and Shanghai Banking Corporation, 21 Collyer Quay, #08-01 HSBC Building, Singapore 049320		
Correspondent Bank:	HSBC Bank USA, New York		
Swift Code for Correspondent Bank:	MRMDUS33		

All bank charges to be borne by the payer. Please ensure that IQPC receives the full invoiced amount.

5 WAYS TO REGISTER

+65 6722 9388

+65 6720 3804

Dehnis.Ubana@iqpc.com.sg

www.ssomalaysia.iqpc.sg

IQPC Worldwide Pte Ltd, 61 Robinson Road, #14-01 Robinson Centre, Singapore 068893

DELEGATES REGISTRATION DETAILS

Title:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr. <input type="checkbox"/> Other
First name:	<input type="text"/>
Surname:	<input type="text"/>
Job Title:	<input type="text"/>
Department:	<input type="text"/>
Email Address:	<input type="text"/>
Company:	<input type="text"/>
Address:	<input type="text"/>
Country:	<input type="text"/>
Postcode:	<input type="text"/>
Telephone:	<input type="text"/> OFFICE <input type="text"/> MOBILE
Fax:	<input type="text"/>
Approving Managers Name:	<input type="text"/>
Email Address:	<input type="text"/>
Delegates Signature:	<input type="text"/> <div> <div>Approving Managers Signature:</div> <div>Date: <input type="text"/> DD / MM / YYYY</div> </div>
<input type="checkbox"/> I agree to IQPC's payment terms.	

If the invoice is to be addressed for the attention of a different person than the delegate, please complete the details below:

First name:	<input type="text"/>
Surname:	<input type="text"/>
Email Address:	<input type="text"/>
Telephone:	<input type="text"/> OFFICE

If you have not received an acknowledgement before the conference please call us on **+65 6722 9388** to confirm your booking.

TEAM DISCOUNTS

IQPC recognises the value of learning in teams. Group bookings at the same time from the same company receive these discounts:

- ◆ 3 or more 7%
- ◆ 5 or more 10%
- ◆ 8 or more 15%

Only one discount available per booking. Team discounts are not available in conjunction with another discount, and do not apply to workshop(s) only bookings. Call us for a special discount rate for teams of 10 and above.

VENUE & ACCOMODATION

DoubleTree by Hilton Hotel Kuala Lumpur

The Intermark 348 Jalan Tun Razak
Kuala Lumpur 50400, Malaysia
Tel: + (60) 3 2172 7272
Fax: + (60) 3 2172 7270
Web: www.kl.doubletreebyhilton.com

Hotel accommodation and travel costs are not included in the registration fee. A reduced corporate room rate has been arranged at **DoubleTree by Hilton Hotel Kuala Lumpur** for attendees at this conference. To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of your attendance.

CONFERENCE DOCUMENTATION

- ☐ I am registering as a delegate, please send me an extra set of Conference Documentation with Audio CD with a USD100 discount: USD699.
- ☐ I cannot attend the event, please send me the Conference Documentation and Audio CD at USD799.
- ☐ I cannot attend the event, please send me the Conference Documentation only at USD549.

Orders without immediate payment or credit card details will incur a processing fee of USD99 per delegate.

(N.B. Advance orders will determine whether or not this conference will be recorded - Please enclose payment with your order.)

Any custom duties & taxes imposed on the shipment of order/s shall be borne by the recipient.

IQPC CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY

• You may substitute delegates at any time by providing reasonable advance notice to IQPC. • For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference. • In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend in on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement. • Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances. • IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency. • Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible.

DISCOUNTS:

All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount. Any discounts offered whether by IQPC (including team discounts) must also require payment at the time of registration. All discount offers cannot be combined with any other offer.

YOUR DETAILS:

Please email our Database Maintenance Department at database@iqpc.com.sg and inform them of any incorrect details which will be amended accordingly.

DATA PROTECTION:

Personal data is gathered in accordance with the Data Protection Act 1984. Your data may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box below.

☐ Please do not pass my information to any third party.

PAYMENT TERMS

Registrations/orders received without immediate payment or credit card details will incur a processing fee of USD99 per delegate. Payment is due in full upon receipt of invoice. Full payment prior to the event is mandatory for attendance.



International Quality & Productivity Centre

IQPC WORLDWIDE PTE. LTD.

Company Registration No: 199702288Z

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