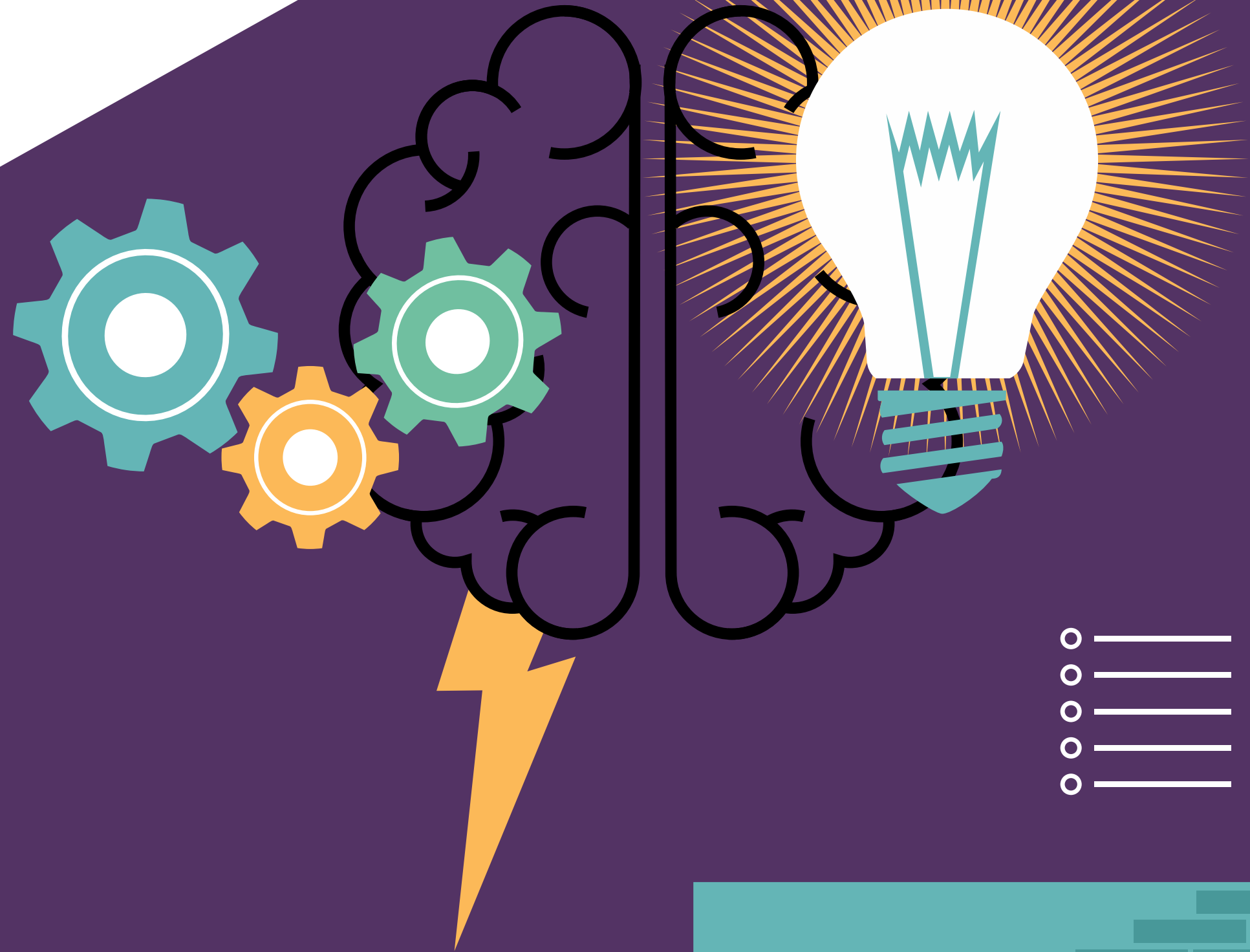
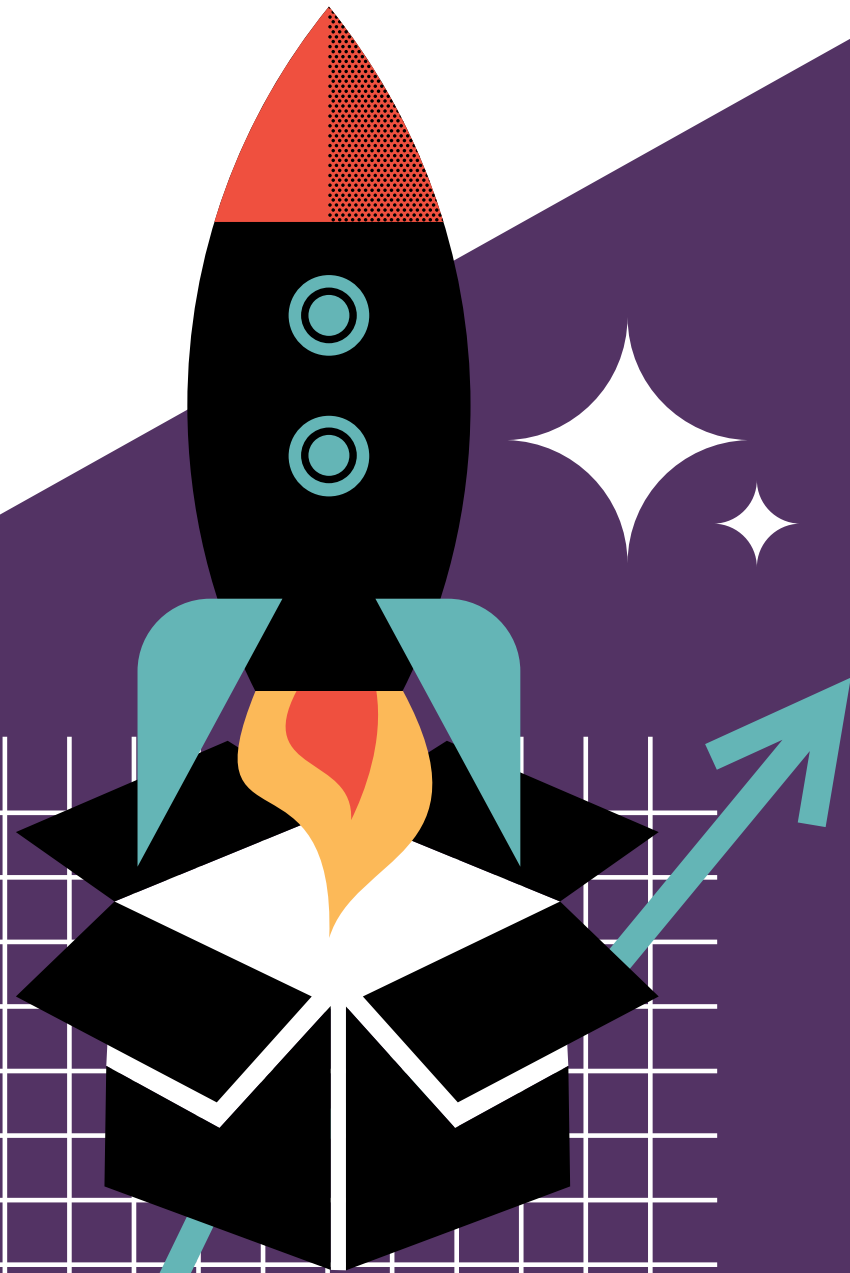


