

## 4th Annual Conference of ABSL (17th – 18th October 2016)

Czech Republic: Where the great things happen

### Conference Day 1: 17 October 2016

15:00 – 16:00 Site Visits to leading Czech Centres. Exploring key themes.

Centre 1 – AB Inbev, V Parku 2336/18, Praha 4 [map](#)

**AB InBev** Recruitment and Retention strategies

Centre 2 – Siemens, Siemensova 2715/1, Praha 5 [map](#)

**Siemens** Robotics Implementation

Centre 3 – Pfizer, Stroupežnického 3191/17, Praha 5 [map](#)

**Pfizer** Building a Pharma Finance centre of excellence

### ABSL Diamonds Gala dinner at Boccaccio hall

Grand Hotel Bohemia, Královská 4, Praha 1 [map](#)

17:30 Registration – by invitation only

18:30 Welcome + moderator

18:45 – 21:00 ABSL Diamond Awards – categories. Shine Bright in Business Services.

21:00 Networking & Roman Pokorny jazz concert

## Conference Day 2: 18 October 2016

Programme | Hotel GrandioR Hotel Prague, Na Poříčí 42, Praha 1 [map](#)

### 8:30 – 9:00 **Registration & refreshment**

### 9:00 – 9:45 **Welcome Address, ABSL Survey 2016-17**

ABSL update 2016. Czech Business Service sector growth, trends and challenges.

ABSL Diamond Awards

### 9:45 – 10:30 **JLL / Skanska**

The Future of Workplaces

**Kevin Turpin** (Head of Market Research CEE, JLL), **Alexandra Tomášková** (Leasing Manager, Skanska Property Czech Republic), **Karen Williamson** (EMEA Research, JLL)

The way organisations work, their real estate needs and the functionality of the buildings they occupy are facing profound changes. This session will explore some of the emerging trends and technologies that will reshape real estate and look at how leading occupiers are adapting their workplace to improve the user experience.

### 10:30 – 11:00 **Czech Government / CzechInvest**

The Importance of business services for the Czech economy. Government Support and Incentives.

**Marcela Kolveková** (Director of Investment Projects Support, CzechInvest)

The Government support and incentives that are currently available to support further growth of the Czech business services sector.

### 11:00 – 11:30 **Sponsors Exhibition & Networking Coffee break**

11:30 – 12:00

**Grafton Recruitment**

Winning recruitment strategies in Business Services. Strategic examples with Czech companies.

**Jonathan Hill** (Managing Director CEE, Grafton Recruitment)

Grafton Candidate Survey 2016 with an emphasis on employee preferences in the Business Services sector. This is a unique survey collected continuously from March to August of this year. It deals with topics such as jobseeker's motivation, mobility or use of social networks for a job search. In the second part of the presentation, Grafton will introduce one of its key clients, the company Webhelp Enterprise Sales Solutions Czech Republic, represented by **Mr. Huseyin Ozden**. Mr Ozden will share their current experience in recruiting people in the challenging labour market.

12:00 – 12:30

**PricewaterhouseCoopers**

Training curriculum for business service centres

**Olga Cilečková** (Director, PwC Academy, PwC)

Developing the business services professionals with respect to company strategy and its long-term needs. Examples of training programmes with Czech Business Services companies.

12:30 – 13:00

**ACCA**

The Talent Equation: Addressing the critical talent challenges facing organisations

**David Hand** (Head of Global Business Services, ACCA)

Faced with transformative finance delivery models, an increased rate of technological change and a new generation of workers displaying different career aspirations, how are organisations ensuring they attract, develop and retain the best talent now and in the future?

