2nd EDITION

AGENDA

HRServices Payroll Conference

9-10 November 2026 | Prague (CZ)

Part of the

SSC/GBS FEST

9-10 November 2026 (Prague)

SSC/GBS Strategic Management Conference | P2P Process Optimization Conference | O2C Process Optimization Conference | R2R Process Optimization Conference | HRServices Payroll Conference

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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**

HR SERVICES & PAYROLL CONFERENCE STARTS

chaired by **Gabor Meszaros**, Head of HR Services

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 - NOT JUST FOR THE BUSINESS: TALENT MANAGEMENT IN HRS**

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

Melinda Varga-Illés, Hub Lead P&O Operations, Europe, **KUKA Group** - HU

11.25 - 12.30 *5-min buffer time allocated for move between streams*

12.30 - 13.00 **SESSION 2 - HR: ABOUT PROCESSES OR PEOPLE?**

HR/Payroll Services in the era of full-on automation and AI – are we going to lose the human touch?

- Are HR services fundamentally about people or processes? Technology and automation to free up capacities for a stronger focus on human interaction and needs
- Are HR professionals structurally more resistent to automate their own function than other functions in GBS?
- Overpromises of RPA, AI and other self-service tools: Why "100% digital" HR services is not for tomorrow yet

Csaba Szende, Vice President - Global People Operations and Shared Services, **HelloFresh** - DE

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. Delivering HR services that meet the needs of Gen Z, Millennials and senior staff across different geographies
2. Managing expectations: How to deal with corporate stakeholders who want to centralize "everything HR"
3. Scope definition and profiles strategy to develop global mobility teams at the crossroads of all HR functions
4. Redefining roles: How automation reshapes HR/payroll career paths?
5. Making good use of the gold mine: How payroll can deliver data-driven workforce intelligence to leadership

HR SERVICES & PAYROLL CONFERENCE CONTINUES

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

15.30 - 16.00 **SESSION 3 - CROSS DEPARTMENT COLLABORATION**

A look into fragmented ownership when dealing with travel & expenses - Enabling global service delivery through unified governance cross departments

- Fragmented process, unified employee experience: Who does T&E belong to - finance, procurement, HR?
- Cross-functional collaboration or how to make it work when you are dealing with 3 BPOs as partners
- One global platform does not mean one global owner - Centralize execution where it helps, keep authority where expertise and accountability sit

Mehmed Asanov, SAP Concur Application Manager, **UNIQA Group Services** - BG

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

16.05 - 16.35 **SESSION 4 - HR SERVICE SCOPE EXPANSION**

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?
- What comes next after transactional activities – "strategic" HR definition and perspectives of scope enhancement for SSC/GBS
- Powering up the service catalogue vs. fire-fighting: How to steer away from ego fights and re-design policies that actually improve service quality

Anna Perliceusz, People Operations Director, **Smith+Nephew** - PL

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

16.45 **Gathering in the lobby before heading over to Červený Jelen for the drink reception (1 hour)**

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

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.

9.30 - 10.00 **SESSION 5 - 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)?

Maria Mares, Global Head of HR Services, **Bekaert** - SK

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

10.05 - 10.35 **SESSION 6 - DATA OWNERSHIP, ACCURACY, SAFETY**
Who really owns HR data and does anyone care to fix it? 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.).
- From data completeness to data intelligence: How HR SSC teams can build analytics capability and move from reporting to influencing decisions
- General IT governance frameworks at play today vs. security of sensitive data when using full-on AI tomorrow

Jeise Moreira, Global Head of HR Operations and Change Management, **RHI Magnesita**

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

11.00 - 11.30 **SESSION 7 - HR & PAYROLL: FRIEND, FOE OR FRENEMIES?**
There has got to be a one-way street between HR and payroll: Why a trustworthy relationship is an operational and compliance imperative
- Separate systems, separate ownership, separate error-resolution cultures? Who is accountable when it goes wrong?
- How to ensure timely data delivery and completeness for payroll in environments where HR is driving self-service by managers?
- Change management mindset at every level - and the organizational cost of treating it as everyone's side responsibility

Dorottya Németh, EMEA Payroll Director, Payroll Transformation, **Emerson** - HU

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

11.35 - 12.05 **SESSION 8 - NEW CHALLENGES IN PAYROLL TRANSFORMATION**
Globally consistent, locally meaningful: A step further toward transformation at scale and turning payroll into a value-added ally
- Understanding and mapping complex payroll landscapes: Legal environments, multi country-specific realities and pre-transformation milestones
- Designing a scalable payroll operating model: Organizational setup, roles, skills evolution and balancing centralization vs. local needs
- Driving stakeholder alignment and vendor strategy: Collaboration models, vendor selection and building effective partnerships
- Possibilities and limits of AI tool implementation in payroll, considering data sensitivity and the criticality of getting it right every single time

Laura Higgins, Head of Global Payroll, **RWS** - UK

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 LAB - Interactive 90-min workshop to cut through the AI noise and identify actionable priorities**
Balázs Koltai, AI Advocate | Digital Transformation Leader, **Genezit** - HU

15.00 - 15.15 **Closing remarks & farewell**