

PROGRAM

IAOP **OWS24**

UNITING MINDS, IGNITING CONNECTIONS

MAY 21-23, 2024
CHICAGO, IL

ABOUT IAOP & EVENTS

IAOP® is at the forefront of creating a world where businesses and societies flourish through the art of collaboration in outsourcing, sourcing, and Global Business Services (GBS). As a preeminent association, IAOP pioneers the transformation of business practices by uniting organizations and professionals in pursuit of partnership excellence.

Renowned for hosting elite executive events, IAOP is the nexus for thought leadership in the realm of collaborative partnerships. These events are not just occasions but immersive experiences dedicated to advancement and connectivity, meticulously curated by the visionaries who make up IAOP®'s diverse global community.

At the heart of IAOP's yearly calendar is OWS, an incubator for groundbreaking concepts and a marketplace for tomorrow's opportunities, connecting a mosaic of customers, providers, advisors, and academics. This is where industry-shaping dialogue happens, paving the way for pivotal business ventures and alliances.

Since its inception in 1998, the OWS Conference Series has established a legacy across the globe, convening over 40 times on five continents. Its reputation is built on the caliber of its speakers and the comprehensive scope of its educational offerings, ensuring attendees are at the cutting edge of their fields.

“This is a great event for learning what providers (big and small) are innovating.”

~Roberto Ladera, Home Depot

UNITING MINDS, IGNITING CONNECTIONS

In 2023, OWS was restructured for a more exclusive experience, limiting attendance to 150 key stakeholders, including the C-Suite and decision-makers, directors and managers from the buy-side as well as service providers, advisors and consultants. The redesign fosters more intimate networking among attendees.

OWS attracts diverse cross-industry and cross-functional representation that has included companies like Google, American Express, Pfizer, Walmart, Disney, GM, Microsoft, J&J, PepsiCo, Avasant, Infosys, Allstate, Amazon, HP, Nike, McDonald's, Facebook, Canon, Kelly, Sutherland, Fannie Mae, Transamerica, DocuSign, AstraZeneca, Comcast, Deloitte, Kirkland & Ellis LLP, Baker McKenzie, DLA Piper, HCSC, Intel, KPMG, AT&T, and Best Buy. This array of participants highlights the event's appeal across various sectors, bringing together leaders from tech giants, financial institutions, healthcare pioneers, retail behemoths, entertainment powerhouses, and more, underlining the event's wide-reaching influence and networking potential.

OWS delegates have represented over 40 countries encompassing a diverse range of global economies, from leading industrial nations to emerging markets including Australia, Belgium, Brazil, Canada, China, Colombia, Denmark, France, Germany, India, Ireland, Japan, Malaysia, Mexico, Netherlands, Norway, Poland, Singapore, South Africa, Spain, United Arab Emirates, United Kingdom, and United States reflecting a wide spectrum of business environments and opportunities.



TOP 10 OWS24 LEARNING OBJECTIVES

- **Understanding the Intersection of Digital Technologies and Social Impact:** Learn how digital technologies are being integrated with social impact efforts to create positive changes in society and governance.
- **Exploring the Future of Work and Governance:** Gain insights into how the future of work is shaping up, including the impact of digital transformation on governance and business strategies.
- **AI Governance in Healthcare:** Explore the governance of AI in the healthcare sector, focusing on ethical, legal, and operational considerations.
- **Talent Development and Making a Meaningful Difference:** Discover strategies for talent development and how to make a significant impact in your organization and beyond.
- **Supplier Governance Evolution:** Learn about the evolution of supplier governance and how it affects business relationships and outcomes.
- **Industry Trends for 2024 and Beyond:** Get updated on the latest industry trends, particularly in healthcare, and their expected impact on businesses and society.
- **Data Security and Privacy in the AI Era:** Address critical concerns regarding data security and privacy, especially in the context of increasing AI integration.
- **Hands-on Workshop on Overcoming Operational Challenges:** Participate in a workshop aimed at identifying and addressing significant operational challenges, known as "rocks in the road."
- **Networking and Collaboration Opportunities:** Leverage the conference to build new connections, exchange ideas, and gain fresh perspectives on pressing industry challenges.



THE PROGRAM AT-A-GLANCE

MONDAY EVENING NETWORKING EVENT

Badge Pick-Up at Puttery!

6:00 PM – 9:00 PM

TUESDAY EVENING SOCIAL EVENT

Chicago River Architecture Tour!

