



12-14  
June  
2017

Łódź,  
Poland

# 8<sup>th</sup> ABSL Conference

The Old World Disrupted



7th ABSL Conference  
Congress of the Year 2016  
MP Power Awards

Organizers:





## Day 0 | 12.06.2017

13:00 - 18:15	<b>ABSL Talks</b> A unique platform to exchange experience, it aims for attendees who are not afraid of crossing the beaten paths in action and achieving their goals. More info and registration available at <a href="http://www.absl-talks.com">www.absl-talks.com</a>
20:00 - 23:00	<b>WELCOME COCKTAIL</b> EC1 West, 1/3 Targowa Street

## Day 1 | 13.06.2017 Plenary sessions - Machine Hall

09:00 - 10:00	<b>Registration and networking coffee</b>
10:00 - 10:15	<b>Welcome and Opening Remarks</b> Marek Grodziński, VP of ABSL Jacek Leverages, CEO, Finteco, President of ABSL Hanna Zdanowska, Mayor of Łódź
10:15 - 10:30	<b>ABSL Summary of the Year</b> Jacek Leverages, CEO, Finteco, President of ABSL Wojciech Popławski, Managing Director, Accenture Operations, VP of ABSL
	<b>BUSINESS AND MARKETS</b>
10:30 - 10:45	<b>Global trends in the business services sector</b> An analyst's view on the latest market developments, political and technology disruptions, the war on talent and the role of the CEE region. Peter Moller, European SSC/BPO Advisory Lead, Deloitte
10:45 - 11:05	<b>Business Models in the GBS organizations</b> Uneasy choices: buy, build or mixed ownership? Łódź, Bangalore or Virtual Delivery Centre? Learn how world-class organizations embrace new business models. Jon Bell, Executive Vice President, Head of Capgemini Business Services Global Delivery Network
	<b>SMART WORLD</b>
11:05 - 11:20	<b>It is all about enhancing life with intelligence to make everyday tasks and processes simple, efficient and enjoyable</b> What does being smart mean to cities, workplace and the environment? Magnus Persson, Executive Vice President Business Development, Skanska S.A.
11:20 - 11:30	<b>Everything matters. Reworking and retooling the work environment - the wave of tech-driven change</b> Anna Bartoszewicz - Wnuk, Head of Workplace Advisory, JLL Poland Tomasz Trzósło, Managing Director, JLL Poland
11:30 - 12:00	<b>NETWORKING COFFEE BREAK</b>
	<b>HUMANS VS ROBOTS</b>
12:00 - 12:15	<b>Presentation - Robots are taking over the world</b> David Poole, Co-founder and CEO, Symphony Ventures
12:15 - 12:30	<b>Presentation - Don't be afraid of robots</b> Aleksandra Przegalińska, Research Fellow at MIT Sloan School of Management



