

# Reasons to budget for the 20th HR Shared Services & Outsourcing Summit

Benefits of Attending:

- Learn how to reach new heights of efficiency and customer satisfaction
- Gain transformational insight on how to better communicate and partner with the business
- Expand your professional network and build lasting connections
- Unleash the power of strategic HR metrics and analytics

Learn more at [www.hrssoutsourcing.com](http://www.hrssoutsourcing.com)



## 20th HR Shared Services & Outsourcing Summit

October 17-20, 2016 • B Resort & Spa • Orlando, FL

[DOWNLOAD AGENDA](#)

# THE FUTURE OF HR SHARED SERVICES

## HR Technology Spending Outlook

KEY: ■ Increase ■ Stay the Same ■ Decrease

### Large 10,000+



### Medium 2,500-10,000



### Small <2,500



## SPEAKING SESSION: OCTOBER 17, 2016

### HR Transformation from the Inside Out



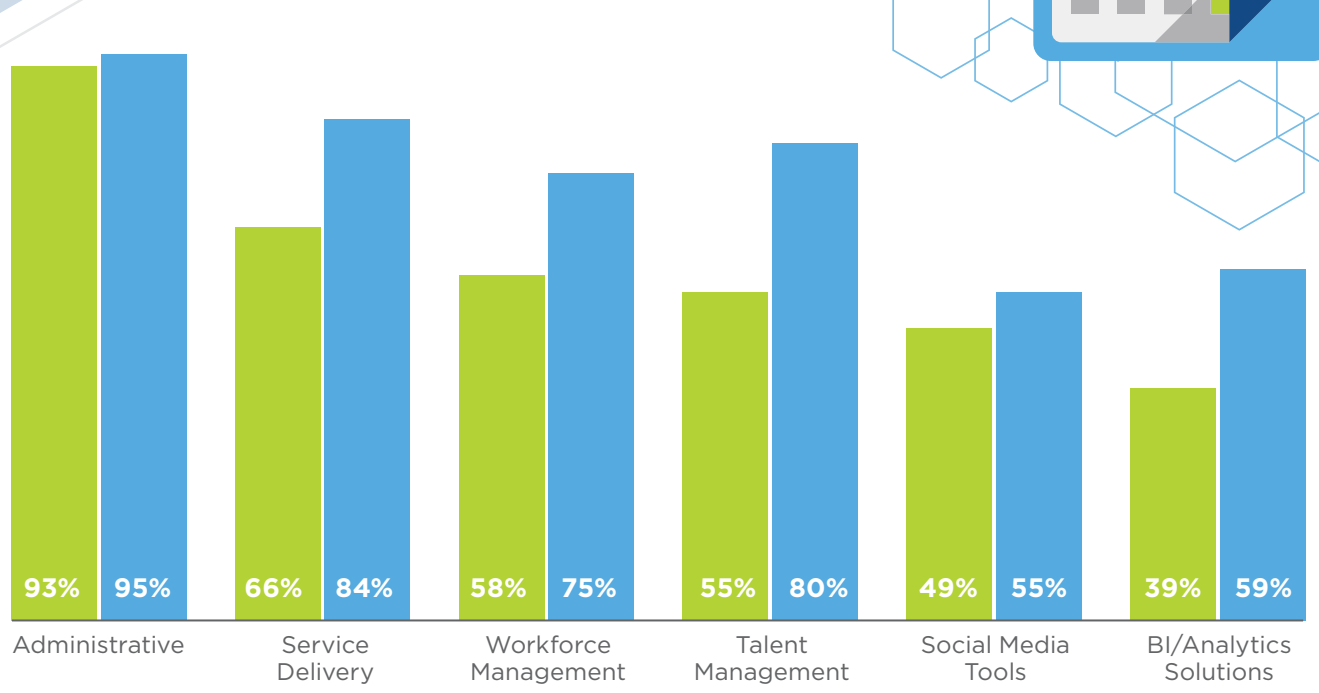
**Kym Burke**  
VP HR Transformation & Integration  
Iron Mountain

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## Three-Year Adoption Outlook