7:30 PM – 9:00 PM (Fee applies.)

Wendella Docks

Reserve your seat at
www.iaop.org/summit

MONDAY, MAY 20

6:00 PM – 9:00 PM

Badge Pick-Up Networking Event – Puttery (Immersive Mini-Golf)

TUESDAY, MAY 21

8:30 AM – 9:15 AM

Registration and Morning Coffee

9:15 AM – 9:30 AM

Welcome and Opening Comments

9:30 AM – 10:15 AM

Keynote: The Power of T

10:15 AM – 10:45 AM

Part I: EU Policymakers Clear Way for Passing of Landmark AI Act

10:45 AM – 11:00 AM

Refreshment Break

11:00 AM – 11:30 AM

Part II: AI Governance in Health

11:30 AM – 12:15 PM

Making a Difference by Leveraging Unconventional Talent

12:15 PM – 1:30 PM

Networking Luncheon

1:45 PM – 2:15 PM

Global Business Solution Providers as Impact Agents to Effect Positive Change

2:15 PM – 2:45 PM

The Evolution of Supplier Governance from Managers of Vendors to Governance Maestros

2:45 PM – 3:30 PM

Trends in Transformational Outsourcing

3:30 PM – 3:45 PM

Refreshment Break

3:45 PM – 4:30 PM

Transparency in Design Thinking: Fostering Trust and Collaboration

4:30 PM – 5:15 PM

The Significance of AI in Reshaping Work Environments

5:15 PM – 5:30 PM

Review & Ready

5:30 PM – 6:00 PM

Cocktail Reception hosted by Avasant

6:00 PM – 7:00 PM

IAOP Awards Ceremony

7:30 PM – 9:00 PM

Evening Networking Event - Chicago River Architectural Tour (Fee applies.)

THE PROGRAM AT-A-GLANCE

WEDNESDAY EVENING NETWORKING EVENT
360 CHICAGO Sip, TILT & View
7:30 PM – 10:00 PM (Fee applies.)

Reserve your seat at
www.iaop.org/summit

WEDNESDAY, MAY 22

8:30 AM – 9:15 AM	Registration and Morning Coffee
9:15 AM – 9:30 AM	Welcome and Day Two Overview
9:30 AM – 10:15 AM	Keynote: 2024 and Beyond: Unveiling Future Industry
10:15 AM – 11:00 AM	Data Security and Privacy in the Age of AI
11:00 AM – 11:15 AM	Refreshment Break
11:15 AM – 12:00 PM	The Imagination Age
12:00 PM – 1:30 PM	Networking Luncheon - Hosted by IAOP's Centers of Excellence
1:45 PM – 2:30 PM	CX and Sustainability Maturity Tools Adapted to Our Industry
2:30 PM – 3:15 PM	Best Practices in Governing the Procurement and Deployment of AI
3:15 PM – 3:30 PM	Refreshment Break
3:30 PM – 4:15 PM	Strategic Insights for Global Offshoring: Know Before You Go & Go Before You Go
4:15 PM – 5:00 PM	Newbies and the Old Guard Face Off on Collaborative Supplier Governance
5:00 PM – 5:15 PM	Review & Ready
5:15 PM – 6:30 PM	Cocktail Reception hosted by Baker McKenzie
7:30 PM – 10:00 PM	Evening Networking Event - 360 CHICAGO Sip, TILT & View (Fee applies.)

THURSDAY, MAY 23

8:30 AM – 9:00 AM	Registration and Morning Coffee
9:00 AM – 12:30 PM	Governance In-Depth: Practical Tools to Fix What's Ailing You (Complimentary but you must reserve your seat.)
12:30 PM – 1:30 PM	It's a Wrap Luncheon

THE PROGRAM - TUESDAY, MAY 21



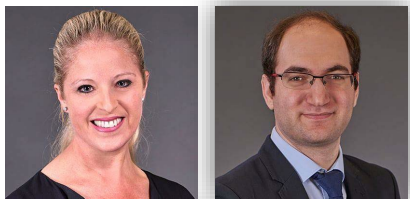
9:15 AM – 9:30 AM **Welcome and Opening Comments**
Debi Hamill, CEO, IAOP; Maura Hudson, COP, Senior Vice President, Colliers and Chair of IAOP's Strategic Advisory Board; Dan Schuffert, Divisional Vice President Strategic Sourcing, HCSC

In these 15 minutes, you will get a glimpse of what's in store and essential info so that you make the most of your time. Get ready for insightful talks, prime networking opportunities, and an interactive workshop. Let's dive in and set the stage for a productive and rewarding conference experience!



