

# AGENDA



## CZECH REPUBLIC: EUROPEAN TALENT HOTSPOT

5<sup>th</sup> Annual ABSL Conference

### Conference Day 1: 18 October 2017

**Plenary session | Moderator: Petr Šimůnek | Ballroom Platinum 1+2+3**

8:30 – 9:00 **Registration & Refreshment**

9:00 – 9:30 **ABSL Introduction** *Jonathan Appleton, ABSL*

ABSL update 2017. Czech Business Service sector growth, trends and challenges.

9:30 – 10:00 **KeyNote Speaker** *Peter Moller, Deloitte*

10:00 – 10:45 **Well-being and WELL certification through Skanska projects** *Alexandra Tomášková, Skanska*

We realize that how people feel in the offices is essentially the most important thing and that's why we will certify all our buildings with WELL. We will show you how the pillars of WELL affect employees and what are the concrete solutions through the specific examples on Skanska projects.

**Future of work** *Tom Carroll, JLL*

Interested in JLL's visionary look into the changing world of work and its impact on the next generation of corporate real estate? Join our experts and learn about the proprietary Future of Work model helping organisations turn disruption into opportunity

10:45 – 11:00 **Coffee break**

11:00 – 11:30 **Talents and Technology: Shaping the Future** *Hana Půllová, Randstad*

Who are your future talents and what do they search for at their employers? What do HR technologies bring to the process of sourcing and recruiting and how to benefit from them instead of causing harm to your reputation as an employer?

11:30 – 12:00 **Generation Next: Winning The War For Talent** *David Hand, ACCA*

Based on ACCA's ground-breaking survey "Generation Next", we explore the aspirations of young people in the highly competitive GBS industry, and what employers need to do to get ahead in terms of recruitment and retention.

12:00 - 12:15 **Engagement: Wake up the princess** *Jiří Fabián, Founding Partner & Futurist at PurposeFly*

Tricks, tips and tools to boost the engagement at your companies and finally wake the sleeping beauty.

12:15 - 12:30 **How to maintain the motivation in time of well-being** *Marian Jelínek, Ice-hockey coach, mental coach, manager, writer*

Motivation and its specifics in times of wellbeing. How has motivation changed in last 100-50 years and how to motivate people when external motivational factors don't work any more?

12:30 – 13:30 **Networking lunch**

	<b>STREAM A</b> <b>Moderator: Petr Šimůnek</b> Ballroom Platinum 1+2	<b>STREAM B</b> <b>Moderator: Radka Bellissimo</b> Ballroom Platinum 3
13:30 - 14:00	<b>How to get more out of your robots</b> <i>Jan Rapala, Zdeněk Kabátek, Neoops</i> A number of Shared Services has already adopted RPA in their organizations and began looking for additional utilisation of robotics workforce. NEOOPS founders to talk about how initial challenges can be overcome and how to make robots more effective by utilizing entire RPA ecosystem.	<b>Life on Mars? ..... SW testing in Shared Services of a Bank</b> <i>Aleš Baránek, KBC</i> Do you also wonder if life on Mars exists? Under what environmental conditions and in which circumstances? And do you also wonder how can SW testing be core part of the Business Shared Services Center of a Bank? Join our session to find out.
14:00 – 14:30	<b>Future of Brno for world-class business services</b> <i>Jiří Kostečka, Barbora Youssef, CTP</i> CTP's role as development partner to the SSC, BPO and ICT companies in the Brno region, support and approach for special request of hi-tech companies and how to create park environment which is suitable and comfortable for work-life balance.	<b>Changing procurement: From cost center to revenue generator. Reality or fiction?</b> <i>Helena Port, Pavel Knecht, Citi</i> <i>Alžběta Martišová, kiwi.com</i> Learn about the latest trends in procurement management and how Citi can help you achieve your working capital and expense management KPIs.
14:30 – 15:00	<b>Digitizing Global Business Services</b> <i>Benedict von Uthmann, Accenture</i> Key digital capabilities SSC organizations should master to deliver on their value promise of effectiveness, increased agility, cost efficiency and innovative services to support the business	<b>Attracting talents with effective employer branding</b> <i>Steven Reade, CDK</i> Bored? Daring to be different? How CDK Global changed the game in PR, Marketing and Recruitment.
15:00 - 15:30	<b>Coffee break</b>	
15:30 – 16:00	<b>Future of Finance</b> <i>Darren Brindley, CIMA</i> There are significant changes occurring in the office of the CFO that fundamentally alters the future of finance and the role they play in organizations.	<b>The Future of RPA</b> <i>Tobias Rataj, Andrew Rayner, Ui Path</i> Learn about examples of real world challenges of RPA projects today and how they will be overcome in future.
16:00 – 16:30	<b>Connecting students and companies</b> <i>Ladislav Vašek, Kiwi.com</i> What do millennials want? How should we collaborate with the next generation and what should we change? My personal experience of the transition from a student to an intern and then to leading roles at the IBM Smarter University and University Relations for kiwi.com. Includes tips & lessons learnt along the way.	<b>Future of logistics</b> <i>Tom Desmet, Ab Inbev</i> A vision for centralization and standardization has obvious advantages but needs to be aligned with commercial priorities. Integration and a lean operational model are the key enablers.
16:30 – 17:30	<b>Networking, Drinks &amp; Partners' Exhibition</b>	