OWS21

VIRTUAL EXPERIENCE

February 16-19, 2021



IAOP

OWS21

For 23 years, IAOP has brought you world-class content, opportunities to network and build relationships, to see old friends, and develop new friendships...and although our platform may be different this year, our goal to connect you with what you need doesn't change!

We've spread the program out over the course of four shorter 5-hour days to ensure that content is delivered in more digestible segments. IAOP is also offering significantly reduced registration rates for OWS21. We hope these adjustments make it easier for you to attend.

Networking is a cornerstone of our annual event and attendees will be able to partake in interactive and engaging experiences through a new dynamic virtual conference platform. The virtual system we will use also has interactive exhibition features and includes plentiful opportunities for sponsorship exposure, all while attendees connect from the comfort and safety of their home or office.

Attendees will experience sessions in real-time and simu-live along with live Q&A. In addition to participating in our live event, all attendees will have access to on-demand recordings for one month following the event, so you can watch and re-watch sessions at your convenience as well as programs you may have been unable to attend live.

We hope you will join us for this reimagined event, and celebrate our collective resilience and dedication to learning and forging connections via virtual handshakes.

CHANGE IS GOOD: TRANSFORMATION THROUGH TECHNOLOGY & BUSINESS SERVICES TO DRIVE YOUR ORGANIZATION AND THE GLOBAL ECONOMY



Our industry delivers strategic value through a global eco-system comprised of over 10 million highly-skilled and talented workers around the world. We are not the same people we were a year ago. It's likely your work environment has changed. Your day-to-day activities have changed. The fundamental way we do business has changed. Even, after 23 years, the way we're presenting this conference has changed.

Our industry was integral to supporting businesses across the world as they addressed the challenges of adapting to changes caused by COVID-19, demonstrating remarkable agility, commitment, and resilience in responding to the crisis; ensuring business continuity for global clients, and prioritizing the safety of all employees. They were central to the rapid deployment of work from home models and digital transformations, providing critical support and "essential services" through highly skilled professionals around the world.

But what's next? How do you reduce the impact of future economic and social disruption? How do you build resiliency into your partnerships? How do you manage the global talent pool in the WFH era? How do you renegotiate and redesign your contracts? How do you work through the challenges and changes? And most importantly, how do you deliver and get value?

We've created the program around four fundamental areas our members identified as key issues: Digital Technologies, Future of Work, Governance & Risk Management, and Impact Sourcing; we're excited to go on this virtual journey with you.

We hope you'll join us February 16-19 for what is shaping up to be an amazing VIRTUAL experience!

Stay safe,

Debi Hamill, CEO, IAOP



AGENDA



AT-A-GLANCE

All times are EST (UTC -5)

Tuesday - February 16

- 10:00AM - 10:15AM OWS21 Kick-off and Welcome
- 10:15AM - 12:15PM **WORKSHOPS: Buy-Side Key Issues / Provider & Advisor Key Issues Workshop**
- 12:15PM - 12:30PM Break
- 12:30PM - 2:30PM **SPARK! Virtual Speed Networking** (additional registration required)

Wednesday - February 17

- 10:00AM - 10:15AM Welcome
- 10:15AM - 11:00AM **KEYNOTE: Recalibrating for Resiliency**
- 11:10AM - 11:40AM **KEYNOTE: 2021 Key Issues - An Advisor View**
- 11:45AM - 12:15PM **KEYNOTE: How Businesses Can Thrive With the New Boundaryless Work Experience**
- 12:15PM - 1:30PM Strategic Partner Showcase (Virtual Exhibit Hall)
- 1:35PM - 2:05PM BREAKOUT SESSIONS
- 2:10PM - 2:50PM **KEYNOTE: Business Continuity in the New Normal: Building the Resilient Organization**
- 3:00PM - 4:30PM **INFO SESSIONS: IAOP Centers of Excellence (Digital Technologies, Future of Work, Governance & Risk Management, Impact Sourcing)**

Thursday - February 18

- 10:00AM - 10:15AM Welcome
- 10:15AM - 10:35AM **KEYNOTE: AHEAD Talk with Avasant**
- 10:40AM - 11:00AM **KEYNOTE: AHEAD Talk with Zinnov**
- 11:00AM - 11:10AM Break
- 11:10AM - 12:05PM **LIGHTNING SESSIONS**
- 12:05PM - 1:00PM Strategic Partner Showcase (Virtual Exhibit Hall)
- 1:00PM - 1:30PM **BREAKOUT SESSIONS**
- 1:35PM - 2:05PM **BREAKOUT SESSIONS**
- 2:05PM - 2:35PM **KEYNOTE: Sourcing in 2021 - Recalibrating Priorities**
- 2:40PM - 3:10PM 2021 Leadership Hall of Fame & Awards Ceremony

Friday - February 19

- 10:00AM - 10:15AM Welcome
- 10:15AM - 10:50AM **KEYNOTE**
- 10:55AM - 11:30AM **KEYNOTE**
- 11:30AM - 11:40AM Break
- 11:40AM - 1:40PM **WORKSHOP: Power of Partnering**
- 1:40PM - 2:10PM Strategic Partner Showcase (Virtual Exhibit Hall)
- 2:10PM - 2:40PM **BREAKOUT SESSIONS**
- 2:45PM Wrap Up

Times are subject to change.

