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# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

Where the Shared Services and Sourcing World Shapes its Future

"This is THE annual meeting place of just about everyone in the Australian shared services profession."

Charles Reis, General Manager Shared Business Services, MMG Minerals & Metals Group

**April 11-14, 2011**  
**Palladium at Crown, Melbourne, Australia**

**Your SSO  
 Week 2011  
 Reference  
 Guidebook**

**Evolving from  
 Conference to  
 Community**

**450+ Voices  
 1 SSO Week**

- Slash AP costs by 75%
- Accelerate Working Capital
- Leverage Cloud Computing
- Achieve 99% On-time Payment Cycles
- Drive Cross-functional Communication
- Build Corporate Value
- Roll-out Single Platform ERP
- Attain Greater Scalability
- Design Win/Win Collaborations

[www.sharedservicesweek.com.au](http://www.sharedservicesweek.com.au)

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# DAY ONE

Monday, 11th April 2011

13.00 Registration Opens

13.30 SSON Opening

Natalie Williams, Programme Director ANZ, [SSON](#)

13.40 Chairman's Opening Remarks

Donal Graham, Partner, [DELOITTE](#)

13.50 SSON'S ANNUAL 'STATE OF THE INDUSTRY REPORT'

An exclusive first insight into the global trends and Australasian highlights.

Emma Beaumont, Global Head of Events, [SSON](#)

## 14.20 Structured One-to-One Networking

14.50 2011 TASK FORCE DEBATE (ANZ REGION): BEYOND COST SAVINGS TO CONTINUOUS TRANSFORMATION - GROUNDBREAKING APPROACHES PIONEERED IN AUSTRALASIA

- Generating upstream value by aligning your SSO strategy with wider business goals
- Attracting the right talent, fostering innovation and instilling a winning team culture
- Advancing shared services: cloud computing, advanced data analytics, tax optimisation and more

Coretta Bessi, Manager of Procurement, Global Corporate & Commercial Services, [BLUESCOPE STEEL](#)

Charles Gray, Division Director Financial Services, [MACQUARIE](#)

Sanjay Sridher, Executive Director, [SERVICEFIRST](#)

Mark Woolfrey, General Manager Finance Professional Services, [ANZ](#)

Brooke Miller, General Manager, [BP ELITE CUSTOMER SOLUTIONS](#)

Scott Singer, Chief Procurement Officer, [RIO TINTO](#)

Moderator: Donal Graham, Partner, [DELOITTE](#)

15.40 FROM ADMINISTRATIVE SUPPORTER TO STRATEGIC ENABLER: LEVERAGING YOUR SSC AS A COMPETITIVE TOOL

CASE STUDY

Globalisation is causing competition to intensify, yet simultaneously changing the way we do business. It's commonly known that competitive advantage is intrinsically linked to cutting costs, but as the role of Shared Services becomes ever more prominent in overall business strategy, practitioners are recognising further that greater competitive gains can be made through more sophisticated approaches to Shared Services. Hear how BP Elite Customer Solutions is harnessing this new attitude and using initiatives born out of the lessons of the GFC to propel their SSCs for future business growth.

- Using advanced data analytics in your SSC to propel business strategy
- Becoming an interface between the transactional and the tactical
- Commercialising how the SSC communicates with the business for optimal value add
- Drawing on your SSC as a source of talent for the wider business
- Considerations for tax optimisation in Shared Services

Brooke Miller, General Manager, [BP ELITE CUSTOMER SOLUTIONS](#)

16.20 Afternoon Tea and Networking

16.50 A 360 DEGREE REVIEW OF CUSTOMER PERFORMANCE: DID WE GET IT RIGHT?

In this session, traditional buyer-provider scrutiny is turned on its head! In this exclusive interview, one brave SSO will interview their service provider to unearth what their partner thinks about how the SSO is run. The interview will delve into ways for the client to extract more value from their partner, ways to communicate their needs more effectively and the most elating and frustrating parts of the relationship. Learn how to improve your collaborations in a session packed with insight and honesty.

