



AGENDA

P2P **Process** Optimization

1-day Conference

13th May 2025 | Budapest, Hungary

Part of the second

SSC/GBS Finance Process Week

13-15 May (Budapest)

P2P Process Optimization - 13 May 2025

R2R Process Optimization - 14 May 2025

©2C Process Optimization - 15 May 2025

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10.00 - 10.15 **Opening remarks**

10.15 - 10.45 **OPENING PANEL - P2P & AUTOMATION: FRIENDS OR ENEMIES?**

A look at the present future – RPA, Intelligent automation, ChatGPT, AI: How the automation revolution is impacting and will transform (?) the P2P processes

- Extended application of AI through going beyond OCR and data capture for AP with automatic invoice matching, goods receipt, etc.
- How can AI help scheduling payments calendar, communicate with receivables to optimize cashflow and ultimately turn AP into a solid contender for the best finance business partner
- The question of confidentiality, security, data usage and data storage – need for clarification and proper frameworks before jumping in

10.45 - 11.00 **SPEED NETWORKING SESSION**

15-minute ice-breaker to get in touch with your fellow colleagues from various organizations

11.00 - 11.30 **Morning break**

PRESENTATIONS - ROUND #1

Each presentation lasts 25 minutes including 5 minutes for Q&A

11.30 - 11.55 **SESSION 1 - ENGAGEMENT DROP (?)**

A drop in engagement levels and motivation in general: a P2P-only issue? Exploring opportunities of process redesign and new ways of working

- Root-cause analysis or pointing fingers: processes, intrinsic nature of operations or profiles selection during hiring?
- Internal workshops, transitions projects, CI pep talks – everything is impacted
- Rethinking your portfolio of trainings on offer and management skills upgrade: When „real” flexibility becomes a must-have (and drawbacks that come with)

11.55 - 12.20 **SESSION 2 - CHANGE MANAGEMENT... FOR REAL**

Change management always rings twice (at least): Convince first... and then train, train, train

- Why is it difficult for captive centers to adopt a well-defined, organized change management strategy (tools kit, follow-ups, NPS, etc.)
- Trainings, access management, approval flow optimization: Exploring ways of better communication with the business for improved collaboration
- Going beyond “first time right”- Growing importance of E2E process mining to support the rise of new KPIs that measure productivity across the whole cycle
- Local key users to break-down organizational silos (production, business, goods receipt, etc.)

12.20 - 12.45 **SESSION 3 - SCOPE ENLARGEMENT**

There's got to be more to transition in the entire procure/source to pay: Building today your legitimacy of tomorrow

- It is all about standardization (for now): legacy systems alignment and process simplification to deliver on more business value
- Navigating standardization complexities: Legal local regulations, multiple legacy systems and ego management
- Global operations, managed from the centers: Do you need to choose between cost efficiency or pursuit of true subject-matter expertise?

12.45 - 13.30 **Lunch break**

13.30 - 14.00 **S.M.A.R.T session (mini workshop)**

*In groups of 4-5, follow the below guidelines to imagine, discuss and redesign a **Specific, Measurable, Achievable, Realistic and Timely** (S.M.A.R.T) KPIs framework for tomorrow's P2P operations. 15 minutes will be kept for sharing, debate and feedback.*

KPIS & PERFORMANCE MEASUREMENT

Are we measuring the right things? SLAs track speed, but do they really measure efficiency?

- Traditional KPIs are **maxed out**: Switching from a plethora of irrelevant KPIs to **new success** metrics more aligned to today's work reality
- The **end-to-end dilemma**: If you want to improve, you need to measure first; but how can you measure if you haven't **clearly defined** where it starts and where it ends?
- **Talent rotation**, the new “Head KPI”? What if true performance and efficiency were measured in capability development

14.00 - 14.40 **ROUND-TABLES SESSION**

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

1. Talent management in time of stability: With less newcomers on the market, how do you adapt to make the best out of a maturing industry
2. If language dependency is your only selling argument, prepare to pack your operations for express shipment to more cost-friendly destinations
3. The hidden cost of automation: Are we really saving money? Maintenance, compliance risks, cybersecurity investments, systems errors... and how to measure the real RoI
4. E-invoicing spreading across Europe, Asia and beyond – how to anticipate, how to adapt, how to standardize, how to gather critical but not legally required data
5. Navigating the complexity of approval flows and how to streamline the process for more efficient AP operations
6. Multiple ERPs and legacy systems into one: dream or nightmare?
7. Rethinking offshoring: What's the best long-term strategy?
8. If you haven't had enough of AI just yet: Practical examples, future possibilities and discussions all AI-related

14.40 - 15.00 **Afternoon break**

PRESENTATIONS - ROUND #2

Each presentation lasts 25 minutes including 5 minutes for Q&A

15.00 - 15.25 **SESSION 4 - TOWARDS IMPROVED INTERNAL COLLABORATION**

Well-rounded P2P cycle – how to better connect upstream and downstream activities through thorough supplier management and improved communication

- Procurement and AP in P2P process, who's got the power? Hybrid role of GPOs and necessary communication for improved collaboration
- Process AND system ownership: A prerequisite for successful global process ownership and deviations' harmonization?
- Reducing the "human" impact towards invoice processing real automation - How to deal with unstructured inputs from providers that prevent automation

15.25 - 15.50 **SESSION 5 - S/4HANA - ALL BLOOD, SWEAT AND TEARS?**

The future will be fully digital, but the road to hell is paved with good intentions

- Operational (resource) planning when integrating S4/HANA: back-up teams and work allocation during "down times"
- Transferring your existing bots and automations to the new interface: mission impossible?
- How to make the best out of S/4HANA built-in automation capabilities and integration opportunities?

15.50 - 16.15 **SESSION 6 - TECHNOLOGY INTEGRATION**

How to harmonize technology integration in a fast-changing, complex business environment

- How can P2P switch from "consultant" to decision maker in selecting and integrating tools that benefit the entire organization
- The importance of cost management (still and again): Automation as the only salvation to salary costs increase?
- Multiplicity of invoice management systems running concurrently: Policy redefinition, alignment, team motivation

TICKET FEE AND REGISTRATION

	Early-bird 1 (valid until 28 Feb.)	Early-bird 2 (valid until 31 Mar.)	Standard price (valid from 1 Apr.)
1-day ticket access to P2P day of the SSC/GBS Finance Week	590 EUR*	690 EUR*	890 EUR*
2-day ticket access to 2 days of the SSC/GBS Finance Week	990 EUR*	1,290 EUR*	1,590 EUR*
3-day ticket access to 3 days of the SSC/GBS Finance Week	1,290 EUR*	1,690 EUR*	1,990 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