



AGENDA

HRServices Payroll

Conference

21-22 April 2026 | Budapest (HU)



Part of the
SSC/GBS FEST

21-22 April 2026 (Budapest)



P2P Process Optimization
Conference

O2C Process Optimization
Conference

R2R Process Optimization
Conference

HRServices 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"
- "Ye 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"

11.00 - 11.15 **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!

11.15 - 11.45 **Morning break & networking**

HR SERVICES & PAYROLL CONFERENCE STARTS

chaired by **Stefan Covaciu**, Global Process Transformation Expert - SSC/GBS Veteran

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.

HR TECH & INFORMATION SYSTEMS

11.55 - 12.25 **SESSION 1 - 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?

- Are HR services about people or about processes? Technology and automation to free up capacities for a stronger focus on human interaction and needs
- 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

Ibolya Madarász, HR Talent Transformation Squad Leader, **IBM ISSC** - Hungary

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

12.30 - 13.00 **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

13.00 - 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. Vendor management headaches: outsourcing payroll (and other HR services) vs. in-house solutions in a global model
2. Importance of UX: Process standardization and automation, an employee experience (and engagement) killer?
3. Delivering HR services that meet the needs of Gen Z, Millennials and senior staff across different geographies
4. Managing expectations: How to deal with corporate stakeholders who want to centralize "everything HR"
5. Global mobility, the new frontier – Scope definition and profiles strategy to develop global mobility teams at the crossroads of all HR functions
6. Redefining roles: How automation reshapes HR/payroll career paths

HR SERVICES & PAYROLL CONFERENCE CONTINUES

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

HR service delivery & process optimization

15.30 - 16.00 **SESSION 3 - HR SERVICE DELIVERY SCOPE**

From a "dumping ground" for transactional tasks to a catalyst for change, innovation and optimization - The path towards value creation

- Impersonal, bureaucratic, "ticket-based" ... a reality behind HR services delivery?
- Who is driving the service catalogue? Importance of clear communication and the necessary collaboration with remaining local HR to build on continuity and deliver qualitative services
- What comes next after transactional activities – "strategic" HR definition and perspectives of scope enhancement for SSC/GBS

Anouk Zwierink, Manager HR - People Solutions, **FrieslandCampina** - Hungary

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

16.05 - 16.35 **SESSION 4 - 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)?

Paula Oprea, People & Performance (HR) Operations/Shared Service Lead EMEA, **Nufarm** - Romania

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 2 (valid until 31 Jan.)	Early-bird 3 (valid until 28 Feb.)	Standard price (valid from 1 Mar.)
Conference + hotel (2 nights) access to all sessions, refreshment breaks, lunches & breakfast	1,650 EUR*	1,850 EUR*	1,950 EUR*
Conference only (2 days) access to all sessions, refreshment breaks and lunches	1,290 EUR*	1,490 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

DAY 2 - 22 April 2026

HR SERVICES & PAYROLL 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 identify the most important points that came up during the flipchart session on day 1 and discuss it "open style" with anyone happy to be involved.

*Payroll, tax and H2R challenges*9.30-10.00 **SESSION 5 - 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 operators' mindset 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

Zoltán Gergely, Head of People Services Central Europe, **Tesco Business Services & Technology** - Hungary

10.00-10.05 *5-min buffer time allocated for move between streams*10.05-10.35 **SESSION 6 - NEW CHALLENGES IN HR ADMIN OPERATIONS**

How can HR Services master the increasingly complex regulations framework globally for centralization to truly add value to the business

- Navigating tax reforms, GDPR and labor directives globally: Can everything be centralized?
- What's next with remote work? Cross-country employee management, regulations, compliance issues
- Declarations, forms, reports – the bureaucratic beast is always hungry. How do we put in on diet without getting our hand grabbed through the fence?

Dorottya Németh, Payroll Director, Payroll Transformation, **Emerson** - Hungary

10.35-11.00 **Morning break & networking (common to all conferences)***Talent acquisition & management*11.00-11.30 **SESSION 7 - NOT JUST FOR THE BUSINESS: TALENT MANAGEMENT IN HR**

The "HR" part of HR services: Aspirations, career paths... SSC/GBS value proposition to attract and retain HR talents in a very competitive labor market

- Dare to ask yourself: Do we really need HR educated experts for transactional HR roles?
- 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 CoE / business partnering start? Career development and learning at play to attract and retain talent

11.30-11.35 *5-min buffer time allocated for move between streams*11.35-12.05 **SESSION 8 - L&D STRATEGIES: HIRE FOR ATTITUDE, TRAIN FOR SKILLS**

We work as a global team, but we more than ever develop as individuals. How L&D strategies should adapt to a societal shift that values personalized continuous learning paths

- How do we overcome diversity and the cultural barriers to build meaningful learning journeys for everybody around the globe?
- Is online training killing the good-old classroom – or is there a secret recipe for the mix
- While we learn to prompt and prompt to learn, is there anything else worth getting trained on?
- Local HR, global HR: Finding the new balance in training needs

Ana David, Head of Global Learning and Talent Development, **SIG Group** - Romania

12.05-12.15 **Closing remarks - end of HR Services & Payroll Conference**12.15-13.30 **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 15-min case-study presentations of real-life applications of AI in SSC/GBS operations.

15.00-15.15 **Closing remarks & farewell**