

Programme

08:30 – 09:00	Registration & refreshment
09:00 – 09:15	Welcome Address - ACCA and PwC
09:15 – 09:45	Finance transformation ACCA has recently released its first report on <i>Finance Transformation</i> and the use of shared services and outsourcing. During this session we will share the key issues identified in the report with you. Speaker: Jamie Lyon, Head of Corporate Sector, ACCA
09:45 – 10:15	Can Czech Republic/CEE keep its a competitive advantage? The presentation will include a short introduction of CzechInvest and its services offering to new as well as existing SSCs and the latest development, changes and trends in shared centres industry in the Czech Republic. Speaker: Vladimír Vyskočil, Sector Manager ICT, CzechInvest
10:15 – 10:45	Session 3: TBC Speaker: Nick Butt, BPO CEE, Accenture
10:45 – 11:15	Coffee Break
11:15 – 11:45	How to start up SSC During this presentation we will learn how to set up shared services in the Czech Republic as well as how to develop shared services: first phases and beyond. Iris will also talk about the success factors and key learning. Speaker: Iris Finger, Site Manager, PPG Industries
11:45 – 12:15	Key highlights of the SSC Study 2012 Czech Republic and Slovakia In this presentation PwC will present overview of how SSCs in Czech and Slovak market are performing and will summarise key conclusions focusing on trends and issues. Speakers: Aleš Fojtík, SSC Manager, PwC Jonathan Appleton, Director, PwC the Academy
12:15 – 12:45	Session 6: TBC Speaker: Rafal Drygala, Centre Head, Infosys BPO

Programme (continued)

12:45 – 14:00	Networking lunch
14:00 – 14:30	Global FSSC survey This presentation will show results from PwC's current FS Financial Shared Service Centre survey 2012 and will also compare them to the results from the X-Industry survey from 2011. Speakers: Christian Kroll, Global SSC group, PwC Germany Wolfgang Enders, Global SSC group, PwC Germany
14:30 – 15:00	Shared Service Centres as business partners This presentation will provide an insight how Process Solutions see the outsourcing and shared services industry changing in CEE region nowadays and some of the challenges that SSCs are facing, the growth of hybrid business solutions that support the needs of SSCs during the expansion period. Andrew will also provide some real life scenarios from their practice. Speaker: Andrew Majlath, Managing Director, Process Solutions Hungary
15:00 – 16:00	Panel discussion Chairman: Jamie Lyon, Head of Corporate Sector, ACCA Speakers: Paul Jasniach, PwC CEE Chief of Staff and SSC expert Vladimír Vyskočil, Sector Manager ICT, CzechInvest Nick Butt, BPO CEE, Accenture Iris Finger, Site Manager, PPG Industries Aleš Fojtík, SSC Manager, PwC Rafal Drygala, Centre Head, Infosys BPO Christian Kroll, Global SSC group, PwC Germany Wolfgang Enders, Global SSC group, PwC Germany Andrew Majlath, Managing Director, Process Solutions Hungary
16:00	Conclusions and drink reception

*Presentations will be available after the conference to download.
Participants will receive a copy of the ACCA's Finance Transformation survey, PwC's study on SSC 2012 in the Czech Republic and Slovakia and PwC's Financial Shared Services Study 2012.*