12:30 - 13:00	<b>The ring - Human vs Robots - who will win the race?</b> Let's get ready to rumble! <b>Moderator: Elias Van Herwaarden</b> , EMEA Service Leader, Global Location Strategies, Deloitte <b>Marek Grodziński</b> , VP of ABSL <b>David Poole</b> , Co-founder and CEO, Symphony Ventures <b>Piotr Pietrzak</b> , Chief Technology Officer (CTO), IBM Poland and Baltics <b>Aleksandra Przegalińska</b> , Research Fellow at MIT Sloan School of Management	
13:00 - 14:30	<b>NETWORKING LUNCH</b>	
	<b>FUTURE TECHNOLOGY</b>	
14:30 - 14:50	<b>Digital = Disruption</b> <b>Dr. Joseph Reger</b> , Chief Technology Officer EMEA, Fujitsu	
14:50 - 15:20	<b>Disrupt or be disrupted</b> <b>Moderator: Eric Simonson</b> , Managing Partner, Research, Everest Group <b>Przemysław Berendt</b> , Global Marketing Vice President, Luxoft <b>Dr. Joseph Reger</b> , Chief Technology Officer EMEA, Fujitsu <b>Arkadiusz Rudzki</b> , Managing Director, Skanska Property Poland <b>Simon Telfer-Smith</b> , Group VP of IT & CIO, Elekta AB  <b>FUTURE LEADERS</b>	
15:20 - 15:55	<b>Intro presentation followed by panel discussion - Future Leaders</b> The makeup of the global workforce is changing as millennials take up their place and bring with them new skills, experiences, but also expectations. <b>Moderator: Zain Wadee</b> , Managing Director EMEA, Randstad Sourceright <b>Nicholas R. Butt</b> , Managing Director, Western Europe Operations Lead, Accenture <b>Richard Vincent</b> , Partner EMEA/APAC, AltoPartners <b>Petronella Lockhart</b> , Global Vice President Learning, Talent and Performance Development, Swarovski	
16:00 - 17:00	<b>Main Key Note</b> <b>The Right Honourable David Cameron</b> , Prime Minister of the United Kingdom (2010-2016) Q&A session led by <b>Henry Foy</b> , Moscow and Central Asia Correspondent, The Financial Times	
<b>OFF Agenda Networking Events</b>		
17:00 - 19:00	<b>OLIVIA TALENT GARDEN</b> Under The Palms - fresh fruit cocktails and fresh rhythms both mixed to perfection EC1 East, Olivia Business Centre chillout zone  <b>F1 RANDSTAD @ POLE POSITION</b> Take a challenge, overperform Felipe Massa and win Grand Prix! EC1 East, Randstad stand  <b>RISE UP – RUM UP with CBRE</b> The live smoking ZACAPA RUM SHOW - tasting and fun! EC1 East, CBRE Stand  <b>Tasting Craft Beer with Echo Investment</b> Enjoy unique craft beer inspired by the Warsaw Brewery by Echo Investment. EC1 East, Echo Investment stand	<b>Smart Working is here to come</b> Prepare yourself and your organisation with Mikomax Smart Office EC1 East, Networking area delivered by Mikomax Smart Office  <b>Skanska Analog Zone</b> Relax in positive vibes played by a local DJ, with a taste of healthy lemonade and have some fun in a green board game EC1 East, Chill-out zone  <b>Augmented City of Łódź - heritage, revitalisation, EXPO 2022</b> Interactive trip in time using our greenroom! EC1 East, Łódź Stand  <b>AmCham Diner</b> AmCham Diner invites you for Dunkin Donuts, fresh lemonade, VIP interviews, and a great American atmosphere! EC1 East, Echo Investment stand
21:30 - 2:00	<b>ABSL Party</b> <b>Teatr Club, 4A Moniuszki Street</b>	



Day 2 | 14.06.2017

07:00 - 08:00 **ABSL Run**  
J. Poniatowski's Park (close to Secondary School, 115 Żeromskiego Street)