9:30 AM – 10:15 AM **Keynote: The Power of T**
Kate Vitasek, Author and Faculty, University of Tennessee

In our fast-paced and interconnected world, the success of any organization hinges on the strength and productivity of its teams. High-performing teams are not merely a result of chance or luck; they are cultivated by fostering an environment built on transparency and trust. But all too often individuals and organizations have a mantra that trust must be earned. What if we shifted our mindset and chose to lead by trusting? Kate Vitasek, international authority for her award-winning research and Vested® business model for highly-collaborative relationships shares her insights



10:15 AM – 10:45 AM
Part I: EU Policymakers Clear Way for Passing of Landmark AI Act
Emma Flett, Partner; Max Harris, Partner; and Ben Zeris, Associate, Kirkland & Ellis LLP

In December 2023, the EU's policymakers provisionally agreed on the key terms of the Artificial Intelligence Act. This ground-breaking Act will regulate the development and use of Artificial Intelligence, introduce a significant penalty framework for violation, and have broad extra-territorial effect. It is anticipated that similar AI regulations will follow globally. In this session, we will explore some of the fundamental themes of the AI Act and provide an overview of certain material obligations on AI developers envisaged by the latest text.



THE PROGRAM - TUESDAY, MAY 21



11:00 AM – 11:30 AM

Part II: AI Governance in Health Care

Robert Kantrowitz, Partner; Dennis Williams, Partner, Healthcare & Life Sciences Regulatory; Caitlin Kierum, Associate and Micah Desaire, Associate, Healthcare & Life Sciences Regulatory, Kirkland & Ellis LLP



AI has shown the potential to transform all aspects of healthcare, including improving treatments for patients and creating operational efficiencies for providers. As AI becomes increasingly and inevitably ingrained in the healthcare sector, healthcare regulators and organizations have a chance to harness the potential of this technology to improve patient care and the industry overall, while tempering its potential risks. While these stakeholders can look to existing laws, including HIPAA, to provide guardrails on the use of AI, and we have seen much recent activity from lawmakers and regulators, the legal landscape is still very much in the catch-up stage. This session will provide an overview of the common use cases of AI in healthcare, current laws that can provide guidance for its use, new and proposed legislation, regulation, and guidance recently enacted and coming down the pike, and what healthcare organizations should be thinking about and doing while implementing AI into their processes, products, and services.



11:30 AM – 12:15 PM

Making a Difference Leveraging Unconventional Talent

Moderated by Pam Sands, Vice President, Strategy & Partnership-Diversity Office, Kelly and featuring Jon Browning, CEO, GMI; Marv Richardson, Co-Founder and Board Chair, Driving Forward and Yele Adalakun, Associate Professor of MIS and Founder of DePaul University ID Lab



Competition for today's BPO workforce is stronger than ever, especially in emerging markets. Join us for a discussion on how to leverage new strategies including AI to understand this new demographic to attract the right candidates for your organization. Separate AI-generated hype from reality and ensure the best candidates reach your interview process. Learn how successful companies tap into unconventional talent pools for remarkable outcomes.

THE PROGRAM - TUESDAY, MAY 21



1:45 PM – 2:15 PM **Global Business Solution Providers as Impact Agents to Effect Positive Change**
James Donovan, CEO, ADEC Innovations, and Chairman, Global CEO Alliance

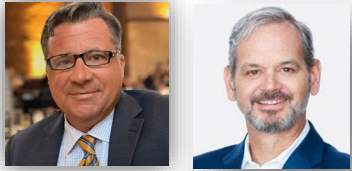
As Global Business Service (GBS) move from siloed outsourcing approach to a more end-to-end process life cycle. The need for GBS companies to align operating strategies to the clients' core values and sustainability strategy has become increasingly fundamental, this necessitates the need to map out from the very beginning how and where these services are being delivered, as well as its environmental and social impact. Both positive and negative, intended and unintended. This allows GBS companies to become not only an enabling partner for efficient product and service delivery but also a strategic partner for broader IMPACT for companies.



