

**4th ABS L ANNUAL
CONFERENCE**

ROMANIA

FROM STARDOM TO VALUE CREATOR

A JOURNEY FROM COST
TO COMPETITIVE ADVANTAGE

THROUGH KNOWLEDGE AND TALENT

SEPTEMBER 29TH, 2016

Radisson Blu Hotel, Bucharest, Romania



4th ABS L ANNUAL CONFERENCE

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ROMANIA FROM STARDOM TO VALUE CREATOR:

A Journey from Cost to Competitive Advantage, through Knowledge and Talent

8:00 - 9:30 ♦ Registration & Networking Coffee

9:30 - 11:30 ♦ PLENARY SESSION

Opening Speeches & Introduction

Colin Lovering - Commercial Director, Corporate Office Solutions & Vice Chairman of the Board of Directors, British Romanian Chamber of Commerce

One Voice. ABSL. Opening Remarks, Achievements, Direction and Development

Florin Grama - President of the Board of Directors, ABSL Romania

One Voice. ABSL. Government Support Towards the Industry

Dan Nechita - Adviser to the Prime Minister, Government of Romania

Key Note Speaker: Taking it to The Next Level: Complex Operating Model for an Ever Changing Strategic Environment

Rainer Rabenstein - Regional Lead for Sales Operations in Europe, Middle East and Africa
HP Inc

♦ **How will Talent, Technology and Knowledge influence the Future of the Business Services in Romania.**
Lessons Learned, Current Status and Trends for the Romanian Business Services Market. **Part 1**

Outsourcing Industry Growth: Sky is the Limit, Is It?

Richard Perrin - Partner, Head of Advisory
KPMG

Strategic Role of GICs & Shared Services in driving Automation Agenda for Parent Company

Anurag Srivastava - Practice Director, Global Sourcing
Everest Group

Where on Earth? Choosing your shared services location

David Hand - Head of Global Business Services
ACCA

(Re)Moving Boundaries

Ilinca Păun - Managing Director
Colliers International Romania

11:30 - 11:50 ♦ COFFEE BREAK

11:50 - 13:30 ♦ **How will Talent, Technology and Knowledge influence the Future of the Business Services in Romania.**
Lessons Learned, Current Status and Trends for the Romanian Business Services Market. **Part 2**

World-Class Global Business Services - Key Insights from The Hackett Group on Trends in GBS

Tom Bangemann - Senior Vice President Business Transformation
The Hackett Group

The Workforce of Tomorrow and Impact on Location Choices. How Romania can Stay in the Race.

Val Popovici - Senior Manager, Financial Advisory
Deloitte Global Location Strategies

Great Places Attract Great People

Anca Răducan - Business Development Manager
Skanska

Panel Discussion

Romania - The Promised Land of Investors. What do investors need and want:

A discussion about Incentives, Environment and Doing Business in Romania.

Alexandru Mitroi - Adviser, InvestRomania, Ministry of Economy

Anca Harasim - Executive Director, American Chamber of Commerce in Romania

Charles Crocker - CEO, British Romanian Chamber of Commerce

Christophe Weller - Managing Partner, Corporate Office Solutions & Administrator, French-Romanian Chamber of Commerce in Romania

Sebastian Metz - General Manager, German-Romanian Chamber of Commerce and Industry

13:30 - 15:00 ♦ NETWORKING LUNCH

Starting with 15:00 ♦ PARALLEL BREAKOUT SESSIONS

PARALLEL BREAKOUT SESSIONS

September, 29th 2016
15:00 - 15:50

Breakout Session 1

Breakout Session 1: **Making the Impossible a Reality by delivering Performance and Solutions: New Businesses and Processes.**

BPO Today - Dramatically Improving Clients' Business Performance and Shareholders Value

Răzvan Pătrunoiu - Country Managing Director, Accenture Romania

Pushing Near Shore Services to The Next Level

Daniela Vasilescu - Deputy Head of SSC HR, Societe Generale EBS
Olivier Hecq - Head of SSC IT, Societe Generale EBS

How can State Incentives Foster the Business Services Sector?

