



THE 2014 OUTSOURCING WORLD SUMMIT

Disney's Contemporary
Resort & Conference Center
Lake Buena Vista, Florida
February 17-19, 2014

**CALLING ALL
SUPER EARLY BIRDS!**

REGISTER FROM 9/15 - 10/15
AND GET A
**FREE ROOM NIGHT
AT DISNEY'S CONTEMPORARY
RESORT!**
(a \$225 value!)

EARLY BIRD PROMOTION!

Register by **November 14**
and SAVE HUNDREDS!

(see inside for details)

CUTTING-EDGE KEYNOTES



Learn How to Harness the Power of Outsourcing and Do the Right Thing!

Mike Salvino, COP, Group Chief Executive, Business Process Outsourcing, Accenture

Relationships that produce the most value are also highly collaborative and partnerial, where collaboration includes everyone - clients and providers, their people, and the extended communities where they live and work. Find out how to harness the power and 'do the right thing'.



How Will the Workplace of the Future be Influenced by Outsourcing?

Jeff Gravenhorst, Group Chief Executive Officer, ISS — In collaboration with The Copenhagen Institute for Future Studies

Hear how new workforce strategies are shaping the way people work and how tomorrow's workplace must support the brand, culture and strategy of the future successful corporations.



The State of the Industry & Outsourcing's Global Value

Jag Dalal, COP, Chief Advisor, Thought Leadership, delivers the results of IAOP's annual member survey, The State of the Industry, supported by Accenture, as well as updates us on Outsourcing's Global Value - IAOP's year-long initiative to measure, compare and publish what outsourcing means to the business world, Jag will further discuss the framework, what we have learned to date and where to go from here.

NEW AT THE 2014 SUMMIT! ENHANCED WEDNESDAY PROGRAMMING

- **YOU ASKED FOR IT AND WE'VE GOT IT!** Still have questions without answers? Start Wednesday off with TWO HOURS OF FACILITATED WORKING GROUPS. Grab your breakfast, roll up your sleeves and let's get to work!
- **GREAT MINDS TOWN HALL!** Tweet your questions during the conference and get real-time answers on Wednesday during an interactive "town hall" with our panel of experts from the advisor, provider and buyer communities.
- **CSR IN ACTION!** Hear the latest on CSR metrics and governance, get your questions answered and then join IAOP's CSR committee and judges for a never-before-seen Summit game show "Impact Sourcing Meets American Idol and the Shark Tank of IAOP's Finest". This is an event not to be missed! *Watch for the first ever "Outsourcing Professionals' Guide to Corporate Responsibility" from IAOP publishing soon!*

Produced by IAOP



Networking & Social Events



Schedule

Sunday, February 16

- IAOP's Publishers Cup Golf Tournament
- Early Registration Champagne Welcome Reception

Monday, February 17

- Customer Networking Session
- Provider/Advisor Networking Session
- Summit Kick-Off Luncheon & Exhibit Sneak Peek
- Welcome Reception in the Global Services Mall – Hosted by Accenture

Tuesday, February 18

- Networking Breakfast in the Global Services Mall
- Awards Luncheon
- Cocktail Reception in the Global Services Mall
- Fireworks Networking Event

Wednesday, February 19

- Facilitated Working Groups and Networking Breakfast
- Food for Thought Networking Luncheon



General Session

A must attend event for sourcing professionals that differentiates by being a gathering of like minded people whose primary interest is to share, learn and exchange ideas.

– Punit Bhatia, ING Bank



Host Day One:
Michael F. Corbett
Chairman
IAOP



Host Day Two:
Neil Hirshman COP
Partner
Kirkland & Ellis



Welcome and Opening Comments

Debi Hamill, CEO, IAOP

IAOP's CEO welcomes delegates with an association update and a view of what's to come.



The State of the Industry

Jagdish R. Dalal, COP, Chief Advisor, Thought Leadership, IAOP

Once again, Jag presents the results of IAOP's Annual Member Survey, which is produced with the support of Accenture. Hear current data on trends, what this means for you now and forecasts for the future.

Outsourcing's Global Value

A Panel discussion moderated by Jag Dalal, COP, Chief Advisor, Thought Leadership, IAOP

At the last summit, we launched the Outsourcing Global Value as a key IAOP initiative. This presentation will share how the framework is developed fully and data is being collected to establish the short and long term value from outsourcing.



