AGENDA

10sh EDITION

P2P Process Excellence
Conference

21-22 April 2026 | Budapest (HU)

Part of the
SSC/GBS FEST
21-22 April 2026 (Budapest)

SSC/GBS Strategic Management Conference

P2P Process Excellence Conference

O2C Process Excellence Conference

R2R Process Excellence Conference

HR Services Payroll Conference

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DAY 1 - 21 April 2026

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

10.00 - 10.15 **Opening remarks**

10.15 - 11.00 **BOLD STATEMENTS OPENING PANEL**
Our acclaimed "bold statements" opening panel comes back to start the day with REAL talks - no mainstream B.S, no pre-conceived ideas, no theoretical mishmash. Just down-to-earth experience and vision sharing
- "The industry is still growing at a very fast pace in the region"
- "Yes we generate value, but we don't generate cash"
- "If we lose the transactional activities and have only rock stars with 15 years of experience minimum in our teams, who will we hire tomorrow and at what cost?"
- "You know you are reaching maturity when you start needing less people in your center"
- "CEE (and Europe in general) has already lost its edge, it is a matter of time before the industry shifts massively to other parts of the world"
- "If you do your job well in SSC/GBS, then you are working on your own planned obsolescence"
- "AI is not going to take your job, but people with AI-skills will"

11.00 - 11.15 **SPEED NETWORKING SESSION**
15-minute ice-breaker to get in touch with as many participants from various organizations as possible

11.15 - 11.45 **Morning break & networking**

P2P PROCESS EXCELLENCE CONFERENCE STARTS
chaired by **Zuzana Malíková**, AP Manager, **Zebra Technologies** (Czech Republic)

11.45 - 11.55 **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.

WHY P2P KEEPS STALLING?

11.55 - 12.25 **SESSION 1 - 20 YEARS OF P2P TRANSFORMATION... AND STILL COUNTING**
Why harmonization, optimization, automation and lately AI haven't fully delivered (yet) on touchless P2P?
- Fragmented ownership across business, IT, GBS and compliance: Is P2P transformation unintentionally slowed down by design?
- RPA, OCR, workflows, now AI… yet the same circular pain points and challenges
- How is automation failing to deliver on the ultimate goal and what is to blame: design, ownership, expectations, adoption?
- Are we trying to solve symptoms instead of structural problems? A deep look into data, company culture, vendor management and compliance

12.25 - 12.30 *5-min buffer time allocated for move between streams*

12.30 - 13.00 **SESSION 2 - THE NEW SKILLSET EQUATION**
Attracting more complex activities is what we hear left and right, but are the teams ready, willing and structurally supported to take them on?
- Is your "AP Specialist" job description today the same as years ago? And have your job architecture, grading and reward model evolved in parallel?
- Upskilling relies on willingness and time: Who to be the "chosen ones" and how to come around daily operational pressure to actually learn and practice
- Constant transformation is the norm: How to keep your teams engaged when the end-game keeps moving?
- The growing mismatch between cost-driven staffing models and senior experience, business partnering and technology fluency expectations

13.00 - 14.00 **Lunch break (common to all conferences)**

14.00 - 15.00 **ROUND-TABLES SESSION**
60 minutes to deepen in groups of like-minded peers one "hot topic" to be picked from the below list:
1. Supplier portals: Buy-in, usage, shared experiences… and does it deliver on the promises
2. Outside of the "corporate box": How to integrate new, more flexible global payment solutions (Tipalti, PayPal...)?
3. Best practices in sourcing & procurement: Technology / processes / improved collaboration with purchasing
4. Impact of AI technologies on quality of posted/paid invoices (accuracy, prevention of mistakes, etc.)?
5. Best practices in efficiency measurement of P2P parts: Tracking performance / workflow optimization / analytical activities
6. KPIs, big-bang needed? Measuring delivery performance, business health or simply responding to corporate politics?

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P2P PROCESS EXCELLENCE CONFERENCE CONTINUES

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

LAYING THE PATH TO AUTOMATION & AI

15.30 - 16.00   SESSION 3 - DATA BEFORE TOOLS – WALKING BEFORE RUNNING

Vendor master data, department strategy and process discipline: Why the "basics" are more important than ever in the AI era and global P2P automation quest
- Vendor master data: Everyone's dependency but nobody's clear responsibility?
- Rigid central control or local freedom extravaganza? How to align your governance model and AI strategy for scalable automation programs
- Put your s**t together, automation magnifies data issues: Errors travel faster and with more confidence

16.00 - 16.05   *5-min buffer time allocated for move between streams*

16.05 - 16.35   SESSION 4 - AUTOMATION & AI UNDER SCRUTINY

Setting governance boundaries and the limits of automation in the eyes of compliance: Is everything on the table for efficiency gains?
- Which decisions are we comfortable delegating to AI today and what do we still keep close to us when money, suppliers or compliance are at stake?
- Accountability and traceability: Who is responsible when AI goes "wrong"?
- How to audit the results of automation, trust in AI, RPA, SQLs, etc. - Is P2P automation ready for SOX compliance and internal audit at large?
- Is your governance model encouraging experimentation and failures, or does it push your teams to deploy AI with very small visibility and control?