REGISTER at
www.iaop.org/summit

KEYNOTES



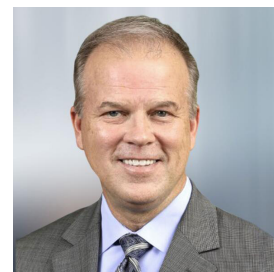
Wednesday, February 17 / 10:15AM – 11:00AM (EST)

2021 KEY ISSUES: RECALIBRATING FOR RESILIENCY - A DEEP DIVE

Michel Janssen, Chief Research Officer, Everest Group

Amy Fong, Vice President, Everest Group

The COVID-19 pandemic disrupted the world as we knew it in 2020, affecting lives and livelihoods across the globe. It forced citizens and countries to find creative ways of living through lockdowns. Most significantly, it catapulted the world into the digital economy (just to stay connected and to survive), which has led to innovative business solutions and a new appreciation for geographic risk. This keynote address examines the impact of COVID-19 on the global economy; touches on the role of innovation in times of crises and opportunity, and sets the scene for the need for greater leadership and cross-regional collaboration than ever before. This will be centered on the latest global research undertaken for IAOP by its research partner, Everest Group.



Wednesday, February 17 / 11:10AM – 11:40AM (EST)

2021 KEY ISSUES: AN ADVISOR VIEW

Moderator: Eric Simonson, Managing Partner of Research, Everest Group

Andy Sealock, Senior Director, West Monroe

Jan Erik Aase, Partner and Global Head - ISG Provider Lens, ISG

Simon Tarsh, Head of BPO, Managing Director, Deloitte

Boris Abezgaus, Director, Strategy&

Everest Group's keynote address will be followed by a panel discussion of advisors' views on the future of the global technology and business services industry around the world.



Wednesday, February 17 / 11:45AM – 12:15PM (EST)

HOW BUSINESS CAN THRIVE WITH THE NEW BOUNDARYLESS WORK EXPERIENCE

Kerris Hougardy, Vice President, People Services, North America, Colliers

Charlotte Timms, Director, Workplace Advisory, Occupier Services, Americas, Colliers

The Future of Work is on everyone's minds. Join experienced leaders from Colliers and learn:

- How do businesses go about attracting talent, if the location is no longer an issue?
- Is culture sustainable across time and place?
- What role does location now play?
- What does the workplace need to provide that people can't get at home?



Wednesday, February 17 / 2:10PM – 2:50PM (EST)

BUSINESS CONTINUITY IN THE NEW NORMAL: BUILDING THE RESILIENT ORGANIZATION

Victoria Pelletier, Vice President, North American Talent & Transformation, IBM

Gene Byrne, Delivery Leader, Global BPO, IBM

In the spring of 2020, IBM, along with the rest of the world, had to mobilize quickly to address the challenges of a new and deadly threat. To prevent disruption to the critical functions that thousands of clients have entrusted to us, we were put to the test as never before. This discussion focuses on how we achieved initial stability and what we have since learned about sustaining agility. The critical success factor for organizations in the Post-Pandemic world will be the resilience they build – not just through their processes and technologies – but through their people.

KEYNOTES



Thursday, February 18 / 10:15AM – 10:35AM (EST)

THE RISE OF THE IMAGINATION AGE: UNLOCKING THE NEW ERA FOR HUMAN CREATIVITY AND INNOVATION

Kevin Parikh, Chairman and CEO, Avasant

The digital revolution has fundamentally transformed all aspects of our lives, boosting productivity and unlocking trillions of dollars in economic output. With ongoing advancements in technology, the value creation of Digital will only continue to accelerate. The COVID-19 pandemic has further proven that Digital is a necessary pre-requisite to thrive in the global economy. We've seen that more digitally mature companies were able to overcome the challenges posed by this crisis and are better positioned to capitalize on the new opportunities coming out of it.

Digital is now the price of admission for doing business, and no longer a competitive differentiator.

So, what's next? How can companies truly differentiate themselves in this Digital Age? What are the new requirements for success? Organizations need to go beyond digital and unleash the power of imagination to unlock a new era for human creativity and innovation. The Imagination Age will be about how can we leverage the digital foundations and technology omnipresence to profoundly transform human experiences.



Thursday, February 18 / 10:40AM – 11:00AM (EST)

GBS 2.0 – TRANSFORMING THE ENTERPRISE WITH AGILITY, SPEED, AND INNOVATION

Pari Natarajan, CEO, Zinnov

GBS 2.0 – Transforming the Enterprise with Agility, Speed, and Innovation COVID upended status quo to create new business realities, making enterprises and organizations to rethink, relook, and redefine – not just their strategies, but also their organizational structures. Shared Services, which was till now looked at as a siloed business unit, is now being redefined, to drive collaboration, agility, and innovation. A seismic shift is underway with technology acting as the catalyst and giving rise to multi-functional Global Business Services (GBS) organizations. Next generation GBS organizations will be anchored on 5 key pillars – Portfolio Allocation, Global Centers of Excellence, Hyper Intelligent Automation, Intra-preneurial Leaders, and Innovation Pipeline, and will become critical levers of growth and transformation for the organization in the post-pandemic reality. Join Pari Natarajan, CEO, Zinnov, as he delves into the imperative for a new avatar of GBS and 'how' this can be enabled successfully.



