



# Post Show Report



## 14th Annual Australasian **Shared Services & OUTSOURCING WEEK**

**April 11-14, 2011**  
**Palladium at Crown, Melbourne, Australia**

*“The leads generated from the conference have turned into meetings and I cannot express how pleased I was with the delivery and the calibre and level of engagement from the delegates at the SSON conference. Once again, SSON provided a conference where our expectations were exceeded and ROI was achieved.”*

Rebecca Trude, Business Development Manager  
- Asia Pacific, Frontline Placement Technologies

**[www.sharedservicesweek.com.au](http://www.sharedservicesweek.com.au)**  
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# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## Director's Message

### *The shared services and outsourcing revolution is here....*

Our 14th Annual Australasian Shared Services & Outsourcing Week saw over 470 industry professionals come together in Melbourne to mark a true cross over in our region from industry gathering, to bonafide shared services community.

Now officially the largest shared services event in the Asia Pacific region, we were delighted to host over 350 end-users from a cross section of corporate, government and non-profit industries spanning Finance, HR, IT and Procurement, at all stages of their shared services journeys.

The growth of SSO Week plays testament to the escalating importance of the role of shared services within sustainable business strategy. With representation from c-level executives from a wide range of ASX 200, BRW 100 and major Government Agencies, it's clear that shared services has firmly secured its place on the board room agenda.

The time for true business partnering is now.

This year, we not only saw an evolutionary shift in numbers, but also in attitudes. For the first time, we are really seeing the Australasian shared services community open up to strategic business partnerships, innovative contracting and the potential savings that offshoring and outsourcing can bring.

As we stand on the cusp of what is undoubtedly a new era for SSOs throughout Oceania, we hope you join us in all the excitement and innovation that SSO Week 2012 will bring.

See you there!

**Natalie Williams**  
Program Director A/NZ  
**SSON**



*Award Winners Brian Roche  
and Neil Padley*



*Main Plenary Room*

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## 14th Annual Australasian Shared Services & OUTSOURCING WEEK

### Just some of the highlights from 2011

Delegates at SSO Week enjoyed the injection of innovative networking breaks and social functions, live and interactive audience polling and a multitude of presentation formats – from detailed case studies, to lively panel discussions; our incisive A/NZ Task Force, to the controversy of G6.

**The atmosphere was electric!**



Award Winner Brian Roche accepting his Award



The Acceptance Speech



The Live Debate on stage at SSOWeek 2011

### **G6** Visionaries Global Sourcing Think Tank

This has become one of the most widely anticipated sessions at Shared Services & Outsourcing Weeks around the world. To view the full Australasian session, join us at:

**www.  
sharedservicesweek.  
com.au/G6**

### **SS&O Revolution**

Heard about 'that video' about to storm the Shared Services and Outsourcing Community? Whether you watched in Melbourne, or are simply wondering what the hype has been about, you can watch it right here, right now! Join us in the SS&O Revolution and follow the conversation -

**www.ssonetwork.  
com/ssorevolution**

### **SSO Week Australia 2012**

Can't wait for next year's show? Sign up for our monthly newsletter to keep in the loop about the latest program developments, what is going on in the industry and other local SSON events, contents and offers. Register your interest here:

**enquire@iqpc.com.au**



# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## 2011 Speaker Faculty

- ▶ **Peter McNamara**, General Manager Procurement, **RIO TINTO**
- ▶ **Coretta Bessi**, Manager of Procurement, Global Corporate and Commercial Services, **BLUESCOPE STEEL**
- ▶ **Charles Gray**, Division Director Financial Services, **MACQUARIE**
- ▶ **Mark Woolfrey**, General Manager Finance Professional Services, **ANZ**
- ▶ **David Anderson**, Chief Corporate Accountant, **TELSTRA**
- ▶ **Nigel Wilkinson**, CEO, **HEALTH BENEFITS LTD**
- ▶ **Donal Graham**, Partner, **DELOITTE**
- ▶ **Deborah Coakley**, Head of People Shared Services, **QANTAS**
- ▶ **Dr. Martin Fahy**, Practice Leader APAC, **THE HACKETT GROUP**
- ▶ **Beverley Honig**, CEO, **HONEYLIGHT ENTERPRISES**
- ▶ **Mirijana Jovic**, General Manager Shared Services, **TABCORP**
- ▶ **Sam Austrin-Miner**, Program Director Flexible Online Transformation, **UNIVERSITY OF NEW ENGLAND**
- ▶ **Robert Comelli**, Chief Executive Officer, **ASSOCIATION OF ACCOUNTING TECHNICIANS AUSTRALIA**
- ▶ **Neil Padley**, Deputy Director General of Transport Shared Services, **NSW GOVERNMENT**
- ▶ **Suzanne Young**, Executive General Manager Group Corporate Services, **COMMONWEALTH BANK OF AUSTRALIA**
- ▶ **Trevor Patti**, Centre Director, BPO, **CAPGEMINI AUSTRALIA**
- ▶ **Noel P. Paraso**, VP Service Centre Network and Manila Centre Finance Lead- Manila, **SHELL SHARED SERVICE CENTRE**
- ▶ **Asheesh Mehra**, Head of BPO, Asia Pacific, Japan and Middle East, **INFOSYS**
- ▶ **Charles Reis**, General Manager Shared Business Services, **MMG MINERALS & METALS GROUP**
- ▶ **Mark MacLeod**, National Solutions Manager, **COMPUTERSHARE**
- ▶ **Ramana Akula**, Program Director APAC, **PEARSON AUSTRALIA GROUP**
- ▶ **Karina Petty**, Associate Director HR Operations, **MACQUARIE**
- ▶ **Kylie Baullo**, Senior Director Global Service Delivery, **ADP**
- ▶ **Joseph Soalheira**, Advisory Board Member, **SSON**
- ▶ **Isaac Naughton**, MAIPM, Project Manager, **BASWARE AUSTRALIA/NZ**
- ▶ **Clifton Warren**, Vice President Sales & Marketing, **AEGIS**
- ▶ **Brian Roche**, Executive Director of Shared Services, **DEPARTMENT OF TREASURY & FINANCE SHARED SERVICES**
- ▶ **Peter Barta**, Principal - Consulting, **DELOITTE**
- ▶ **Mike Andrews**, Practice Manager Operations Excellence, **DOWLING CONSULTING**
- ▶ **Jane Webster**, Head of Shared Services, **STOCKLAND ORGANISATION**

### Like What You Saw?

Is there a particular presentation that you need for reference?

Want to see "that Video" that kicked the event off?

Can't remember some of the engaging dialogue on the G6 Visionary Panel discussion?

We don't want to leave you in the dark, so we have them all covered for you to download as below:

#### Presentations

So many speakers, so little time. If you were unable to attend a particular session don't worry - we have it covered.

**www.sharedservicesweek.com.au/presentations**

**Username:** SSON 2011

**Password:** 2T4eD10

“The conference was excellent. I really enjoyed it. I had been to one years ago and was blown away at just how many organisations have advanced so much. Great networking opportunities too.”

Liz Woods, Director - Business Strategy Organisational Capability, Shared Service Agency





# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## 2011 Speaker Faculty

- ▶ **Stephen Dowling**, Head of Consulting, **HR OPTIMISATION AND ALLIANCE PARTNERS**
- ▶ **Clive Parsons**, Director IT - Shared Services, **NEWS LIMITED**
- ▶ **Karri Lehtonen**, Vice President, **BASWARE AUSTRALIA**
- ▶ **Ciaran Mara**, Process Solutions Manager, **ORICA**
- ▶ **Aaron Likely**, Business Development Manager - **SAP, READSOFT**
- ▶ **Guy Nicholson**, General Manager Shared Business Systems, **DEPARTMENT OF PRIMARY INDUSTRIES**
- ▶ **Brendan Wright**, Director of Strategic Accounts, Public Sector and Iconic Accounts, **ORACLE**
- ▶ **Norris Dudgeon**, Shared Services Group Manager, **THE SALVATION ARMY**
- ▶ **Jennifer Maritz**, Director - F&A Solutions, IBM Global Process Services, Growth Markets, **IBM**
- ▶ **Greg Naimo**, Director IT Services Centre, **UNITING CARE**
- ▶ **Tim Morris-Smith**, CFO, **MISSION AUSTRALIA**
- ▶ **Marc Caltabiano**, Director – Enterprise Architecture, **ORACLE**
- ▶ **Krist Davood**, CIO, **SCHIAVELLO GROUP**
- ▶ **Martin York**, Head of Business Process Outsourcing, Group Strategy and Finance, **NAB**
- ▶ **Manish Vora**, Head of Sales Asia Pacific & Middle East, **WNS**
- ▶ **Jill Divorty**, Executive Director Shared Services, **DEPARTMENT OF TERRITORY AND MUNICIPAL SERVICES**
- ▶ **Ray Slayford**, National Lead Partner of Procurement and Shared Services, **KPMG**
- ▶ **David Gillard**, Commercial & Procurement Director, **BAE SYSTEMS**
- ▶ **Sandeep Chitale**, Head of Business Services, **SCHWEPPE AUSTRALIA**
- ▶ **Raja Venkateswar**, Head - Sales, Marketing & M&A, **XCHANGING**
- ▶ **Stephen Payne CPA**, Finance Director Corporate & Shared Services, Compensation Authorities Cluster, **NSW GOVERNMENT**
- ▶ **Rob Miller**, Manager HR Shared Services, **VICTORIA UNIVERSITY OF WELLINGTON**
- ▶ **Jimmy Spencer**, CFO & Director, **CHEMTEX GROUP OF COMPANIES**
- ▶ **Arno Franz**, Partner and President, **TPI**
- ▶ **Antoinette Brandi**, General Manager Supply Chain, **SUZLON ENERGY AUSTRALIA**
- ▶ **Kartik Jayaraman**, Head of BPO, **INFOSYS**
- ▶ **Peter Thomson**, General Manager Shared Services, **WATTYL GROUP**
- ▶ **Martin Nicholls**, VP, Global Solutions and Services, APAC, **KELLY OCG**
- ▶ **Maree McMahon**, Executive Manager - Finance Shared Services, **SUNCORP**
- ▶ **Thomai Veginis**, Chief Procurement Officer, **NAB**
- ▶ **Albert Olley**, Chief Executive, **NSW BUSINESSLINK**

“I wanted to pass on my congratulations to you for organising such a successful conference. I think everyone walked away with something they learnt – I certainly did. We have since held our ASSA Board Meeting last week and we were very pleased to have been invited to participate by the SSON.”

Charles Reis, General Manager Shared Business Services, MMG Minerals & Metals Group

“The G6 panel is a substantive platform to challenge conventional thinking through the kind of hard hitting, no hold barred conversations we need to have as an industry. No sugar coating, no half truths - just facts, insights and perspectives on issues and challenges that define our business.”

Asheesh Mehra, Head of BPO - Asia Pacific, Japan and Middle East, Infosys



# 14th Annual Australasian Shared Services & OUTSOURCING WEEK



Whilst attendees sipped champagne, chatted with exhibitors and shared the day's learnings with one another in the exhibit hall, we locked the doors of the conference plenary room at Crown Melbourne....

....And when the doors were unbolted the fun began!

The main room had been transformed from educational centre to the Oscars of the industry, ready to congratulate four lucky winners and their teams on all their hard work and dedication.

As delegates tucked into a gourmet, three-course dinner, we kicked off proceedings with team challenges to win an evening in an AFL box, courtesy of IBM.