Coretta Bessi, Manager of Accounting Services, [BLUESCOPE STEEL](#)

Moderator: Trevor Patti, Centre Director, BPO, [CAPGEMINI AUSTRALIA](#)

17.20 SIX THINGS THAT MAKE BOARD MEMBERS LOVE OR LOATHE YOUR SSO: C-SUITE REVELATIONS ON SHARED SERVICES MODELLING



One To Watch!

What keeps board level executive sponsors of Shared Services awake at night? Ask them! The business focus on short term 'cost outs' and long term savings has intensified significantly since the GFC but what role does the SSO model play in this discussion around the boardroom table? And how can you make sure your SSO keeps its top-level backing for every step of your journey?

- Presenting the initial business case
- Key risk considerations
- The importance of cultural fit
- Achieving full board buy in and support

Nigel Wilkinson, CEO, [HEALTH BENEFITS LTD](#)

Beverley Honig, CEO, [HONEYLIGHT ENTERPRISES](#)

Sanjay Sridher, Executive Director, [SERVICEFIRST](#)

17.50 PROPELLING CHANGE: MANAGING YOUR SSO AS A PROACTIVE CHANGE AGENT FOR THE BUSINESS

Gaining the full support of business units and integrating your SSO into overall company culture is a continuing challenge. Whether you are just beginning your journey or are in the process of developing a Centre Of Excellence, an effective and continuing change management strategy is a vital ingredient for achieving your vision. Once established though, your SSO can take on a whole new agenda and drive positive change through the wider business:

- Defining a unified, company-wide vision and designing a road map to ensure you reach your desired destination
- Instilling a culture of change management amongst leaders for a top down approach
- Strategies to prevent failure when instigating cultural and organisational change

Deborah Coakley, Head of People Shared Services, [QANTAS](#)

Mark Preston, Director of Finance Shared Services, [UNIVERSITY OF SYDNEY](#)

18.40 Chairman's closing remarks

18.50 WELCOME RECEPTION

# DAY TWO

Tuesday, 12th April 2011

7.45 Coffee & Registration

JOIN US FOR BREAKFAST AT TIFFANY'S

A fun-filled start to your day, Breakfast At Tiffany's is the perfect opportunity to meet practitioners and providers - not to mention the chance to win a prize from Tiffany's the jeweller!

8.45 Chairman's Opening Day Two

Donal Graham, Partner, [DELOITTE](#)

09.00 FORMING A LASTING CLIENT-PROVIDER RELATIONSHIP TO ACCELERATE BUSINESS GROWTH

IBM takes to the stand with one of Australia's leading businesses to discuss how they forged a mutually beneficial partnership, through the alignment of culture and goals to drive a global growth strategy. All will be revealed on 15th December - watch this space:

[www.sharedservicesweek.com.au/speakerannouncements](http://www.sharedservicesweek.com.au/speakerannouncements)

Moderator: [IBM](#)

## 09.45 Structured One-to-One Networking

10.15 EXCLUSIVE RELEASE: THE GLOBAL BUSINESS SERVICES PERFORMANCE STUDY 2011

In this session, The Hackett Group release the results from this year's Global Business Services Performance Study. Hackett will draw out from the data the key themes emerging in Shared Services, how the industry continues to develop and where SSOs are heading in the future. Be first to hear the trends!

Presented by [THE HACKETT GROUP](#)

10.45 AN EXCLUSIVE INTERVIEW WITH SCOTT SINGER

Led by Infosys, Rio Tinto's Chief Procurement Officer will talk about the latest Shared Services strategies and innovations he is rolling out at Rio.

Scott Singer, Chief Procurement Officer, [RIO TINTO](#)

Interviewer: [INFOSYS](#)

11.15 Morning Coffee

11.45 STREAMED SESSIONS BEGIN