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## **Shared Services Discussion Group**

### **Meeting Details**

### **Current Agenda**

#### **May 15**

- 1:00—5:00 pm Registration  
3:00—3:15 pm Welcome  
3:15—4:45 pm ***Shared Services—Making Sense of What Works in the Order-to-Cash Cycle;***  
Mr. Cliff Struhar, Principal Executive Advisor, CEB Global (Gartner)  
5:30—9:00 pm Buses leave at 5:30 pm—Cocktails and Dinner at Morton’s Steakhouse

#### **May 16**

- 7:00—8:30 am Full Buffet Breakfast  
8:30—10:00 am ***KPIs, SLAs and Benchmarking—Criticality in a Shared Services/GBS Environment;***  
Mr. Daniel Melchior, GBS/Shared Services Practice Leader, Hackett Group  
10:00—10:15 am Break  
10:15—11:45 am ***The Advent and Next Phase for Shared Services—Digitalization, Robotics and Artificial Intelligence;*** Mr. Christopher McManus and Mr. Dihan Fernando, Managing Directors, Accenture  
11:45—1:00 pm Full Buffet Lunch  
1:00—2:30 pm ***The RFP Process, Contract Negotiating and Contract Renewals; Governance and Transition Management;*** Ms. Maureen Pichet, Principal, Hackett Group  
2:30—2:45 pm Break  
2:45—4:00 pm Interactive Peer Discussion Moderated by William Balduino and Matthew Skudera, CRF; Closing Comments and Next Steps

#### **Registration and Fees (all meals and break snacks included)**

CRF Members: \$299  
Non-Members: \$449  
To Register: [CLICK HERE](#)  
Hotel Reservation: [CLICK HERE](#)  
Chicago O’Hare Marriott  
CRF Room Rate: \$184/night



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