2:15 PM – 2:45 PM
The Evolution of Supplier Governance from Managers of Vendors to Governance Maestros
Mike Wheeler, Partner & Global Supply Chain Practice Lead and Jim Lee, Principal & Global Supplier Governance Practice Lead, Avasant

In most organizations, the command-and-control focused vendor management function has been evolving to a more value and risk management focused supplier governance role. With more and more companies adopting a multi-supplier approach to sourcing, organizations must not only manage vendor compliance, risk, and performance but also orchestrate transparent, effective, and efficient governance of their integrated outsourcing supplier portfolio that leverages digital platforms, automation, and the capabilities of generative AI to achieve expected business outcomes. Like conductors of orchestras, supplier governance leaders must continue to evolve to become maestros providing the right oversight, analytics, direction, and feedback to business customers and their outsourcing partners alike. This session will lay out real-world examples of governance orchestration use cases for evolving their multi-supplier governance capabilities.

THE PROGRAM - TUESDAY, MAY 21



2:45 PM – 3:30 PM **Panel Discussion: Trends in Transformational Outsourcing**
Moderated by Mark Voytek, COP, Chief Advisor, Thought Leadership, IAOP and featuring Peter George, Partner, Baker McKenzie; Vinny Sanchez, Partner, DLA Piper; and Peter Mueller, VP of Partnerships, America, Scalehub and Juan Coronado, Managing Director, Deloitte Consulting



Featuring IAOP's Digital Technologies CoE Leadership Team, the session promises to explore cutting-edge trends in leveraging digital technologies to drive significant business transformations through outsourcing partnerships. Panelists are anticipated to share insights, success stories, and challenges encountered in adopting innovative approaches, such as AI, automation, cloud computing, and data analytics, to optimize outsourcing processes and achieve strategic objectives. Attendees can expect a dynamic exchange of ideas, practical advice, and forward-looking perspectives on navigating the complex terrain of transformational outsourcing in the digital age.



3:45 PM – 4:30 PM **Transparency in Design Thinking: Fostering Trust in Collaboration**
Audrey Cushing, COP, Senior Director, Business Operations and Quality, Vee Healthtek; Troy Riley, Senior Director, Vendor Risk Management, Fannie Mae; Jim Lee, Principal and Global Lead Governance, Risk & Compliance, Avasant; Michael Nacarato, COP, Senior Director, Transamerica; Mark Voytek, COP, Founder and Managing Partner, Voytechnology Partners and IAOP Chief Advisor Thought Leadership



Join us for an enlightening recap of the 4-week workshop on Design Thinking presented by IAOP. In this session, our experienced team will unpack the key discoveries, lessons learned, and best practices that emerged from the workshop. The focus will be on the critical role of transparency in Design Thinking and how it fosters trust and enhances collaborative efforts among teams. Participants will gain insights into the importance of clear communication and open sharing of ideas, processes, and outcomes. The session aims to provide practical strategies for implementing transparency in your own Design Thinking projects to build stronger, trust-based relationships within teams and with stakeholders.



THE PROGRAM - TUESDAY, MAY 21



4:30 PM – 5:15 PM **Panel: The Significance of AI in Reshaping Work Environments**

Moderated by Mark Voytek, COP, Chief Advisor, Thought Leadership, IAOP and featuring Chris Zlocki, Head of Client Experience, EVP, Occupier Services, Colliers; Maura Hudson, COP, Senior Vice President, Colliers; Pam Sands, Vice President, Strategy & Partnerships, Diversity Office, Kelly and Niles Thakker, President, Globalization Excellence, Zinnov

This panel, featuring the Leadership Team from IAOP's Future of Work Center for Excellence, will explore the interplay between technology, staffing, and real estate, examining how innovative technological solutions are revolutionizing workplace environments and human resource strategies. Experts will discuss the impact of cutting-edge technology on real estate markets, focusing on how digital transformations are reshaping the physical and operational landscapes of businesses. The discussion will also cover staffing strategies that adapt to these technological advancements, ensuring that workforce management aligns with new real estate models and tech-driven workspaces.

5:15 PM – 5:30 PM **Review & Ready**

Debi Hamill, CEO, IAOP and Maura Hudson, COP, Senior Vice President, Colliers and Chair of IAOP's Strategic Advisory Board

As we conclude this portion of the conference, depart poised to apply the insights gained in your real-world scenarios. Reflect on the highlights and key takeaways from our discussions and envision how you will integrate these learnings into your everyday practices. Let this final session serve as a bridge, empowering you to effectively tackle challenges and seize opportunities with the knowledge and inspiration you've acquired at OWS24.