KEY: ■ In Use Today ■ In Use Within 3 Years



## SPEAKING SESSION: OCTOBER 19, 2016

### How MasterCard Successfully Leveraged Technology to Enable GBS & Self-Service Strategy



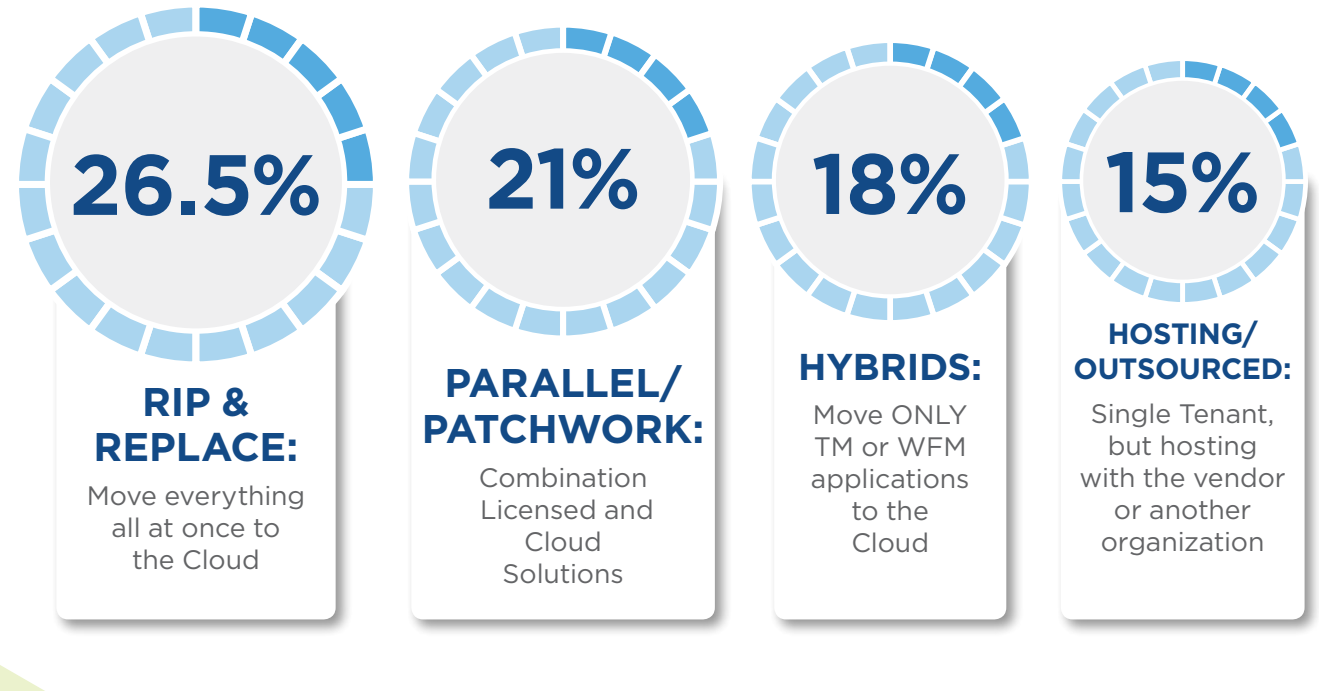
**Lois Miller**  
SVP, GBS HR Systems & Operations  
MasterCard

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## Taking the Right HR Tech Transformation Path

Organizations making system changes are generally taking one of these paths



## Planning to Replace HR Technologies

Organizations with low user experience scores are two-times more likely to replace a vendor

