1st EDITION

AGENDA

HR/Payroll Services

Conference

18-19 November 2025 | Warsaw (PL)

Part of the inaugural
SSC/GBS FEST
18-19 November 2025 (Warsaw)

SSC/GBS Strategic Management Conference | **P2P** Process Optimization Conference | **O2C** Process Optimization Conference | **R2R** Process Optimization Conference | **HR/Payroll Services** Conference

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DAY 1 - 18 November 2025

OPENING SESSIONS BELOW COMMON TO ALL 5 CONFERENCES OF THE SSC/GBS FEST

10.00 - 10.15 **Opening remarks**

10.15 - 10.45 **LET'S BE REAL - BALD STATEMENTS PANEL**
In this opening sessions, 4 panelists and the audience will comment and share their views on some "bald / controversial" statements heard during research and previous events
- "Will we please stop talking about it already? AI is not a game changer, potentially a powerful tool whose value is hard to harness"
- "Let's get more decisive, better to be sorry than to ask for permission"
- "Great if transactional activities are migrated to lower cost locations, that opens up opportunities for more complex services in CEE"
- "FTEs do not matter anymore, if business requires headcount reduction, be it!"
- "India and Asia have already caught up anyway, so we'd better get started on transforming our operating model"
- "The new world order is not coming from Europe, let's get creative to stay relevant"

10.45 - 11.15 **INS & OUTS OF AI AND AUTOMATION AT LARGE**
No B.S., nothing but the truth - Surfing the hype while managing expectations: Concrete applications and realistic timeline for AI as a strategic value creator
- AI is RPA on steroids, don't expect crazy returns before years, but be ready to pay big time
- Opportunities and challenges: implementation, users' trainings, data handling, partners selection, cost...
- Agentic, generative, machine learning, etc. – how to navigate your way through different types of automation and find the best fit to your operations
- Build or buy? A look into starting programs that yield results, depending on your capacities, scale and automation readiness

Andrzej Kinastowski, Head of Delivery - Managing Partner, **Office Samurai** (Poland)

11.15 - 11.30 **SPEED NETWORKING SESSION**
15-minute ice-breaker to get in touch with your fellow colleagues from various organizations, discuss challenges and exchange business cards… Of which you'll need plenty!

11.30 - 12.00 **Morning break & networking**

HR / PAYROLL SERVICES CONFERENCE SESSIONS START
chaired by **Stefan Covaciu**, Global Process Transformation Director, **SIG** (Romania)

12.00 - 12.10 **FLIPCHART SESSION**
Grab a pen and write on the flipchart the most important topics you would like to discuss. We will review all the suggestions, pick the most demanded subjects and address them during the panel in the morning of day 2 and throughout the 2 days.

12.10 - 12.40 **SESSION 1 - HR SERVICE DELIVERY SCOPE**
From a "dumping ground" for transactional tasks to a catalyst for change, innovation and optimization - The path towards value creation
- Managing expectations from corporate stakeholders who want to centralize "everything HR"
- Importance of clear communication and the necessary collaboration with remaining local HR to build on continuity and deliver qualitative services
- Centralization as a guardian for resilient HR operations better equipped to handle disruptions (remote work, regulatory changes, business transformation)
- What comes next after transactional activities – "strategic" HR definition and perspectives of scope enhancement for SSC/GBS

12.40 - 13.10 **SESSION 2 - DATA OWNERSHIP, ACCURACY, SAFETY**
Who really owns HR data – SSC/GBS people analytics capabilities in a technology-driven environment
- How to navigate through fragmented ownership of HR data between corporate HR, local HR, and SSC
- One patch is not enough: Maintaining data accuracy and quality across multiple systems (Workday, SAP SuccessFactors, Oracle, etc.).
- Data governance, reporting and analytics: How to build internal capabilities towards a more "insightful" profession

13.10 - 14.00 **Lunch break (common to all conferences)**

HR/PAYROLL SERVICES CONFERENCE CONTINUES

14.00 - 15.00 **ROUND-TABLES SESSION #1**
60 minutes to deepen in small groups of like-minded peers one "hot topic" to be picked from the below list.
A good occasion to ask questions, share concerns, seek for responses… or help others with their journey
1. Should payroll sit at the finance table? Audit, compliance and strategic alignment
2. Handling data privacy and security challenges: Centralization as an opportunity or a threat?
3. Vendor management headaches: outsourcing vs. in-house HR solutions in a global model
4. Navigating tax reforms, GDPR and labor directives globally: Can everything be centralized?
5. Importance of UX: Process standardization and automation, an employee experience killer?
6. Delivering HR services that meet the needs of Gen Z, Millennials and senior staff across different geographies

15.00 - 15.30 **Afternoon break & networking (common to all conferences)**

15.30 - 16.00 **SESSION 3 - LIMITS OF STANDARDIZATION**
Globalization vs. local laws: The glass ceiling for SSC/GBS? When compliance and resistance come in the way of standardization
• Local services, better than centralized ones? Importance of constant trainings and advisory mindset for high quality delivery
• Harmonization rather than standardization? Struggle between enforcing global HR process standards vs. adapting to diverse local legal and cultural requirements
• Can automation remove risks of non-compliance (or amplify them if not carefully set-up)?

