



Detailed Agenda

Day 1 - Tuesday 17th October 2017

09:00 - 09:15 **Opening Remarks**
Rahul Malhotra, Head of Service Delivery – Avis Budget Group Business Support Center (Hungary)

PLENARY SESSIONS

09:15 - 09:55 **OPENING PANEL: General Overview, Market Trends and Future Perspectives of the SSC Industry in the Baltic Region and Around**
Panelists: **Maciej Kulbat**, Center Head – Avon Global Financial SSC (Poland)
Rosita Vasilkeviciute, SVP, Head of Global Utilities and GSL – Danske Bank (Lithuania)
Jørgen Lislerud, Managing Director – Circle K Business Centre (Latvia)

09:55 - 10:35 **CASE-STUDY: What Does it Take to Introduce RPA Into Daily Work of Modern Banking Operations: A Danske Bank Perspective on Digitalization and Operational Excellence Strategies**
Rosita Vasilkeviciute, SVP, Head of Global Utilities and GSL – Danske Bank (Lithuania)

10:35 - 11:25 **Speed Networking and Networking Break**
20-minute ice-breaker to get in touch with your fellow colleagues from various organizations, discuss challenges and exchange business cards... Of which you'll need plenty!
Followed by morning break and refreshments.

STREAM A

HR, Governance & Stakeholder Management

CASE-STUDY: Harnessing the Power of Your Organization to Create Your Own Pool of Specialists and Cope with the Lack of Talents
Linda Zetmane, HR Business Partner – Tele2 Shared Service Center (Latvia)

11:25 - 12:00

CASE-STUDY: Talent Management is More Than What it Seems: Cherish Them (Not Too Much Though!) if You Want to Stay Competitive
Paulina Ziembinska, HR Business Partner – Volvo IT (Poland)

12:00 - 12:30

STREAM B

Process Optimization & Technology Innovation

PANEL: Cohabiting and Living With the Robots: All You Need to Know About RPA Solutions from Preparation to Implementation
Panelists: **Maciej Kulbat**, Center Head – Avon Global Financial SSC (Poland)
Gediminas Mikaliunas, Head of Barclays Collaboration Services – Barclays Technology Center (Lithuania)
Rahul Malhotra, Head of Service Delivery – Avis Budget Group BSC (Hungary)

CASE-STUDY: How Barclays Lithuania are Accelerating Their Transformation Process Using Lean Methodologies
Gediminas Mikaliunas, Head of Barclays Collaboration Services – Barclays Technology Center (Lithuania)

12:30 - 13:30 **Lunch Break and Networking**

13:30 - 14:05 **CASE-STUDY: Moving from Transactional Center to Governance Center – An Example from Avon Poland in Transforming Service Delivery**
Maciej Kulbat, Center Head – Avon Global Financial SSC (Poland)

14:05 - 14:40 **CASE-STUDY: Data Is the New Oil: Looking Deeper Into SEB's Digitalization Strategy That Collects Group's Information and Create SSC Capabilities to Centralize Stakeholders' Data Processing**
Rita Paskeviciute, Head of Business Intelligence Solutions – SEB (Lithuania)

14:40 - 15:30 **Afternoon Break and Networking**

15:30 - 16:30 **Round-Table Discussions**

- 1/ RPA and the foreseeable long-term impacts on your organization: Expectations, costs, capability gap and new mindset
- 2/ More value-added services, improved capabilities: HQ relations management and impact on SSCs' autonomy in the future
- 3/ Moving from employer branding to job branding: Let's redefine the role of HR recruiters in SSCs
- 4/ Standardization is SSCs' worst enemy: Modern job design to address increasing complexity while fighting repetitive tasks
- 5/ End-to-end business process mapping and importance of project management within SSC environment

16:30 - 17:00 **Round-Tables Feedback & Closing Remarks**
Rahul Malhotra, Head of Service Delivery – Avis Budget Group Business Support Center (Hungary)

17:00 - 18:00 **Cocktail Reception**



Detailed Agenda

Day 2 - Wednesday 18th October 2017

09:00 - 09:10 **Opening Remarks**
Rahul Malhotra, Head of Service Delivery – Avis Budget Group Business Support Center (Hungary)

PLENARY SESSIONS

09:10 - 09:40 **Employer Branding Strategies Through Streamlined and Targeted Communication to Attract the Right Candidates**
Jørgen Lislørud, Managing Director – Circle K Business Centre (Latvia)
Ieva Zirne, Senior HRBP – Circle K Business Centre (Latvia)

09:40 - 10:10 **Anticipating Now the Future of Work: Navigating Through and Understanding Disruptions as Change Accelerators**
Nima Motazed, Managing Director / Head of Global Services Bratislava – Swiss Re (Slovakia)

10:10 - 10:25 **Investigating Into More Agile SSC Management Structures to Adapt to a Constantly Evolving Environment**
Cindy Pasky, CEO and President – Strategic Staffing Solutions (USA / Lithuania)

10:25 - 11:00 **Morning Break and Networking**

PLENARY SESSIONS

11:00 - 11:30 **CASE-STUDY: Strategic Process Re-engineering and Optimization to Adapt to a Constantly Changing and More Demanding Business Environment**
Rahul Malhotra, Head of Service Delivery - Avis Budget Group Business Support Center (Hungary)

11:30 - 12:00 **CLOSING PANEL: The Sacrosanct Stakeholder Management Strategy: How to Make HQ (the Bosses) Understand that Your SSC Brings More Than Ever Business Value to Corporate**
Panelists:
Corina Tiu, Operations Director – Bosch Service Solutions (Romania)
Wojciech Karpinski, Center Head – AMWAY Business Service Center (Poland)
Jørgen Lislørud, Managing Director – Circle K Business Centre (Latvia)

12:00 - 12:15 **Closing Remarks**
Rahul Malhotra, Head of Service Delivery - Avis Budget Group Business Support Center (Hungary)

12:15 - 13:30 **Lunch and Networking Break**

AFTERNOON PRACTICAL WORKSHOPS

13:30 - 17:00 The **Baltic Strategic SSC Conference** offers the possibility to the participants who have selected the option to take part in one of the below practical and interactive workshops to conclude the summit with a “hands-on” and insightful experience.
The workshops will run concurrently in different rooms from 1.30 pm until 5.00 pm with a 30-minute break at 3.00 pm.

WORKSHOP A

Employee Engagement

Ehsan Shammasi

Head of HR Shared Services

Al Tayer Group
(UAE)

WORKSHOP B

Advanced RPA

Maksims Naumovs

RPA Specialty Lead

Accenture
(Latvia)

17:00 **End of Conference**