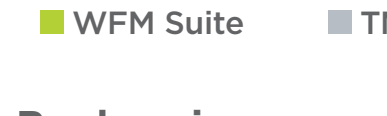


KEY: ■ HRMS ■ Payroll ■ WFM Suite ■ TM Suite

### No Change:



### Replace in 12-24 Months:



### Evaluating:



## SPEAKING SESSION: OCTOBER, 2016

### Aligning People & Technology: How the Digitalization of Magellan Health's HR Department Impacted the HR Workforce

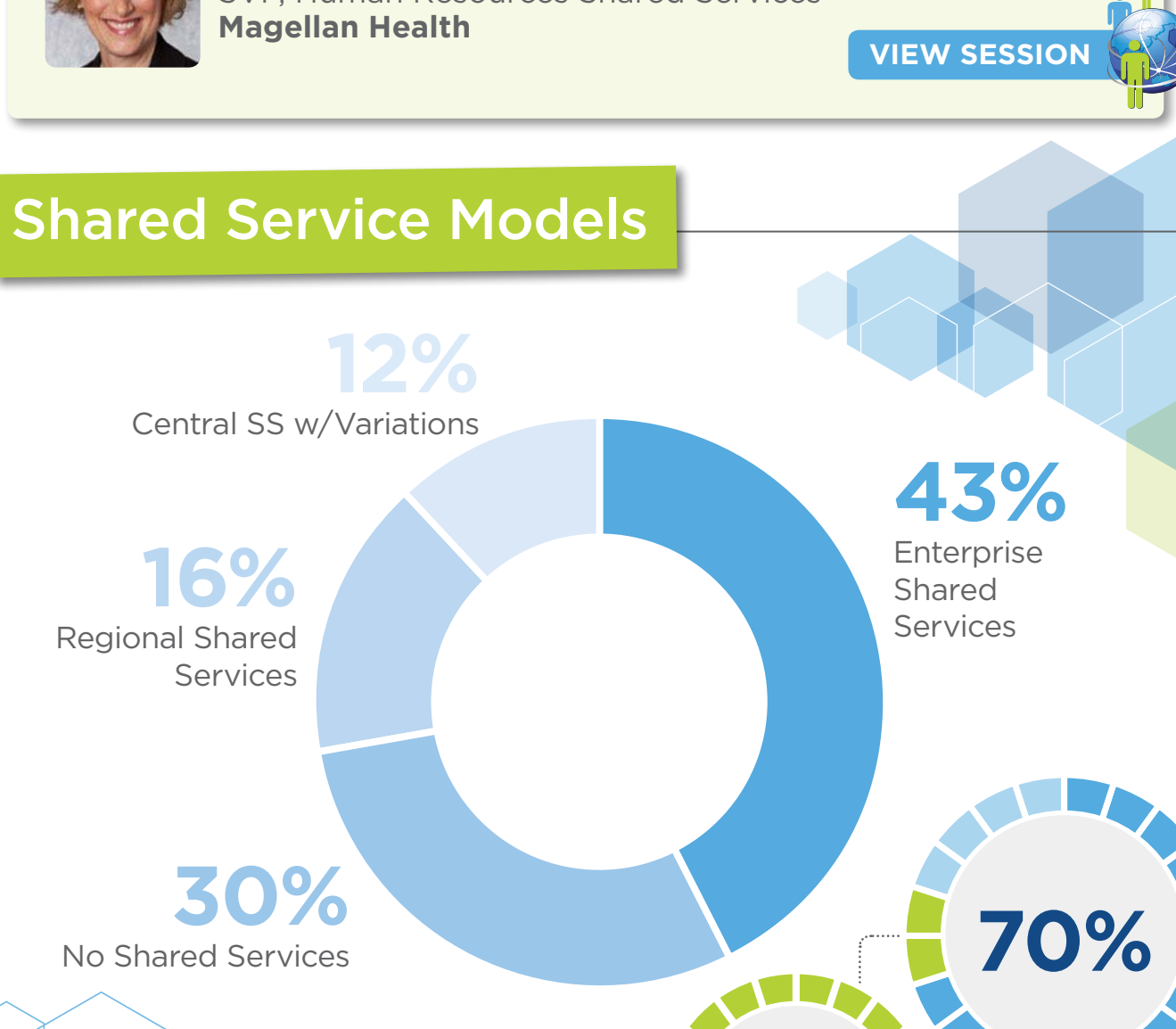


**Patricia Tourigny**  
SVP, HR Service Shared Services  
Magellan Health

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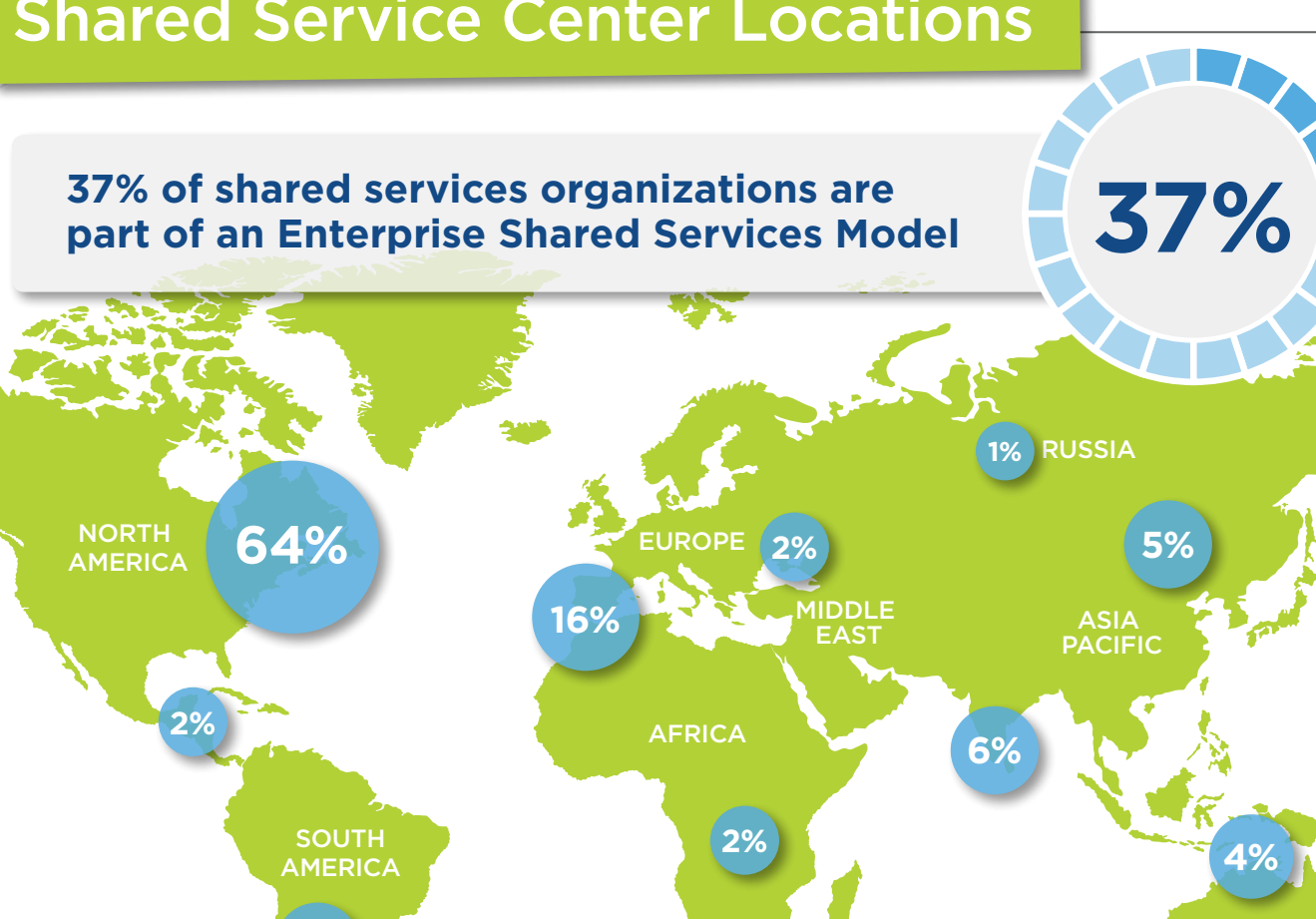
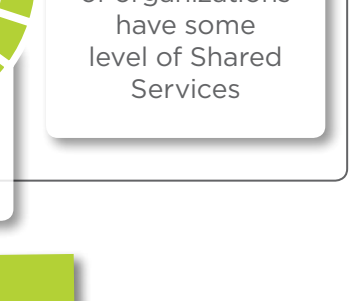


## Shared Service Models



## Shared Service Center Locations

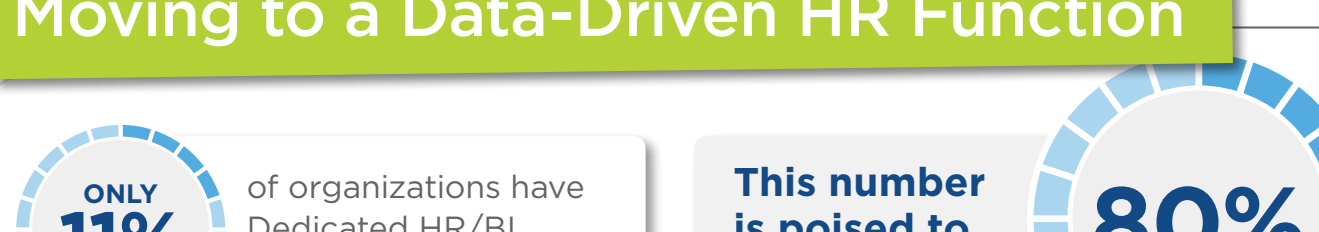
37% of shared services organizations are part of an Enterprise Shared Services Model



## Workforce Management Goes Mobile



## Moving to a Data-Driven HR Function



## SPEAKING SESSION: OCTOBER 17, 2016

### HR SSO Metrics & Analytics Clinic: Embrace and Capitalize on a Data-Driven Approach to HR Service Delivery



**Jason Paradowski**  
Director, HR Service North America (HRS-NA)  
Robert Bosch LLC

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