Thursday, February 18 / 2:05PM – 2:35PM (EST)

SOURCING IN 2021 – RECALIBRATING PRIORITIES

Atul Vashistha, Chairman, Neo Group and GBSBoard.org

Kathleen Terjesen, Vice President, Global Business Services, Bose

Mike Hicks, Senior Vice President and CIO, Emergent Holdings Inc

Covid has made enterprises re-evaluate their sourcing programs. Some of this was accelerated due to Covid and its impact on the business and partners. Other drivers have been the need to further digitize the business, enhance risk management, and rethink and renew engagements.

This session will address key considerations, such as:

- What are the new sourcing strategic priorities for 2021?
- What does the increased attention to risk and resilience mean for sourcing?
- How can sourcing be a strategic partner in the next evolution of business?

REGISTER at
www.iaop.org/summit

Thursday, February 18 / 11:10AM – 12:05PM (EST)

LIGHTNING ROUNDS

These short, fast-paced sessions will focus on new advancements shaping the industry.



The Future Promise of Outsourcing Ian Barkin, Chief Marketing & Strategy Officer, SYKES

Join Ian Barkin as he shares his professional journey in the outsourcing industry and offers his perspective on the current state and future promise of outsourcing, including the industry's increasing emphasis on meaningful experiences and sustainability. Ian explores how outsourcing professionals can create profound experiences for employees, customers, and communities by applying modern capabilities such as automation and design thinking. Ian also discusses the role of impact sourcing and how economic, environmental, and social initiatives will be a defining characteristic of the outsourcing industry, and its evolving collaboration with enterprise partners, governments, institutions, and populations around the world.



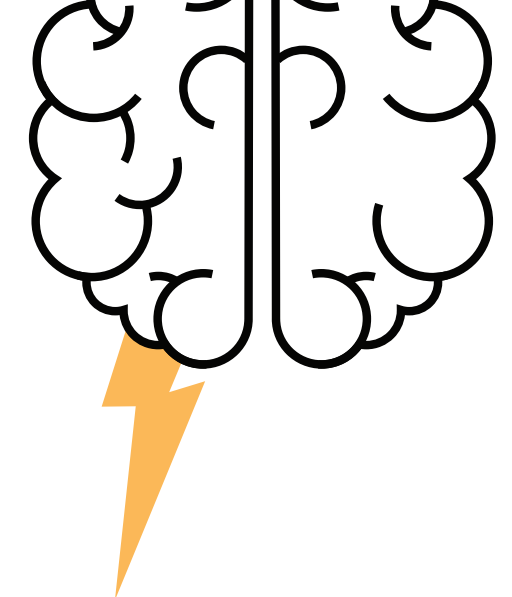
Outcome Contracting: Maximizing the Value of Your Consulting Engagement Greg Friel, IT Labor Sourcing Manager, Intel Corporation

Managing consulting services is a new frontier for many mid-to-large companies as many executives hold consulting partners close. Achieving maximum value from a consulting contract requires a high degree of accountability on both sides of the engagement. Unclear or unattainable objectives and a lack of ownership are a surefire recipe for disaster. This session will focus on key elements of a successful outcome-based consulting contract and how you can use these elements to drive efficiency and improve the results of your consulting engagement.



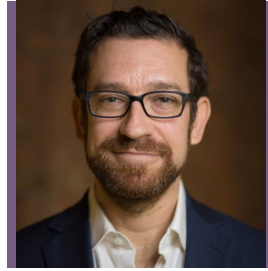
Compliance, Security and Culture Crisis: Consequences in the New World of Working and a Call to Action Lee Coulter, CEO of transformAI

The newfound freedom of a remote workplace carries some future consequences and a call to action. Distributing work locations across a city or country has profound implications to culture and immediate implications for data privacy and security. For example, what happens when a third of your workforce has never been to an office? The need to immediately understand how employees are on-boarded and acculturated into the company values. The fabric of shared corporate values and behaviors is thinning as more of the workforce does not share a work space. What about customer records sitting on a kitchen table in rural India? Worldwide companies have virtualized hundreds of millions of jobs. Service providers and buyers need to evaluate data privacy and security measures with a mobilized workforce. Does IT really know where all of your work is getting done? Mobilizing thousands of workers with new equipment, new collaboration tools, and changing where work done worsen almost every risk assessment criterion. Audit and compliance may become your friend in the search for new risks introduced by the response to the pandemic. Listen to Lee Coulter share some thoughts, immediate calls to action and focus on culture dynamics in the long term.



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KEYNOTES



Friday, February 19 / 10:15AM – 10:50AM (EST)

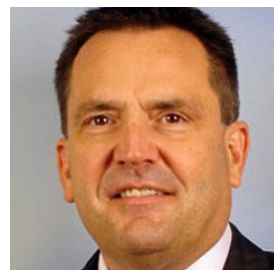
LAUNCH OF IMPACT SOURCING INITIATIVE IN SUPPORT OF VENEZUELAN REFUGEES AND THEIR HOST COMMUNITIES IN COLOMBIA

Gideon Maltz, Executive Director, Tent Partnership for Refugees

Debi Hamill, CEO, IAOP

Ana Karina Quessep, Executive President, BPro

Five million people have fled instability and turmoil in Venezuela in recent years - with Colombia alone welcoming approximately 2 million Venezuelans. The Tent Partnership for Refugees, a global coalition of 140+ major companies committed to integrating refugees worldwide; BPro, the Colombian BPO Association; and IAOP, the global business process outsourcing association, are excited to launch the first impact-sourcing initiative to advance the integration of Venezuelan refugees in Colombia -- supporting the integration of Venezuelans alongside Colombians in the BPO sector. This session will highlight the BPO firms in Colombia that have already stepped up to this refugee crisis by hiring Venezuelans, as well as some of the business benefits of hiring this committed and resilient population.



