

# Strategic International Senior Executive Forum 5th HR SERVICE DELIVERY FORUM

Maximising efficiency, customer satisfaction and service whilst reducing costs through next generation Shared Service Centres (SSC), outsourcing, e-HR and HR service delivery transformation models

4 & 5 February 2009, Mövenpick Hotel City Centre, Amsterdam

## With the participation of leading experts:

Vice President, Human Resources Center of Excellence  
**MERCK SERONO**

Head of Citigroup Employee Services, EMEA  
**CITI**

Program Director, Business Services  
**CADBURY**

Head of Corporate HR Processes  
**DAIMLER**

Head HR Benelux  
**AMERICAN EXPRESS**

Head of HR//direct  
**BAYER**

Head of HR Service Operations  
**VODAFONE UK**

Process Improvement Manager  
**VODAFONE UK**

Head of GBS HR Processing Centre  
**STATOILHYDRO**

Corporate Director Information Management  
**HENKEL**

Vice President for HR Commercial and Global  
**KLM**

Head of HR IT, HR Global Operations  
**ERICSSON**

Direction, EMEA HR Services  
**HONEYWELL**

Director HR Netherlands  
**PFIZER (Tentative)**

Director People IS  
**INBEV**

Managing Director, EMEA & Asia HR Operations  
**JP MORGAN**

## ATTEND THIS STRATEGIC HR SERVICE DELIVERY FORUM TO LEARN FROM THE LEADING GLOBAL CORPORATIONS SPEAKING ON:

- Evaluating the business case of whether to outsource, offshore or set up shared services
- Providing real HR global service delivery in a global organisation
- Exploring successful HR service delivery strategies during times of a merger and change
- Learning about the newest developments in HR outsourcing whilst examining the pros and cons for a local versus multi-national approach
- Understanding why some companies have reconsidered to in-source their services after outsourcing
- Effectively utilising e-HR and technology for improved service delivery

Organised by:

