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IAOP OWs19

February 17-20, 2019 | Marriott Orlando World Center | Orlando, Florida

Top 5 Reasons to Attend

1. Get immediate ROI. If you are not already a member, from the moment you register you will have associate level access to IAOP and the Mobile App. Not only can you instantly begin networking with other attendees, but you also can take advantage of IAOP's Knowledge Center and PULSE magazine.

2. Receive unprecedented value. There is simply no other industry event in the world that provides so much value for the price, not only on-site, but long after the event ends. The Summit itself features nearly 20 hours of education and insights from outsourcing's global leaders and over 10+ scheduled hours of networking activities with speakers, sponsors, colleagues, peers, and potential partners.

3. Take your collaborative partnerships to the next level. It's been proven beyond a doubt that strategic partnerships can lead to dramatic cost savings, when done right. Ultimately, the new capabilities learned at the Summit will give you a leading edge.

4. Become your in-house expert. For over two decades, The Outsourcing World Summit® Conference Series has been the globe's premier gathering for outsourcing professionals from all industries and disciplines. This holistic approach to outsourcing education and knowledge sharing has both advanced the topic and made Summit attendees their companies' resident experts on the topic.

5. Takeaways! Takeaways! Takeaways! It is of the utmost importance to IAOP that our sessions provide attendees with real takeaways that you can begin utilizing immediately. You also have access to all the materials, for all sessions, whether you were able to attend or not.



From the CEO

In the three decades I've been working in this industry, I've not seen anything impact businesses quite like intelligent automation. It's no longer about understanding the future and preparing, because the future is now.

The questions I hear our members are asking: how do we keep up, can I transform my business (and how can collaborative partnerships thrive), what should we automate, and how can I find the right partner in the digital world?

It is with these questions in mind that we develop and fine-tune (and fine-tune some more) the program for OWS19.

As disruptive as these new technologies are, one thing remains constant: IAOP is set to deliver its best programming to date. After 21 years, even though we think we know what we're doing, we're also open to switching it up a bit (and hearing from you!). We've added more structured networking as well as brand new Speed Networking to this year's agenda and I think you'll be pleased with what we have in store for the main stage.

I invite you to join us. Together, we are the future.



Debi Hamill, CEO, IAOP





Inspiring Keynotes

The overarching theme of OWS19 is transforming your business by taking your collaborative partnerships to the next level. These presentations by some of the industry's leading visionaries are focused on the topics turning our industry upside down.



Monday, February 18 | 12:45pm - 1:00pm

Day One Host – Welcome!

Debi Hamill, CEO, IAOP

Hear from the woman at the helm of the world's largest outsourcing association as she highlights more than 20 years of successes as well as addresses the latest developments, challenges and changes impacting our industry. *Bio: As CEO, Debi is responsible for providing strategic direction for the association by working with the Strategic Advisory Board (SAB) and the executive management team to establish long-range goals, strategies, plans and policies. She oversees all operations and business activities to ensure they produce the desired results and are consistent with IAOP's overall strategy and mission.*



Monday, February 18 | 1:00pm - 2:00pm

The Role of Shared Services in the Digital Transformation of Companies

Andy Walter, COP, VP Global Shared Services & IT, Procter & Gamble (retired), Board Director & Strategic Advisor, AJW-Advisory LLC

Every company across industries is now faced with digitizing to drive top and bottom line results. The alternative is disruption by more agile peers and smaller innovators. As we've seen with General Electric, Sears, P&G, and others, no company is too big to be disrupted! Armed with the right capabilities, expertise, and operating models, leading Shared Services organizations (and their strategic partners) are in a position to transform and digitize not only traditional back office, but business processes across the enterprise. Andy Walter - industry visionary, P&G game changer, and 2018 Leadership Hall of Fame inductee - will share strategic imperatives to play-to-win, now! *Bio: Andy led the Commercial Services & Delivery Organization made up of more than 1,500 IT and multifunctional professionals for P&G's Global Business Services (GBS). While other companies historically relied on outsourcing solely to drive efficiencies in back-office processes, Andy's vision expanded the model to front-office services such as marketing, sales and virtual solutions. He created a Network of Excellence with GBS's strategic partners, which led to collaboration across shared services such as commercial and employee units, IT infrastructure and scaled project management. Respected for his leadership by example and commitment to helping those around him succeed, he empowered his team at P&G and is viewed as an inspirational coach and mentor.*



Keynotes



Monday, February 18 | 2:00pm - 3:00pm

Scaling Digital: Transformation Journeys & Outcomes

Ian Fox, Head of Media Operations, Manchester United

Anand Birje, Corporate Vice President and Global Head, Digital & Analytics, HCL Technologies

Digital transformation offers organizations unrivaled opportunities to work smarter, get closer to customers and innovate their way to success. However, many enterprises are still confined to discrete digital projects or piecemeal initiatives which do not result in transformational innovation and substantial outcomes. At this HCL keynote presentation, you will meet key Digital Transformation executives who have fundamentally changed how their companies operate and deliver value. Come join us and hear how Manchester United transformed the user experience for 650+ million fans worldwide.



Bios: At Manchester United, Ian is responsible for all aspects of the organization's global digital and TV operations and serves as a member of the organization's Digital Strategy Team. Anand drives the global growth of HCL's Digital & Analytics business covering the Digital Consulting (Experience Design & Process Consulting), Digital Applications & Platforms services, and Business Analytics services.



Tuesday, February 19 | 10:15am - 10:30am

Day Two Host – Building on Day One

Neil Hirshman, COP, Partner, Kirkland & Ellis LLP and Vice Chair, IAOP's SAB

As host, Neil recaps day one and looks at how attendees use their learnings as building blocks over the next two days.

Bio: Neil leads Kirkland's Outsourcing Practice and for nearly 25 years has represented both customers and service providers in ITO and BPO transactions across a variety of industries. He is the founder and co-chair of IAOP's Chicago and NorCal Chapters and is Vice Chair of the Executive Committee of IAOP's Strategic Advisory Board. Neil has been selected as a Leading Lawyer in Outsourcing by Chambers USA and Chambers Global and named one of The Best Lawyers in America in the area of Technology Law.



Tuesday, February 19 | 10:30am - 11:45am

Cybersecurity Preparedness: Combat Bad Actors and Their Attacks - A Game Plan from the State of Georgia

*Moderator: **Atul Vashistha**, COP, Chair, Neo Group and Panelists:*

- **Mark Latham**, Sourcing Governance Officer, Georgia Technology Authority
- **Dean Johnson**, Chief Operating Officer, Georgia Technology Authority
- **Steve Nichols**, Ph.D., Chief Technology Officer, State of Georgia
- **Jeff Strane**, Director of Enterprise Management, Georgia Technology Authority
- **Eric Toler**, Executive Director, Georgia Cyber Center
- **Jeff Rogers**, Senior Security Manager & Chief Risk Officer, Service Integration, Capgemini
- **Nat Bongiovanni**, CTO, NTT DATA Federal Services

The cyber world is full of bad actors. Join us on the main stage for this three-part discussion and find out why you should be prepared. You'll hear about how the state of Georgia partners with experts to bolster cybersecurity and combat bad actors and their attacks.

