

PROGRAM

The logo for IAOP OWWS26 is centered on the page. It features the acronym 'IAOP' in white, bold, sans-serif font, enclosed within a white outline of a stylized globe. To the right of the globe, the letters 'OWWS' are rendered in a large, bold, black, sans-serif font with a white outline. The final part of the logo, '26', is in a large, bold, purple, sans-serif font with a white outline. The background is dark with a vibrant, abstract design of blue and purple wavy lines and scattered dots in shades of blue, purple, and pink.

IAOP OWWS26

April 28-30, 2026 · Chicago, IL

There has never been a more important moment to be in this room. The world of outsourcing, sourcing and GBS is being reshaped – not gradually, but all at once. Artificial intelligence is rewriting how work gets done. Geopolitical forces are redrawing the map of where it gets done. And the pressure on sourcing, operations, and governance leaders to navigate all of it – intelligently, efficiently, and accountably – has never been greater.

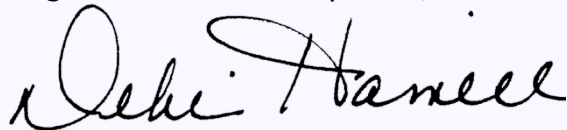
OWS26 exists for the people responsible for turning strategy into outcomes. Not spectators. Practitioners.

That is exactly why we built this program the way we did. Every session, every keynote, every panel was curated around a single question: what do the people actually doing this work need to know right now? The result is three days of unfiltered, practitioner-led conversation – on AI adoption, supplier governance, global workforce strategy, regulatory complexity, and the outsourcing models being built to meet this moment.

You will hear from sourcing executives at Meta, HCSC, Walgreens, Transamerica, and The Clorox Company. From legal and regulatory experts at Kirkland & Ellis, Baker McKenzie, and DLA Piper. From global advisors, technology innovators, and on-the-ground leaders from Avasant, PwC, Wavestone, and beyond. And from practitioners who have lived through both the breakthroughs and the breakdowns – and are here to share what they learned.

Beyond the program, OWS26 is a community. The connections made in Chicago – over coffee, during a reception, at a lunch table – are often the ones that matter most. We have designed every element of this summit to create space for those conversations to happen. Whether you are here to sharpen your AI strategy, strengthen your governance frameworks, explore new sourcing geographies, or simply reconnect with the people shaping this industry, OWS26 is where you belong. We hope to see you in Chicago.

With gratitude and anticipation,



April 28-30, 2026 · Chicago, IL

MONDAY & TUESDAY

MONDAY

April 27

● 6:30 - 8:30 pm

OWS26 Kickoff: Connect & Credential Pick-Up

Hosted by PwC · theWit Chicago

TUESDAY

April 28

DAY 1 HOST: NEIL HIRSHMAN, COP, OF COUNSEL, KIRKLAND & ELLIS LLP, IAOP SAB CHAIR EMERITUS

- 8:30 - 9:00 am Morning Social: Registration & Refreshments
- 9:00 - 9:15 am Welcome & Opening Comments
- 9:15 - 10:00 am **KEYNOTE: Futureproofed – Kevin Parikh, COP**
- 10:00 - 10:45 am **KEYNOTE: The Agentic Sourcing Revolution – June Dozier**
- 10:45 - 11:00 am Refreshment Break
- 11:00 - 11:45 am From Brussels to Chicago: Navigating the New AI & Cyber Digital Rulebook
- 11:45 am - 12:15 pm Outsourcing in a Multipolar World: Adapting BPO & GBS for the New Global Reality
- 12:15 - 1:30 pm **Lunch: Midday Exchange**
- 1:30 - 2:15 pm Breaking Bad (Outsourcing Relationships)
- 2:15 - 2:45 pm The Reinvention of GCCs: From Cost Play to Innovation Powerhouse
- 2:45 - 3:00 pm Refreshment Break
- 3:00 - 3:45 pm Do You Know Who Your Outsourcers Are? (Healthcare & Life Sciences Panel - Part I)
- 3:45 - 4:30 pm AI Theater vs. AI That Scales
- 4:30 pm Recap & Ready
- 4:45 - 6:00 pm **Celebration of Innovation & IAOP Awards Ceremony *Hosted by Avasant***
- 7:00 - 8:00 pm **After Hours: Chicago Flyover (RSVP Required)**