16.00 - 16.30 **SESSION 4 - PAYROLL AS A VALUE-ADDING ALLY**
Leveraging on centralization/globalization to turn payroll into a strategic ally that adds value to the business
• Managing multi-country payroll across complex and ever-changing regulatory environments
• From "good soldiers" to insight providers: How to shift the mindset of operators towards greater business contribution
• Making good use of the gold mine: How payroll can deliver data-driven workforce intelligence to leadership
• Seeing beyond the obvious: How top quality payroll can be a differentiating factor impacting employee experience and retention

16.30 - 16.45 **Closing remarks and end of day 1**

18.30 - 20.30 **Evening function**

Interested in day 1 already? Wait to see the program for day 2 on the next page… or book your ticket straight away!

*Your ticket gives access to all the sessions of the **SSC/GBS FEST** and allows for unlimited ''jumps'' to other streams (Strategic SSC, P2P, R2R, O2C), if of interest…*

TICKET FEE AND REGISTRATION

	Early-bird 1 (valid until 31 Aug.)	Early-bird 2 (valid until 30 Sept.)	Standard price (valid from 1 Oct.)
Conference ticket (2 days) access to all sessions, refreshment breaks and lunches	990 EUR*	1,290 EUR*	1,590 EUR*
Conference ticket (1 day) access to all sessions, refreshment breaks and lunch	590 EUR*	690 EUR*	890 EUR*

Bring colleagues to the other streams of the festival, discounts on group bookings!
(10% off if 3+ participants)

REGISTRATION ONLINE HERE
More information on contact@connect-minds.com

* For SSC/GBS practitioner only | Price per person, does not include VAT - 23% VAT to be added to the price as the event is taking place in Poland
Vendor / Consultant / Solutions provider ticket = 3,000 EUR + VAT (flat rate - no group discount)
Bank transfer and bank card accepted (VISA, MasterCard, AmEx only) - VAT invoice issued after payment clears in

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DAY 2 - 19 November 2025

HR/PAYROLL SERVICES CONFERENCE CONTINUES

9.00 - 9.10   **Opening remarks**

9.10 - 9.30   **"YOU DECIDE THE CONTENT" FLIPCHART PANEL**
You asked for it, we (try to) make it happen!
The content of this panel will be created based on the "flip chart" results of day 1.
We will identify the most important topics that came up live on day 1 and that are not yet covered (or partially) by this program and discuss it with 3-4 brave SSC/GBS leaders willing to dive into the conversation and share their thoughts and opinions without preparation.
The idea? Making the conference very much live and adaptable to your needs...

9.30 - 10.00   **SESSION 5 - HR TECH VS. HUMAN TOUCH**
HR/Payroll services in the era of full-on automation and AI – are we going to lose the human touch?
   • Overpromises of RPA, AI and other self-service tools: Why "100% digital" HR processes is not for tomorrow yet
   • Mindset change and resistance: Are HR professionals more reluctant to adopt new technologies
   • Are HR services about people or about processes? Technology and automation to free up capacities for a stronger focus on human interaction and needs

10.00 - 10.30   **SESSION 6 - NOT JUST FOR THE BUSINESS: TALENT MANAGEMENT IN HR**
The "HR" part of HR services: Aspirations, career paths... SSC/GBS value proposition to attract HR talents in a very competitive labor market
   • Employer branding vs. reality: How has the perception of SSC/GBS by HR professionals evolved over the years?
   • "Practice what you preach" - Building a culture of values that supports engagement and retention
   • Where does operational HR stop and business partnering start? Career development and learning at play to attract and retain talent

10.30 - 11.00   **Morning break & networking (common to all conferences)**

11.00 - 12.30   **ROUND-TABLES SESSION #2**
   1. Do not under-estimate the importance of investment: What can happen if payroll only goes with "the basic expectations"
   2. What KPIs and what motivational factors for HR/payroll specialists?
   3. Attracting and retaining skilled professionals for transactional HR roles
   4. What's next with remote work? Cross-country employee management, regulations, compliance issues
   5. Impersonal, bureaucratic, "ticket-based"… a reality behind HR services delivery?
   6. Redefining roles: How automation reshapes HR/payroll career paths

12.30 - 12.40   **Closing remarks - end of HR/Payroll Services Conference sessions**

12.40 - 13.30   **Lunch break (common to all conferences)**

CLOSING SESSIONS BELOW COMMON TO ALL 5 CONFERENCES OF THE SSC/GBS FEST

13.30 - 15.00   **AI CASE-STUDY LAB**
Proper AI applications in SSC/GBS environment and debate
4 mini case-study presentations of real-life applications of AI in SSC/GBS operations.
15 minutes each, followed by Q&A and exchange with moderator and the audience.

1/ *"AI & change management"*, by **Wioletta Straczek**, Sr. Director GBS Finance Transformation and Lean Partner, **Jacobs** (Poland)

<u>Moderated by</u>:
Andrzej Kinastowski, Head of Delivery - Managing Partner, **Office Samurai** (Poland)

15.00 - 15.15   **Closing remarks & farewell**

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