Part One: What are the cyber risks and what can we do?

Part Two: Why doesn't everyone hire experts? What do you do when the bad actors target your systems?

Part Three: Questions from the audience!



Keynotes



Tuesday, February 19, 2019 | 4:45pm - 5:45pm

Evolving Governance Landscape: Keeping Pace with Trends and Regulation

Moderated by: John Bree, SVP and Partner, NeoGroup

Panelists: Bradley Killinger, CEO, Sapience; **Punit Bhatia**, COP, Author, "Be Ready for GDPR"; and **Matthew Figurski**, Vice President Strategy and Programs, First Data Corp



With trends, challenges, confusion, subjectivity of new laws and associated fines, companies are now questioning if they have a business case to innovate. Are data privacy laws like GDPR killing innovation? Do companies need to take greater risks, greater fines, and reputational impacts? Are there possibilities to innovate and still comply with laws? If you have questions like this, join our keynote panel where our members take your questions and provide you answers to make things happen while you comply with laws.



Bios: John is an SVP & Partner with NeoGroup, Inc., an international Advisory and Solutions firm supporting major corporations beyond advice to outcomes, in the areas of Governance Support and Risk Monitoring, Global Talent, Automation, Analytics and Process Optimization. Prior to his role at Union Bank, Donald was VP of Outsourcing, Risk Management and Oversight at Morgan Stanley. Bradley is responsible for the execution of Sapience's global strategy. He has a passion for helping customers succeed and is driving aggressive global expansion efforts. Prior to joining Sapience he has served in several key global leadership roles at major technology companies like IBM, Oracle and Unisys. Punit is an author and active speaker at global events. He also delivers guest lectures at Solvay Business School in Brussels, Belgium and works for a large European bank.

Register at www.IAOP.org/Summit



Wednesday, February 20 | 9:15am - 9:30am

Day Three Host – Recap and Takeaways

John Maher, COP, Executive Managing Director, TI Solutions, LLC.; Chair, IAOP's Strategic Advisory Board

As host, John will help attendees understand and navigate the day's sessions to ensure they squeeze all they can out of the last day of the Summit.

Bio: John has been an Executive Managing Director of TI Solutions, LLC since May 3, 2017. Prior to that he served as Executive VP of Global Workplace Solutions Brokerage for CBRE and is responsible for the growth of CBRE's brokerage business with corporate clients. He is widely recognized in the commercial real estate and outsourcing industries as an innovative leader who has helped a wide range of leading corporations structure and execute highly successful strategic alliances, including the real estate industry's first global, end-to-end real estate outsourcing partnership with Trammell Crow Company and American Express.



Wednesday, February 20 | 9:30am - 10:30am

How WeWork is Transforming the World of Corporate Real Estate

Craig Robinson, Global Head of Enterprise Services, Powered by We Services, WeWork

Technology, globalization and generational dynamics have transformed the workplace into something entirely new. Gone are the days of rows of desks and cubicles. The 21st-century workforce wants flexibility and community. Hear from the CGO at WeWork why competitive pricing, high adaptability, as well as great locations and amenities contribute to higher productivity and motivation for employees and ultimately grow the bottom line.

Bio: As Global Head of Enterprise Services, Craig joined WeWork's executive leadership team with responsibility for the Powered By We (PxWe) real estate service offering to occupier clients. He leads the division's global business development, service delivery, client account operations and platform investments. The PxWe platform provides clients with advisory services, technology, and integrated portfolio solutions, including design, construction, project management, facility management and more.



Wednesday, February 20 | 10:30am - 11:15am

Future of Outsourcing - Panel Discussion with Hall of Fame Inductees

*Moderator: **Jag Dalal**, COP, COP-GOV, Chief Advisor, Thought Leadership, IAOP*

***Gregg Kirchhoefer**, Partner, Kirkland & Ellis LLP*

***David Brown**, Global Lead, Shared Services and Outsourcing Advisory, KPMG*

There are forces that are changing the business world and professions. We just heard the presentation by WeWork on how they have introduced a new concept taking advantage of new thinking. One is advances in technology providing new options and the other is the shift in demographics. Both are going to radically alter the foundations of current businesses and professions. Understanding the dynamics of driving forces and managing change will be crucial. It will also have a direct impact on outsourcing decision making and delivery of service. IAOP has invited an elite panel of Hall of Fame inductees to share their views on how the landscape of outsourcing will be changing and what do businesses have to look forward to remain relevant.

Bios: Jag is a noted speaker and publishes extensively on business strategies, outsourcing and information technology management topics. He is a “futurist” with a view toward surviving in the changing world. His series of lectures on outsourcing and future of business have been recognized as “pushing the envelope” in strategic thinking, while providing a practical framework for businesses and professionals. Building on work experience in the computer industry, Gregg Kirchhoefer’s practice is focused on transactional and counseling matters primarily involving information technology, telecommunications, eCommerce, artificial intelligence, robotics, life sciences, pharma, biotechnology, other technologies, and intellectual property, corporate and commercial issues. David is the global leader for KPMG’s Shared Services and Outsourcing Advisory Practice and heads their Global Business Services (GBS) Center of Excellence. In this role, David provides shared services, outsourcing, and GBS advice for many of KPMG’s larger, complex client deals.



Informative Breakout Sessions

Breakout sessions will help you polish your skills, inspire new ideas and provide you with key takeaways and tangible to-dos to immediately improve your outcomes.



Breakout Sessions



Monday, February 18 | 3:30pm - 4:15pm

Outsourcing Risk Management: A Risk-Based Approach **ADVANCED**

Mark Mullally, Associate Director Enterprise Outsourcing COE, AbbVie Inc.

Not all services outsourcing deals are the same! Are they? Risk complexity & diversity vary based on an outsourcing engagement's scope of services, size, technological solutions, data & security sensitivity, experience of personnel, regulatory nature, financial exposure, etc. Having a process in place to identify which risks most critical to your outsourcing deal (risk-based) are of utmost importance such that risk mitigation controls and governance attributes can be established with business and supplier stakeholders. In this session, attendees will walk through a model used to determine the Who, the What, the When, & the Hows associated with services outsourcing deal risk management.

Bio: Mark's responsibilities at AbbVie, Inc. include risk profiling & modeling, risk controls mitigation and end-to-end risk monitoring cadence for ITO & BPO services outsourcing engagements. During his career, Mark transitioned from scientific research, supplier qualification & audit, CRO vendor management, global supplier contracting, regulatory (GXP) quality assurance, and supplier risk management.



