



SHARED SERVICES & OUTSOURCING WEEK

Build a High-Performance Shared Services Organization
and Deliver Exponential Value

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STEVE BANDROWCZAK

CEO, **Xerox**

From Shared Services to CEO: A Leadership Journey with Steve Bandrowczak, CEO, Xerox

Have you ever dreamt of leading a multi-billion-dollar company? Many exceptional leaders begin their careers in the core engine of a business – the shared services organization. In this inspiring keynote, Steve Bandrowczak, current CEO of Xerox and a champion for the power of Shared Services and Global Business Services, will share his remarkable journey and how Shared Services has played a key role in his executive strategies. He'll address:

- **SSOs/GBSs: The Unsung Heroes of Business:** Shared Services professionals are the backbone of any successful organization, ensuring smooth operations and financial efficiency. Steve will explore through a CEO lens why a strong SSO is essential for CEOs seeking to drive sustainable growth and profitability.
- **Develop the Skills for the Top:** Learn how the unique skillset he honed in Shared Services – process excellence, analytical thinking and a focus on results – can propel you to the C-Suite. Steve will offer other insights into the leadership qualities and experiences that prepared him for the CEO role.
- **From Costs to Competitive Advantage:** Hear how Steve has set Xerox's own GBS organization in motion and the successes they're already seeing across the enterprise.



DON'T MISS THIS EMPOWERING SESSION THAT WILL CHALLENGE YOUR PERSPECTIVE ON SHARED SERVICES AND IGNITE YOUR LEADERSHIP POTENTIAL.

Learn the secrets to take your career from the back office to the boardroom!



SSOW HEADLINER

CARRIE NICHOL

VP, Chief Accounting Officer,
ADM

Inspiring women to pursue ambitious careers in shared services and corporate finance.

Carrie Nichol is a finance executive whose impressive career exemplifies the extraordinary potential for women in shared services and global business services (GBS). Her impressive journey includes transformative leadership roles at Zimmer Biomet and Endo Pharmaceuticals, where she spearheaded finance transformation initiatives that showcase the strategic impact of women in Finance and GBS. A licensed CPA (inactive) with an MBA in Finance, Carrie enjoys mentoring and coaching others to pursue and achieve their career goals within shared services and corporate finance.

WANT TO REACH THE TOP OF YOUR SHARED SERVICES CAREER? LEARN FROM A LEADER WHO'S ALREADY THERE. JOIN CARRIE NICHOL FOR AN INSPIRING SESSION ON **SSOWOMEN'S DAY.**





SSOW HEADLINER

ROD LINDSAY

President, Nokia Business
Services, **Nokia**

Case Study: Nokia's Value Re-invention & GBS Transformation Beyond Technology Deployment

Few companies have experienced rise, fall and business transformation quite like Nokia. How is the spirit of value reinvention and resilience reflected in their GBS transformation? With all the focus on technology, AI, ML and Digitalization, what is needed for fundamental value creation? Join this inspirational and insightful keynote session to learn about the remarkable GBS transformation journey from Nokia:

- Nokia's journey of business reinvention and GBS transformation
- Why is GBS/SSO in a pivotal position with the current market and corporate dynamics?
- How is technology development and implementation speed impacting our environments and our mindsets on new skillsets?
- Sharing good examples of value creation using technology-leading projects and mindset paradigm changes
- How do you know you are still in the right job? Sharing the conclusions from three decades of transformation



**KNOW GBS LIKE NOKIA? GET TO THE HEART OF
VALUE CREATION FROM A COMPANY THAT HAS
RISEN, FALLEN AND RISEN AGAIN TO NEW HEIGHTS.**