WEDNESDAY & THURSDAY

WEDNESDAY

April 29

- 8:30 - 9:00 am Registration & Morning Coffee
- 9:00 - 9:15 am Welcome & Day Two Overview
- 9:15 - 10:00 am **KEYNOTE: Procurement AI – Dan Schuffert, COP & Skanda Janakiram**
- 10:00 - 10:45 am **KEYNOTE: The New Geography of Workforce – Michelle Needles, COP**
- 10:45 - 11:00 am Refreshment Break
- 11:00 - 11:45 am AI in Healthcare (Healthcare & Life Sciences Panel - Part II)
- 11:45 am - 12:30 pm Know Before You Go: Emerging GBS Locations
- 12:30 - 1:45 pm **Lunch & Connections**
- 1:45 - 2:15 pm Global Business Services: Managing Geopolitical Uncertainty
- 2:15 - 2:45 pm Redefining Managed Services in the Age of AI
- 2:45 - 3:00 pm Refreshment Break
- 3:00 - 3:30 pm AI-Driven Transformation of IT Delivery and Governance in GCCs
- 3:30 - 4:30 pm Beyond FIRE: Top 5 Outsourcing Trends
- 4:30 - 4:45 pm Looking Ahead: What Comes Next
- 5:00 - 6:30 pm **Evening Reception: Cocktails & Conversation (Baker McKenzie)**

THURSDAY

April 30

- 8:00 am Pre-Workshop Coffee Connection
- 8:30 am - 12:30 pm **Workshop: Collaborative Supplier Governance in Practice**
- 12:30 pm **Closing Lunch: What Comes Next**

MONDAY

April 27



6:30 - 8:30 pm

OWS26 Kickoff: Connect & Credential Pick-Up

Hosted by PwC, Official Networking Partner of OWS26 · theWit Chicago

Start your OWS26 experience by picking up your credentials and connecting with fellow attendees in a relaxed, welcoming environment.

TUESDAY

April 28



12:15 - 1:30 pm

Lunch: Midday Exchange

Step away from sessions to connect over lunch, share perspectives, and continue conversations sparked during the morning program.

4:45 - 6:00 pm

Celebration of Innovation & IAOP Awards Ceremony

Hosted by Avasant

Recognizing excellence across the industry – from emerging leaders to Hall of Fame inductees. Begins with a champagne toast.

7:00 - 8:00 pm

After Hours: Chicago Flyover

Hosted by PwC · RSVP Required · Navy Pier

Cocktails, light bites, and an immersive 'flight' over Chicago. A memorable setting for building new relationships.

WEDNESDAY

April 29



12:30 - 1:45 pm

Lunch & Connections

A casual, extended lunch designed for deeper conversations, new introductions, and meaningful knowledge sharing.

5:00 - 6:30 pm

Evening Reception: Cocktails & Conversation

Hosted by Baker McKenzie

Elevated networking built for more in-depth discussions, stronger connections, and continued collaboration.

THURSDAY

April 30



8:00 am

Pre-Workshop Coffee Connection

Ease into the final day with coffee and informal networking before the workshop begins.

12:30 pm

Closing Lunch: What Comes Next

Wrap up OWS26 with one final opportunity to connect, reflect on key takeaways, and explore next steps.