16.35 - 16.45   Closing remarks and end of day 1

16.45 - 18.00   Evening function

Day 1 looks interesting already?
Wait to see what we have in store for day 2 on the next page...

Or you can book your ticket straight away!

*1 ticket gives access to all the sessions of the **SSC/GBS FEST** and allows for unlimited "moves" between the streams (Strategic SSC, P2P, R2R, O2C, HR/Payroll)*

Ticket options below

TICKET FEE AND REGISTRATION

	Early-bird 1 (valid until 31 Dec.)	Early-bird 2 (valid until 28 Feb.)	Standard price (valid from 1 Mar.)
Conference + hotel (2 nights) access to all sessions, refreshment breaks, lunches & breakfast	**1,350 EUR***	**1,650 EUR***	**1,950 EUR***
Conference only (2 days) access to all sessions, refreshment breaks and lunches	**990 EUR***	**1,290 EUR***	**1,590 EUR***

The more the merrier!
Make it a team building by coming along with colleagues - 5 participants for the price of 4!

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

* For SSC/GBS practitioner only | Price per person, does not include VAT - 27% VAT to be added to the price as the event is taking place in Hungary
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 - 22 April 2026
P2P PROCESS EXCELLENCE CONFERENCE CONTINUES

9.00 - 9.10 **Opening remarks**

9.10 - 9.30 **"YOU DECIDE THE CONTENT" FLIPCHART DISCUSSION**
You asked for it, we (try to) make it happen! *The idea? Making the conference even closer to your needs*
We will discuss "open style" the most important points that came up during the flipchart session on day 1.

3Ps - PROCUREMENT, PURCHASING, PAYMENT

9.30 - 10.00 **SESSION 5 - THE QUEST FOR THE PERFECT PO**
Transformation and system calibration for effective PO policy: Understanding the benefits of the "perfect PO" on the journey towards touchless invoice processing
- Scope of responsibilities: At GBS or country level? Rules in place and importance of proper good receipt practices to reduce extra finance activity
- How to develop a user-friendly system and communicate on "full spectrum" benefits for both accounting and business to fight initial resistance to change
- Reducing approval turn-around and dictating payment terms: How can a proper PO strategy help streamline P2P operations

10.00 - 10.05 *5-min buffer time allocated for move between streams*

10.05 - 10.35 **SESSION 6 - PROCUREMENT & AP: AN ONGOING MISALIGNMENT?**
The sacrosanct relationship between procurement and AP: Two worlds, one process framework... and yet, still some uncovered stories
- Procure and source-to-pay vs. requisition-to-pay and other iterations: Where process ownership starts and ends? And what implications on the relationship?
- Procurement to educate AP on what they really do, and vice-versa – how a better understanding can lead the way to efficiency gains and more integrated solutions
- AP happens to fix what it does not control while procurement tends to optimize what it does not pay for: A governance flaw or an accepted state of operations?

10.35 - 11.00 **Morning break & networking (common to all conferences)**

GLOBAL OPERATIONS - LIMITS & OPPORTUNITIES

11.00 - 11.30 **SESSION 7 - GLOBALISATION WITH A PRICE TAG**
Global P2P delivery models under scrutiny: When centralizing and scaling activities hide the increasing cost of complexity
- Increasingly complex P2P activities and senior profiles requirements: When the delivery model moves in opposite direction to cost arbitrage
- Centralization + globalization = efficiency gains? Sky-rocketing structure costs of growing P2P teams in SSC/GBS set-up
- Rethinking the business case for global P2P: What to keep, what to ditch, what to attract – and is BPO the only solution eventually?

11.30 - 11.35 *5-min buffer time allocated for move between streams*

11.35 - 12.05 **SESSION 8 - 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
- 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?

12.05 - 12.15 **Closing remarks - end of P2P Process Excellence Conference**

12.15 - 13.30 **Lunch break (common to all conferences)**

AI LAB

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

13.30 - 15.00 **AI CASE-STUDY LAB - Real-life applications of AI tools and technology in SSC/GBS operations**
4 mini 15-min case-study presentations of AI solutions applied in SSC/GBS environment.

15.00 - 15.15 **Closing remarks & farewell**

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