09:00 - 09:30 **MORNING NETWORKING COFFEE**

09:30 - 10:30	<b>FUTURE BUSINESS</b> <b>Business develops faster and faster every year. What does your organization need to do to seize the upside of disruption?</b>		<b>FUTURE MARKETS</b> <b>Shifts in the political landscape challenge existing ideas about globalization and international business. How are the markets reacting to the black swans and technological disruption?</b>		<b>FUTURE TALENT</b> <b>The makeup of the global workforce is changing as millennials take up their place in the workforce and bring with them not only new skills and experiences, but also expectations. Are you keeping up?</b>	
	<b>TECHNOLOGY</b> RPA, IoT, AI, VR, AR. These are elements of our everyday lives. How to identify truly groundbreaking innovations that can deliver value? <b>Conference Hall</b>	<b>BUSINESS MODELS</b> New cross-industry partnerships, everything-as-a service, virtual delivery centers. How prepared is your company to embrace new business models? <b>Machine Hall</b>	<b>INVESTMENT CLIMATE</b> The outlook for changes. Are we facing an era of unprecedented obstacles or is this an opportunity to take Poland to the next level? <b>Wader B</b>	<b>SMART WORLD</b> The smart world is all about enhancing life with intelligence to make everyday tasks and processes simple, efficient and enjoyable? What does being smart mean to city, workplace, environment? <b>Planetarium</b>	<b>HR TRANSFORMATION &amp; LEADERSHIP</b> Digital revolution is driving a human revolution. What does it mean to be a leader in increasingly technological, interconnected world? How will the „people function“ of tomorrow look like? <b>Wader C</b>	<b>DIVERSITY &amp; INCLUSION</b> Different backgrounds, viewpoints, cultures – how to embrace “melting pot” and create the culture of true inclusiveness? <b>Wader A</b>
09:30 - 10:00	<b>Blockchain for business</b> <b>Konrad Rembacz</b> , Process and Technology Jr Manager, Unilever, Poland <b>Maciej Jędrzejczyk</b> , IT Architect, IBM CEE Blockchain	<b>Outsourcing vs SSC vs Hybrid</b> Make the right choice, have a strong governance. <b>Moderator: Hanumantha Karthik</b> , Partner, Global Sourcing, Everest Group  <b>Ewa Carr-de Avelon</b> , Head of XL Catlin Poland Shared Service <b>Marcin Janiszewski</b> , Managing Director, Elekta Business Services <b>Marzena Kardas</b> , Sales & Fulfilment and Master Data Management Services Head, Member of Management Board, Infosys Poland <b>Jacek Stryczyński</b> , Vice President, Country Head, Poland & Slovakia, Lionbridge	<b>FDI, Strategic Investors, Venture Capital, Private Equity, National Growth Funds &amp; Poland.</b> A 360 view on growth opportunities in Europe's No1 outsourcing, offshoring and IT space <b>Moderator: Ronald B. Given</b> , Co-Managing Partner, Wolf Theiss  <b>Rafał Bator</b> , Partner, Enterprise Investors <b>Jacek Levernes</b> , President of ABSL, CEO, Finteco Holding <b>Beata Stelmach</b> , Chief Executive Officer and General Director, GE Poland & Baltics	<b>Smart cities</b> New approach to urban environment that creates high quality of life & work <b>Moderator: Mateusz Polkowski</b> , Head of Research, JLL  <b>Czarek Jarząbek</b> , Founder & President of the Board, Golub GetHouse <b>Krzysztof Misiak</b> , Partner Head of Regional Cities Office Department <b>Błażej Moder</b> , Director of EC1 Łódź – City of Culture <b>Joachim Schuessler</b> , Principal and Senior Project Designer, Goettsch Partners	<b>Global Talent Trends - Empowerment in a disrupted world. What is top of mind for C-suite Executives, HR leaders and employees... and how to accelerate</b> <b>Malwina Raducka-Sakwerda</b> , Analytical Solutions Team Manager EMEA & LATAM, Mercer	<b>Age</b> The unexamined and unconsidered - Return to work? Career turn <b>Klaudia Kossowska</b> , HR Consultant, Human Capital Manager, Stella Virium Foundation
10:00 - 10:30	<b>Is the IoT a threat to people, or on the contrary?</b> <b>Moderator: Michał Grabarz</b> , Sales Director at Communications, Media and Technology, Accenture <b>Sebastian Drzewiecki</b> , Business Service Centre Head, GSK <b>Sławomir Lubak</b> , Managing Director, Accenture Communication, Media and Technology <b>Piotr Pietrzak</b> , Chief Technology Officer (CTO), IBM Poland and Baltics <b>Michał Zajączkowski</b> , Board Member HPE, Pointnext Director	<b>Creating new business model. The journey from concept to reality.</b> Learn how to navigate the process of creating disruptive and the same time market-fit innovations. <b>Oleksander Koliakin</b> , General Manager, Sales of Fuel Cards and Home Base Fuels in CEE, Mediterranean and South Africa, Shell <b>Monika Przybysz</b> , Sales Team Leader for Poland, Lithuania, Latvia, Estonia and Ukraine, Shell Polska <b>Arek Skuza</b> , Partner, K2 Digital Ventures	<b>Shifts in the Balance of Business?</b> Insight into fast changing business environment post-Brexit <b>Moderator: Kerry Hallard</b> , CEO, Global Sourcing Association UK, President, GSA Global  <b>Ross L. Denton</b> , Partner, EU, Competition & Trade Department, Baker McKenzie in London <b>Ewelina Kałużna</b> , Leasing and Asset Management Director, Skanska Property Poland <b>Scott Newman</b> , Managing Director & Senior Vice President, State Street <b>Tomasz Trzósło</b> , Managing Director, JLL Poland	<b>Smart workplace</b> Change your space, change your culture. How to design a perfect office. <b>Karina Kreja</b> , Director, Workplace Consultancy and Change Management	<b>Aligning Business Strategy with People Strategy</b> <b>Richard Vincent</b> , Partner EMEA/APAC, AltoPartners	<b>Why should men care about gender balance?</b> <b>Robert Baker</b> , Global Client Director, Mercer