THE PROGRAM - WEDNESDAY, MAY 22



9:15 AM – 9:30 AM **Welcome and Day Two Overview**

Debi Hamill, CEO, IAOP and Michael Nacarato, COP, Moderated by Michael Nacarato, COP, Senior Director, Transamerica and IAOP Global Ambassador

As we launch into the second day of OWS24, join us for a quick kickoff session to jumpstart your day. In just 15 minutes, we'll highlight today's agenda, spotlight key sessions, and offer tips to make the most of your experience. Get ready for another day of inspiration, learning, and valuable connections. Let's harness the momentum and make today even more impactful than yesterday!



9:30 AM – 10:15 AM **Keynote: 2024 and Beyond: Unveiling Future Industry Trends**

Dan Schuffert, Divisional Vice President Strategic Sourcing, HCSC (Health Care Service Corporation)

Businesses increasingly leverage Artificial Intelligence (AI) and Robotic Process Automation (RPA) to enhance efficiency. Cybersecurity outsourcing is gaining prominence due to the growing need for protection. Globalization, technological advancements, agility, and market growth shape the outsourcing landscape. The industry is trending to double by 2032, emphasizing its strategic importance for innovation and growth. We will explore different aspects and impacts of these trends, both from a Sourcing and Governance perspective.



10:15 AM – 11:00 AM **Data Security and Privacy in the Age of AI**

Cristina Messerschmidt, Senior Associate, North America Privacy & Technology Practice, Baker McKenzie

In an era where data is the new currency and AI is the transformative force reshaping industries, it's imperative for businesses to navigate the complex legal landscape surrounding procurement and sourcing. As a seasoned legal practitioner specializing in data, privacy and security law, Cristina will unravel the intricacies of contracting appropriately with AI vendors and third parties and explore the critical importance of aligning procurement practices with the evolving landscape of data privacy and security laws and regulations worldwide.

THE PROGRAM - WEDNESDAY, MAY 22



11:15 AM – 12:00 PM **The Imagination Age**
Kevin Parikh, Chairman & CEO, Avasant

The Imagination Age represents a transformative shift in how humanity pursues innovation and success in the digital era. It champions human creativity and innovation as the driving forces behind progress in an interconnected world. In this era, imagination is paramount, empowering individuals and organizations to create new solutions to complex challenges and envision limitless possibilities. The Imagination Age highlights the role of creativity, collaboration, and adaptability, as these qualities are essential for thriving in today's world. With innovation as the catalyst of change, humanity will lead the way in shaping the future and driving meaningful change. Kevin, expert thought leader and visionary, will share insight into how businesses can navigate this new era, harnessing imagination to drive progress and shape a brighter future.



1:45 PM – 2:30 PM

CX and Service Provider Sustainability: Tools and Approaches Adapted to this Industry

Dan Lang, Practitioner, Sutherland Labs, and Chief Advisor, Social Impact, IAOP; Christiane Laframboise, Vice President, Experience Team, Sutherland Global Services and Alistair Niederer, CEO, ESG & BPO Advisor, Needlerock



In this session, Sutherland will cover two innovative tools/processes which they are using and believe could become the de facto standards for both service providers and buyers as they are well adapted to the BPO industry. In the first part, Sutherland will cover the transformation of its Customer Success program and explain how CustomerGauge's platform and guidance resulted in solid results, modified approach, and shifted Sutherland's CX culture. In the second portion, the recently launched Service Provider Sustainability Index (SPSI) will be introduced. SPSI has been designed by and for the industry, allowing all players to understand how they benchmark against the market, their degree of sustainability maturity, and how SPSI differs from other assessments.

THE PROGRAM - WEDNESDAY, MAY 22



2:30 PM – 3:15 PM **Best Practices in Governing the Procurement and Deployment of AI**
Vinny Sanchez, Partner, DLA Piper

Attendees will explore a comprehensive framework designed to navigate the complexities of AI integration effectively. From identifying strategic objectives to selecting suitable AI solutions and ensuring regulatory compliance, this session promises to equip participants with actionable insights and best practices crucial for maximizing the value of AI while mitigating associated risks.



