



2 nd October 2012 Delegate Arrivals				
Time	Wednesday 3 October 2012 - Programme Day One			
9:30 – 12:30	<p align="center">IOF Site Visit</p> <ol style="list-style-type: none"> 1) Arkońska Business Park, Gdańsk – Director of First Data (case study) 2) Olivia Business Park, Gdańsk – the largest business park in Tri-City area 3) Campus of University of Gdańsk – a presentation of an educational offer of Tri-City 4) Łużycka Office Park, Gdynia – Sony Pictures Entertainment 5) Allcon Park, Gdańsk – Intel 			
12:30 – 13:30	<p align="center">Networking Lunch & Delegate Registration</p>			
13:30 – 13:45	<p align="center">Welcome Address – Arena International</p>			
13:45 - 14:15	<p align="center">Keynote welcome Address Led by Pomerania Development Agency Co</p>			
14:15 – 14:45	<p align="center">Opening IOF Presentation “Global Trends in Service Offshoring Practices – Insight from the Offshoring Research Network” Led by Dr Carine Peeters, Professor of International Business and Strategy, Offshoring Research Network (ORN)</p> <ul style="list-style-type: none"> • Assessing the key main factors that need to be considered when selecting a location strategy • Determining the factors behind change and finding the link to your company strategy • Evaluating current trends within location selection and Business Process Outsourcing • Identifying the main issues that determine the destinations in which your investment is located 			
14:45 - 15:00	<p align="center">Coffee & Networking Break</p>			
<p align="center">Performance & Innovation Masterclass</p>				
15:00 - 15:50	<p align="center">BPO - Masterclass Financial Transformation Wipro Technologies</p>	<p align="center">ITeS - Masterclass</p>	<p align="center">IPA Location Selection Masterclass</p>	<p align="center">Procurement/HR - Masterclass</p>
15:50 – 16:00	<p align="center">Coffee & Networking Break</p>			
16:00 – 16:30	<p align="center">Business Meeting 1</p>			
16:35 – 17:05	<p align="center">Business Meeting 2</p>			
17:10 – 17:40	<p align="center">Business Meeting 3</p>			
17:40 - 19:30	<p align="center">Networking / Free Time</p>			
19:30 - 20:00	<p align="center">IOF & IOFL Drinks Reception</p>			
<p align="center">Welcome Address from Government of Canada Led by Government of Canada</p>				
20:00 - 22:00	<p align="center">IOF & IOFL Dinner - Sponsored by the Government of New Brunswick & Nova Scotia Business inc Canada</p>			

Time	IOF Programme Thursday 4 October 2012	Time	IOF Locations Programme Thursday 4 October 2012
07:30 – 08:30	Collection of final meeting schedules		
08.40 - 08:55	Performance and Innovation Hub 1 – Opening Remarks: Chairman IOF: Armand Angeli - Co-founder, EOA France	08.40 - 08:55	Welcome Address: Chairman IOF- Location: Andreas Dressler -Managing Director - Terrain
08:55 - 09:35	<p style="text-align: center;">IOF Hub 1 – Keynote Presentation 1</p> <p style="text-align: center;">To multi source or not to multi source; strategic methods ensuring the correct decision is made</p> <p style="text-align: center;">Led by Massimo Spada, Chief Information Officer, Alstom</p> <ul style="list-style-type: none"> Assessing how The challenges distributed collaborations present and how to successfully overcome complexities along the way Assessing the benefits when multisourcing is chosen Deciding if it makes more sense to outsource all in one location or to carry out a country by country approach Identifying the key communication challenges when multisourcing is carried out and how to build positive and efficient relationships between your service providers 	08:55 - 09:35	<p style="text-align: center;">Stream 1 – Location selection for outsourcing and shared services</p> <p style="text-align: center;">IOFL – Master Class 1</p> <p style="text-align: center;">Assessing key strategies in selecting outsourcing locations to ensure the best decisions are made</p> <p style="text-align: center;">Led by Andreas Dressler, Managing Director, TERRAIN</p> <ul style="list-style-type: none"> Analysing how outsourcing has developed over time Assessing current outsourcing strategies used at present and the weaknesses in these strategies Looking to the future of outsourcing and what action needs to be taken to ensure successful choices are made Providing a case study of a recent outsourcing project and how the chosen location was selected
09:40 - 10:15	<p style="text-align: center;">IOF Hub 1 – Keynote Presentation 2</p> <p style="text-align: center;">Analysing Financial Transformation in outsourcing to get the most out of your support functions</p> <p style="text-align: center;">Led by Anthony Watson, Chief Information Officer Global Operations, Barclays</p> <ul style="list-style-type: none"> Assessing how the finance and accounting outsourcing strategy must focus on cost, quality and flexibility Identifying how organisations are attempting to maintain efficiency, effectiveness and control while managing complexity and risk in pursuit of profitable growth Uncovering how to build a model for finance that is specifically designed to provide both stability and flexibility Analysing the strategic benefits and effectiveness of shared services and outsourcing n Finance 	09:40 - 10:15	<p style="text-align: center;">Stream 1 – Location selection for outsourcing and shared services</p> <p style="text-align: center;">IOFL – Presentation 1</p> <p style="text-align: center;">“Location selection for shared services”</p> <p style="text-align: center;">Preparation and implementation: Essential information you need to know about outsourcing in a new or emerging location</p> <p style="text-align: center;">Led by Don McDaid, Senior Director Real Estate/Facilities EMEA/Global, Stream Global Services</p> <ul style="list-style-type: none"> Understanding the need for observation in order to recognize key warning signals to be aware of and plan accordingly Discover the messages you can never over communicate and the assumptions you must never make in BPO Providing examples of when outsourcing makes sense and when it doesn't Assessing how to decide which services should be outsourced and when it is not always necessary
10:15 - 10:30	Coffee & Networking Break		
10:30 - 11:00	Business Meeting 4		
11:05 - 11:35	Business Meeting 5		
11:35 -12:10	Business Meeting 6		