With the excitement mounting, Martin Fahy (Hackett) took to the stage as compare for the evening, in the welcome company of our high profile judges:

- **Neil Padley**, Deputy Director General of Transport Shared Services, **NSW GOVERNMENT**
- **Charles Gray**, Division Director Financial Services, **MACQUARIE**
- **Suzanne Young**, Executive General Manager Group Corporate Services, **COMMONWEALTH BANK OF AUSTRALIA**
- **Noel P. Paraso**, VP Service Centre Network and Manila Centre Finance Lead- Manila, **SHELL SHARED SERVICE CENTRE**

After much deliberation in the lead up to the event, the following deserving winners were selected:

## Excellence in Customer Service

- ▶ **National Australia Bank - In Partnership with**



## Excellence in Improvement & Innovation

- ▶ **Air New Zealand Limited**

## Excellence in People and Communications

- ▶ **Department of Treasury & Finance Shared Services – In Partnership with ASG and ORACLE**

## People's Choice Award for Personal Contribution to the Industry

- ▶ **Asheesh Mehra, Head of BPO - Asia Pacific, Japan and Middle East,**



Once the awards had been presented, photos snapped and interviews captured, more drinks were circulated whilst the live jazz band provided a smooth backdrop to a wonderful night!

“I accepted the award on behalf of the staff who worked very hard every day to provide the best possible service to our clients. And I think [this award] will be fantastic recognition for their hard work, so thank you to SSON and the Excellence Awards for the opportunity!”

Brian Roche, who accepted the Excellence in People and Communication Award on behalf of those at the Department of Treasury and Financial Shared Services (WA).



G6 Panelist  
Ray Slayford



Networking



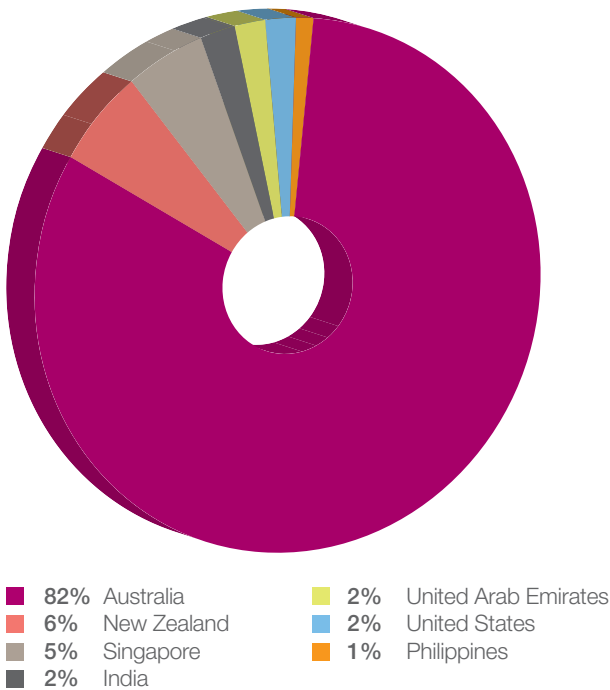
SSON's 2011  
Awards Dinner



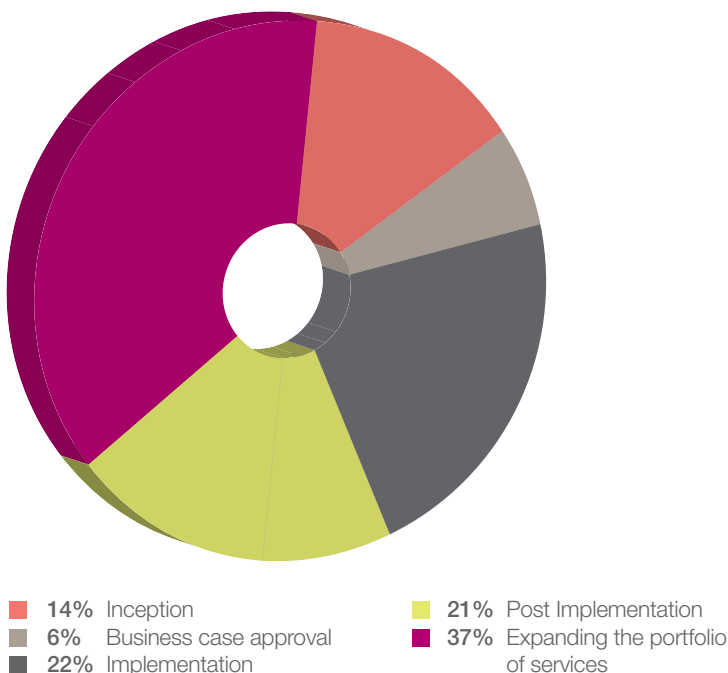
# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## Attendee Profile