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## ABSL Academy: 18 October 2017

	<b>STREAM A</b> Argentinum 1	<b>STREAM B</b> Argentinum 2	<b>STREAM C</b> Palladium
09:30 – 12:30 (coffee break: 10:30-11:00)	<b>Do we need change management for business services implementation?</b> <i>Jiří Pavlík, Deloitte</i>	<b>World-Class Order to Cash</b> <i>Mark Harrison, Credit CEE</i>	<b>Motivation without Motivation</b> <i>Marian Jelínek, Ice-hockey coach, mental coach, manager, writer</i>
12:30 – 13:30	<b>Networking lunch</b>		
13:30 – 16:30 (coffee break: 15:00-15:30)	<b>Do Not Become Obsolete, Develop Your Finance Talents</b> <i>Jakub Güttner, Ineo &amp; ACCA</i>	<b>Analyzing Financial and Sales data using PowerBI</b> <i>Zdeněk Stypa, Microsoft</i>	<b>Improving Poor Work Habits</b> <i>Eoin Hanley, PathwaysHR</i>

## Career Sessions: 18 October 2017

Aurum	
14:30 - 16:30	<b>What's Next? Get ready for jobs in the tech-era.</b> Robots, artificial intelligence and other game-changing technologies are here. How will they change jobs in the upcoming years? And how to prepare? A 2-hour open session including short practical presentations from: <i>Randstad, Dixons, Kiwi.com, Infosys, Microsoft, Deloitte, Edwards/Atlas Copco, Johnson &amp; Johnson, Mann &amp; Hummel</i>

## ABSL Diamonds Gala Dinner: 18 October 2017

Uměleckoprůmyslové muzeum   Brno	
18:30 - 22:30	<b>V.I.P. Gala Dinner</b> During which the best business services projects will be recognized by ABSL Diamonds Awards 2017. All this happening in the beautiful atmosphere of Uměleckoprůmyslové muzeum Brno with Petr Šimůnek guiding the delegates through the ceremony.

