



# ASSOCIATION of BUSINESS SERVICE LEADERS IN THE CZECH REPUBLIC

## Creating value through Business Services

17 October 2013

PwC, Hvězdova 1734/2c, Praha 4

### Programme

08:30 – 09:15 Registration & refreshment

09:15 – 09:30 **Welcome Address**

**Ota Kulhánek, President of ABSL Czech Republic**

09:30 – 10:00

**Session 1:**

**Current situation of BSS sector from the CzechInvest point of view.**

The session will cover basic information about CzechInvest and its statistics about BSS sector and a perspective for the future.

**Ondřej Votruba, CzechInvest**

10:00 – 10:30

**Session 2:**

**How to attract new investments in the Czech Republic**

How we can make sure that the Czech Republic will be attractive and competitive for companies to open their centers here?

**Petr Očko, Ministry of Trade and Industry**

10:30 – 11:00

**Session 3:**

**SSC/BPO trends 2013**

During this session we will learn GBS overview & trends across the Shared Services & Outsourcing industry with focus on locations.

**Tom Bangemann, The Hackett Group**

11:00 – 11:30

**Coffee break**

## **Programme Cont.**

11:30 – 12:00

### **Session 4: Opportunities for**

During this session we will find out current state and trends of the BPO/SSC industry as well as opportunities for the Czech Republic to become the leader in high end business services market and successfully attract long term investors.

**Rafal Drygala, Infosys, ABSL Board member**

12:00 – 12:30

### **Session 5: Challenges of a small SSC in a Big company**

Plzeňský Prazdroj put in place its SSC in 2002. Since then, a lot has changed – including the SSC/Business Services industry. Jan will discuss the following themes: How has the team faced the challenges? How is to be a small SSC within a big international FMCG company? Is it worth running a SSC in such an environment?

**Jan Mottl, Plzeňský Prazdroj**

12:30 – 13:45

### **Networking lunch**

13:45 – 14:15

### **Session 6: SAP Global Procurement**

During this presentation we will learn how Shared Service Center can enable evolution of procurement toward a strategic function.

**Martin Vajdl, SAP**

14:15 – 14:45

### **Session 7: Transactional services bundled, what is next?**

During this presentation we will learn how Siemens GSS brought advance services into near shore captive shared services.

**Adam Kiwalski, Siemens, ABSL Board Member**

14:45 – 15:15

### **Session 8: Global and European view on current CEE region from SSC/BPO investments**

PwC experts from CEE SSC/BPO Centre of Excellence will share a global and European view on current CEE region from SSC/BPO investments. The main questions that we will look for answer during the session will be:

- Why location selection is important for successful SSC project?

- What is important during location selection process?
- How CEE region is developing? Different cities are at different stages of their SSC development.
- What are key trends and lessons?

**Anna Wojt, PwC Polska**

**Marek Wencki, PwC Polska**

15:15 – 15:45

**Coffee break**

15:45 – 16:15

**Session 9:**

**Building Business Performance and Competitiveness with ICT**

How does a company get the most from its investments in new ICT technologies, such as mobile, cloud, and collaboration tools? What obstacles does a business need to overcome to unleash the full potential of their ICT investments?

How does ICT investment in training in Europe compare with other regions?

**Ladislav Venc, AT&T, ABSL Board Member**

16:15 – 17:00

**Group panel discussion:**

What do we want from ABSL? What are the key challenges to increase attractiveness of the Czech Republic?

**Jonathan Appleton, PwC, ABSL Board Member**

**Jan Pokorný, Gardner Denver, ABSL Board Member**

**Blanka Cabáková, Edwards Services, ABSL Board Member**

**Jon Hill, Hays, ABSL Member**

**Omar Sattar, Colliers International, ABSL Member**

17:00 – 17:15

**Conclusions & END**

17:30

**Networking cocktail reception**