The Workplace of the Future and How it will be Influenced by Outsourcing

Jeff Gravenhorst, Group Chief Executive Officer, ISS

In 2013, in collaboration with The Copenhagen Institute for Future Studies, ISS carried out an extensive research study on "New Ways of Working – The Workplace of the Future". The conclusions of this study support the continues growth of the outsourcing profession especially within the areas of risk mitigation, brand protection, integration of service provisions and the way technology and sustainability is shaping the workplace of the future. In the session Jeff Gravenhorst will discuss how new workforce strategies are shaping the way people work and how tomorrows workplace must support the brand, culture and strategy of the future successful corporations.



Do the Right Thing!

Mike Salvino, COP, Group Chief Executive, Business Process Outsourcing, Accenture

The need to grow and develop is universal – in people and the organizations they create. It's the "itch" that drives higher performance and fuels the quest for value. And it creates a virtuous circle of performance – higher-level skills mean higher-level business outcomes. Moreover, research shows that the best BPO relationships-those that produce the most value-are also highly collaborative and partnerial, where collaboration includes everyone – clients and providers, their people, and the extended communities where they live and work. The opportunity for the outsourcing industry to "do the right thing" is huge, if we can just harness the power.

CSR in Action! Join members of IAOP's CSR committee from Microsoft, Accenture, CBRE, Sprint, Rockefeller Foundation, ITSqc, Digital Divide Data, ISG, Vodafone, PwC and others and learn all you'll need to know about CSR, Social Responsible Sourcing, Impact Sourcing and Metrics in an exciting game show format! Atul Vashistha, COP, CEO of Neo Advisory is our Master of Ceremonies for "Impact Sourcing Meets American Idol and the Shark Tank of IAOP's Finest".

Venue



Disney's Contemporary Resort Lake Buena Vista, FL

At Disney's Contemporary Resort, enjoy world-class service at a premier convention resort with all the amenities and details you need to make your stay productive and pleasurable. Take advantage of an array of business services, recreational offerings, complimentary transportation, dining and entertainment options.

Disney's Contemporary Resort reflects the legacy of Walt Disney's monumental vision. Step off the monorail into a gleaming metropolis exploding with bold colors and daring angles in a dazzling lakeside environment. Experience sweeping views, white sand beaches, wide-open spaces and sensational style in this stunning resort that offers every modern convenience and easy access to the Magic Kingdom® Park and Epcot®.

Accommodations

For your convenience, a block of rooms has been reserved at Disney's Contemporary Resort at the special group rate of \$225. A small block of rooms is also available at Disney's Grand Floridian for \$225 per night.

Make reservations today by calling **+1.407.824.3869**. Please identify yourself as attending "The 2014 Outsourcing World Summit." A limited number of rooms are available at the special group rate, so be sure to make your reservation as soon as possible. Reservations are processed on a first come, first served basis. Reservations may also be made at: <http://www.mydisneymeetings.com/iaopfeb2014/>. Here is where you will also find links to specially priced park tickets, info about Disney's Magical Express, theme park information, and area maps.

Dining Reservations

Again this year, we will have a dedicated "Summit Concierge" to assist our delegates with their dining reservations during their stay. The Concierge will be available in the Conference Center during registration hours on Sunday evening and Monday morning.

As this is a very busy time at Disney, IAOP strongly recommends you make your dinner reservations prior to your arrival by calling Disney's dining reservations line at +1.407.WDW.DINE.

Town Hall

GREAT MINDS TOWN HALL! Seem like there are always too many questions and too little time? Not this year! Tweet your questions during the conference and get real-time answers on Wednesday during an interactive "town hall" with our panel of experts from the Advisor, Provider and Buyer communities. Be prepared to be challenged!

Educational Track Sessions

Track 1: Customer Experiences and Best Practices



Finance Shared Services Journey: Vision to Implementation

Naresh Srinivasan, VP Controller & Shared Services, Brinks Inc.



Optimization of the Sourcing Team Mix

Thomas Helfrich, Director, Elsevier



Theory and Practice – Consultant and Client Perspectives on Outsourcing

Tim Langley-Hawthorn, VP, IT Governance,
Western Union



Microsoft Case Study: Outsource Supplier Consolidation – A Buyer's Perspective

Jon Browning, Director, Microsoft

An "All-In" Approach to Service Integration

Reggie Cummings, Sr. Director of Hilton Worldwide, and
Fred Croxton, Director, ISG



5 Steps for a Successful Transition to Managed Services

John Engelhart, Director, Application Management Services,
Merck & CO, Inc. and

Mike Wilton, Specialist Leader, Deloitte Consulting LLP.

