



AGENDA

R2R Process Excellence Conference

Part of the
SSC/GBS FEST
9-10 November 2026 (Prague)



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Day 1 - 9 November 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 AND TIMELY QUESTIONS**

Our opening panel is meant to set the tone - no mainstream B.S, no magic theories. Just down-to-earth experience sharing. Not a problem if we disagree, this is an open space for exchange

- "The technical knowledge and process expertise now fully belong with us - how to re-design the SSC/GBS model (and with it, the relationship with HQ) in the light of this reality"
- "Your impressive communication skills won't matter with the Board until you find a way to generate cash"
- "We spent decades building a bench of deep technical experts in CEE and now wondering about their future and who we will hire tomorrow and at what cost?"
- "AI is masking the reality of a world where Asia and soon, Latin America will swallow a big chunk of operations currently done in CEE"
- "If you do fulfill the SSC/GBS mandate to perfection, you'll soon be out of job"
- "Hi again more and more complex BCPs! Nobody in this room controls the demographic clock or the ego-centered world leaders creating chaos and uncertainty"
- "Embracing AI is a must, but isn't it also the beginning of the end"

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**

R2R PROCESS EXCELLENCE CONFERENCE STARTS

chaired by

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 and address the most relevant during the morning discussion on day 2 and throughout the 2 days.

11.55 - 12.25 **SESSION 1 - PEOPLE, PEAKS & POWER SHIFTS**

How is the structure of R2R teams going to evolve in the "post-transactional" era: New responsibilities, resilience and and the month-end pressure that never really goes away

- Month-end pressure, work-life balance and retention challenges: Will it change ever?
- Mixing senior experts and fresh talent to enable self-checks and foster creativity: How to make a multi-generational R2R team work
- Losing transactional tasks to automation, or worse, to BPO: loss of power or opportunity to reinvent R2R?

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

12.30 - 13.00 **SESSION 2 - AI IN R2R: PROMISES, PRAGMATISM & PRECONDITIONS**

From experimentation to adoption: What AI can realistically change in R2R and what roadblocks still lie ahead (plus what you need to fix before AI can help you)

- It cannot solve everything: Identifying where AI allegedly adds value today (reconciliations, errors detection, etc.) vs. areas where it still creates more questions than answers
- Data readiness is not (just) an IT problem: how fragmented charts of accounts, inconsistent master data and weak process discipline undermine AI initiatives before they start
- Judgement and accountability: How far can AI go in areas requiring professional judgement and who remains accountable when AI-driven recommendations influence financial statements
- Audit, controls and trust: How to design AI-enabled R2R processes that auditors can understand and rely on without falling back into manual "shadow controls"

13.00 - 14.00 **Sebastian Zuchowski, Finance Services Delivery Lead, IBM ISSC - HU**

14.00 - 15.00 **Lunch break (common to all conferences)**

ROUND-TABLES SESSION

60 minutes to deepen in groups of like-minded peers one "hot topic" to be picked from the below list:

1. WHO REALLY OWNS DATA QUALITY IN R2R? Challenges in cleansing, sourcing and validating data to feed automation and AI
2. A REFLECTION ON R2R KPIs: Measuring performance or just reassuring leadership? New strategies towards insight metrics that support process improvement over basic reporting
3. AI IN R2R: Share about initiatives in place and discuss where it can thrive
4. "HARMONY" OVER "STANDARD": THE ART OF COMPROMISE - How to standardize processes in "not so standard" R2R activities to be ready for automation

R2R PROCESS EXCELLENCE CONFERENCE CONTINUES

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

15.30 - 16.00 **SESSION 3 - END-TO-END & GPO: BUZZWORDS WITH CONSEQUENCES**

How can R2R fully own the balance sheet and who is responsible in the end? Ownership, accountability and the uncomfortable reality of E2E accounting

- Who truly owns end-to-end R2R in increasingly complex organizations?
- R2R mission in centralizing accounting operations: Overlapping roles and blurred accountability
- The "middleman concept": R2R ownership of the transactions it posts - governance implications and the change appetite required from the wider finance function
- Risk-based financial reporting to customers: Moving from calendar-driven close cycles to intelligence driven reporting that tells the business what it actually needs

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

16.05 - 16.35 **SESSION 4 - FOLLOW-THE-SUN VS. FOLLOW-THE-PROBLEM?**

Globalization vs. local realities, the limits of the model? When resistance comes in the way of cross-regional reporting and global R2R operations

- Can cross-regional R2R really improve efficiency and standardization? And at what cost?
- Managing time zones, calendars, bank holidays and accountability: Is the global operating model the most appropriate?
- How to handle resistance and can centralized R2R teams fully replace local accountants?

16.35 - 16.45 **Closing remarks and end of day 1**

16.45 - 18.00 **Drink reception - casual time together at a prime Prague location**

TICKET FEE AND REGISTRATION

	Early-bird 1 (valid until 31 Jul.)	Early-bird 2 (valid until 30 Sep.)	Standard price (valid from 1 Oct.)
SSC/GBS employee ticket (2 days) access to all sessions, breaks, lunches & drink reception	990 EUR*	1,290 EUR*	1,590 EUR*
Vendor ticket (2 days) for solutions providers (consultants, vendors, etc.)	_____	3,000 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 - 21% VAT will be added to the price as the event is taking place in Czech Republic
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

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 Services/Payroll)



Day 2 - 10 November 2026

R2R 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 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.

9.30 - 10.00 **SESSION 5 - R2R IN SSC/GBS: FROM TRANSACTIONAL TO STRATEGICAL**

Expanding scope, redefining value and becoming a true center of excellence

- What activities R2R teams can realistically absorb to move up the value chain
- Accounting knowledge vs business & analytical skills: what will matter the most and how to upskill your teams?
- Automation as a fast-track to an activity upgrade - are we structurally ready to use the freed-up capacity?

Marek Makki, Head of Corporate Management, **Deutsche Telekom Services Europe** - CZ

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

10.05 - 10.35 **SESSION 6 - MEC: A RACE YOU NEVER REALLY WIN?**

Closing faster without burning out people or breaking controls - an achievement only automation can reach?

- Practical levers to reduce close duration and stabilize month-end activities
- Dependencies on AP, AR and upstream data: building a "communication by anticipation" that involves all stakeholders in advance
- Intercompany, complexity and business acumen: why MEC efficiency is far from being just "technical"

Katarina Takacova, Head of Global Accounting Operations, **JetBrains** - CZ

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

11.00 - 11.30 **SESSION 7 - STATUTORY REPORTING: THE REAL STRESS TEST**

Statutory 2.0 - From "just" closing books to owning compliance, mastering complexity... and build credibility with global stakeholders

- Top-down sponsorship and capability building: What it really takes for SSCs to own statutory financial statements end-to-end
- Staying ahead of evolving regulatory requirements across jurisdictions: Can it be done centrally?

The next step: How to turn statutory reporting into a source of insight, not just a compliance must-do?

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

11.35 - 12.05 **SESSION 8 - RECONCILIATIONS: THE LAST MANUAL STRONGHOLD?**

Moving from spreadsheet survival to scalable reconciliation models that can actually hold under audit and time pressure

- Structural reasons manual reconciliations persist despite years of automation initiatives (volume, data fragmentation, ownership gaps, time differences...)
- Exploring the gap between technical needs, accounting comfort and audit requirements when reconciliations are no longer manually reviewed
- Clear ownership, strong upstream controls and close collaboration between accountants, process experts and technical teams to support reconciliation automation

12.05 - 12.15 **Closing remarks - end of R2R Process Excellence 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**

