11sh EDITION

AGENDA

P2P Process Excellence 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 Excellence Conference | O2C Process Excellence Conference | R2R Process Excellence Conference | HR Services Payroll Conference

Powered by

CONNECT MINDS

DISCLAIMER: The information contained in this document is confidential, privileged and only for the information of the intended recipient and may not be used, published or redistributed without the prior written consent of Connect Minds Kft.

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 as many participants from various organizations as possible

11.15 - 11.45 **Morning break & networking**

P2P PROCESS EXCELLENCE CONFERENCE STARTS

chaired by **Zuzana Šafaříková**, AP Manager, **Zebra Technologies** - CZ

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 crucial ones throughout the 2 days and at the beginning of day 2.

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 - and is that design serving someone's interests?
- RPA, OCR, workflows, now AI: The same circular pain points keep surfacing despite a decade of investment...
- How is automation failing to deliver on the ultimate touchless goal - and what is really to blame: design, ownership, expectations or adoption?
- A look in the mirror: Are we trying to solve symptoms instead of structural problems? Vendor master data, company culture, compliance obligations and global strategy

Zornitsa Zdravkova, Group Leader Procure to Pay, **UNIQA Group Services** - BG
Mehmed Asanov, SAP Concur Application Manager, **UNIQA Group Services** - BG

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

12.30 - 13.00 **SESSION 2 - THE NEW SKILLSET EQUATION**

"We want to attract more complex activities!" - but are the teams ready, willing and structurally supported to take them on?

- Is your "AP Specialist" job description today the same as it was five years ago - and has your job architecture, grading and reward model evolved in parallel?
- Upskilling relies on willingness and time: Who are the 'chosen ones' and how do you create space for real learning under daily operational pressure?
- Constant transformation is the norm: How to keep P2P teams engaged when the end-game keeps moving and every 'last' transformation is followed by the next one
- The growing mismatch between cost-driven staffing models and the senior experience, business partnering and technology fluency that modern P2P actually requires

Petter Frisell, SSC Director, **PPG Industries** - CZ

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. The ticketing system paradox: Useful and efficient for almost everybody, but hated (and bypassed) by most
2. Job killer or opportunity maker: What does AI bring to P2P in terms of role complexity and career evolutions?
3. Open discussion on redesigning your KPIs policy to better measure performance and business health

P2P PROCESS EXCELLENCE CONFERENCE CONTINUES

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

15.30 - 16.00 **SESSION 3 - THE ABSOLUTE NEED FOR DATA STRUCUTURE**

Addressing the gap between the AI mandate and day-to-day reality of AI readiness in SSC/GBS environment

AI in Accounts Payable is now a board-level priority.
According to IFOL and SAP Concur, 81% of AP teams still have no AI in their invoice workflow.
So where does the return actually come from?
In this session, we will share what the "From pilot to profit" report reveals about the gap between the AI mandate and day-to-day reality, show how a shared-services team achieved measurable results and introduce a simple way to assess your AP processes for AI readiness.
Timo Bruggemann, nterprise Account Executive, **Xelix** - UK

5-min buffer time allocated for move between streams

16.00 - 16.05

SESSION 4 - YOU NEED "IT" MORE THAN EVER

16.05 - 16.35 **Is IT king in the AI era? How can P2P build a partnership with IT that actually moves your automation projects forward**

- Real-life case study on what can go wrong when operations and IT do not share the same understanding of the requirements for success
- How to establish effective communication lines and clearly define responsibilities, ownership and decision-making authority between P2P and IT
- True influencers or passive recipents: When AP teams need to step up in technology selection
- Keeping the flame alive after a difficult rollout: Lessons learnt to realign priorities and joint effort in building sustainable solutions

Zuzana Šafaříková, AP Manager, **Zebra Technologies** - CZ

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

17.00 - 18.30 **Gathering in the lobby before heading over to Červený Jelen for the drink reception**

TICKET FEE AND REGISTRATION

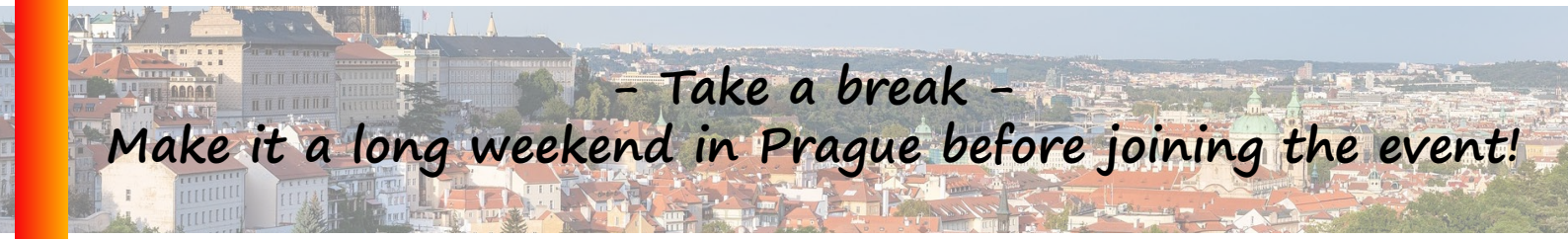
	Early-bird 1 (valid until 31 Jul.)	Early-bird 2 (valid until 30 Sep.)	Standard price (valid from 1 Oct.)
SSC/GBS employee ticket (2 days) access to all sessions, breaks, lunches & drink reception	990 EUR*	1,290 EUR*	1,590 EUR*
Vendor ticket (2 days) for solutions providers (consultants, vendors, etc.)	———	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)*



WWW.P2P-PROCESS.COM

DAY 2 - 10 November 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.

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?
- How to develop a user-friendly system and communicate the "full spectrum" benefits for both accounting and the business
- Purchase requisition compliance: How to train the business, what tools actually work for PR management and how to make compliance feel like enablement rather than policing
- Reducing approval turnaround and dictating payment terms: How a robust PO strategy is the unglamorous foundation of every touchless invoice processing ambition

Mirosław Krysiak, Purchase-to-Pay (PTP) Manager, **TMF Group** - PL

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

10.05 - 10.35 **SESSION 6 - PROCUREMENT & AP: AN ONGOING MISALIGNMENT?**
Procurement and AP: Two worlds, one process framework… and yet, still some uncovered stories
- Source-to-pay vs. requisition-to-pay and all the iterations in between: Where does process ownership start and end - and what are the implications for who carries the blame?
- AP fixes what it doesn't control, procurement optimizes what it doesn't pay for - immutable reality?
- How to build mutual understanding that delivers in efficiency gains and fewer escalations
- Business partnering in P2P: How to succeed without the typical change management failures and what "partnering" actually means in practice

Luis Zepeda, Director and S2P GPO, **Tate&Lyle** - PL

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

11.00 - 12.00 **ROUND-TABLES SESSION**
60 minutes to deepen in groups of like-minded peers one "hot topic" to be picked from the below list:
1. E-invoicing globally: How to turn a regulatory deadline into an AP transformation accelerator
2. Best practices in sourcing & procurement: Technology / processes / improved collaboration with purchasing
3. Rethinking the business case for global P2P: What to keep, what to ditch, what to attract — and is BPO the only realistic answer when internal scaling becomes too expensive?

12.00 - 12.15 **Closing remarks - end of P2P 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 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**