### Geographical Breakdown



### At what stage are you in your journey (this time around)?



Main Plenary Room

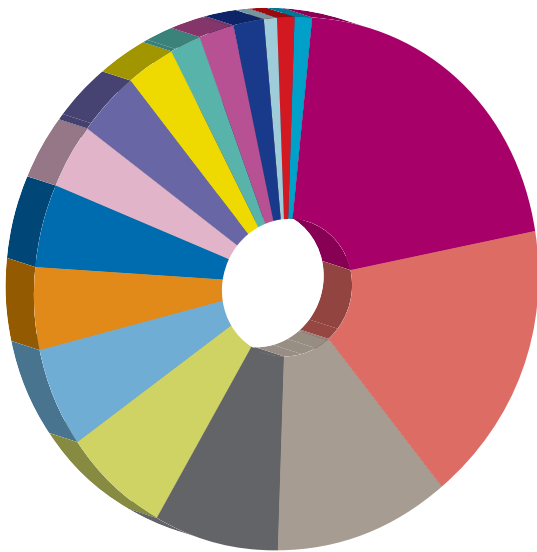




# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## Attendee Profile

### Industry Breakdown



- 21% Public Sector & Govt
- 17% Manufacturing
- 11% Mining
- 8% Banking, Finance and Insurance
- 7% Transport
- 6% Management Consulting Services
- 5% IT/Telecomms
- 5% Publishing, News and Media
- 4% Food and Beverage Manufacturing
- 4% Health Care and Social Assistance
- 3% Energy Retailers
- 2% Defence
- 2% Heavy and Civil Engineering Construction
- 2% Colleges and Universities
- 1% Engineering Services
- 1% Real Estate and Rental and Leasing
- 1% Retail Trade



“Just a quick note to say thank you for the invitation to the SSO week. It was great and I met quite a number of delegates. I was also able to talk to the various sponsors and have already made appointments with a couple.”

Sanjay Chudgar, Controller - Finance, Weir Minerals Australia

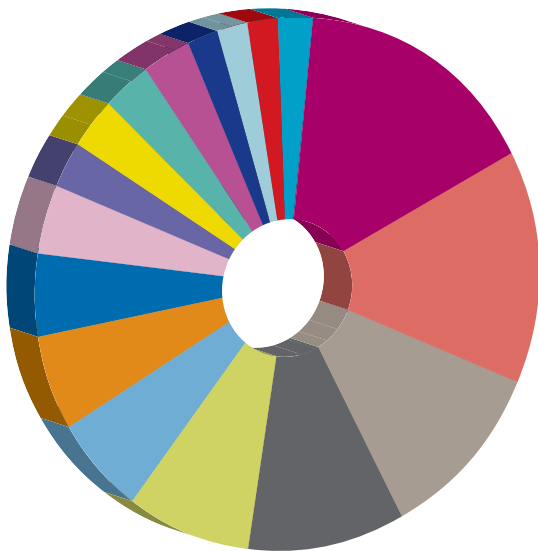




# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## Attendee Profile

### Job Function



- 16% Director/Executive
- 14% CFO/Finance Director/Manager/Treasurer/Controller
- 11% Other
- 10% Human Resources/HRD/Recruitment/Director/Manager
- 8% Planning/Strategy Director/Manager
- 6% Business Services/Support Manager/Director
- 6% Shared Services Manager
- 5% Consultant/Analyst
- 4% CIO/IT Director/Manager
- 3% General Manager
- 3% Marketing Director/Manager
- 3% Purchasing/Procurement/Buyers Director/Manager
- 3% CEO/MD/VP/Exec Dir/Chief Exec
- 2% Business Improvement/Process/Service Head/Director
- 2% Chief Legal Advisor/Lawyer
- 2% Contracts Manager
- 2% Operations Head/Director/Manager



SSON's 2011 Awards Dinner



On Stage at the  
Awards Ceremony



# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## List of Companies that Attended