Monday, February 18 | 3:30pm - 4:15pm

Digital Reality in 2019: How to Assemble Your Enterprise Digital Capability Platform

Michel Janssen, Chief Research Guru, Everest Group

Shirley Hung, Vice President, Everest Group

Digital is changing the services market place – and sourcing teams need to understand the many implications. With their potential to improve both customers' and employees' experiences, digital capabilities are quickly becoming today's value driver of outsourcing. In addition to shifting the value proposition, these new capabilities are also changing the vendor landscape. Behind the buzz around AI, analytic platforms, customer interactions, and RPA are the big questions: How do you buy it? In parts and components? Layers and bundles? Whole box?

Bios: As co-founder of Everest Group's research practice, Michel offers profound insights and analysis to enterprises and service providers alike. Leveraging his extensive experience identifying and understanding emerging trends, Michel helps organizations to maximize their global services efforts. Shirley is a member of the Business Process Services team. She advises senior stakeholders of global services including enterprises, service providers, and investors, in their strategic mandates and initiatives. Shirley's responsibilities include leading Everest Group's Finance & Accounting Outsourcing, Procurement Outsourcing, and Customer Experience Management Services membership offerings.





Breakout Sessions



Monday, February 18 | 3:30pm - 4:15pm

European Outsourcing Market in Brief: Opportunities and Challenges in 2019

- **Marko Kovacevic**, COP, Chair, IAOP's European Outsourcing Council
- **Susanne Richter-Wills**, Head of Enterprise Sales DACH, ABBYY
- **Serge Librot**, COP, Partner, LivIT
- **Tom Quigly**, CEO, Emerging Europe
- **Vishal Khanna**, COP, COP-BD, Vice President, IQVIA

Today, rapid changes in outsourcing significantly impact labor pull, regulations (such as GDPR) and key technology systems and processes. These swift changes bring challenges but also great opportunity. Join us and take a deep dive into the EOC's universe of market trends, market learnings, European success stories and failures. We invite you to prepare your questions in advance and ask the EOC for general guidance. Get to know EOC members and engage to be engaged! The EOC is focused on bringing knowledge and building added value to IAOP members across Europe through its market knowledge, expertise and real case studies learnings.

Bios: Marko is the chair of IAOP's EOC and former CEO of Trizma, a Business Process Services Outsourcing Provider, providing consumer experience and engagement services to many international clients in industries such as IT, Health Care, Customer Care and more. Susanne has been working within the BPO and Process Automation sector for over 20 years. She has been responsible for onshore, nearshore and offshore operations offering a wide range of services. With 20 years of IT experience from the side of the customer, the provider and the advisor, Serge has supported outsourcing-enabled client transformations including process redesign and ITO. Tom's career spans some 31 years, mainly in two large UK financial services institutions; Aviva and Prudential. Vishal heads the Commercial Outsourcing Services business globally and has been in the outsourcing services business for over two decades. He was involved with the setup of the initial captive centers in India.

Register at www.IAOP.org/Summit



Breakout Sessions



Monday, February 18 | 3:30pm - 4:15pm

Where Workplace Wellness, Experiential Workplace and Outsourcing Intersect at Dow **ADVANCED**

Pam Mazor, Corporate Facilities Expertise Center Director, The Dow Chemical Company

Cat Cotman, Senior Managing Director, Newmark Knight Frank

Employee wellness programs, a low-cost means to a happier, healthier, more present, more productive workforce are all the rage in the market today. In fact, a 2017 Fortune article claims companies who offer wellness programs, not only see reduced healthcare costs and lower absenteeism, but they even perform better in the stock market. Dow Company, in Midland Michigan, is no different. There, the focus upon the experiential workplace and impact on employee workplace wellness have become an increasingly important component to company culture, talent retention, and employee productivity. Dow's staffed wellness centers offer a wide array of cardio and strength training equipment, as well as expanding amenities and personal services. In this session, Dow Chemical Company will share their insights into the benefits (and challenges) faced when outsourcing this new and (increasingly) important aspect of company culture. Dow will explain why they partnered with NKF to expand their (now outsourced) workplace activities and assure that their vision would be upheld.

Bios: Pam leads the Expertise Center for Corporate Facilities within the Dow Chemical Company. She has 30 years' experience with Dow in the areas of Manufacturing and Engineering, Research and Development, and Corporate Facilities. Cat has 20+ years of experience in developing holistic long-range portfolio strategies, leading operations teams to drive measurable improvement in P&L performance, Key Performance Indicators, and employee engagement.

Register at www.IAOP.org/Summit



Breakout Sessions



Monday, February 18 | 3:30pm - 4:15pm

Scale and Sustain Intelligent Automation Across Your Enterprise

Rajendra Prasad, Senior Managing Director – Automation, Accenture Technology

Large enterprises have embraced automation but struggle to realize its full potential. Fragmented approaches—where companies address individual automation opportunities as they arise and implement specific tools to solve specific problems—introduce complexity and deter scalability and governance. Advances in artificial intelligence will further compound this complexity. What's needed instead are holistic approaches to drive productivity to new levels and achieve intelligence at scale. This session will look at practical ways of establishing an enterprise-wide automation culture that brings people, process and technology together in a sustainable and scalable way.

Bio: RP leads automation and artificial intelligence for Accenture Technology Services. In this role, he focuses on driving efficiency into the delivery of Accenture services across the application lifecycle, and leads a global team of highly qualified professionals who help IT organizations achieve success in their automation and agile transformations. RP also leads the team that created and deploys Accenture myWizard®, an intelligent automation platform with artificial intelligence at its core. He has 23 years of experience, more than 20 patents and patents pending and 30 papers published in international journals and conferences.



Monday, February 18 | 3:30pm - 4:15pm

Beyond Cost Savings: Delivering Best-In-Class Customer Experience From The Ground Up With Intelligent Automation

Meagan Burke, Senior Manager, Intelligent Automation Advisory, Capgemini's Business Services

As the savings and quality impacts from labor arbitrage have leveled off significantly over the last decade, global enterprises demanded more innovative levers to increase productivity, while simultaneously increasing their customer satisfaction. Though Intelligent Automation has recently come to the forefront of delivering on the promise of creating efficiencies greater than labor arbitrage, we are also discovering new ways to achieve a best-in-class customer experience for enterprises' internal and external customers with IA. This session focuses on delivering on the promise of Robotics, highlighting the ability to leverage IA to both reduce our organization's business risk, as well as deliver value to our clients in a seamless, more innovative way.

Meagan is an expert advisor in automation and is a seasoned professional in the insurance and financial services sector encompassing operations management, project and program management, Lean and Six Sigma business transformation.



Breakout Sessions

Monday, February 18 | 4:30pm - 5:15pm

An Insider's Point of View: The Supplier Management Journey **ADVANCED**

Sarah Simon, Divisional Vice President, HCSC

Jennifer Biemick, Senior Manager, HCSC

Alicia Kuhn, Director, Advisory, KPMG



Managing a deep and broad portfolio of suppliers is extremely complex, particularly in heavily regulated industries like health insurance. And while insurers are all about managing risk, sub-par supplier management can easily introduce substantial dangers into their environment. This interview-format session will be presented by Sarah Simon, HCSC's Divisional Vice President, Jennifer Biemick, Senior Manager, HCSC and Alicia Kuhn, a KPMG Director. Drawing on their extensive advisor and industry backgrounds, they will candidly discuss how Sarah and Jennifer are re-imagining supplier management at HCSC, and getting it right in the company's complex corporate environment.