3:30 PM – 4:15 PM
Strategic Insights for Global Offshoring: Know Before You Go & Go Before You Go
Moderated by Michael Nacarato, COP, Senior Director, Transamerica and IAOP Global Ambassador

Join Michael Nacarato, Co-Chair of IAOP's Strategic Advisory Board, for a compelling panel discussion featuring IAOP provider members that explores a variety of both established and emerging offshore destinations, with a focus on regions such as Africa, Egypt, Vietnam, Serbia, South Africa, and select European locations. Panelists will delve into the unique advantages of these markets, attracting global buyers and investors. They will also discuss best practices in conducting thorough country risk assessments and onsite due diligence before committing to new partnerships in these international locales.

Reserve your seat at www.iaop.org/summit

THE PROGRAM - WEDNESDAY, MAY 22



4:15 PM – 5:00 PM **Newbies and Old Guard Face-Off on Collaborative Supplier Governance Trends and Challenges**

Moderated by Jim Lee, Global leader of the Governance, Risk & Compliance Practice, Avasant, and self-identified “Old Guard” and featuring Michael Nacarato, COP, Senior Director, Transamerica; Troy Riley, Senior Director, Vendor Risk Management, Fannie Mae and Ves Kjenstad, Executive Advisor, Kjelp Tech Consultancy, formerly VP, IT Business Operations, Bristol-Myers Squibb

In an era where proactive supplier engagement is important, effective governance and vendor management is not just table stakes anymore. The importance of a buyer and supplier relationship cannot be overstated. There are strategic levers that will help drive value and establish collaborative interactions for long term engagement. This pivotal panel discussion, featuring members of IAOP’s Collaborative Supplier Governance CoE, brings together the insights of seasoned professionals, the self-identified “old guard” and the innovative spirit of new experts. We will discuss opportunities, issues, emerging trends, and the evolving challenges of supplier collaboration and transparency. Attendees will gain actionable insights by coupling experience and lessons learned with fresh perspectives to overcome today’s obstacles, paving the way for a new era of success.



5:00 PM – 5:15 PM **Review & Ready** *Debi Hamill, CEO, IAOP*

As we conclude this portion of the conference, depart poised to apply the insights gained in your real-world scenarios. Reflect on the highlights and key takeaways from our discussions and envision how you will integrate these learnings into your everyday practices. Let this final overview serve as a bridge, empowering you to effectively tackle challenges and seize opportunities with the knowledge and inspiration you've acquired at OWS24.

WORKSHOP – THURSDAY, MAY 23

Governance In-Depth - Practical Tools to Fix What is Ailing You

Elevating Supplier Governance to a Strategic Capability is paramount in today's complex business landscape. This workshop empowers participants to transition from reactive oversight to transparent, proactive, strategic management of supplier relationships. Through a blend of practical competency and strategic thinking, attendees will gain insights into transforming their organization's approach to supplier governance. Key topics covered include:

Building Strategic Capability

- Understanding the dimensions of organization and people, value streams and processes, information and technology, and partners and suppliers.
- Identifying practical steps to enhance strategic competency within these dimensions.

Exploring Supplier Governance GenAI Use Cases

- Presenting straightforward use cases to illustrate the application of advanced technologies in supplier governance.
- Collaboratively identifying potential use cases and their associated benefits, fostering a culture of innovation and collaboration.

Avoiding Measurement Minutiae

- Emphasizing the importance of meaningful metrics in supplier governance.
- Providing guidance on what aspects of supplier governance to measure and why, ensuring alignment with strategic objectives.
- How to avoid the “Watermelon Affect”

Know Before You Go: Exploring Emerging Geographies

- Strategies for conducting timely country risk assessments. (Go before you go!)
- Shifting the dynamic with providers to assert control over support locations.
- Developing a predetermined global footprint strategy considering factors such as Business Continuity Planning (BCP), time zones, and specialized skills.
- Insights into emerging geographies beyond traditional outsourcing hubs like India and the Philippines.
- Understanding the motivations behind expansion and the implications of labor arbitrage.

"4th" Party Risk Management

- Understanding the oversight requirements of third-party providers on critical fourth parties.
- Evaluating concentration risks, both in terms of single provider dependency and geographic concentration, to mitigate potential vulnerabilities.
- Through interactive discussions and practical exercises, participants will leave equipped with the knowledge and tools to elevate their supplier governance practices, drive strategic value, and navigate risks effectively in today's global marketplace.



NETWORKING & SOCIAL EVENTS



MONDAY, MAY 20

Networking Event: Badge Pick-Up at Puttery (6:00 PM – 9:00 PM)

Kick off the conference by collecting your badge at Puttery – an immersive experience that includes lite bites, 2 drink coupons, a round of mini golf...and the opportunity to meet fellow attendees in a fun setting.