Irina Avram - Deputy General Director, State Aid General Directorate, Ministry of Public Finance

Breakout Session 2

Breakout Session 2: **The Creation of the new Human: Delivering Talent for an Ever Growing Industry**

The New HR: Expectations in a Mature Market

Lavinia Florea - HR Operations Manager, Office Depot SSC

The New Human - A Value Driven Generation

Mihaela Dobre - Learning & Dev Manager EMEA, Stefanini

Unlock the Awesome through a New Way to Look at Performance

Ramona Salagean - Country HR Lead, Accenture Romania

15:50 - 16:10

COFFEE BREAK

PARALLEL BREAKOUT SESSIONS

September, 29th 2016
16:10 - 17:30

Breakout Session 1

The Workplace as Business Accelerator

Boogaard JanJaap - Head of EMEA Workplace Solutions, Colliers International

Performance and Innovation in Developing Language Skills

Silviu Dragomir - Managing Partner, EUCOM

CEE Market Transformation: From Figures Counting to Redefinition of Future Ideas.

Marcin Nowak - Delivery Centre Director Infrastructure Services Eastern Europe, Capgemini & Head of ABSL Silesia Poland

PANEL DISCUSSION PARTICIPANTS:

Cristian - Dumitru Cilibiu - Head of Production Planning & Monitoring Operations CEE, Unicredit Business Integrated Solutions

Jymmy Soare - Vice President, Operations, Genpact

Răzvan Pătrunoiu - Country Managing Director, Accenture Romania

Breakout Session 2

Talent Management in GBS: Best Practice in Talent Management. Overview of Certificate in GBS Program (CIMA)

Tom Bangemann - Senior Vice President Business Transformation, The Hackett Group

Work Your Way to Talent

George Istrate - HR Manager

Speech Privacy and Productivity in the Workplace

Anders Olsen - International Sales Manager, EMEA, Cambridge Sound Management

PANEL DISCUSSION PARTICIPANTS:

Andreea Bădăraș - HR Business Partner, UniCredit Business Integrated Solutions

Antoni Panait - Managing Director, Vastint Romania

Crina Ilie - Vice President, HR Lead, Europe & Africa, Genpact

Ilona Manea - Team Manager - Romanian operations, Hays Talent Solutions

PARALLEL BREAKOUT SESSIONS

September, 29th 2016
15:00 - 15:50

Breakout Session 3

Breakout Session 3: **Reinventing the Wheel or Humanizing the Robots? Tapping into the a new Era for Finance and Accounting through Standardization, Flexibility and Adaptability.**

Next Generation F&A Talent is Driven by Digital

Amit Chitlangia - Vice President, Practice Leader EMEA&LATAM, Genpact

Unlocking Business Value for a top 5 Pharma Company

Alexandru Stoenescu - Vice President, Operations

RPA - Taking the Robot Out of the Human

Răzvan Popescu - Performance Improvement Manager, Ernst & Young Romania

Past and Future of Robotics @ Accenture

Istvan Kocsolade - Industry Lead, Accenture Romania

COFFEE BREAK

Breakout Session 4

Breakout Session 4: **Transforming the Business Services through IT: How Romanian developed Software is changing the Global Businesses?**

A Discussion about R&D Incentives

Antoaneta Neagoe Marusec – Ministry of Finance

Romania. Innovation. Robotic Process Automation

Bogdan Florea - CEO, Connections Consult

How Is Romanian Developed Software

Changing the Global Businesses
Carmen Kolcsar - Head of Technology Shared Services Romania, Vodafone Shared Services

15:50 - 16:10

PARALLEL BREAKOUT SESSIONS

September, 29th 2016
16:10 - 17:30

Breakout Session 3

Reinventing Productivity for the Digital Transformation!

Cristina Barbu - Head of Application & Services Business Group, Microsoft Romania"

Capgemini's Approach to Robotic Process Automation

Philippe Beucher - Executive Managing Director Romania, Capgemini

The Robots are Coming: RPA and the Business Services Industry

David Hand - Head of Global Business Services, ACCA

PANEL DISCUSSION PARTICIPANTS:

David Hand - Head of Global Business Services, ACCA

Philippe Beucher - Executive Managing Director Romania, Capgemini

Venugopal Kannan - Vice President, Lead Solution Architect, Genpact

Breakout Session 4

Why Should we invest in Security? What happens if we don't?

Oana Terteleac - Windows Business Group Lead, Microsoft Romania

PANEL DISCUSSION PARTICIPANTS:

Cătălina Dodu - Country Manager, Atos & Vice-President ANIS

Liviu Rachisanu - Senior IT Project Manager, Unicredit Business Integrated Solutions

Vikram Dixit - VP Technology, Genpact

17:00 - 17:30



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