Bios: With over 15 years' experience in sourcing and vendor management, Alicia is passionate about helping organizations create sustainable, long-term supplier relationships through dynamic governance that adapts to the changing needs of the business over time. She specializes in organizational design, governance design, Center of Excellence implementation, and sustainable supplier management strategies that capture value. Sarah is a dynamic leader in the Healthcare industry with over 17 years' experience in supplier management and operations with multiple market-leading organizations. She has experienced supplier management from both sides, as a Consultant with KPMG and as an operations leader for various companies. She knows how to maximize the efficiency and effectiveness of processes in the end-to-end sourcing lifecycle and drive maximum value from outsourcing/offshoring and shared services. Jennifer has been with Health Care Service Corporation for over 12 years with experience in both call center and back-office operations before transitioning to supplier operational governance. She has used her experience in operations to support the development and implementation of new and evolving supplier management processes that focus on maximizing supplier efficiency and value, with a high accountability on performance and delivery. She currently leads a team responsible for the oversight of multiple suppliers across the globe with a strong focus on performance and relationship management.

Register at www.IAOP.org/Summit



Breakout Sessions



Monday, February 18 | 4:30pm - 5:15pm

Digital Empathy: You Should Know Me, So Show Me

James Lee, Vice President, Digital Strategy, TSC

With so many tools and data points at our disposal, why aren't we doing a better job of 'recognizing' our customers? Empathy is one of the core principals we teach in the delivery of customer service, but customers complain brands still aren't delivering truly personalized experiences and services. How can we better use tools and data to deliver an improved digitally-powered 'empathetic' experience?

Bio: James is human behavior obsessed tech junkie who brings two decades of digital consulting and contact center management experience with hands-on global credentials on implementing large scale Technology and BPO delivery centers. James is highly experienced in developing customized digital CX service offerings, creating go-to-market strategies, and executing enterprise-wide transformation.



Monday, February 18 | 4:30pm - 5:15pm

Enterprise of the Future: Intelligent Automation in Action

Rohan Ranadive, SVP, BB&T Bank

Anupam Govil, Partner, Avasant

Intelligent automation has emerged as one of the key prerequisites for digital transformation of an enterprise. Combined with advanced analytics, machine learning and AI, intelligent automation has the potential to drive significant cost savings as well as enable new business models for the enterprise of the future. Organizations that recognize the value and develop the competencies to leverage these technologies will be the ones to lead in the next era of growth. This session, from a leading practitioner and advisor, presents a comprehensive perspective on intelligent automation and a road map for its successful implementation.

Bios: Rohan is senior executive with over 20 years of leadership success in Banking, Financial Services, Information technology and Management consulting – bringing together a balance of thought leadership and execution to deliver operational efficiencies. Anupam is a digital transformation and globalization advocate with over 25 years' experience providing sourcing, technology and strategic advisory services to global enterprises and private equity funds. He has advised governments and investment promotion agencies across more than 40 countries on driving economic development through ICT and Digital services.





Breakout Sessions



Monday, February 18 | 4:30pm - 5:15pm

Cyber Security in Outsourcing and the Supply Chain: Risks and Controls

Jim Shea, COP, COP-Gov, CEO, *Cyber Defense Institute*

For the last several years, over 40% of organizations reported experiencing one or more substantial cyber-attack and over 10% experienced some type of data loss according to several studies. In 2017, 56% of companies surveyed by the Ponemon Institute experienced a data breach caused by a third party. The survey also found that 42% of companies experienced cyber-attacks against third parties that resulted in the misuse of their company's sensitive or confidential information. This session will provide an overview of cybersecurity risks that outsourced and supply chain partners present as well as a review of best practices to manage and control those risks by implementing supply chain security policies and practices.

Bio: Jim is the CEO of Cyber Defense Institute and specializes in comprehensive security assessments to help organizations protect their confidential data and meet security regulations and compliance requirements (HIPAA, PCI, SOX, FISMA, GDPR, etc.). Jim is a 30-year IT veteran who holds a Master's Degree in Information Technology Management from Syracuse University and is the former Director of CBIT at Syracuse University.



Monday, February 18 | 4:30pm - 5:15pm

GDPR Impact on Outsourcing **ADVANCED**

Punit Bhatia, COP, Author "*Be Ready for GDPR*"

Europe's new General Data Protection Regulation puts significant requirements relating to the processing of personal data of EU residents. The fines for non-compliance can be as high as 4% of global turnover. And, fines are also applicable for service providers from outside of EU. In this presentation, you will learn why this law is important for service providers and how they can demonstrate compliance with EU GDPR.

Bio: Punit is an author and active speaker at global events. He also delivers guest lectures at Solvay Business School in Brussels, Belgium and works for a large European bank. In the last two decades, Punit has gained valuable experiences in data privacy, (out)sourcing and program management by working in multiple organizations that included banking, telecom and retail sectors.



Breakout Sessions



Monday, February 18 | 4:30pm - 5:15pm

Panel: Growing Your Business and Meeting Dynamic SLAs by Leveraging Crowdsourcing Technology

Mark Chien, GM of Requester for Amazon Mechanical Turk

Dan Dubiner, CTO, ScaleHub

Crowdsourcing has become a known method when it comes to resolving any types of problems that require intensive human involvement. Cognitive science suggests that workers who focus on a single task in a large workflow leverage task specialization to improve the overall performance of the workflow, like in an assembly line. Microtask crowdsourcing is the implementation of this 'assembly line' by breaking down an overarching task to be performed into numerous, small, and quick micro-tasks that are distributed to an anonymous, large set of workers. In this session, you will learn how to meet the challenges of dynamic SLAs in the BPO market. Join us to learn how crowdsourcing can be applied to your business to help grow and adapt in these dynamic times through a short presentation followed by Q&A.

Bios: Mark is the General Manager of Requester for Amazon Mechanical Turk (MTurk), the world's largest crowdsourcing marketplace for human intelligence. Mark has been at Amazon for more than 12 years and started his Amazon career on MTurk and helped launch several developer facing features such as the SDK, Command Line Tools, Developer Sandbox and other APIs. He then moved over to the Amazon.com Retail side of the world for the next 6+ years to innovate on new shopping experiences for customers. Mark then returned to MTurk and has been a leader on the team for the past 4+ years. Dan is the CTO and a co-founder of ScaleHub AG. Previously he had co-founded FasterAP, Inc., a San-Francisco based startup which focused on Microtask crowdsourcing and was acquired by ScaleHub AG in 2016. Dan is a senior business executive and technical director with 15+ years of IT experience in the executive role, as well as regional management and sales in a variety of sectors, including the financial & BPO industries.