Track 2: Outsourcing Tools, Technology and Innovation



Moving up the Value Chain: 5 Trends that Support and Drive Innovation

Chris Jock, VP and Global Practice Lead for BPO, Kelly OCG



The Emerging Profession of Vendor Management and the Software Driving the Change

Craig Nelson, Managing Director, Alsbridge and

Alex Palacios, VP, American Express

Great job as always. This was my 3rd Summit and I continue to gain value from both the educational content and networking.

– Christopher Chung, Missouri Partnership

Register online at www.IAOP.org/Summit

Questions? Contact the registration desk at +1.845.452.0600 ext.110

Educational Track Sessions

Track 3: Governance and Risk Mitigation



Cyber Warfare - The Reality Is That We Are All Under Attack

Mathew Lane, VP & CIO, JANUS Associates

Raising the Bar on Company - Supplier Risk and Control Management – a Westpac Case Study

Adam Ryan, Head of Operations and Risk Control, Westpac Banking Corporation



Achieving Innovation in Outsourcing Relationships – A Harley-Davidson Case Study

Matt Karlyn, Partner at Cooley LLP

Richard Strong, Director, Business Management and Global Business Services,
Harley-Davidson and

Paul Hardy, Managing Director, Alsbridge



Future-Proofing vs. The End of the Line: Considerations to Prepare for the Termination or Renegotiation of the Outsourcing Agreement

Andrew Alleyne, Partner, Fasken Martineau DuMoulin LLP

Track 4: Social Responsibility & The Human Side of Outsourcing



We Need Training, Now! Lessons in Outsourcing Training Development

Wayne Zitsch, Group Vice President, SunTrust

Kristen E. Hoyt, Director, GP Strategies Corporation

The Continuing Fight for Talent

Cara Koppenhoefer, Program Manager, Humana

Track 5: Trends in Global Business, Outsourcing & Shared Services

Beyond Industrialization: Navigating the Journey with Intelligence

Bhaskar Ghosh, Senior Managing Director, Technology Global Delivery,
Accenture



Measuring a Successful Workplace: Do you Understand Whether your Outsourced Providers are Performing Well at the Things that Matter?

Chris Hood, Managing Director, CBRE

Emily Neff, Analyst, CBRE



Is it the Dawn or Death of Outsourcing?

Alan Hanson, Senior Vice President, Neo Group



Results of the Latest Duke University/Offshoring Research Network Study

Dr. Arie Y. Lewin, Professor of Strategy and International Business,
Duke University, The Fuqua School Of Business

Jeff Russell, Project Director, Duke University, Fuqua School Of
Business



The Rise of Legal Services Outsourcing

Mary Lacity, COP, Curators' Professor, University of Missouri;

Leslie Willcocks, COP, Professor of Technology Work and Globalization
and Director of The Outsourcing Unit, London School of Economics

Testimonials



Well run events providing incredible venues for leaders to come together and share experiences. Providing this forum will allow us all to raise the bar for the entire organization and the industries we serve.

– **Kurt Pearson**

SVP, Wells Fargo Bank

The Summit is a nice opportunity to establish communication with global outsourcing environment. Exchanging best practices and finding prospective partners has been really fruitful for us.

– **Irina Semenova**

MAYKOR (Russia)

The OWS provided me with an opportunity to glean fresh insights from industry-leading practitioners. The encouragement and feedback I received were put to immediate use upon returning to the office.

– **Sean Heston**

Sprint

“IAOP’s Outsourcing World Summit was an excellent opportunity to meet global sourcing executives and service providers. I thought the keynote speakers were exceptional, the booths were very informative, and the small group and one on one opportunity for discussion were absolutely invaluable! I will definitely plan on attending next year.”

– **Siegfried Richter**

Prudential

Educational Track Sessions

Track 6: Management Science of Outsourcing



When Outsourcing Can Lead To Jail Time: Who Are My Trading Partners And What Am I Paying Them?

Laura Fraedrich, Partner, Kirkland & Ellis LLP.



Taking the BS out of GBS

Cliff Justice, Leader of U.S. Shared Services and Outsourcing Advisory, KPMG

Track 7: Advanced Track: Step up Your Game – Insights from COPs



Stop the Madness: The Win Win is Dead, Long Live the Contract Terms and Conditions

Donald Mones, COP, AVP Global IT Sourcing, MetLife



Consulting Services: Best Practices in Contracting & Statements of Work

Sean Heston, COP, Senior Manager, Relationship Development and Management, Sprint Nextel Corporation



The Business Case for Certification

Jim Shea, COP, IAOP Ambassador for Professional Development and a panel of COPs



21st Century SMAC: Driving Organizational Success in the Global Economy

Kevin Parikh, COP, CEO, Avasant



Doomsday Predictions for Outsourcing vs. the New Normal: What's so Disruptive Anyway?