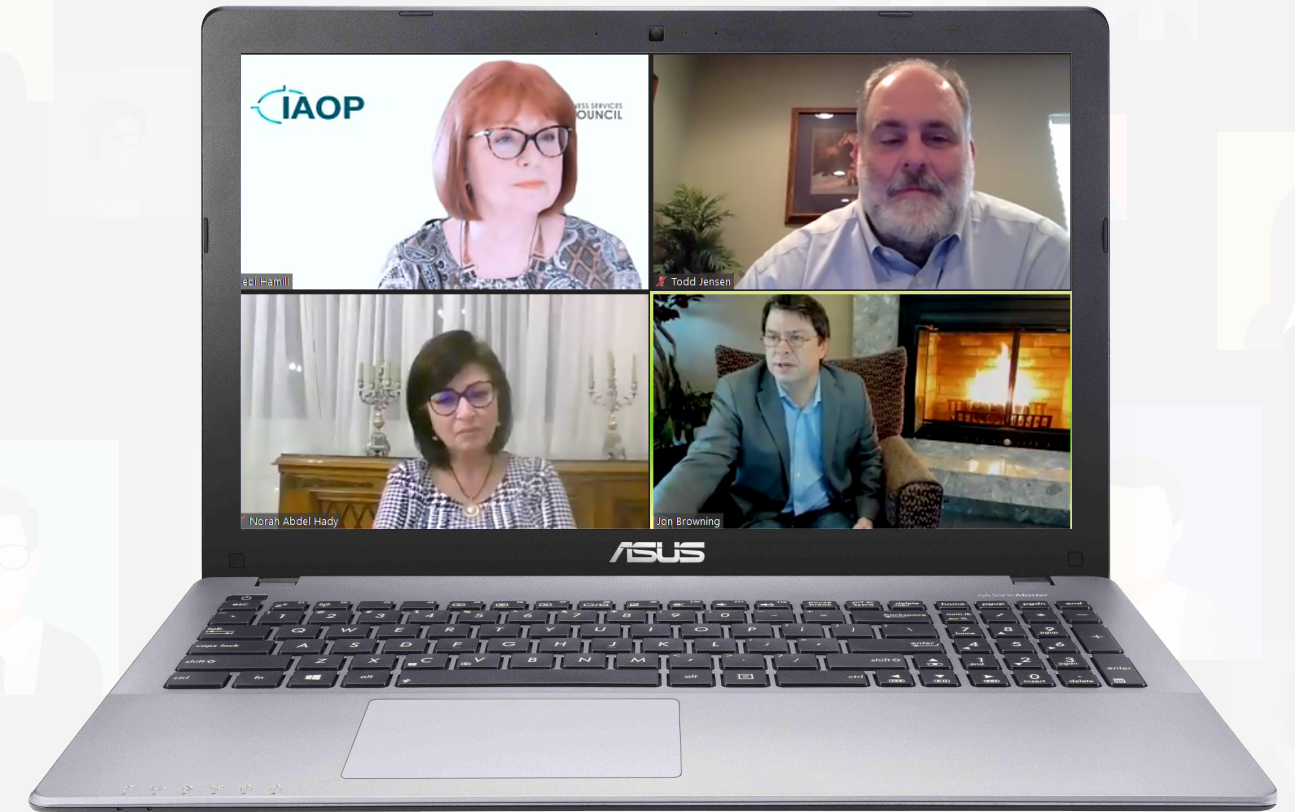
Friday, February 19 / 10:55AM – 11:30AM (EST)

GOOGLE VIEW: THE ROLE OF ADVISORS IN IMPACT SOURCING

Alex Rochlitz, Vendor Strategy and Execution Partner, Google

Randy Wiele, Managing Director, KPMG

Advisors touch more clients and buyers than anyone; their trusted status with clients (as well as their influence in the buyer and provider community) makes consultants the best suited people to effectively expand Impact Sourcing. Given the lack of adoption, there is a big opportunity for firms to make this a priority. Hear from a champion of impact sourcing on the buy-side and a leader in the advisory space how developing impact sourcing solutions/opportunities is a sales project opportunity, as well as a huge selling point for RFPs and new business opportunities.



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BREAKOUTS

Wednesday, February 17 / 1:35PM – 2:05PM (EST)

Navigating the Path to Data Driven Finance

Moderator: Nikhil Anand, Vice President and Client Executive, EXL
Mickey Coontz, VP, Head of Finance Data Strategy, New York Life Insurance Company
John Sheehan, Senior Manager, Johnson & Johnson
Stephen Dine, Head of Global Data Management, EXL