13:00 – 14:00

**Networking lunch**

	STREAM A	STREAM B
14:00 – 14:30	<p><b>Panalpina</b></p> <p>Making a winning business case</p> <p><b>Robert Sgariboldi</b> (Regional Business Service Center Manager / Managing Director, Panalpina)</p> <p>How can Robotic Process Automation (RPA) enable extended competitive advantage of a CEE based Business Service Centre? A story of RPA deployment in a recently built captive shared service centre in Prague.</p>	<p><b>CIMA / The Hackett Group</b></p> <p>World-Class Global Business Services (GBS) - Overview &amp; Trends</p> <p><b>Tom Bangemann</b> (Senior VP Business Transformation, The Hackett Group)</p> <p>Drivers behind GBS development, GBS trends, selected metrics and best practices</p> <p>Overview of Talent Management in GBS &amp; Certified GBS Program</p>
14:30 – 15:00	<p><b>ADP / Mann+Hummel</b></p> <p>Building Strategic University programs for talent development</p> <p><b>Josef Kozler</b> (Director, CoE Pilsen, ADP)</p> <p>Corporate cooperation with the University in order to acquire graduates directly from the source through the accredited course „German Payroll“ lectured by the internal ADP corporate professional trainer. The main purpose of the cooperation is recruitment and the brand awareness.</p> <p><b>Pavel Kalčík</b> (Manager IT, Mann+Hummel)</p> <p>The presentation of Pavel Kalčík shows, although the service centre finds itself in Vysočina region, we are in the middle of word for MANN+HUMMEL Group and must strategically cooperate with the universities and secondary schools.</p>	<p><b>Accenture</b></p> <p>The New World of aaS</p> <p><b>Paul Van Beveren</b> (Managing Director, Accenture Operations, EMEA Delivery)</p> <p>The market is moving toward an As-a-Service delivery model that provides plug-in, scalable, consumption-based business services that deliver the business outcomes that every organization demands—increased revenue or decreased costs.</p>

	STREAM A	STREAM B
15:00 – 15:30	<p><b>Kinnarps</b></p> <p>Transforming your work environment as a tool to lead</p> <p><b>Gabor Paukovics</b> (Strategic Project Manager, Kinnarps CEE Region)</p> <p>In this interconnected digital world your work environment can have a big impact on the success and happiness of your employees. But when was the last time you looked at it?</p>	<p><b>NEOOPS</b></p> <p>Panel discussion: How to prepare and run robotics projects. True stories.</p> <p><b>Jan Rapala</b> (Director / Founder NEOOPS)</p> <p><b>Panelists:</b> Jakub Novotný (AB InBev), Radka Bellissimo (Jarden Business Services Group), Tomáš Kolman (OKIN BPS), Siemens (Adam Kiwalski), Robert Sgariboldi (Panalpina)</p> <p>NEOOPS Business Services Clients sharing their successes and challenges when preparing and running robotics projects.</p>
15:30 – 16:00	<p><b>SAP</b></p> <p>Light it up blue. Autism at work – changing lives.</p> <p><b>Andrea Hepnerova</b> (Managing Director, SAP Business Services)</p> <p>Program Autism at Work (A@W) provides a unique and socially innovative approach to attract talent. So, besides attracting extraordinary talent, SAP is changing its culture and work environment, while extending the perspective of diversity in the Prague Business Services Centre.</p>	<p><b>blue-infinity</b></p> <p>Digital solutions for effective talent strategy</p> <p><b>Pierre Alexandre Riera</b> (Senior Partner and Business Development Director, blue-infinity), <b>Charles Reading</b> (Business Strategy and Relationship Manager)</p> <p>In a changing employment market, using the right tools and processes to identify, attract and retain talent is key. Explore with blue-infinity how digital solutions are transforming Talent Strategy in the modern workplace.</p>
16:00 – 16:30	<p><b>Everest Group</b></p> <p>Group panel discussion: Leading Czech Centres Heads/Investors &amp; Advisors</p> <p>Driving growth in Czech business services – building for the future</p> <p><b>Julian Herbert</b> (Vice President, Everest Group)</p> <p>Discussion about the growth and building the business services sector in the Czech Republic</p>	
16:30 – 16:45	<p><b>Conclusion &amp; END</b></p>	
16:45 – 18:15	<p><b>Networking cocktail reception</b></p>	