10:30 - 11:00 **NETWORKING COFFEE BREAK**



11:00 -12:00	FUTURE BUSINESS		FUTURE MARKETS		FUTURE TALENT	
	TECHNOLOGY Conference Hall	BUSINESS MODELS Machine Hall	INVESTMENT CLIMATE Wader B	SMART WORLD Planetarium	HR TRANSFORMATION & LEADERSHIP Wader C	DIVERSITY & INCLUSION Wader A
11:00 - 11:30	<p><b>Social disruption caused by Artificial Intelligence, Robotics Process Automation and Cognitive Technology. Digital Transformation.</b></p> <p><b>Marcin Kowalski</b>, Principal Consultant, GFT  <b>Dariusz Lis</b>, Managing Partner, InnoMentors Consulting  <b>Łukasz Macuda</b>, Regional Director, Luxoft  <b>Paweł Szymański</b>, Operations Director, Special Technology Services, Thomson Routers</p>	<p><b>Virtual delivery center as a new operating model</b>  Dream of technology leaders or reality?</p> <p><b>Mirosław Bartecki</b>, Director/ Chief Architect, Capgemini</p>	<p><b>The war for talent is poised to increase even further.</b>  What are Polish cities really doing to attract and retain young, as well as experienced talent?</p> <p><b>Moderator: Paweł Panczyj</b>, Managing Director of ABSL  <b>Tomasz Horaček</b>, Head of Business Services, Vice President, State Street Bank International GmbH  <b>Agnieszka Jackowska</b>, Regional Center Head, Infosys Poland, Associate Vice President, Infosys Ltd.  <b>Jacek Jaškowiak</b>, Mayor of Poznań  <b>Katarzyna Jozefowicz</b>, Head of Credit Suisse Wrocław  <b>Bogumił Sobuła</b>, Deputy Mayor of Katowice</p> <p><b>Stream in Polish, translation available</b></p>	<p><b>Smart society</b>  Enhancing civic engagement in digital age</p> <p><b>Moderator: Krzysztof Izdebski</b>, Policy Director, ePaństwo Foundation  <b>Jolanta Jaworska</b>, Government Programs Director, IBM Poland &amp; Baltics  <b>Wojciech Karpiński</b>, Center Director, Amway Business Center Europe  <b>Wojciech Rosicki</b>, Deputy Mayor of Łódź  <b>Bartłomiej Świerczewski</b>, Director of Citizen Participation Office of the Municipal Office of Wrocław</p> <p><b>Stream in Polish, not translated</b></p>	<p><b>Creating the culture of empowerment</b>  How to encourage creativity and turn innovation into a habit. Case study</p> <p><b>Arnaud Saintemarie</b>, Chief Growth Officer, ITMAGINATION</p>	<p><b>Come closer to disability</b></p> <p><b>Karolina Długosz</b>, CSR Manager, Capgemini  <b>Dorota Piotrowska</b>, HR Director, Strefa Job</p>