Breakout Sessions



Tuesday, February 19 | 12:15pm - 1:00pm

Lost in Translation: How Cultural Differences Influence the Interpretation of Quality

Dr. Ruth Krywicki, Ph.D., *Manager, Process Quality Laboratory, MillerCoors*

Doing business in a global economy means dealing with customers whose interpretation of “quality” deliverables often varies considerably from the same expectations in the domestic market. Decisions brokered by Corporate, but not clearly communicated to Operations, can lead to complications, strained relationships, and hidden costs. The best way to avoid quality translation “gotchas” is to have a method to discover how to develop your own “Rosetta Stone” that will help you interpret what your customer needs and how you can deliver. Learn which tools to use that will help you measure quality in terms your customer understands.

Bio: Dr. Ruth Krywicki has extensive experience in global pharmaceutical manufacturing and quality management in large scale brewing operations. As a certified Six-Sigma Black Belt, she has led teams to improve governance, productivity, quality, and profit. Ruth has advanced degrees in organic chemistry and quality engineering and is a sought-after presenter at international and industry conferences.



Tuesday, February 19 | 12:15pm - 1:00pm

Scaling Industrial Strength IA

Eliot Payson, *Chief Information Officer, ALN*

Tanvir Kahn, *President, Business Process Outsourcing (BPO), NTT DATA*

With the progress of intelligent automation and the advent of inexpensive and more powerful computing, often with minimal human intervention, organizations are creating hundreds of robotic process automation (RPA) bots that help humans perform tasks faster, improve efficiency or productivity. But bots are only one part of the journey, and often the easiest part. Even so, bot mortality is a grim reality, because most organizations look at RPA in silos and often set off without making adequate technical and organizational preparations. Because, automation is still greatly dependent on efficiencies in core systems of record. To be truly successful and scale in their automation initiatives, organizations need to stop looking at automation as a mere productivity and efficiency tool and harness the transformative potential of automation.

Bios: Eliot is responsible for the overall technology direction and delivery at ALN. This includes the provision of the underlying technical and business process architecture for ALN's revenue cycle management and EMR solutions. Tanvir is a veteran of the BPO industry and has spent more than 23 years in IT and outsourcing. He is a hands-on BPO practitioner who drives business transformation combining technology, process optimization, analytics and automation.





Breakout Sessions

Tuesday, February 19 | 12:15pm - 1:00pm

How Impact Sourcing is Diversifying the BPO Industry: A Panel Discussion

*Moderator: **Jon Browning**, CEO, Strategic Sourcing Advisors*

*Panelists: **Jocelyn Azada**, Director of Supply Chain Sustainability, Nielsen; **Matthew Peters**, Executive Director of Intelligent Automation, CAI; and **Bala Venkataramanan**, Director of Customer Care, Intuit*

Our panel will introduce the concept of impact sourcing, combining job creation with social responsibility and how it can be applied worldwide in the BPO industry. Impact sourcing creates new opportunities for BPO suppliers and buyers to work together to diversify the BPO talent pool. Examples will be discussed for how businesses can apply this strategy including lessons learned and best practices. This session will be led as an open forum panel encouraging attendees to engage in the conversation with panelists who specialize in impact sourcing.

Bios: Jon Browning is the CEO of Strategic Sourcing Advisors and partners with the Rockefeller Foundation and the Global Impact Sourcing Coalition to promote job creation in underserved communities. He is chairman of the IAOP CSR Committee. Matthew Peters is an executive leader with extensive experience in RPA, Cognitive Solutions, and Automation Governance. Bala is a Strategic Customer Service Leader with 17+ years of customer experience transformation across global B2B and B2C in-house and outsourced customer service operations.



Tuesday, February 19 | 12:15pm - 1:00pm

Dos and Don'ts of Working with an Offshore Team

***Ted Sergott**, EVP, Product Development, PRO Unlimited and **Igor Braginsky**, President, NIX Solutions*

The success of client-vendor cooperation in a global economy involves a variety of factors that may work in a profound or negative way. The successful mission requires a high level of mutual understanding and exceptional trust. Skip one step, and you mess up the entire flow and the project falls flat. To prevent this, what are the key metrics you should focus on while choosing a vendor, initiating a project, and running an offshore team? Ted Sergott of PRO Unlimited and Igor Braginsky of NIX Solutions are challenging some established assumptions and sharing their own checklist, rich in real-life business cases, which presents a vision from both service provider and customer. These insights are derived from their five years' experience of doing business together as client and vendor, in addition to a combined 55 years of technology and business leadership.

Bios: Ted is a visionary executive with a solid track record of utilizing technology to support business goals & opportunities. A deep experience across many verticals and technologies allows Ted to "connect the dots" for solutions. Igor is a pioneer of Ukrainian IT outsourcing, founding NIX Solutions in 1994. Inspired by the idea of bringing Ukrainian IT business to the international market. In 2015, Igor founded a group of companies consolidating NIX Solutions, United SoftHouse, newly launched United Perfectum and a few partner offices from all around the world into NIX Group.





Breakout Sessions



Tuesday, February 19 | 12:15pm - 1:00pm

Acquiring Trustworthy Software with Software Quality Measurement Standards

Lev Lesokhin, *EVP, Strategy and Analytics, CAST*

Outsourcing software development has been challenging and many customers are forced to accept claims of capability based on evaluation of a process standard such as CMM or CMMI. Process standards have not proven sufficient for evaluating the quality of delivered software and systems. In 2010, the Consortium for IT Software Quality was formed to develop international standards for evaluating the quality of a software system from measuring flaws in its source code. CISQ measures for software reliability, security, performance efficiency, and maintainability have now been approved as standards by the Object Management Group (OMG), an international IT standards organization. These standards are based on detecting and measuring severe violations of good architectural and coding practice in the source code of software systems. This talk will describe these measures and how they are being used by commercial and government organizations in acquiring trustworthy software systems. Examples will be given of how they can be used in developing Requests for Proposals, system requirements, contractual quality targets, progress monitoring of measurable quality objectives, and acceptance testing prior to deployment. The talk will end with a discussion of the use cases and limits of certifying software.

Bio: Lev is responsible for strategy, cyber resilience policy and analytics research activities for CAST, the global leader in software analytics and risk prevention. He serves on the boards of the Consortium for IT Software Quality and the TMMI Foundation and appears in such media as the BBC, Bloomberg, CBS, The Times and CNBC.



Tuesday, February 19 | 12:15pm - 1:00pm

What's Next after Automation? How Working with Blockchain and your Ecosystem Partners can Unlock Trapped Value **ADVANCED**

Melanie Cutlan, *Operations Technology Innovation Managing Director, Accenture Operations*

The promise of Blockchain is a simple one. Organizations have been on a journey to streamline their processes and their systems, automate away manual and tedious tasks, and improve outcomes for years. Organizations want to share more data with other parties, but not share all data with all parties. The data construct behind Blockchain is one that allows you to rethink constraints of the past, reinvent processes, and work with your value chain partners in new ways. We will demystify blockchain and highlight trends that are disrupting the enterprise. You will be equipped with relevant use cases and understand how blockchain will impact your business.