Bobby Varanasi, CEO, Matryzel Consulting Inc.

Workshops

Wednesday, February 19

COP Intensive Workshop – COP's Only



Jagdish R. Dalal, COP, Chief Advisor, Thought Leadership, IAOP

This complimentary in-depth annual update is exclusively for individuals attending The 2014 Outsourcing World Summit who have already earned their COP designation.

Recertification Points Earned: 5

Outsourcing Certification Primer – Earning Your Certification & Beyond



Pam O'Dell, Director, Corporate and Professional Development, IAOP

An introduction to IAOP's training and certification programs, which address the needs of individuals who work across the global outsourcing industry from entry level positions focused on the delivery of outsourced services through to senior executives leading global outsourcing programs at customer, provider, and advisor organizations.

Workshops are complimentary but you must reserve your seat.

Instructions will be emailed to registered delegates.



Registration

REGISTER BY NOVEMBER 14 AT WWW.IAOP.ORG AND SAVE \$200!

IAOP Members Early Bird Rate: US \$1,700 through 11/14

Non-Members Early Bird Rate: US \$1,900 through 11/14

Super early? Register between 9/16 and 10/15 and also get a free room night at Disney's Contemporary Resort!

For alternative payment methods, please contact the registration desk at +1.845.452.0600 ext. 110



Register online at www.IAOP.org/Summit
Questions? Contact the registration desk at +1.845.452.0600 ext.110

2014 Outsourcing World Summit | At-a-Glance

Sunday, February 16, 2014

11:00 am-11:45am	Early Registration for IAOP Publisher's Cup Golf Tournament
12:00 pm –5:00 pm	IAOP Publisher's Cup Golf Tournament
5:00 pm – 6:30 pm	Early Registration Champagne Welcome

Monday, February 17, 2014

8:00 am – 11:00 am	Registration Coffee Bar
9:30 am - 11:30 am	Customer-Only Networking Provider/Advisor-Only Networking
11:30 am - 12:30 pm	Summit Kick-Off Luncheon & Exhibit Sneak Peek
11:00 am – 6:00 pm	Networking Lounge
12:45 pm – 3:00 pm	General Session Keynote Presentations
3:30 pm – 4:20 pm	Educational Track Sessions - Round 1
4:20 pm – 4:30 pm	Refreshment Break
4:30 pm - 5:20 pm	Educational Track Sessions - Round 2
5:30 pm - 7:00 pm	Welcome Reception in the Global Services Mall hosted by Accenture

Tuesday, February 18, 2014

7:30 am - 8:45 am	Continental Breakfast in the Global Services Mall
8:45 am – 11:00 am	General Session: Keynote Presentations
11:00 am – 6:00 pm	Networking Lounge
11:0 am – 11:30 am	Refreshment Break in the Global Services Mall
11:30 am - 12:20 pm	Educational Track Sessions – Round 3
12:30 pm -2:00 pm	IAOP Awards Luncheon
2:10 pm – 3:00 pm	Educational Track Sessions – Round 4
3:00 pm – 3:30 pm	Refreshment Break in the Global Services Mall
3:30 pm – 4:20 pm	Educational Track Sessions – Round 5
4:20 pm – 5:10 pm	Educational Track Sessions – Round 6
5:30 pm - 7:00 pm	Cocktail Reception in the Global Services Mall
8:30 – 10:00 pm	Fireworks Networking Event

Wednesday, February 19, 2014

7:30 am -9:30 am	Customer and Provider/Advisor Working Groups & Networking Breakfast
9:30 am - 11:15 am	General Session: CSR in Action
11:15 am - 11:30 am	Refreshment Break
11:30 am - 12:45 pm	General Session: Great Minds Town Hall
12:45 pm – 1:00 pm	Final Thoughts & Highlights of The 2014 Outsourcing World Summit
1:00 pm – 2:30 pm	Food for Thought Networking Luncheon
2:00 pm – 5:00 pm	COP Intensive Workshop
2:00 pm- 3:30 pm	Outsourcing Certification Primer - Earning Your Certification & Beyond

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