11:30 - 12:00	<p><b>(continued) Social disruption caused by Artificial Intelligence, Robotics Process Automation and Cognitive Technology. Digital Transformation.</b></p> <p><b>Marcin Kowalski</b>, Principal Consultant, GFT  <b>Dariusz Lis</b>, Managing Partner, InnoMentors Consulting  <b>Łukasz Macuda</b>, Regional Director, Luxoft  <b>Paweł Szymański</b>, Operations Director, Special Technology Services, Thomson Routers</p>	<p><b>Cooperation between corporations and start-ups</b>  Be a partner with your smaller neighbours for your future success.</p> <p><b>Moderator: Janusz Dziurzyński</b>, VP of ABSL, Associate Director, Procter &amp; Gamble Global Business Services  <b>David Huse</b>, Independent Expert  <b>Michał Kramarz</b>, Head of Startups, Export &amp; Entrepreneurship Development, Google  <b>Zuzanna Mikołajczyk</b>, Commercial and Marketing Director, Mikomax Smart Office  <b>Agnieszka Sygitowicz</b>, Vice President ŁSSE, owner of StartupSpark program</p>	<p><b>Is the education system in Poland a barrier in the further development of a knowledge based economy?</b></p> <p><b>Moderator: Marek Tejchman</b>, Deputy Editor in Chief, Dziennik Gazeta Prawna  <b>Iwona Dudzińska</b>, Citi Service Center Poland Site Head  <b>dr Bartłomiej Kurzyk</b>, PhD Didactics Development Centre, Director, Faculty of Management, University of Lodz  <b>Wojciech Popławski</b>, Managing Director, Accenture Operations, VP of ABSL  <b>Aleksandra Przegalińska</b>, Research Fellow at MIT Sloan School of Management</p>	<p><b>Smart business model</b>  Moving away from product towards solutions based on circular economy.</p> <p><b>Bogdan Rogala</b>, General Manager, Philips Lighting CEE</p>	<p><b>The old leadership disrupted</b>  What kind of leaders do we need?</p> <p><b>Moderator: Edyta Gałaszewska-Bogusz</b>, Director, Accenture Operations Poland  <b>Jakub Bejnarowicz</b>, Associate Director, Central and Eastern Europe at CIMA  <b>Wojciech Parteka</b>, Strategic Accounts Director, GFKM  <b>Ruth Woller</b>, Lead Talent Acquisition Partner, Global Business Services, The Coca-Cola Company</p>	<p><b>D&amp;I strategy. 360 view from business leaders</b>  Panel discussion</p> <p><b>Moderator: Derek Smith</b>, Managing Director, Head Global Sourcing &amp; Strategy, UBS  <b>Maciej Borkowski</b>, Chief Risk Office Poland Head, Credit Suisse  <b>Katrien Goossens</b>, Global Diversity &amp; Well-being Officer, Euroclear  <b>Karolina Radziszewska</b>, HR Director EMEA, Randstad Sourceright</p>
12:00 -12:20	<b>NETWORKING COFFEE BREAK</b>					
12:20 - 12:40	<p><b>Teamwork makes the dream work</b>  Sharing global success with local communities  <b>Marcin Gortat</b>, Basketball Player, MG13</p> <p>Machine Hall</p>					
12:40 - 13:40	<p><b>Start-Up Challenge finale</b></p> <p>Machine Hall</p>					
13:40 - 14:00	<p><b>Summary &amp; Closing Remarks</b></p> <p>Machine Hall</p>					
14:00 - 15:30	<b>CLOSING NETWORKING LUNCH</b>					



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