	Performance and Innovation Hub 1 – ITO Session	Performance and Innovation Hub 2 - BPO Session		
12:20 - 12:55	<p>IOF Hub 1 – Presentation 1 ITO Keynote Session Providing flexibility and delivery quality through information technology outsourcing Led by Anders Davidsson, Head of Information Technology, IKEA</p> <ul style="list-style-type: none"> Assessing how the general IT outsourcing marketplace has matured rapidly over the past 15 years Analysing how IT outsourcing can increase agility, improve security and produce better business continuity Addressing the importance of companies needing to look at how to best manage the application portfolio Identifying how organisations can feel daunted due to cloud, mobility and rapid releases that IT organisations now have to face 	<p>IOF Hub 2 – Presentation 1 BPO Keynote Session Assessing Innovation and Outsourcing: what does the future hold? Led by Srin Krishna, Director of Global Supplier Management and Finance Operations, Microsoft</p> <ul style="list-style-type: none"> Assessing how outsourcing has developed over the years Analysing current outsourcing strategies used at present and where they present weaknesses and opportunities Looking to the future of outsourcing and what needs to change to ensure successful choices are made Providing a case study of a recent outsourcing project and how this was implemented 	12:20 - 12:55	<p>Stream 1 – Location selection for outsourcing and shared services IOFL – Panel Discussion 1 Building robust outsourcing strategies by examining do's and don'ts in location selection for outsourcing delivery Led by Mr. Don McDaid, Senior Director Real Estate/Facilities EMEA/Global, Stream Global Services Andreas Dressler, Managing Director, TERRAIN</p> <p>Roel Spee, Global Location Strategy, IBM Umberto Larizza Global Director Shared Services Unicredit</p> <ul style="list-style-type: none"> Discussing the importance behind location selection Revealing emerging markets that could be a successful choice for your outsourcing selection Exploring strategies that can be adopted when carrying out a market sweep to ensure the right location is chosen Providing a recent case study in a successful location and how this was achieved
13:00 - 13:30	<p>IOF Hub 1 – Presentation 2 ITO Keynote Session</p>	<p>IOF Hub 2 – Presentation 2 BPO Keynote Session <i>Sponsored By eClerx Services</i></p>	13:00 - 13:30	<p>IOFL – Keynote Presentation 1</p>
13:30 - 14:30	Networking Lunch			
14:40 - 15:10	Business Meeting 7			
15:15 - 15:45	Business Meeting 8			
15:45 – 15:55	Coffee & Networking Break			
15:55 - 16:30	Business Meeting 9			
16:30 - 17:00	Business Meeting 10			
17:00 – 17:10	Coffee & Networking Break			
	Performance and Innovation Hub 1 Cloud Session			
17:10 - 17:45	<p>IOF Hub 1 – Presentation 3 Cloud STREAM Considering the opportunities, challenges and the risks associated with cloud: when does using cloud make sense? Led by David Chapman, Director of Service Strategies, BP</p> <ul style="list-style-type: none"> Assessing how cloud computing is now seen as a profound evolution of IT Analysing the implications for business and society, cloud can create Assessing how cloud is creating new possibilities and enabling more efficient, flexible and collaborative computing models Addressing how cloud can be used to streamline and enhance the work of software Exploring how the cloud can help you overcome challenges, 	<p>IOF Hub 2 – Workshop 1 LEGAL STREAM</p>	17:10 - 17:45	<p>Stream 2 – The workforce challenge IOFL – Case Study 2 Comparing workforce availability and costs to stay ahead of the curve in providing innovative staffing services Led by Amar Shah, Executive Director, Morgan Stanley</p> <ul style="list-style-type: none"> Uncovering how vital the acknowledgment of workforce availability is before a location is chosen Evaluating how to assess the state of cost in regards to workforce to ensure you maximize profit from the contract Highlighting the importance of continuous evaluations of workforce costs in other locations to discover emerging areas that could be successful for future outsourcing Creating global ready professionals to maximise your company's growth potential Overcoming training complications of service provider employees and guarantee workforce productivity