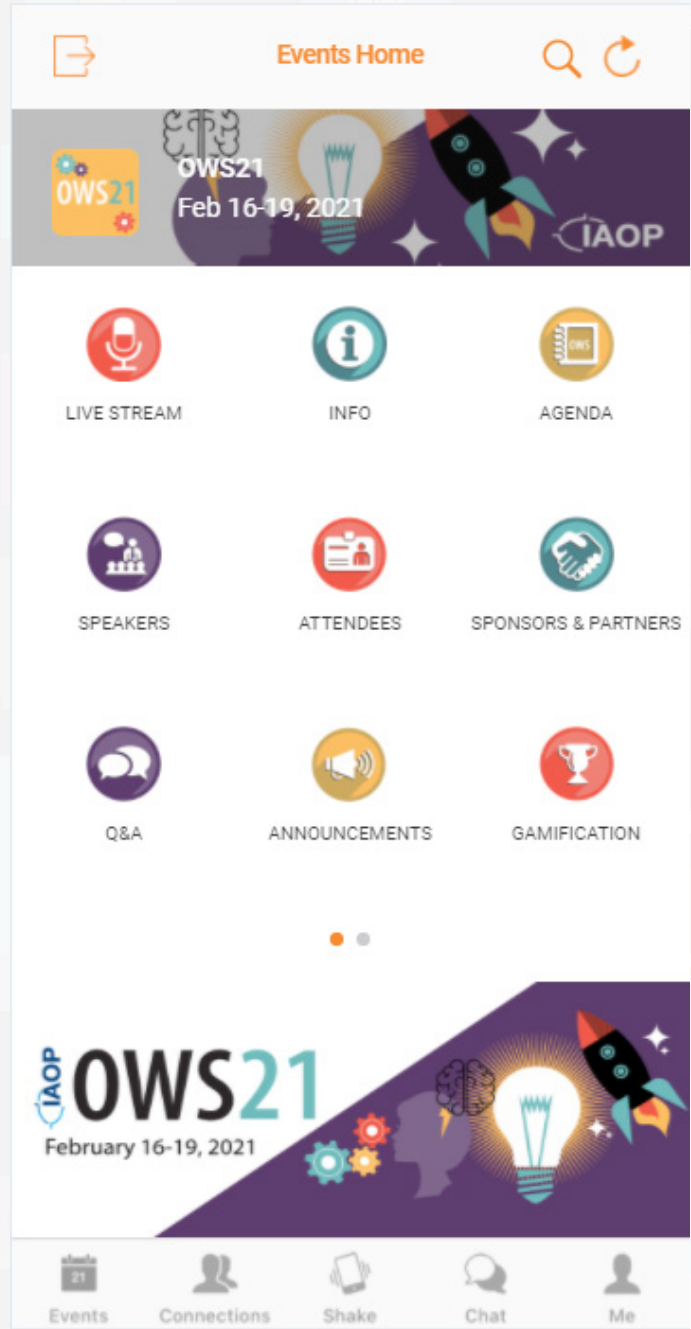
The pandemic has impacted almost every aspect of the economy. One of the most discussed aspects of the COVID-19 crisis is what the path out of these current economic conditions will look like. According to a poll of executives carried out by EXL, 11% believe a recovery will occur within the next three-to-six months, 8% expect conditions to remain depressed for the long term, and 81% see an uneven recovery occurring in the future. Using a data-driven approach, organizations will need to walk a fine line between cutting costs and making investments for the future. This balancing act takes real-time access to both financial and operational data, as well as the analytics capabilities to turn this data into practical insights. Hear how incorporating data analytics and digitization into their organization, CFOs will be well-positioned to weather the current crisis and capitalize on opportunities during the recovery.

Is Effective Collaboration in a Remote Environment REALLY Possible?

Mary Lewis, COP, Manager, Sourcing, T-Mobile
Sara Musil, Manager, Sourcing Supply Chain Management, T-Mobile



When on-site workers are forced to operate in a remote environment, companies must figure out ways to effectively collaborate. The need to simulate in-person, highly interactive sessions, such as Design Thinking, is critical to maintain momentum in ideation. You can't omit process activities like brainstorming, sticky note multi-voting, idea clustering, and group breakouts to produce creative ideas, which all contribute to innovation. Find out how Sprint (now part of the New T-Mobile) successfully pivoted its on-site Design Thinking sessions to a completely virtual environment. We'll share what worked, what didn't, and lessons learned along the way.



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Thursday, February 18 / 1:00PM – 1:30PM (EST)

5 Critical Considerations to Designing a Modern CX

Lauren Kindzierski, VP of CX Marketing, HGS
Andrew Kokes, Global Head of Marketing, HGS



As with everything else, COVID-19 has definitely jump-started the movement toward the ‘Reimagining the Contact Center’, where delivering a modern customer experience is all about how we deploy a network of bots and brains to deliver the right answer, fast.

In this session we will talk about 5 Critical Considerations to take when designing your modern contact center & customer experience.

1. ‘Design & Systems Integration is more important than ever’... new technologies and methods of working are rapidly-reshaping customer expectation for what good looks like
2. ‘Agent experience is at the center of an amazing customer experience’. Focus first on ways we can help our agents.
3. ‘Lead with Self Service,’ ... The secret to perfecting an effortless self service experience is a combination of both an art (User Experience and Design) as well as a science (Data and a Channel Guidance Strategy).
4. ‘When it adds value, intelligently integrate humans’ – bots are great to help with the heavy lifting... but humans are critical for high empathy, or sensitive issues.
5. ‘Leverage insights to continuously improve’ – leverage AI and machine learning to make recommendation that improve self-service and reduce the need for escalations

The Digital Transformation Puzzle

Susanne Richter-Wills, Head of Enterprise Sales DACH,
ABBYY Europe GmbH



The world has changed in 2020 and many organizations have realized that their digital transformation strategy needs a boost. But where to start? Which tools are really needed? This session concentrates on use case based examples. It shows how to efficiently combine RPA, Conversion technology, AI (ML / NLP etc) with legacy systems. Join ABBYY as they discuss how to identify potential for automation with process intelligence tools.

How Digital Enterprises are Redefining Supplier Management Excellence

Mark Voytek, Chief Customer Officer, SirionLabs
Eric Nicolaides, Chairman & CEO, Wildcat Equity Partners



As organizations face unprecedented economic uncertainty and market pressures, a strong supplier eco-system is viewed as a strategic advantage today. It’s becoming increasingly apparent, especially in the post-pandemic world, that digitally-enabled businesses have a clear edge when it comes to managing and nurturing supplier relationships. Join us for this insightful discussion to understand how the digitization of contract and supplier management processes is redefining the customer-supplier relationship. Mark Voytek, Chief Customer Officer, SirionLabs and Eric Nicolaides, Chairman & CEO, Wildcat Equity Partners will discuss how digital transformation in this key area is unlocking significant enterprise value not just in terms of savings and efficiency but also through improved business outcomes and supply chain resilience.



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Thursday, February 18 / 1:35PM – 2:05PM (EST)

Lessons Learned: Contract Negotiations for a Post-COVID World

Carlos Hernandez, Partner, Avasant



The COVID-19 pandemic caused major disruption for service providers and customers alike. Many customers found that their provider contracts did not include clauses to address things like work-from-home, unavailability of key resources, etc. This presentation will outline lessons learned during the recent pandemic in contract negotiation and how future contracts should be revised based on these lessons learned.