KEYNOTES

9:15 - 10:00 AM

KEYNOTE

· FUTURE OF WORK

Futureproofed: Building Resilience in Uncertainty

In an era of geopolitical fragmentation, economic volatility, and rapid technological change, enterprises face a new strategic imperative: becoming futureproofed. Kevin Parikh explores how global enterprises can strengthen resilience by rethinking sourcing strategies, global delivery networks, transformation roadmaps, and AI adoption – reframing resilience not as a defensive response, but as a strategic advantage rooted in agility, intelligent operations, and forward-looking governance.

KP

Kevin Parikh, COP

Chairman & CEO, Avasant · IAOP Leadership Hall of Fame

10:00 - 10:45 AM

KEYNOTE

· DIGITAL TECHNOLOGIES

The Agentic Sourcing Revolution: From AI Pilots to Autonomous & Assisted Sourcing

Strategic sourcing has moved beyond manual, Excel-driven processes into a new era of agentic and AI-enabled decision making. June Dozier explores how AI is reshaping the end-to-end sourcing lifecycle – from market intelligence and supplier discovery to negotiation support, risk sensing, and ongoing optimization – and how leading organizations are designing governance, controls, and trust into AI-driven sourcing models.

JD

June Dozier

Director of Technology Sourcing, Meta

SESSIONS

11:00 - 11:45 AM • DIGITAL TECHNOLOGIES

From Brussels to Chicago: Navigating the New AI and Cyber Digital Rulebook

The EU AI Act, the world's first comprehensive legal framework dedicated to artificial intelligence, came into force in August 2024. With provisions on general purpose AI taking effect in August 2025, this session offers an in-depth analysis of how regulatory guidance and industry practice has evolved. It examines the implications of related frameworks including DORA and NIS2, explores key definitions and obligations around prohibited practices, high-risk AI systems, and transparency requirements, and outlines what compliance looks like for enterprises deploying AI in sourcing, operations, and customer engagement.

MH

Max Harris

Partner, Technology & IP Transactions, Kirkland & Ellis LLP

EF

Emma Flett

Partner, Technology & IP Transactions, Kirkland & Ellis LLP

11:45 AM - 12:15 PM • SOCIAL IMPACT

Outsourcing in a Multipolar World: Adapting BPO & GBS for the New Global Reality

The global outsourcing landscape is undergoing a profound transformation. As geopolitical power shifts, supply chains fragment, and regulatory, economic, and cultural forces collide, traditional BPO and GBS models are being tested like never before. James Donovan explores how the industry has entered a truly multipolar era – defined by regionalization, political complexity, talent volatility, and heightened risk alongside new opportunity. Attendees will gain practical guidance on building resilience, balancing global efficiency with local realities, and aligning outsourcing models to support long-term business value.

JD

James Donovan

CEO & Co-founder, ADEC Innovations • Dan Lang Award Recipient

1:30 - 2:15 PM • COLLABORATIVE SUPPLIER GOVERNANCE

Breaking Bad (Outsourcing Relationships): How to Strengthen Alignment, Build Trust, and Thrive Together

Misaligned expectations. Communication breakdowns. Cultural misunderstandings. Lack of trust. These aren't just buzzwords – they're the top killers of vendor-client relationships. In this session, practitioners expose what actually destroys outsourcing partnerships from the inside out. You'll discover why treating your provider like a commodity guarantees failure, how misaligned incentives create toxic dynamics, and why the absence of genuine human connection turns every small issue into a crisis. Walk away with battle-tested strategies for building trust, bridging cultural divides, and creating the interpersonal foundations that transform transactional arrangements into collaborative partnerships.

MN

Michael Nacarato, COP-GOV

Senior Director, Transamerica, IAOP Buy-Side Ambassador

AC

Audrey Cushing, COP-GOV

Chief of Staff, Vee Healthtek

DD

Divya Devi

Client Operations Director, Vee Healthtek

MD

Mohini Vijayambika Donepudi

Senior Manager - CDI, Vee Healthtek

SESSIONS

2:15 - 2:45 PM

• DIGITAL TECHNOLOGIES

The Reinvention of GCCs: From Cost Play to Innovation Powerhouse

Leading enterprises are now positioning GCCs as engines of innovation, AI experimentation, and digital transformation. This session explores the organizational, governance, and talent shifts required to make that transition – and the metrics that signal whether your GCC is truly delivering strategic value.