Bio: Melanie leads the Blockchain Practice for Accenture Operations. She explores emerging technologies, applies them to the business and advises Accenture's senior leaders on future implications due to blockchain technology. She helps clients use design thinking to lay out the art of the possible, and then works with technical experts to chart a plan to take real and impactful steps towards a reimagined future. Melanie has a passion to inspire people, foster innovation and deliver results.



Breakout Sessions



Tuesday, February 19 | 2:30pm - 3:15pm

Future-Proof Your Career: Staying Relevant in the Age of Robotics

Mary D. Lewis, COP, MBA, MA, Manager/Director, Sourcing, Sprint Corporation

As the outsourcing industry continues to evolve, there is only one constant: change. All professionals need to proactively take charge of their careers to stay ahead of the curve. In this fast-paced session, discover how your actions might inadvertently be blocking your ability to advance. Find out what it takes – and how to leverage IAOP – to prevent becoming obsolete in an era of RPA and AI. By using a new twist on the “3 Rs,” you’ll walk away energized with actionable tips and resources for taking charge of your professional future.

Bio: Mary has extensive experience in sourcing, negotiating and managing strategic procurement agreements. An IAOP COP and participant in Harvard University’s inaugural “Teaching Negotiation: A Symposium on Excellence and Innovation for Teachers and Trainers,” Mary contributes to various publications and speaks nationally on supply chain and sustainability topics.



Tuesday, February 19 | 2:30pm - 3:15pm

The New Rubric for Assessing Service Providers in the Digital Age

Jim Hussey, Senior Director & GRC Practice Lead, Avasant

The Digital age and convergence of technologies is forcing organizations to rethink the way they do business at every level. As service providers become integral partners in the transformation journey, enterprises are changing how they assess provider capabilities and transact for services. Shifting away from a traditional procurement-centric approach, enterprises have to adopt a more holistic evaluation rubric that takes into account technology skills along with the provider’s ability to invest and lead a digital transformation initiative. Managing outcomes and the implications of third-party risk are critical for success. In this session, learn how global organizations today are re-thinking service provider evaluation and partnership models in the digital economy.

Bio: With over 20 years of outsourcing and IT operational strategy development knowledge, Jim’s experience spans advisory, service provider and corporate IT operational leadership. Prior to joining Avasant, Jim held an IT operations leadership role at Western Union and was responsible for all global IT spend categories and core ITSM processes.



Breakout Sessions



Tuesday, February 19 | 2:30pm - 3:15pm

The Talent Revolution: How Data and AI Are Transforming HR **ADVANCED**

Duke Daehling, Partner, Talent & Engagement Practice, IBM

Transformation today requires a different focus. In the past, value was derived from organizational and process changes supported by technology and labor arbitrage - this is not enough to create step-change value. Today, AI and data capabilities define strategic, organizational, and process changes that could not have been envisioned, much less delivered, in the past. Join this session to learn how forward-thinking organizations are starting with data, driven by technology, that enables business process innovation and automation, leading to an exceptional end-user experience. This approach enables new ways of working that are simple, personalized, proactive, multi-channeled, and aided by machine learning for supporting employees and stakeholders, now and into the future. Every step of this approach addresses talent, skills, change adoption, and culture that makes your company outperform in your market.

Bio: Duke is a North American leader for the IBM Global Business Services, Talent & Engagement practice. This business unit strives to be the partner of choice for organizations and leaders, by improving client business outcomes through a focus on talent and engagement. They accomplish this mission by reinventing the employee experience using our cognitive solutions and impacting meaningful change using services and transformation consulting.



Tuesday, February 19 | 2:30pm - 3:15pm

The Role of LAC in the Emerging Digital Services Industry

Moderator: **Mauricio Valesquez**, COP, COP-BD. Managing Director, Valesquez & Company

Panelists: **Atul Vashistha**, COP, Chairman, Neo Group; **Michael Mensik**, COP, Partner, Baker & McKenzie; **Santiago Pinzon**, VP, Digital Transformation, ANDI; **Anupam Govil**, Partner, Avasant; and **Ana Karina Quessep**, Director, Asociacion Colombiana de Contact Centers

Hear from IAOP's newly created Latin America and Caribbean Outsourcing Council and obtain information about LAC (Latin America and Caribbean) regarding the digital services industry from thought leaders that have on the field experience. This will be a very interactive session in which you will learn relevant data and have the opportunity to ask as many questions as you want. The LACOC will share insights about Latin America and Caribbean countries which are on the forefront of positive industry changes and the nearshore market. Join the dialogue!



Breakout Sessions



Tuesday, February 19 | 2:30pm - 3:15pm

Politics of Stakeholder Management and Why We Have to Start to Care

Lawrence Kane, COP, COP-GOV, Sr. Leader, IT Sourcing Functional Excellence, Boeing

Politics and business go hand-in-glove, yet outsourcing and procurement can be trickier than most areas to navigate successfully. In this session, learn proven tools and techniques for understanding stakeholders, aligning motivations, improving communication and assuring that your outsourcing projects succeed. You will learn what politics means in a business context (and why they're not always evil), why everyone involved in the outsourcing profession needs to know how to play the political game effectively, how to leverage various types of power and influence, even when you are not in charge and more.

Bio: Lawrence institutionalized best practices and created innovations that were instrumental to Boeing earning the prestigious GEO award from IAOP in 2018. He is a member of IAOP's Training & Certification Committee and IAOP Think Tank. He has saved his company more than \$2.9B by architecting sourcing strategies, designing full sourcing lifecycle management processes and tools, developing future leaders, conducting procurements, negotiating with suppliers, and benchmarking resultant contracts. He is also the bestselling author of 17 books.



Tuesday, February 19 | 2:30pm - 3:15pm

Emerging Tech and Digitization are Changing Your Relationship with Outsourcing Partners

Boris Abezgauz, Principal, PwC Strategy& and **Dan Priest**, Partner, PwC Strategy&

Advanced technologies are increasingly integral to global shared services organizations and are changing the relationship with outsourcing partners. These digital trends have raised the bar on what one requires from outsourcing partners, including scopes of services, real-time process intelligence, and evolving value propositions. Locking in higher productivity and savings from automation, adding a suite of AI capabilities that drive better performance, or getting access to hard-to-recruit talent are all attainable objectives that require new type of agile outsourcing arrangements. Capturing full potential from your strategic vendor relationships will require enterprises to evolve how they invest in new capabilities, manage functions, and contract/govern outsourcing partners. Join us as we share practical experiences on what it takes to establish, manage and sustain 'agile' outsourcing relationships, to achieve these results.