	take action to ensure security, meet goals rapidly and improve efficiency in your software delivery			
17:50 - 18:30	IOF Hub 1 – Panel Discussion 1 Cloud Stream Panel Discussion:	IOF Hub 2 – Case Study 1 LEGAL STREAM	17:50 - 18:30	Stream 2 – The workforce challenge IOFL – Panel Discussion 2 Managing scale and maintaining flexibility
18:30 - 19:30	Free Time & Networking			
19:30 - 22:00	Drinks Reception followed by Dinner			
				

Time	IOF Programme Friday 5 October 2012	Time	IOF Locations Programme Friday 5 October 2012
	Performance and Innovation Hub 1 – Chairman IOF: Armand Angeli - Co-founder, EOA France		Chairman IOF- Location: Andreas Dressler -Managing Director - Terrain
08:55 - 09:30	<p>IOF Hub 1 – Keynote Presentation 3 Outsourcing Performance Case Study: Uncovering the implementation of a best practice framework for Vodafone’s outsourcing organization by using eSCM Led by Peter Snowdon, Senior Manager Network Programmes, Vodafone</p> <ul style="list-style-type: none"> • Clarifying what eSCM is and why this was a chosen practice framework • Analysing the key benefits of using eSCM and this has enhanced Vodafone’s outsourcing strategy • Assessing the challenges this framework created and how Vodafone overcame these • Looking to the future and possible outsourcing strategies that could be adopted 	08.55 - 09:30	<p>Stream 2 – The workforce challenge IOFL – Keynote Presentation 2 Ensure staffing efficiency by addressing the outsourcing industry’s workforce needs Led by Roel Spee, Global Location Strategy Leader, IBM</p> <ul style="list-style-type: none"> • Ensuring that you are aware of the workforce needs and are implementing practical strategies to meet these • Assessing how important it is to understand the culture you outsource into • Analysing how important it is to address workforce capability before you select a location • Evaluating why motivation is a top priority for buyers, advisors and providers alike
09:35 - 10:10	<p>IOF Hub 1 – Keynote Presentation 3 Outsourcing Innovation/ HR Outsourcing Ensuring you maximize the value from your contract to unlock the full potential of your outsourcing relationship Led by James Simmonds, Global BPO Leader, Astrazeneca</p> <ul style="list-style-type: none"> • Successfully developing a contract that reflects your organizations strategic goals and aspirations balanced with your suppliers capabilities at a price that is agreeable to both parties • Understanding the vital role of the contract manager in the current economic climate to ensure adaption to quicker, better, cheaper ways of achieving successful business practices • Assessing successful methods that can improve communication between service providers when multi sourcing • Learning How best to achieve a successful collaboration without compromising quality and cost and delivering value for both clients and suppliers 	09:35 - 10:10	<p>Stream 3 – Real estate and infrastructure IOFL – Keynote Presentation 2 “Bricks and mortar: the search for suitable property”</p>
10:10 - 10:30	Coffee & Networking Break		
10:30 – 11:00	Business Meeting 11		
11:05 - 11:35	Business Meeting 12		
11:35 - 11:50	Coffee & Networking Break		
11:50 -12:20	Business Meeting 13		
12:25 -13:00	Business Meeting 14		
13:00 – 14:00	Networking Lunch		
	Performance and Innovation Hub 1 – CRM Session		
14:00– 14:30	<p>IOF Hub 1 – Workshop 1 CRM STREAM Highlighting the importance of customer experience and ensuring a sustainable outsourcing service: looking beyond contract requirements Led by Kevin Devoy, Head Outsourcing, Centrica, British Gas Procurement</p>	14:00– 14:30	<p>Stream 3 – Real estate and infrastructure IOFL – Case Study 4 “Providing a world-class environment for outsourcing”</p>

	<ul style="list-style-type: none"> Addressing the question as to whether offshoring has a negative impact on customer satisfaction Assessing whether lower labour costs overseas is worth the decrease of service standards Uncovering strategies resulting in the mitigation of its negative effects on customer service Building the customer service experience by taking advantage of the technological innovations that some providers offer 		
14:35 – 15:05	IOF Hub 1 – Case Study 1 CRM STREAM	14:35 – 15:05	Stream 3 – Real estate and infrastructure IOFL Panel Discussion 3
15:05 - 15:20	Coffee & Networking Break		
15:20 – 15:40	IOF Hub 1 – Keynote Presentation 5 Led by Armand Angeli, Chairman IOF, Co- founder EOA France Gabor Arkosy, EOA France Board Member and Treasurer		
15:45 – 16:00	IOF Hub 1 – Farewell Address <i>An insight into IOF 2013 plans</i>		
16:00	Forum Ends		
	