Are you “Reddy” to Learn about IT-Enabled Business Transformation?

Neelu Sethi, SVP and CIO, Reddy Ice Corporation
Abhay Chaturvedi, SVP, HCL Technologies, Inc.



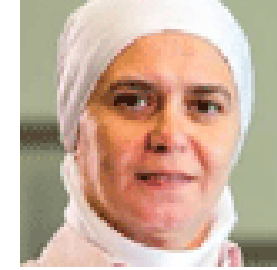
During this leadership educational session you will hear about the digital journey led by Neelu Sethi, SVP and CIO, Reddy Ice Corporation. The story will be focused on IT-Enabled Business Transformation. Reddy Ice is on a self-described journey of “flying the plane while building it”. In 2018, Reddy Ice embarked on a path to transform legacy IT and business operations into digital ready operations with the scale to support future expansion plans. Ms. Sethi will elaborate on how Reddy Ice’s IT team empowered both top and bottom-line results and continues to evolve its business in the face of strong pandemic headwinds.



Friday, February 19 / 2:10PM – 2:40PM (EST)

Ensuring Business Continuity

Rasha Ezz, Sales & Marketing Director, Xceed



Xceed Egypt was built in 2001 and is a leading business process outsourcing (BPO) service provider, driven by great passion towards growth, Xceed adopts the latest technologies, accentuates an immaculate experience and promotes sustainable development in order to provide comprehensive and optimized onshore/offshore customer management solutions. In this session we will highlight how Xceed’s business resilience prepared for COVID-19 and outcome all the obstacles in the unprecedented working conditions.

“The View” on Unconscious Bias During/Post Pandemic

Moderator: Maura Hudson, Senior Vice President, Colliers
Michelle Needles, Executive Managing Director, Colliers
Chitra Rajeshwari, Executive Director, Avasant Foundation
Mary Lewis, Sourcing, Manager, T-Mobile



Oh what a difference a year makes in the conversation about unconscious bias. The advent of COVID-19, and with it (or in addition to it) all of humanity’s assumptions, fears and stereotypes that hovered below the collective unconsciousness, accelerated and made more active our conversations about race, gender, and other social and demographic biases and norms. Join IAOP providers and suppliers in a review (“The View” style) of the past 12 months from the lens of corporate approaches and impacts to bias training, inclusivity and holistic change.

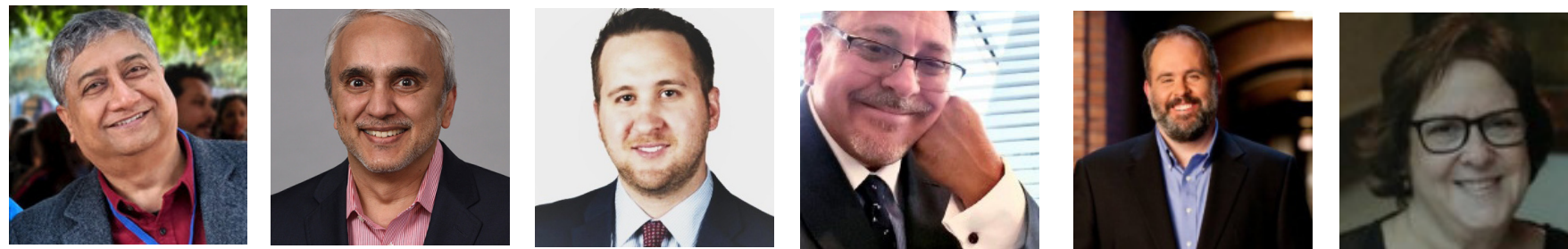
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WORKSHOPS

KEY ISSUES: BUYER ROUNDTABLE AND PROVIDER/ADVISOR ROUNDTABLE

Get ready to get your hands dirty on Tuesday morning, 10:15AM - 12:15PM EST, with these structured, expert-led topical discussions that allow for open discourse among peer groups - buyers in one virtual room, providers & advisors in another. Pick a topic and dig in. *There is no additional fee to attend this workshop.*

IMPACT SOURCING: POWER OF PARTNERING



Subhojit Roye, VP, BPS Tech Mahindra, and Steer Co. GIS

Ravi Madhavan, University of Pittsburgh

Alex Rochlitz, Strategy Manager, Google

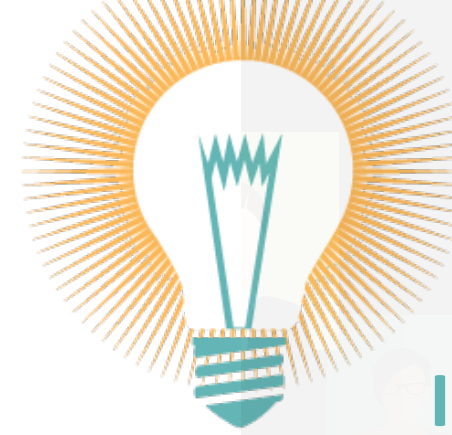
Dan Lang, Senior Vice President, SUTHERLAND

Todd Jensen, Senior Consultant, World Bank Group

Jacquie Tannenbaum, Director, Partnerships, Digital Divide Data

While we are all aware of the need for collaboration and how it is now becoming a business imperative, quite often we don't know how to go about it. This is especially true in areas like Impact Sourcing and in the intersection of managed services and global outsourcing with what is called "good business" or "business with a positive social impact."

This interactive workshop, taking place Friday from 11:40AM - 1:40PM EST, aims to provide participants with a high-level understanding of alliances and partnerships, and equip them with a set of to-dos and guidelines as applied to the world of Impact Sourcing. And to also help increase awareness about strategic alliances as a key competence not just for impact sourcing but business development in general.