Bios: Boris is based in Chicago and over the last 15 years has worked with clients to drive efficiencies via digital strategies, optimize operating models to improve both efficiency and effectiveness, outsource IT and BPO processes and optimize shared service centers. Dan is based in Los Angeles and has over 20 years' professional experience. Prior to PwC, he was the VP and CIO for Toyota Financial Services.





Breakout Sessions



Tuesday, February 19 | 3:45pm - 4:30pm

Open Banking: Smart Aggregation in Digital Economy

- **Amit Anand**, Assistant Vice President - Banking and Financial Services, Cognizant
- **Johnny Makhija**, COP, Global Leader, EY
- **Madhu Ponnaveetil**, Director and Principal - Banking and Financial Services, Cognizant



Smart Aggregation is a paradigm to develop, expose and aggregate capabilities across an ecosystem that are built around key organizational assets such as data, processes, infrastructure and services. Amid accelerating digital disruption wrought by fintechs and other nonbanking rivals, financial institutions must embrace a partnership-driven and collaborative approach to remain relevant today, while evolving their capabilities to anticipate and deliver against tomorrow's market needs. An ever-shifting consumer base, onslaught of fintechs and nontraditional financial services providers, and new consumer-oriented regulations collectively threaten to strip banks of over \$660 billion in profits over the next half-decade. This should be reason enough for financial institutions to embrace a smart aggregation strategy via open banking in order to accelerate the time to market for new products and services, extend their capabilities and market reach, and simultaneously reduce costs to develop new offers and renovate existing ones.



Bios: Amit has 15 years' experience successfully leading and managing large business/IT transformation, operating model and digital initiatives for various clients. Johnny is an expert in leading and managing API led digitization and cloud enablement initiatives in the eDiscovery space. Madhusudan has extensive experience leading large digital transformation, operating model innovations, performance improvement and change management initiatives for Fortune 500 clients.



Breakout Sessions



Tuesday, February 19 | 3:45pm - 4:30pm

The Economics of RPA and Its Impact on Outsourcing

Stephen Dunn, Managing Director, Strategy & Analytics, Deloitte

Simon Tarsh, Managing Director, Global Business Services, Deloitte

The economics of RPA are not well understood. Depending on which article you read, RPA can save a company 30% or more on its total SG&A spend ... or barely break even. In fact, some analysts have proclaimed that RPA will be the death of the BPO industry as companies move to automate what they previously outsourced & offshored. This session will help the audience understand the typical RPA business case, the impact of RPA on sourcing, and a decision framework.

Bios: Stephen has spent the last fifteen plus years advising on over \$18B in TCV on deals across ITO and BPO. At Deloitte, he's focused on the Energy, Healthcare, and Insurance industries. He has led multiple RPA initiatives for his clients across finance, procurement, and other industry specific functions. Simon leads Deloitte's BPO advisory practice and has worked on many global BPO deals across a wide range of industries including Financial Services, Manufacturing, and Consumer Products.



Tuesday, February 19 | 3:45pm - 4:30pm

Hand in Hand: Creating Value from Collaborative Partnerships

Matt Anders, Executive Director, Global Sourcing, Technology Sourcing, WarnerMedia; **Rohith Nandageri**, Director, Infrastructure & Program Management, HBO Consumer Insights & Analytics; **Alan Arenson**, Former Director, Global Sourcing, Technology Sourcing, WarnerMedia and **Caton Woo**, Senior Analyst, Global Sourcing, Technology Sourcing, WarnerMedia; and

How do you create value for your clients when they have disparate needs, come from different stages of maturity in sourcing and don't believe that they need help? You institute an innovative and comprehensive program, involving every stakeholder, putting in process and governance and jointly reap the benefits! So, what steps are needed to streamline your processes, restructure your program, develop strategy and create value? Find out in this breakout session with the GEO award winning WarnerMedia team.

Bios: Alan is a procurement and sourcing lifecycle management expert with focus on marketplace requirements, negotiations and contract management, with a unique background of IT, Commercial Law & Accounting skills.



Breakout Sessions



Tuesday, February 19 | 3:45pm - 4:30pm

How Women Executives in Typically Male-Dominated Industries Command Outcomes by Empowering Others

*Moderator: **Chitra Rajeshwari**, COP, Executive Director, Avasant Foundation*

*Panelists: **Vicki Phelan**, Managing Director, Shared Services and Outsourcing Advisory (Life Sciences), KPMG; **Joe Hogan**, COP, Senior Vice President and Head of Global Advisory and Analyst Relations at HCL Technologies; **Cat Cotman**, Senior Managing Director, Newmark Knight Frank and **Jenn Stein**, Managing Partner, Life Science Practice Leader, ISG*



Led by Chitra Rajeshwari, chair of IAOP's Women Empowerment, Leadership and Diversity chapter, this powerhouse panel brings the conversation to the forefront. Join us as we delve into this topic and much more. Don't miss this dynamic session and become part of the dialogue!

Bios: Chitra has over 20 years of sales management success and has spent the last three years focusing on Sustainability and Innovation its impact on society as a whole. As a Managing Director at KPMG, Vicki serves as the lead partner for a large global Pharmaceutical company and have ultimate responsibility for client satisfaction. Additionally, Vicki works across all Pharmaceutical and Medical Device companies to increase KPMG's presence in the shared services and outsourcing space. Joe is a highly experienced independent management consultant with proven success in helping enterprises achieve solid results for their companies and their clients. He is recognized as a thought leader in the shared services and outsourcing industry and has published several articles on relevant topics in the MIT business journal and WSJ. As a Corporate Real Estate leader, strategist, and advisor, Cat has 20+ years of experience in developing holistic long-range portfolio strategies, leading operations teams to drive measurable improvement in P&L performance, Key Performance Indicators, and employee engagement. Jennifer offers over 20 years of experience in the consulting industry where she has worked with the world's leading organizations providing management, technology and sourcing advisory services.



Workshops



Sunday, February 17 | 8:00am - 5:00pm

COP Standards Workshop

Sherry Jost, COP and **Mauricio Velasquez**, COP, COP-BD, Authorized Trainers

This workshop is perfect for those interested in obtaining IAOP's COP certification, experiencing a one-day overview of the COP Master Class or looking to gain some recertification points! Workshop attendees will learn the basics of what is needed to achieve desired results by understanding each step of the process as described in the Outsourcing Professional Standards and COP Master Class. Participants aiming to earn their COP designation will receive 15 points toward certification and those already certified will earn 6 points toward their required recertification. *Fee: Complimentary, but you must reserve your spot!*

Monday, February 18 | 9:30am - 12:30pm

Key Issues: Buyer Roundtables and Provider/Advisor Roundtables

Monday morning kicks off with these separate, structured, expert-led topical discussions that allow for open discourse among your peer group. Pick a table, pick a topic and dig in. These workshops are three hours in length. *Fee: Included with conference seat. No need to pre-register.*



Wednesday, February 20 | 2:00pm - 5:00pm

COP Advanced Intensive

Jagdish R. Dalal, COP, COP-GOV, Chief Advisor, Thought Leadership, IAOP

This complimentary in-depth annual update is exclusively for COP designation holders attending OWS19. Join this elite group and discuss the field's most challenging and critical issues, build your top-notch professional network, earn the points you need to maintain your certification in full, and best of all, hear how this coveted certification is already leading to greater opportunities and outcomes for outsourcing professionals and firms. *This workshop is by invite only. Fee: Complimentary but you must reserve your spot.*



To sign up for either COP Workshop on-site, stop by the Registration Desk!