Anupam Govil

Partner, Avasant

3:00 - 3:45 PM

• HEALTHCARE & LIFE SCIENCES

Do You Know Who Your Outsourcers Are? Third-Party Risk in a Complex Global Supply Chain

Healthcare & Life Sciences Panel - Part I

As organizations seek the benefits of international outsourcing in critical areas such as IT infrastructure and data management, some key risks can be overlooked. This panel examines the evolving landscape of third-party risk management through the lens of recent high-profile incidents and notable vulnerabilities – addressing how modern outsourcing models can create blind spots in security, compliance, and business continuity. Panelists share first-hand insights into current failure modes and offer actionable frameworks for proactive risk mitigation.



Rob Kantrowitz

Partner, Kirkland & Ellis LLP



Ruan J. Meintjes

Associate, Healthcare & Life Sciences Regulatory, Kirkland & Ellis



Dan Schuffert, COP

Divisional VP, Strategic Sourcing, HCSC



Nishant Verma

Managing Partner, Avasant

3:45 - 4:30 PM

• DIGITAL TECHNOLOGIES

AI Theater vs. AI That Scales: When Big Studios, Big Stars, and Breakout Value Take Center Stage

Most enterprises are doing something with AI – but far fewer are scaling it in meaningful ways. As AI becomes a CEO- and board-level mandate, many leaders hesitate to elevate ideas for fear of failure, risk, or career impact, unintentionally stifling creativity. This panel brings together enterprise buyers and industry practitioners to discuss how successful organizations avoid defaulting to familiarity, create space to experiment responsibly, and deliberately push the creativity envelope to turn AI ambition into initiatives that withstand governance, process, and enterprise scale.



Mark Voytek, COP

Chief Advisor, IAOP • SAB & Hall of Fame Member



Neda Parnian, PhD

Founding Member, World AI Council



Alex Rochlitz

Founder, ScaleX



Alice LaViolette

VP, Global Business Services - Strategy & Development, The Clorox Company

KEYNOTES

9:15 - 10:00 AM

KEYNOTE

· DIGITAL TECHNOLOGIES

Procurement AI: From Fundamentals to Future Trends

This keynote frames AI not simply as a set of tools, but as a catalyst for rethinking how procurement operates, decides, and delivers value. The session grounds leaders in core realities of procurement AI today, explores intelligent systems reducing friction across the procure-to-pay lifecycle, and looks ahead to predictive analytics, AI-enabled engagement models, and the early emergence of autonomous procurement for specific categories.



DS

Dan Schuffert, COP

Divisional VP, Strategic Sourcing,
HCSC



SJ

Skanda Janakiram

Partner, PwC Strategy&

10:00 - 10:45 AM

KEYNOTE

· FUTURE OF WORK

The New Geography of Workforce: What Sourcing Leaders Need to Know About Location & Talent

Drawing on Savills' Tech Cities 2025 research and the newly released Matcha Index, this keynote challenges sourcing leaders to move beyond traditional scorecards. Michelle Needles maps where talent is moving, which emerging markets are maturing fastest, and what the new geography of global work means for sourcing strategy, location decisions, and competitive positioning.



MN

Michelle Needles, COP

EVP & Global Head of Enterprise Solutions, Savills · IAOP Hall of Fame

SESSIONS

11:00 - 11:45 AM

· HEALTHCARE & LIFE SCIENCES

AI in Healthcare: What's Real, What's Hype, What Oversight Has Developed, and What's Coming

Healthcare & Life Sciences Panel - Part II

This session examines both the legal landscape shaping AI adoption and the operational realities healthcare organizations face today. The discussion explores where AI is actually being deployed in healthcare, along with key legal, regulatory, and governance considerations – focusing on what healthcare organizations are implementing, what they've moved away from, and where they see the most promise going forward.

