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# SSOW APAC DIGI Conference

## Chairperson's Conference Summary





# Day One – Session Highlights


## **Session 1: Benchmark Results – Top 20 Most Admired SSO's - Panel Discussion**

- Metrics come to life
- Factors in City Cube to evaluate where to move work or deliver services
- Cx focus by engaging stakeholder (lawyers) in self service tools to ensure they support how and where they work

## **Session 2: Turning Travel Analytics Into Business Intelligence**

- Identifying exceptions highlights trends or possible need for policy adjustment, not just bad behavior
- 'What If' analysis as another tool for spend optimization
- Spend analytics enables Shared Services to increase value to the business

## **Session 3: Mirror On The Wall-Enabling Transformation & Driving Innovation Mindset**

- Technology is not enough to drive innovation, culture is key
  - Analytics creates significant value for transformation
  - Industry disruption helps org to support agile innovation
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# Day Two – Session Highlights


## **Session 4: Evolving Talent to Meet the Needs of the Digital Future**

- Will, Skill, Trust and Influence – 4 Essentials of Cisco talent transformation
- Building a learning culture (Say, Do, Know)
- What I loved and What I loathed from my work last week – learn from this discussion to help employees be their best

## **Session 5: Advancing Shared Services through Cognitive Automation**

- The Automation Challenge – Dark Data: dealing with unstructured data
- Ideal use cases for cognitive automation
- Considerations when making the leap from RPA to AI platforms

## **Session 6: Transforming Human Resources and Talent Management Towards a Leading Practice Service Delivery Model**

- Red + Blue = Purple skills
  - Fail fast, learn fast, correct fast
  - Advancing KPI/SLA's from delivery focused to stakeholder focused
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# Day Three – Session Highlights

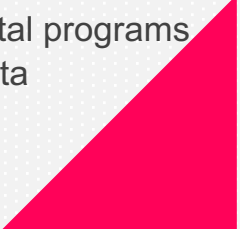
## **Session 7: Accelerating up the Maturity Curve in the shortest possible time - Sharing AECOM's journey in transforming from a SSC to a successful GBS**

- Adopted a Best Fit for Role strategy vs low cost resulting in higher quality talent
- 3-6-1 Model key to success coupled with 'hypercare' to support a 5 month process to open the doors
- Structured but Agile project management and systematic knowledge transfer

## **Session 8: The Inevitability of RPA in Finance and Accounting**

- Changing labor force – loss of large group of learned, tenured employees with institutional knowledge driving need for a system that can respond to incoming fluid workforce
- Cloud computing services is one of the 3 key drivers of why RPA is inevitable. "Compute" is now like a utility, with lower cost, higher availability and you can scale as needed (vs former server room days)
- Risk intelligence RPA allows you to prove both the efficiency and effectively. Not just fast, also better.

## **Session 9: Thinking Big with RPA-What's next for Shared Services, Intelligent Automation & RPA**

- How Digital Workforce delivers value by enhancing operational excellence & accelerating digital programs
  - Digital disruption relies on ability to ingest from/disseminate to legacy systems, processes, data
  - Six essential skills digital workers need
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# On Demand Recording Links

**Session 1: Benchmark Results – Top 20 Most Admired SSO's - Panel Discussion**

**On Demand Recording Link:**

<https://event.on24.com/wcc/r/1887026/EF5C45EB6E1532D002B8834C03BBD9C7>

**Session 2: Turning Travel Analytics Into Business Intelligence**

**On Demand Recording Link:**

<https://event.on24.com/wcc/r/1887082/BBDC06F24DB6DCF2973AB03EE5F32658>

**Session 3: Mirror On The Wall-Enabling Transformation & Driving Innovation Mindset**

**On Demand Recording Link:**

<https://event.on24.com/wcc/r/1887086/09E789F595373EB2D3CD07F39468C619>





# On Demand Recording Links

## Session 4: Evolving Talent to Meet the Needs of the Digital Future

On Demand Recording Link:

<https://event.on24.com/wcc/r/1887097/0B5D9833B70962235FDED5F0A74DB396>

## Session 5: Advancing Shared Services through Cognitive Automation

On Demand Recording Link:

<https://event.on24.com/wcc/r/1887103/AA546C957E01AE32C2025C89067C8BD5>

## Session 6: Transforming Human Resources and Talent Management Towards a Leading Practice Service Delivery Model

On Demand Recording Link:

<https://event.on24.com/wcc/r/1887114/2BEF5212D8666E115894725DA54425A8>





## On Demand Recording Links

**Session 7: Accelerating up the Maturity Curve in the shortest possible time - Sharing AECOM's journey in transforming from a SSC to a successful GBS**

**On Demand Recording Link:**

<https://event.on24.com/wcc/r/1887121/94AAB3E1EA6ED0B3E4D56AE81970A842>

**Session 8: Three Tips to Reducing Time Engaged In Manual Accounting Processes**

**On Demand Recording Link:**

<https://event.on24.com/wcc/r/1887133/63FFB8329EBA640E602977E0751B2AA8>

**Session 9: Thinking Big with RPA-What's next for Shared Services, Intelligent Automation & RPA**

**On Demand Recording Link:**

<https://event.on24.com/wcc/r/1887142/E81DCCED0A1CEAF3F97697E254DCFE73>





**THANK YOU!**

