

AGENDA



P2P Process Optimization

1-day Conference

15th October 2024 | Budapest, Hungary

The rise of AI, standardization, the path to integrated global operations, more & more complex people management and business value creation

The P2P complex equation to process excellence

Part of the inaugural

SSC/GBS Finance Process Week

15-17 October (Budapest)

P2P Process Optimization - 15 October 2024

R2R Process Optimization - 16 October 2024

©2C Process Optimization - 17 October 2024

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9.00 - 9.10 **Opening remarks**

9.10 - 9.45 **OPENING PANEL**

Current state of P2P operations in SSC/GBS environment – The sweet equilibrium between day-to-day activities optimization and long-term improvement needs

- We always talk about change management... but what has REALLY changed in P2P operations over the last 5 years?
- Are current P2P operations set-up in SSC/GBS at risk in CEE countries (cheaper locations, automation, etc.)?
- Mastering the digitalization journey: How to handle multiple maturity stages at process levels (from basic transformation needs for some to proper full-on automation for others)

9.45 - 10.00 **SPEED NETWORKING SESSION**

20-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!

10.00 - 10.30 **Morning break & networking**

PRESENTATIONS + Q&A PANEL

10.30 - 10.50 **SESSION 1 - IT IS STILL PEOPLE-DRIVEN**

Meaningful job, constant learning, exciting career opportunities: How to be people-oriented in P2P operations nowadays

- Growing demand for meaningful work: Is it at all possible to involve ALL your people into exciting initiatives to answer new expectations at operational level
- Breaking down rigid processes: How to motivate your team and keep the momentum going in a very volatile labor market
- Identifying the "mechanical clickers": addressing engagement issues and communicating on the role of P2P in the overall business performance
- Introducing new ways of working to adapt to new societal trends and expectations: Tribes, squads, scrum, PM methodology, etc.

10.50 - 11.10 **SESSION 2 - STRATEGIC P2P, THE WIND OF CHANGE?**

Moving from transactional services to strategic business enablers: Can P2P at SSC/GBS level be in power to drive the change

- "Business hates us, we are always in the middle and told what to do top-down" - Exaggeration or reality to be altered?
- How to incentivize the organization to work with P2P as a function and not only with procurement?
- How to measure performance of transactional activities more thoroughly to better support and have a greater impact on business decision-making

Dóra Berecz, Senior Director of PTP, **Paramount** - Hungary (tentative)

11.10 - 11.30 **SESSION 3 - GLOBAL ACTIVITIES = GLOBAL STANDARDS?**

Harmonization and standardization across entities and geographies: Can you set-up and pilot truly global operations with a one-size fits all approach

- P2P's position on the path to true GBS: How far can you go in standardizing your global operations
- When you think you are seeing the light at the end of the tunnel, e-invoicing policies start to pop like mushrooms...
- How to handle exceptions and manage countries that always try to override standardization
- Don't be fooled, automation and AI are tools, not magic wands... unless you really know how to use them?

11.30 - 12.00 **LIVE VOTING + Q&A PANEL #1**

30-minute discussion among and with the 3 above speakers to deepen the topics covered during their presentations.

Use Sli.Do application to ask your questions and drive the talk towards the subjects that matter to you!

12.00 - 12.00 **ROUND-TABLES SESSION #1**

30 minutes to deepen in small groups of 5-6 people one "hot topic" to be picked from the below list. A good occasion to ask questions, share concerns, seek for responses... or help others with their journey!

1/ Is your top level management blinded by digitalization (and how to get support on other needed aspects of business)?

2/ How to optimize the heavy controlling environment (and inherent hidden costs) in P2P

3/ Automating the communication with vendors - a dream within reach?

4/ The rise of project management, a new alley for adding-value activities?

--> [more topics on page 3](#) -->

- 5/ Money talks: Is there a loyalty issue and a cash obsession for the new generations? And how to handle it...
- 6/ Half of P2P is customer service: soft skills and empathy at play to improve processes and service delivery
- 7/ Strong AP/Procurement partnership to ease critical supply chain financing and positively impact cash flow environment
- 8/ The AI round-table (before the AI debate): Join if you want to share and hear from real-life examples and lessons learnt about AI journeys

12.30 - 13.30 **Lunch break & networking**

THE "GRAND DEBATE" SESSION

13.30 - 15.00 **2 topics / 4 teams / 2 "battles"**

This is not a new fancy name for "panel" - we are putting together a highly interactive 90-minute session where everybody will be actively involved. So roll-up your sleeves and accept the challenge!

Moderated by a former University Debate national champion, this session will randomly split the group in 4 teams, to debate 2 hot topics currently at play in P2P (see details below).

1 team pro, 1 team con and a representative of each team entering the arena to battle for the truth – and nothing but the truth.

You will be randomly assigned to one of the sides to test your adaptability, engage into teamwork, sharpen your analytical thinking and argumentation skills and to be ready to advocate for your cause.

During a short preparation time you will build-up your case and bring your best arguments.

Speeches, cross-questioning, moderator's challenge and voting from the audience will ensure we capture all the relevant angles – and hopefully have some fun!

There is no right or wrong, only different perspectives.

TOPIC #1: THIS HOUSE BELIEVES AI WILL FUNDAMENTALLY CHANGE THE GAME IN OUR INDUSTRY

TOPIC #2: THIS HOUSE BELIEVES THAT P2P SHOULD BE OUTSOURCED TO BPO

Moderated by:

Stefan Covaciu, Global Process Transformation Director & (former) Romanian University Debate champion

15.00 - 15.30 **Afternoon break & networking**

15.30 - 16.00 **STRUCTURED ROUND-TABLES SESSION #2**

30 minutes to deepen in small groups of 5-6 people one "hot topic" to be picked from the below list

1/ Challenges, lessons learnt, mindset change, new skills: Examples of S/4HANA implementation / integration

2/ Rapid career growth expectations vs. SSC/GBS reality check: How to create transparent career paths and opportunities in P2P that attract talents

3/ Global process ownership and end-to-end process: How to define the scope and what status for people in charge within the overall business organization

4/ Payment terms, credit score, P-card policies, etc. - How to play with the tools at your disposal to improve the entire P2P process

5/ P2P function evolution and which direction to take to grow stronger in SSC/GBS environment

6/ Confidentiality, security, usage and storage – competitive advantage of a safe and consolidated MDM

7/ Anticipate, adapt, standardize: E-invoicing rules spreading across Europe, Asia and beyond and how to gather critical but not legally required data

8/ No PO – no pay: How to set-up policies that are easy to follow and make sense to apply

16.00 - 16.15 **Closing remarks and farewell**

TICKET FEE AND REGISTRATION

	Early-bird 1 (valid until 30 June)	Early-bird 2 (valid until 31 Aug.)	Standard price (valid from 1 Sept.)
1-day ticket access to P2P day of the SSC/GBS Finance Week	500 EUR*	600 EUR*	700 EUR*
2-day ticket access to 2 days of the SSC/GBS Finance Week	900 EUR*	1,200 EUR*	1,300 EUR*
3-day ticket access to 3 days of the SSC/GBS Finance Week	1,200 EUR*	1,600 EUR*	1,800 EUR*

REGISTRATION TO P2P [HERE](#)

Vendor ticket price: 1,500 EUR + VAT / day or 3,000 EUR for 3 days

You can book an SSC/GBS Finance Week bundle ticket (2 or 3 days) and share it among colleagues!

Additional info and questions on contact@connect-minds.com

* For SSC/GBS practitioner only | Price per person | 27% VAT to be added to the price | Bank transfer & credit card accepted | VAT invoice issued after payment