## Conference Day 2: 19 October 2017

	<b>STREAM A</b> <b>Moderator: Petr Šimůnek</b> Ballroom Platinum 1+2	<b>STREAM B</b> <b>Moderator: Jan Skoták</b> Ballroom Platinum 3
09:00 – 9:30	<p><b>The evolution of IT in Novartis Global Service Center Prague</b> <i>Detlef Geigle, Novartis</i></p> <p>A presentation will show the evolution of IT global services within Novartis Global Service Center. A speaker will share transformation journey from an individual IT function contribution within IT HUB environment to a broader business alignment within Novartis Global Business Service.</p>	<p><b>Goal to Reality</b> <i>Gábor Paukovics, Kinnarps</i></p> <p>Change management strategies to engage your employees and achieve better operational performance.</p>
9:30– 10:00	<p><b>The road to excellence</b> <i>David Mansfeld, Johnson &amp; Johnson</i></p> <p>Introducing We Belong initiative for all J&amp;J Global Services employees worldwide, building on strong J&amp;J Credo foundation, supporting the sense of belonging and loyalty of employees towards the company, society and one another.</p>	<p><b>Being Humanly Digital</b> <i>Simona Benešová, BlueLink</i></p> <p>People or robots in the customer care service? The story about implementation of chatbot in BlueLink and the way it is helping agents with service that is not only faster but also a bit of fun along the way.</p>
10:00 – 10:30	<p><b>Employer branding</b> <i>Sylva Rybářová, Martina Pulíková, Medtronic</i></p> <p>Shared service centers often employ big number of people, but the connection of their day to day job to the core business is often very limited. Medtronic employees will talk about a project they started on how to create a link between the core business, the mission of the company and the shared service center employees.</p>	<p><b>Efficiency in action</b> <i>Andrea Tonoli, Comdata Czech</i> <i>Anna Hoerová, Vodafone Czech Republic</i></p> <p>A real case study on how to redesign make more efficient a back office organization in customer care (and save money).</p>
10:30 – 11:00	<b>Coffee Break</b>	
<b>Plenary session   Moderator: Petr Šimůnek   Ballroom Platinum 1+2+3</b>		
11:00 – 11:30	<p><b>How does the new start-up programme function at Deloitte?</b></p> <p>Can Deloitte be a partner of start-up businesses? Can Deloitte establish partnerships with start-ups and conduct a healthy business with them? If so, where should the starting point be and what should the programme focus on? How can one accelerate the environment of shared services centres, find start-ups addressing efficient recruitment, retention and motivation of talents? How should one test these start-ups at Deloitte Experimental Lab?</p>	<p><i>Senta Čermáková, Deloitte</i></p>
11:30 – 12:30	<p><b>Start-up Challenge &amp; Voting</b></p> <p>5 start-ups hand-picked for the business services environment will present their innovative ideas. The audience will then choose the winner with the best pitch.</p>	<p><i>5 Start-ups: GreyCortex, Legito, PurposeFly, Rossum, Virtubio</i></p>
12:30 – 13:30	<b>Networking lunch. Closing remarks.</b>	

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09:30 – 12:30 (Coffee break: 10:30-11:00)	<b>Existential Leadership Coaching – Value for the Future</b> <i>Norbert Riethof, Coaching Systems</i>	<b>World-Class GBS and Talent Management</b> <i>Darren Brindley, CIMA, Tom Bangemann, The Hackett Group</i>	<b>Quality Thinking</b> <i>Adam Rolný, Petr Miroš, Infosys</i>	<b>WOMEN &amp; TIME &amp; ENERGY &amp; PRIORITIES: Energy booster for every woman</b> <i>Lenka Mrázová, LMentio CZ</i>
12:30 – 13:30	Networking lunch			

## Site Tours: 19 October 2017

14:00 - 15:30	<b>Transformation to the Centre of Excellence</b>	<i>Dixons Carphone</i>
14:00 - 15:30	<b>Developing customer centre automation tools</b>	<i>Kiwi.com</i>
14:00 - 15:30	<b>Edwards/Atlas Copco Finance SSC expansion – Sky is the Limit</b>	<i>Edwards/Atlas Copco</i>
14:00 - 15:30	<b>Experience coworking and idea incubation</b>	<i>Impact Hub</i>