Tuesday, February 19 | 7:30am - 10:00am

****You must have pre-registered to participate****

How the Event Works

Upon check-in at the event, you'll receive your schedule and seat assignments for 7-minute rounds of conversations with people who best match the criteria you preselected through this site.

7:30 a.m. - 8:00 a.m. -- Breakfast

8:00 a.m. - 8:20 a.m. -- Check-In & Schedule Distribution

8:20 a.m. - 8:30 a.m. -- Opening Announcements

8:30 a.m. - 10:00 a.m. -- Speed Networking (Round 1 starts promptly at 8:30 a.m.)

10:00 a.m. - 10:05 a.m. -- Wrap-up Announcements

A Speed Networking Moderator will guide you through the event and provide further details to help you make the most of your conversations.

We look forward to seeing you!

Please note: On-site registration is not available for Spark! Speed Networking.



Register at www.IAOP.org/Summit



Networking & Social Events

OWS19/PULSE Publisher's Cup Golf Tournament — Join us for our annual outing on Sunday morning at Hawks Landing Golf Club. This 18-Hole Championship Course was designed by noted golf architect Robert Cupp Jr. While we can't guarantee the weather, we know there will be fun and good company, bad golf, lunch and drink tickets. Sponsored by Luxoft, Flexential and Avasant.

Early Registration Welcome Event — Pick up your registration materials and mingle on Sunday evening at your first official opportunity to make new connections and meet up with old friends over cocktails alongside members of IAOP's global network.

Registration Coffee Bar hosted by Cushman & Wakefield

Key Issues: Buyer Roundtables and Provider/Advisor Roundtables — We kick off the conference with these expert-led topical discussions that allow for open discourse among your peer group. Pick a table, pick a topic and dig in.

Summit Kickoff Luncheon — Join fellow attendees, grab a bite to eat, and continue your connections from Sunday night!

Rejuvenation Station hosted by Avasant — Worn down? We know this isn't technically a networking opportunity, but it will help you get your networking game on! Experience an awesome 10-minute chair massage, grab a snack, or simply stop by for some free swag!

Opening Night in the Global Services Mall hosted by Accenture — Open to all OWS19 attendees, this Monday reception features a selection of complimentary food and drink; this is the perfect time to get acquainted with the Exhibit Hall and get to know IAOP's service provider community.

COP Cocktail Reception (Invitation Only) — IAOP honors all Certified Outsourcing Professionals (COPs) at this Special Reception.

Post-Reception Party hosted by Sitel — The fun continues Monday night following the opening reception. Sitel, a leading global outsourcing provider of customer experience management, invites you to an informal gathering. Come have a drink or two and see what they are all about!

Speed Networking Event — Sign up and make meaningful networking connections, in a structured setting!

Networking Breakfast in the Global Services Mall — Power up for the day and grab a bite at this tasty continental breakfast in the exhibit hall before the sessions start!

2019 Awards Luncheon — Join IAOP for this plated luncheon as we honor this year's best of the best.

Cocktail Reception in the Global Services Mall hosted by Sapience — This Tuesday evening reception is your chance to speak with cutting-edge service providers, get your questions answered and start building the relationships of the future.

Breakfast Roundtable Discussions — You've spent 2 days networking and learning from your peers. Join us as we kick off our Wednesday programming with an open discussion breakfast.

Food For Thought Networking Luncheon — Keep the conversation going and enjoy one last educational and networking opportunity before you head home!



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ANDI



OWS19 Schedule By Day

Pre-Conference Activities

Sunday, February 17th

- 8:00am - 5:00pm COP Standards Workshop
- 12:00pm - 5:30pm PULSE Publisher's Cup Golf Tournament
- 5:00pm - 8:00pm Early Registration Happy Hour

Day One

Monday, February 18th

- 8:00am - 11:00am Morning Registration Refreshments hosted by Cushman & Wakefield
- 9:30am - 12:30pm Key Issues Workshops
- 11:30am - 12:30pm Kickoff Networking Luncheon
- 12:45pm - 3:00pm Keynote Presentations
- 3:00pm - 3:30pm Networking Refreshment Break
- 3:30pm - 5:15pm Concurrent Breakout Sessions
- 5:30pm - 7:00pm Opening Night Networking Reception hosted by Accenture
- 7:00pm - 8:00pm After Hours Cocktail Event Hosted by Sitel





OWS19 Schedule By Day

Day Two

Tuesday, February 19th

- 7:30am - 10:15am Speed Networking Breakfast & Event
- 8:15am - 10:15am Networking Continental Breakfast
- 10:15am - 11:45am General Session Presentations
- 11:45am - 12:15pm Networking Refreshment Break
- 12:15pm - 1:00pm Concurrent Breakout Sessions
- 1:15pm - 2:30pm IAOP Awards Luncheon
- 2:30pm - 3:15pm Concurrent Breakout Sessions
- 3:15pm - 3:45pm Networking Refreshment Break
- 4:00pm - 5:45pm Concurrent Breakout Sessions
- 5:45pm - 7:30pm Networking Cocktail Reception Hosted by Sapience

Day Three

Wednesday, February 20th

- 8:15am - 9:15am Topical Tables Networking Breakfast
- 9:15am - 12:45pm Keynote and Problem-Solving
- 12:45pm - 2:00pm Food for Thought Networking Lunch
- 2:00pm - 5:00pm COP Workshop



Program subject to change.



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The Marriott World Center Orlando offers amazing on-site amenities as well as a shuttle service to Walt Disney World®, a championship golf course and instruction at Jack Nicklaus Academy, a full-service spa, state-of-the-art fitness center and eight dining options right on site. The conference resort boasts over 400,000 square feet of flexible space, which is the perfect fit for OWS19!

IAOP has reserved a block of rooms for conference delegates at a preferred rate of \$239 plus tax per night. With this rate, you will enjoy all the benefits of the resort fee including enhanced in-room wireless internet for up to 6 devices; unlimited local and domestic long distance calls; bottled water (two 10oz bottles) replenished once daily with house-keeping service; daily scheduled shuttle service to Disney Parks for up to 4 guests; daily credit of up to \$10 per room toward dry cleaning (credit is not cumulative through stay); and daily bucket of practice balls at the driving range... all for no additional fee. On-site parking, fee: 10 USD daily (special rate for OWS19 delegates); Valet parking, fee: 32 USD daily.

You can make your resort reservation by visiting the venue section of IAOP's website at www.IAOP.org/Summit.





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