



AGENDA

P2P Process Optimization Conference

18-19 November 2025 | Warsaw (PL)

Part of the inaugural

SSC/GBS FEST

18-19 November 2025 (Warsaw)



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 - BOLD STATEMENTS PANEL**

In this opening sessions, 4 panelists and the audience will comment and share their views on some "bold / 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 let's get started on our operating model transformation"
- "The new world order is not coming from Europe, let's get creative to stay relevant"

Mariola Famula, Head of GBS, **Bystronic Center of Excellence** (Poland)

Milan Benes, Vice President Shared Services, **Curium Pharma** (Czech Republic)

Pawel Plocki, Managing Director, Shared Services, **TRUMPF** (Poland)

Adam Mroczkowski, Procure to Pay, Global Process Owner, **Rockwell Automation** (Poland)

10.45 - 11.15 **AGENTIC OR AGENTISH? THE COMFORTABLE (AND VERY UNCOMFORTABLE) TRUTHS**

The "No B.S." AI Guide - Surfing the hype vs. managing expectations: A realistic timeline for when AI stops being a "strategic value creator" and (you know) actually does something

- The AI dissonance gap: What the market says AI can do, versus what it actually does (spoiler - the gap is large enough to park a superyacht in!)
- Is your consultant selling you Sci-Fi? A handy guide to telling if that "guaranteed ROI" is based on technology or a Star Trek episode
- Agentic use-cases that aren't Bigfoot: Real-life examples that actually work today (yes, there are some)
- The future of automation: A quick look at whether the agents are coming for your job, or just to make your expense reports even more complicated

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**

P2P PROCESS OPTIMIZATION CONFERENCE SESSIONS START

Chaired by **Zuzana Malíková**, AP Manager, **Zebra Technologies** (Czech Republic)

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 - SKILLSET AND ATTITUDE FOR OPERATIONAL EXCELLENCE**

Navigating the stormy weather of the „right people, right skills, right experience, right attitude” combo needed to develop CoEs that move the P2P function forward

- The perception of work is changing: How to involve your people more into various initiatives to answer new expectations at operational level
- Breaking down rigid processes: How to motivate your team and quickly implement change in a very volatile business environment
- Mindset change and adaptability: How to convince your teams that AI (and technology in general) is likely to revolutionize the way we do business and that they should embrace it

Annamária Szücs-Balázs, Head of Accounts Payable, **E.ON Business Services Cluj** (Romania)

12.40 - 13.10 **SESSION 2 - OUTSOURCING TO BPO: A BAND-AID ON A WOODEN LEG?**

The (constantly) repeating cycle – Should part (or all) of P2P be outsourced to BPO? A comparative look between realized cost cuttings and evaporated efficiency gains

- What activities to outsource and impact on the legitimacy of a P2P team within the SSC/GBS organization
- Pains vs. gains: Can it really be identified before the romance begins?
- Managing the relationship with the business partner(s): Responsibility, accountability, flexibility, quality
- Re-insourcing activities when it goes wrong: How to ensure business continuity and learn from the mistakes... before doing it again a few years down the line?

Adam Mroczkowski, Procure to Pay, Global Process Owner, **Rockwell Automation** (Poland)

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

P2P PROCESS OPTIMIZATION 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.

1. How to harmonize technology integration (tools selection, cost management, upskilling needs) in a fast-evolving business environment
2. Standardization across the geographies: How to deal with the obstacles along the way when ramping up and piloting truly global operations
3. Challenges, lessons learnt, tricks and tips, mindset and skillsets needed in S/4HANA implementation
4. Traditional KPIs are maxed out: Switching from a plethora of irrelevant KPIs to new success metrics more aligned to today's work reality

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

15.30 - 16.00 **SESSION 3 - BUILD? P2P SERVICE DESK AI AGENT**

Agentic AI and RPA for scalable vendor query management: processing invoice status inquiries with automation and end-to-end intelligence

- From manual responses to autonomous handling: How AI interprets vendor emails (including attachments), checks invoice status in financial systems and generates accurate replies
- Chat-based vs. schedule-triggered modes: Designing flexibility to handle high query volumes and achieve measurable efficiency gains
- Driving speed, accuracy, and consistency: Eliminating human intervention to improve vendor satisfaction and service desk performance
- Scalability and future potential: How an end-to-end automated solution lays the foundation for continuous innovation in finance operations

Pawel Poplawski, Global Automation Director / **Radoslaw Ociepa**, Process Automation Manager, **McCormick** (Poland)

16.00 - 16.30 **SESSION 4 - OR BUY? EXTENDED HELPDESK SUPPORT**

Xelix solutions for simplified helpdesk structure and improved process control: Quick technology Rol vs. long-term people change management

- Self-learning application for constant accuracy improvements
- Statements analysis capabilities for better understanding of the reasons behind queries
- Change management and tool adoption challenges: overcoming old ways of thinking with the help of change ambassadors

Ludmila Kotnis, AP Business Process Owner, **Huntsman Corporation** (Poland)

Paul Solomon, Head of AI Engineering, **Xelix** (UK)

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

16.45 - 18.00 **Drink reception**

--> **PROGRAM FOR DAY 2 ON THE NEXT PAGE**

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

WWW.P2P-PROCESS.COM

DAY 2 - 19 November 2025

P2P PROCESS OPTIMIZATION 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 - END-TO-END S2P: UNLOCKING THE POTENTIAL**

Better collaboration between sourcing, procurement and AP to create integrated end-to-end processes that deliver on better supplier relationship, cost savings and higher quality of delivery

- Global process ownership: Does it necessarily impact processes and service delivery positively?
- Who owns what? E2E process definition, flexible approach and clear communication to maximize the chances of a successful integration
- Finding the compromise: How to set common metrics / KPIs for parts of the business that usually focus on separate objectives and measure success differently?
- Process AND system ownership: A prerequisite for successful global process ownership?

Wajih Talik, Global Process Owner - Source To Pay, **Arxada** (Poland)

10.00 - 10.30 **SESSION 6 - POSITIONING OF P2P IN THE GBS STRATEGY**

Changing role of P2P in global organizations: How to move from transactional-based processes to more value-added services as business enablers

- How to find the resources in a cost-pressure environment to finance "strategic P2P transformation programs" and move towards more integration and efficiency
- More impacts on business: How to transform your transactional activities into built-in partnership rather than operating support
- From "operating companies" to GBS: Integrating local procurement into global SSCs for improved collaboration and harmonization, dream or reality?

Magdalena Zadworna, Senior Specialist, EMEA Optimization COE, **3M Global Service Center** (Poland)

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

11.00 - 12.30 **ROUND-TABLES SESSION #2**

1. E-invoicing, robotics, OCR, EDI, AI, blockchain, etc.: How to dig into technology to transform the P2P function?
2. A deeper look at tail spend management and its impact on savings, efficiency and the entire financial cycle
3. The quest for perfect PO: Transformation and system calibration for effective PO policy
4. "Everybody hates ticketing systems" – how to structure query handling, measure the results and handle data in the most efficient wayS?

12.30 - 12.40 **Closing remarks - end of P2P Process 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

Mini case-study presentations of real-life applications of AI in SSC/GBS operations.

15-20 minutes each, followed by Q&A and exchange with moderator and the audience.

1/ "Smart shifts: Leveraging AI for improved change management practices", by **Wioletta Straczek**, Senior Director GBS Finance Transformation and Lean Partner, **Jacobs** (Poland)

2/ "Internally-designed Copilot for Microsoft Office Suite support and adoption challenges", by **Anna Bulanowska**, Digital Experience Manager, **Marsh** (Poland)

3/ "RPA & agentic AI for automated invoice status inquiry processing", by **Paweł Popławski & Radosław Ociepa** - McCormick

Moderated by:

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

15.00 - 15.15 **Closing remarks & farewell**