- Abigroup Contractors
- AAS
- ACT Department of Education & Training
- ADP Ltd
- ANZ Bank
- APN News & Media Ltd
- ASG Group
- ASI Solutions
- ATO
- AXA Australia
- Aegis
- Air New Zealand
- Alcoa of Australia Limited
- Allens Arthur Robinson
- Amcor Limited
- Anglo American Metallurgical Coal
- Asciano Limited
- Association of Accounting Technicians Australia
- Attorney-General's Department
- Auckland Tourism, Events & Economic Development
- Australia Post
- Australia Tax Office
- Australian Bureau of Statistics
- Australian Federal Police
- Australian Paper
- Australian Red Cross
- Australian Sports Commission
- BAE Systems Australia
- BP Elite Customer Solutions
- Basware
- Bendigo & Adelaide Bank Ltd
- Benevolent Society
- Bible Society Australia
- Blackline Systems
- Bluescope Steel
- Bradken
- Brim Bank City Council
- Brisbane City Council
- CFO Pearson Australia Group
- CGU Insurance Limited
- CSL Ltd
- Caltex
- Capgemini Business Services
- Caterpillar of Australia Ltd
- Catholic Church Insurance Ltd
- Centrelink
- Chemtex
- City of Charles Sturt
- Coles
- Commonwealth Bank of Australia
- Compass Management Consulting Pty Ltd
- Computershare
- Corporate Express
- Corrs Chambers and Westgrath
- Counties Manukau District Health Board
- Crane Distribution Limited
- Crown Melbourne Limited
- Cumberland Newspaper Group
- Deloitte
- Department of Attorney General & Justice NSW
- Department of Business & Innovation
- Department of Communities
- Department of Defence
- Department of Economic Development
- Department of Education and Early Childhood Development
- Department of Environment Climate Change & Water
- Department of Environment NSW
- Department of Housing
- Department of Human Services
- Department of Immigration
- Department of Justice & Attorney General
- Department of Parliamentary Services
- Department of Primary Industries
- Department of Services Technology & Administration
- Department of Sustainability, Environment, Water, Population and Communities
- Department of Territory & Municipal Services
- Department of Treasury & Finance
- Department of the Environment, Water, Heritage & the Arts
- Dowling Consulting
- Downer EDI
- Electrolux Home Appliances Pty Ltd
- Elite
- Ergon Energy
- Essential Energy
- FCB Group
- Firstsource
- Fonterra Co-operative Group Ltd
- Ford
- Forests NSW
- Foster's Group
- Frontier Software
- Frontline Placement Technologies
- Fujitsu NZ Ltd
- GM Holden
- GlaxoSmithKline
- Good Start Child Care
- Goodman Fielder
- Goodyear and Dunlop Tyres
- Grace Information Management
- Grant Thornton
- Hammond Care
- Health Benefits Ltd NZ
- Healthscope Ltd
- Henkel Australia Pty Ltd
- Holcim Australia
- Honeylight Enterprises Pty Ltd
- Hudson
- Hunter Water Corporation
- IBM
- IHG
- Incitec Pivot Limited
- Infosys BPO
- Intelnet Global Services Pvt. Ltd
- Invest Queensland
- Invest Sunshine Coast
- Iron Mountain
- Jetstar Airways Pty Ltd



# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## List of Companies that Attended...Continued