TUESDAY, MAY 21

Registration & Morning Coffee (8:30 AM – 9:15 AM)

Start your day with morning refreshments as you register, a perfect time to casually network and prepare for the day's sessions.

Networking Luncheon (12:15 PM – 1:30 PM)

Enjoy lunch while building connections with colleagues and peers in a friendly atmosphere.

Cocktail Reception hosted by Avasant (5:30 PM - 7:00 PM)

Join this engaging reception that leads into the awards ceremony and refresh your drinks during.

IAOP Awards Ceremony (6:00 PM – 7:00 PM)

Celebrate excellence as awards are presented to outstanding professionals in the field, including the Leadership Hall of Fame, Global Impact Sourcing Awards, Members of the Year and more!

Networking Event - Chicago River Architectural Tour (7:30 PM – 9:00 PM)

Experience the beauty of Chicago's architecture during a guided river tour departing from Wendella Docks, an event that combines leisure with networking. (Additional fee.)

WEDNESDAY, MAY 22

Registration & Morning Coffee (8:30 AM – 9:15 AM)

Another opportunity for attendees to register and enjoy a morning refreshments.

Networking Luncheon (12:00 PM – 1:30 PM)

Continue making valuable connections over lunch, providing a relaxed environment to discuss the sessions of the day.

Cocktail Reception hosted by Baker McKenzie (5:15 PM - 6:30 PM)

Continue the momentum of meeting new people in this ideal backdrop built for deeper professional discussions and interactions all while enjoying a fabulous view!

Networking Event - 360 CHICAGO (7:30 PM – 10:00 PM)

Sip, TILT, & View ticket includes general admission, one drink from CloudBar and one ride on TILT and offering breathtaking city views and a unique atmosphere for connections and discussions. (Additional fee.)

THURSDAY, MAY 23

Final Networking Luncheon (12:30 PM - 1:30 PM)

This is an excellent opportunity for attendees to make last-minute connections, exchange contact information, and discuss potential collaborations before departing.

PREFERRED HOTEL



SHERATON
GRAND
Chicago Riverwalk

**301 East North Water Street
Chicago, IL 60611**

IAOP has secured a limited number of rooms at the Sheraton Grand Chicago Riverwalk, a 9-minute walk to the conference venue.

Special rate dates:
May 19, 2024 - May 23, 2024

Rates start at \$299/night. Visit www.iaop.org/summit for more information and to book via the special link.

CONFERENCE VENUE

HCSC/BLEU CROSS BLEU SHIELD TOWER:



300 E Randolph St, 30th Floor Conference Center, Chicago, IL, 60601

We're thrilled to have HCSC hosting us at their facilities, which is a quick walk from the preferred hotel. An OWS24 registration table will be in the lobby and security will expedite access for OWS24 attendees.

For directions and information on nearby amenities visit www.iaop.org/summit.

Questions? Email the Registration Desk at registration@iaop.org.

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VEE HEALTHTEK
Beyond Expectations

zinnov

DON'T JUST TAKE OUR WORD FOR IT



“OWS is a great opportunity to engage with other providers, advisors, and customers on issues that matter to all of us who do business across our organizational boundaries. It is the best forum in our industry for a 3-dimensional consideration of the key issues that will advance the art of cross organizational service delivery.” ~*Stephen Sheahan*

“If you want a single event where you can interact with experts and colleagues from across industries and find out how companies are addressing the latest trends and risks in outsourcing, this is it! I came away from #OWS with new ideas in cybersecurity, impact sourcing, and communicating quality across cultures that I can immediately share and apply.” ~*Mary Lewis, COP*

“IAOP always provides immense learning professionally and personally. The topics delivered are very in tune with the current happenings. Provides a lot of insights and collaboration opportunities to supplier, providers and all stakeholders.” ~*Ruchi Gupta,*

“As a software vendor for RPA and our BPO production platform, we enjoy the IAOP community and we feel that there is not much comparable outside of this fantastic community.” ~*Torsten Malchow*

“I always leave OWS knowing significantly more than I did when I arrived. It’s a blessing to be part of a community of professionals collaborating to continually strengthen and lead our industry forward.” ~*Michael Nacarato, COP*

Reserve your seat at
www.iaop.org/summit