

2023 SSOEF Agenda

| Day | Session | Time | Location |
|---|---|-----------------|---------------------------------|
| Day 1 Wednesday April 5th | Welcome Dinner – Optional | 06:30 - 08:00pm | The Market – Private Dining 1&2 |
| Day 2 Thursday April 6th | Breakfast | 06:30 – 08:30am | The Market |
| | Kick-Off & Welcome | 08:45 – 09:00am | Ballroom A |
| | Plenary 1 – Connect: Key Ingredients to Successful Connection with Silvia Garcia | 09:00 – 10:00am | Ballroom A |
| | Breakout Option 1: Innovate: Cyber Security Trends & Insights | 10:15 – 11:15am | Classroom 1035 |
| | Breakout Option 2: Trends & AI in the Contact Center | 10:15 – 11:15am | Classroom 1037 |
| | Breakout Option 3: Post-Pandemic GBS Footprint Strategy – Panel Discussion | 10:15 – 11:15am | Classroom 1039 |
| | Lunch | 11:30 – 12:30pm | The Market |
| | Plenary 2 - Innovate: Adapting to Macroeconomic Factors | 12:45 – 02:00pm | Ballroom A |
| | Breakout Option 1: Enabling Data Driven Decisions with GBS Reporting | 02:15 – 03:15pm | Classroom 1035 |
| | Breakout Option 2: Build Operate Transfer Transform: Ramp Up GBS Operations without Building from Scratch | 02:15 – 03:15pm | Classroom 1037 |
| | Breakout Option 3: Current Human Capital Trends & the Future of Work | 02:15 – 03:15pm | Classroom 1039 |
| | Breakout Option 1: Lights Out Finance: Journey to Autonomous Order to Cash – <i>Co-Presented with HighRadius</i> | 03:30 – 05:00pm | Classroom 1035 |
| | Breakout Option 2: Reducing Tool Proliferation & Enabling Shared Service Transformation through Intelligent Automation Tools – <i>Co-Presented with Automation Anywhere</i> | 03:30 – 05:00pm | Classroom 1037 |
| | Breakout Option 3: GBS on Now: Transforming the Employee Experience for the GBS Organization – <i>Co-Presented with ServiceNow</i> | 03:30 – 05:00pm | Classroom 1039 |
| | Dinner at the Market – Optional | 05:30 – 06:30pm | The Market |
| | Dinner & Networking – 19 th Hole After Par Tee | 06:30 – 08:00pm | Ballroom A |
| | The Barn – Optional | 08:00 – 10:00pm | The Barn |
| Day 3 Friday April 7th | Breakfast | 06:30 – 08:30am | The Market |
| | Deloitte Client Lab Experiences – Rotational, please locate the room with your company name to begin | 09:00 – 10:30am | 1067, 1071, Greenhouse A, BC |
| | Plenary 3 – Accelerate: Individuals & Groups, A Renewed Perspective on What it Means to Share | 10:45 – 12:00pm | Ballroom A |
| | Departure Lunch – Optional | 12:00 – 12:30pm | The Market |