IAOP CENTERS OF EXCELLENCE INFO SESSIONS

Wednesday, February 17 / 2:30PM – 4:00PM EST

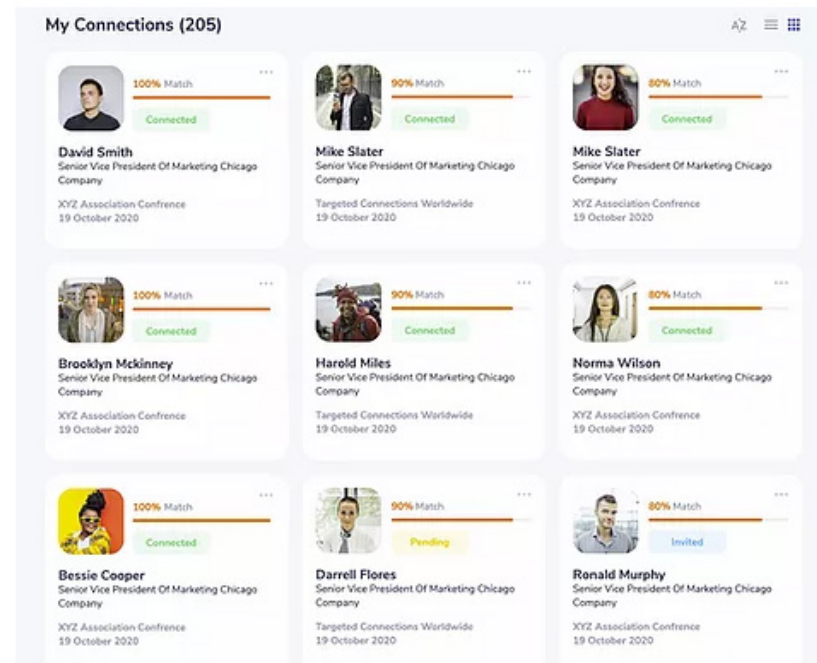
IAOP's latest initiative, creating Centers of Excellence, is underway and the leadership teams would like your input! Join us for this interactive workshop and share your voice in helping us shape the future of IAOP Centers of Excellence. Grab a coffee or a cocktail and weigh in on mission, scope, programs, member value, member role and engagement, and most importantly, outcomes. Or if you just want to learn more, join us!

We will also share key trends we are seeing that are having an impact in each area. Centers of Excellence include:

- **Digital Technologies**
- **Future of Work**
- **Governance & Risk Management**
- **Impact Sourcing**

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NETWORKING



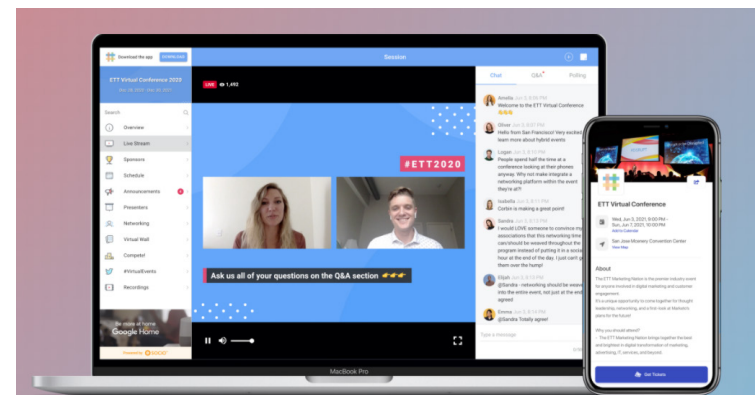
SPEED NETWORKING FOR TODAY'S VIRTUAL WORLD

Networking has and always will be a vital reason to attend events and we're taking it virtual! Spark! Speed Networking provides attendees with the ability to connect 1:1 with strategic connections. The advanced matchmaking algorithms take the guess work out of who's who in the room and automatically pairs attendees based on their mutual interest, and automatically schedules meetings (video chats) for you, Tuesday, February 16, from 12:30PM - 2:30PM EST.

Simply sign up for your Speed Networking event by completing a five minute registration, and we'll take care of the rest. *Additional fee applies.*

SOCIO NETWORKING

A virtual event without networking is just a webinar. With our event platform - Socio - attendees can chat, share files, and engage with each other to discover other attendees and instantly connect - from anywhere! With a browser and app version of the platform, users can easily toggle between their preferred devices for optimal video viewing and networking with other attendees.



GAMIFICATION

We're igniting a little friendly competition with OWS21 gamification! Leaderboards will showcase individual accomplishments, such as who's made the most connections, and overall score. The more you compete, by doing things like engaging with sponsors and exhibitors, completing surveys, attending sessions and completing social media challenges, the more points you will earn toward prizes!

GIVING BACK

MAKE A DIFFERENCE 5K RUN/WALK

We're pleased to present the Summit's 2nd Annual Make a Difference 5K - only this year it's virtual. Run (or walk!) at any location, at your pace, outside or on a treadmill, alone or with your pod before, during, or after the Summit. Stay active, run for a good cause, and get some awesome swag! A portion of the proceeds will be donated to The Outreach Program and earmarked for Riverdale, California, the original planned location of this year's Summit. *Additional fee applies.*



The Outreach Program is a non-profit 501 (c)(3) corporation that organizes food packaging events around the country. With more than 300 million meals packaged to date, the organization's mission is to provide food, safe water, education, and medical care to those in need at home and abroad.



STRATEGIC PARTNER SHOWCASE

STRATEGIC PARTNERS



KIRKLAND & ELLIS



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STRATEGIC PARTNER SHOWCASE

EXHIBITORS



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OWS21

VIRTUAL EXPERIENCE

February 16-19, 2021



TO REGISTER:

VISIT WWW.IAOP.ORG/SUMMIT
TO LOCK IN YOUR VIRTUAL SEAT!

RATES:

IAOP Professional Member Rate: USD \$395.00

Non-Member Rate: USD \$595.00

Registration includes 30 day access to all presentations in the OWS21 event app.

Corporate Members, please contact your account executive for pass information and special rates.

ADD-ONS:

Virtual 5k: USD \$15.00 (includes T-shirt and donation to The Outreach Program)

Spark! Speed Networking: USD \$25.00