SSOW KEYNOTE

ELIZABETH SMART

Author/Founder, **The Elizabeth Smart Foundation**

Unbreakable: Elizabeth's Journey from Unimaginable Adversity to Hope

The abduction of Elizabeth Smart was one of the most followed child abduction cases of our time. Elizabeth was abducted on June 5, 2002, and her captors controlled her by threatening to kill her and her family if she tried to escape. Fortunately, the police safely returned Elizabeth back to her family on March 12, 2003, after being held a prisoner for 9 grueling months. Through this traumatic experience, Elizabeth has become an advocate for change related to child abduction, recovery programs, and National legislation. Elizabeth triumphantly testified before her captor and the world about the very private nightmare she suffered during her abduction, which led to conviction. The Founder of the "Elizabeth Smart Foundation", Elizabeth has also helped promote The National AMBER Alert, The Adam Walsh Child Protection & Safety Act and other safety legislation to help prevent abductions. Elizabeth has chronicled her experiences in the New York Times best-selling book, "My Story." In addition, she and other abduction survivors worked with the Department of Justice to create a survivor's guide, entitled, "You're Not Alone: The Journey From Abduction to Empowerment." This guide is meant to encourage children who have gone through similar experiences not to give up but to know that there is hope for a rewarding life. Elizabeth has recently released a new powerful and inspiring book about what it takes to overcome trauma, find the strength to move on, and reclaim one's life. "Where There's Hope" is the result of Elizabeth's mission: It is both an up-close-and-personal glimpse into her healing process and a heartfelt how-to guide for readers to make peace with the past and embrace the future. Elizabeth's abduction and recovery continue to motivate parents, law enforcement and leaders worldwide to focus on children's safety. She emphasizes vigilance by "everyday" people and the belief that hope always exists to find every missing child. Smart attended Brigham Young University, studying music as a harp performance major. She married her husband Matthew in 2012, and they now have three beautiful children. Elizabeth's example is a daily demonstration that there really is life after tragedy.



READY TO BE INSPIRED? MAKE SURE TO ATTEND ELIZABETH'S KEYNOTE SESSION AT SSOW!



GET INSPIRED BY SSOW'S GROUNDBREAKING THOUGHT LEADERS



Steve Bandrowczak
CEO
Xerox



Laura Kennedy
Head, Enterprise
Business Services
AON



Rod Lindsay
President,
Nokia Business Services
Nokia



Carrie Nichol
VP, Chief Accounting Officer
ADM



Jason Paradowski
Head, HR Service and
Talent Acquisition, Bosch
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Stefan A. Schmid
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Molly Dausch
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Amy Rodrigues
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Pawel Kalinowski
Head, GBS Strategy and
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Organon



Brandy Patterson
Senior Vice President, Operations
& Transformation
Advocate Health Care



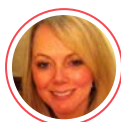
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VP, Shared Services
Help at Home



Isaac Knoot
VP, Global Business Services
Boston Scientific



Sumit Mitra
CEO, Tesco Business Services
Tesco



Sarah Hough
Vice President, Shared Services
Ontario Power Generation



Mercedes Sullivan
VP, HR Storefront Architect
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Merlin Entertainments



Robert Bradford
VP, Global Business Services
Kimberly-Clark



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Covetrus



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Phil Priest
Head, Global Business Services
Rolls-Royce



Josue Rodriguez
Business Excellence Director
CEMEX



Julie Gillespie
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Transformation
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Larry Hack
SVP, Shared Services
PriceSmart



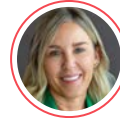
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Drew Fredrick
VP, Enterprise Shared Services
Clayton



Tom Nesteruk
SVP, HR, Associate Chief People
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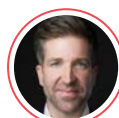
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Charles Morgan
CIO
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Tom Sterling
VP, People Solutions Operations
Cox Automotive



Adam Holmes
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Karla Sanchez
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Nick Davis
Director of Shared Services
Cintas



Stephen Fulmer
Director Digital Transformation
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Tage Smith
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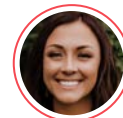
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Doug Shannon
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Sandeep Arora
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Hubbell



Arthur Riel
Fmr. CIO and Head of Core
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MassMutual



Barbara Dondarski
Fmr. VP, GS Transition
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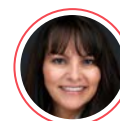
Elizabeth Smart
Author/Founder
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