5th EDITION

AGENDA

R2R Process Excellence Conference

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

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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

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?

Zivko Dimovski, Head of Finance | GBS, **KOSTAL Group**

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

12.30 - 13.00 **LIVE MINI-DEBATES / INTERACTIVE SESSION**
SESSION 2 - STANDARDIZATION AND AUTOMATION: EASIER SAID THAN DONE?

Looking at the big picture and how to redesign policies and standardize processes that were (probably) never meant to be automated

- AI automation is not automatic – or when (how?) standardizing your processes drives successful enough results that do not require it
- Can all manual processes in the R2R cycle be replaced by bots and other automations?
- Legacy systems alignment and process simplification to deliver on more business value
- 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

Moderated by: **Katarina Takacova**

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. 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

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

Krzysztof Herdzik, GBS Independent Advisor, **herdzik.pro** - PL

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

16.05 - 16.35 **PANEL DISCUSSION**
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 global R2R really improve efficiency 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?

Lily Tekin, Marcela Vicianova, Krzysztof Herdzik, Matej Kubicek

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**

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.R2R-PROCESS.COM



Day 2 - 10 November 2026

R2R PROCESS EXCELLENCECONFERENCE 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 Account to Report, **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 - 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. Statutory 2.0 - From "just" closing books to owning compliance, mastering complexity... and build credibility with global stakeholders
2. Exploring the gap between technical needs, accounting comfort and audit requirements before reconciliations are no longer manually reviewed

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 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**