RK

Rob Kantrowitz
Partner, Kirkland & Ellis LLP

JH

Dr. Jon Handler
Medical Infomaticist, Senior Fellow, Innovation, OSF Healthcare

11:45 - 12:30 PM

· FUTURE OF WORK

Know Before You Go: Unlocking Value in Emerging Global Business Services Locations

Emerging sourcing destinations offer compelling value but require local knowledge, regulatory fluency, and clear-eyed risk assessment. This session spotlights high-potential markets including Poland and Ghana, with perspectives from practitioners who have done the work on the ground.

MN

Michael Nacarato, COP-GOV
IAOP Buy-Side Ambassador

WD

Wiktoria Doktor
CEO, Pro Progressio

MG

Marcin Grzegory
Deputy Director, Invest in Pomerania

MA

Mark Angus
CEO & Chief Strategist, Genesis Global Business Services

JA

Justice Assamany, COP
CEO, Justice Solutions

1:45 - 2:15 PM

· COLLABORATIVE SUPPLIER GOVERNANCE

Global Business Services: Managing Geopolitical Uncertainty

GBS leaders are operating in an era where geopolitical forces increasingly shape business outcomes. From shifting trade policies to regulatory fragmentation and cross-border talent constraints, external developments can quickly ripple through global delivery models and governance structures. Drawing on recent global analysis and client experience, this session focuses on practical strategies for assessing exposure, maintaining operational continuity, and building resilience – covering tariffs, sanctions, immigration restrictions, and evolving regulatory requirements.

PG

Peter George
Partner, Baker McKenzie

SESSIONS

2:15 - 2:45 PM

DIGITAL TECHNOLOGIES

Redefining Managed Services in the Age of Artificial Intelligence

AI is rewriting the managed services playbook at every level – from pricing and contracting to performance measurement and value realization. FTE- and transaction-based pricing are giving way to outcome-focused, experience-driven models, and leading organizations are leveraging AI-enabled analytics and experience-level agreements (XLAs) to move beyond ticket volumes toward holistic business outcome alignment. AI is positioned not as a disruptive force, but as a strategic enabler that rebalances the economics of outsourcing.



Todd Hintze

Partner, Wavestone

3:00 - 3:30 PM

DIGITAL TECHNOLOGIES

AI-Driven Transformation of IT Delivery and Governance in Global Capability Centers

Cognitive Capability Centers are the new paradigm – AI frameworks and focused pilots are changing the narrative on how IT delivery has been executed for over 30 years. Culture and transformational ways of working are fueling the AI race. This session covers three key learning objectives: how global IT delivery is impacted by the influx of AI; what to expect from the future of Cognitive Capability Centers; and how governance and measurability will evolve with AI.



Uma Viswanathan

Head of Vendor Management - Strategy & Transformation, Walgreens Global

3:30 - 4:15 PM

FINANCIAL SERVICES

Beyond FIRE: How the Top 5 Outsourcing Trends Reshaping Finance, Insurance & Real Estate Should Matter to Everyone

The forces rewriting the outsourcing playbook in Financial Services, Insurance, and Real Estate don't stop at industry borders – and neither should your strategy. This session examines the top five trends driving outsourcing transformation across FIRE, from regulatory pressure and AI adoption to risk management and workforce strategy, and translates those signals into insights every sourcing leader can act on.



