



## 13th Annual North American Shared Services & OUTSOURCING SUMMIT

### **Kraft, Hyatt and GE among Leaders to Discuss Smart Partnering for Captive and BPO Strategies at Shared Services Summit**

**New York, NY and Chicago, IL June 17, 2009** – [SSON](#) and [IQPC](#) present the [13<sup>th</sup> Annual North American Shared Services & Outsourcing Summit](#), taking place September 28-October 1, 2009 at the Swissôtel in Chicago, IL.

Catering to every level of maturity, the customizable agenda now offers an **Executive Agenda for Mature SSOs**, and highlights sessions and tracks relevant for Shared Services, HR, Finance, BPO, Process Excellence and Outsourcing professionals. This year's program has also been expanded to encompass increasingly critical topics such as **Smart Contracting for BPO Success**.

"With increased pressure on costs, shared services and BPO can both help to bring more competitiveness to the back office as well as deliver better process execution, but doing it right means learning how to build better BPO partnerships, and leverage a dynamic set of delivery options that best suit your specific situation," says **Lee Coulter, SVP, Global Shared Services**, from **Kraft Foods** and a speaker at this year's event.

Coulter emphasizes: "In today's economy, it is more important than ever to be as competitive in the delivery of important support function services as your company is in its primary business."

The expanded BPO content is just one of many critical themes and topics being covered at the event. Enlisting a speaker faculty comprised of influential experts from across industries, discussions will take place through traditional roundtable sessions as well as new interactive formats, including the **Learning Lab, Innovative Think Tank** and **Quick Wins Energizers**, to increase learning retention.

Other topics at the [13<sup>th</sup> Annual North American Shared Services & Outsourcing Summit](#) include:

- Driving Financial Supply Chain to Demonstrate Real Cash Returns
- Leveraging Greater Economies of Scale with HR Outsourcing
- Rescuing Tapped Working Capital to Drive Cash Back to the Bottom Line
- Discovering the Real Meaning of Adding Value & The Impact of Globalization on Your SS Strategy
- The Impact of ITO & BPO on Your SS Strategy
- Innovation Think Tank Sessions: Taking an Inside Look at What's Out of the Box

Participating companies include **CATERPILLAR, GE, NISSAN NORTH AMERICA, ROGERS COMMUNICATION, HYATT HOTELS AND RESORTS, WESTERN UNION, KRAFT, BANK OF MONTREAL, NASA, XEROX, WAL-MART, HERTZ** and more!

Additional resources, webcasts, podcasts and other content exclusives are available on the website at <http://www.sharedservicessummit.com>. For registration information, contact Kim Vigilia at 212-885-2753 or [kim.vigilia@iqpc.com](mailto:kim.vigilia@iqpc.com).

[SSON](#) provides research, training, and networking for over 7,000 shared services executive members from over 50 countries around the world. **Shared Services News** is published by the Shared Services and Outsourcing Network - part of IQPC.

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