- Johnson & Johnson
- KPMG
- Kelly Outsourcing & Consulting Group
- Knight Frank Australia Pty Ltd
- Kofax
- Kraft Foods Australia
- Leading Edge Group Limited
- Leighton Contractors
- Life Without Barriers
- Linfox
- Lion Nathan National Foods
- Logan City Council
- Longhaus
- MAV
- MMG
- Macquarie Group
- Manpower
- Mars Australia
- McDonald's Asia Pacific Middle East and Africa
- Medibank Private Ltd
- Medius Software Pty Ltd
- Members Equity Bank
- Metcash
- Minerals & Metals Group
- Mission Australia
- Monash University
- Motor Accidents Authority of NSW
- NAB
- NSW Businesslink Pty Ltd
- NSW Department of Education & Training
- NSW Department of Education and Communities
- NZDF
- National Australia Bank
- Newcrest Mining Ltd
- News Ltd
- Nissan Australia
- Oakton Services
- Onstream
- Oracle
- Orica Ltd
- Origin Energy
- PRGX Australia Inc
- Parmalat
- Pearson Australia Group
- Perpetual
- Pfizer Australia Pty Ltd
- Philips
- Pinnacle Team Events
- PwC Australia
- QBE Insurance Group Limited
- Qantas Airways Limited
- Queensland Health
- Racing Victoria
- ReadSoft
- Rio Tinto
- Royal Automobile Club WA
- SEMA
- Schiavello Group Pty Ltd
- Schneider Electric
- Schweppes
- Service First
- Shared Services SA
- Shell Development
- Shell
- Skills Victoria
- Sodexo
- Southern Cross Broadcasting Ltd
- St John of God Healthcare
- Stockland Corporation
- Suncorp
- Sunshine Coast Regional Council
- Superpartners Pty Ltd
- Suzlon Energy Australia
- TPI
- TRUenergy
- Tabcorp Holdings Limited
- Tatts Group
- Technology One Pty Ltd
- Telecom New Zealand
- Telstra
- The Age-Sydney Morning Herald
- The Hackett Group
- The Salvation Army
- The Sauce
- The Smith Family
- The University of Adelaide
- The Westpac Group
- Thiess
- Transport NSW
- UGL Limited
- Uniting Care
- University of New England
- University of New South Wales
- University of South Australia
- University of Sydney
- University of Technology Sydney
- Vale Australia
- Veolia Environmental Services
- VicRoads
- Victoria Police
- Victoria University of Wellington
- Victorian Department of Business, Innovation and Services
- Vision Australia
- WNS Global Services
- Wattyl Ltd
- Weir Minerals Australia Ltd
- Western Australian Planning Commission
- Western Health
- Westpac
- Woolworths
- Worksafe Victoria
- World Vision Australia
- WorleyParsons
- Wyndham City Council
- Xchanging
- Xstrata Copper
- YMCA Australia
- Yarra Valley Water





# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## 2011 sponsors

Finally, a big thank you to our 2011 event partners



“It was indeed an interesting event with significant learning, deliberation and introduction to some very thought provoking individuals. Thanks for an excellent event.”

Raja Venkateswar, Head - Sales, Marketing & M&A, Xchanging



# 14th Annual Australasian Shared Services & OUTSOURCING WEEK

## 2012 Sponsorship Opportunities

With the number of primary market delegates increasing by over a third and the level of seniority reaching impressive levels, our 14th Annual Australasian Shared Services & Outsourcing Week is undoubtedly the year that we saw our conference turn into a true shared services community.

The innovative networking games; the big bang prize draw; the proximity of the plenary room; the interactive polling; the enviable 3:1 primary/tertiary delegate ratio.... All contributed to the electric atmosphere which resulted in both our sponsors and our delegates walking away feeling the genuine value of attending SSO Week.

Well and truly established as the annual event to attend – and indeed now officially crowned the largest shared services event in APAC – excitement is already mounting for SSO Week 2012.

And, here at SSON, we have no intention of resting on our laurels.

Innovative program ideas are being pooled, year round marketing exposure plans defined, further national and international associate avenues identified – we are already working to ensure that, just like this year, SSO Week 2012 not only meets expectations, it exceeds them.

With fierce competition for the limited opportunities available to engage this motivated audience, and as testament to the satisfaction and results received at this year's event, many of our partners have already committed to supporting us next year, including:



\*NB: Sponsorship opportunities are strictly limited to retain our primary/tertiary attendee ratio\*

If you would like to join our shared services community and sponsor SSO Week 2012, contact Andrew Hodder on +61 2 9229 1022 or [andrew.hodder@iqpc.com.au](mailto:andrew.hodder@iqpc.com.au).

Kind Regards,

Andrew Hodder  
Sponsorship Director  
**SSON**

[www.sharedservicesweek.com.au/sponsors](http://www.sharedservicesweek.com.au/sponsors)