Maura Hudson, COP

CMO, Slatt Capital



Vinny Sanchez

Partner, DLA Piper



Clif Gustafson, COP

Director of External Support, Atlantic Bay Mortgage



Jim Lee

Principal, Global Lead - Governance, Risk & Compliance, Avasant



Rob Hawthorn

Executive, Global Banking, Teleperformance

Collaborative Supplier Governance in Practice: From Risk Control to Enterprise Value

This interactive workshop is designed for outsourcing and sourcing executives, governance professionals, legal, risk, and business stakeholders navigating increasing complexity across today's third-party and supplier ecosystems – the OWS26 launchpad for IAOP's Collaborative Supplier Governance series.

THREE INTEGRATED MODULES

- 01** Redesign vendor governance models to address today's risk landscape while remaining agile enough to support innovation and transformation.
- 02** Align contracting, legal, and commercial frameworks with AI adoption, evolving regulatory requirements, and shared accountability models.
- 03** Move from reactive oversight to proactive value stewardship – minimizing value leakage while strengthening supplier relationships.

Blends real-world scenarios, peer discussion, and practical frameworks attendees can apply immediately.

WORKSHOP FACULTY



Michael Nacarato, COP-GOV
Senior Director, Transamerica



Jim Lee
Principal, Global Lead - Governance, Risk & Compliance, Avasant



Peter George
Partner, Baker McKenzie



Clif Gustafson, COP
Director of External Support, Atlantic Bay Mortgage Group



Uma Viswanathan, COP
Head of Vendor Management, Walgreens Global

8:00 AM Pre-Workshop Coffee Connection
8:30 AM - 12:30 PM Workshop · 12:30 PM Closing Lunch

Thank You to Our Partners & Sponsors

HOSTS, GLOBAL & CORPORATE PARTNERS, NETWORKING PARTNER & SPONSORS

HOSTS

OFFICIAL NETWORKING PARTNER OF OWS26



GLOBAL PARTNERS



CORPORATE PARTNERS

KIRKLAND & ELLIS



DocuSign



SPONSORS



Register at www.iaop.org/summit

Thank You to Our Partners & Sponsors

VIRTUAL EXHIBIT HALL & ALLIANCE PARTNERS

VIRTUAL EXHIBITORS



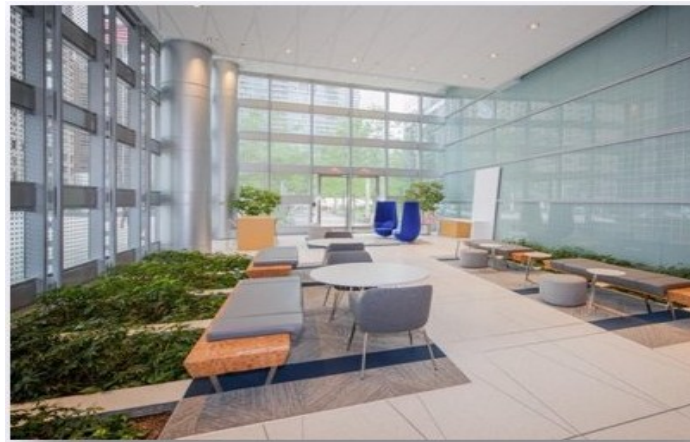
ALLIANCE PARTNERS



Register at www.iaop.org/summit

CONFERENCE VENUE

HCSC / Blue Cross Blue 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 OWS26 registration table will be in the lobby and security will expedite access for OWS26 attendees.

For more information: www.iaop.org/summit

Register at www.iaop.org/summit

PREFERRED HOTEL








theWit Chicago, a Hilton Hotel

201 N State St, Chicago, IL 60601

In the heart of the Loop · Quick walk to venue

Book by April 6 through the link at iaop.org/summit

NEED TO KNOW

-  **Badge Pickup:**
Registration table on the 30th Floor, April 28 from 8:00 AM
-  **Wi-Fi:**
Network & password provided at registration
-  **Dress Code:**
Business casual
-  **Getting There:**
0.4 mi walk from theWit Hotel · Nearest L: Randolph/Wabash
-  **Event Info:**
Full program & updates at www.iaop.org/summit