Citi's Shared Service Centre Forum

Prague, March 20th 2018

We are delighted to invite you to attend the next event in our series of popular Shared Service Centre Forums, taking place on **Tuesday, 20th March 2017 in Prague** in which we will discuss the challenges facing SSCs today and what the future holds.

The agenda of the event has been designed to provide you with an overview of the trends and challenges facing SSCs as well as the opportunity for a deeper dive into the issues most relevant to you.

In addition, this Forum will provide the opportunity to share ideas and experiences and gain practical knowledge to help you prepare your SSC for future challenges and opportunities.

Date: Tuesday, 20 March 2018

Time: 08:30 – 18:00

Venue: Národní Dům, Namesti Miru 9, Praha 2

To register please contact **Helena Port at helena.port@citi.com.**

This event is organized in cooperation with Association of Business Service Leaders.

ABSL

Event Agenda

08:30 – 09:00   **Registration**

09:00 – 09:20   **Welcome Address**
Michal Nebesky, *CCO, Czech Republic, Citi*

09:20 – 09:50   **Business Services in the Czech Republic – what does the future hold?**
This session will look at the services sector now and how it might develop over the next 10 years. This will include an examination of trends, challenges and opportunities that lie ahead for the success of the dynamic and increasingly valuable services sector in the Czech Republic.
Jonathan Appleton, *Managing Director, ABSL*

09:50 – 10:20   **Citibank Shared Service Center Hungary: Do we practice what we preach?**
Citi's SSC in Hungary was established in 2005 and quickly became a strategic site employing 1600 specialists, performing 25 functions and covering 54 countries.
Interview with **Citi SSC representative** *on lessons learned.*

10:20 – 10:50   **The Pfizer SSC Journey**
In 2014 Pfizer established their Global Financial Solutions center in Prague, providing cross-functional accounting and financial expertise to business across EMEA markets. Pfizer and Deloitte will join this session to discuss their experience and provide advice.
Interview with **Pfizer and Deloitte representatives**

10:50 – 11:10   **Coffee Break**

11:10 – 11:40   **Is your Treasurer speaking to you in Tongues?**
In order to align SSC KPIs with Treasury objectives it is important that both speak the same language. This session is designed to help you learn about the latest trends in treasury activities performed by SSCs, such as efficient reconciliation and reporting, virtual accounts, payments and receivables 'on-behalf-of', instant payments and ways to improve visibility and control over cash.
Interview with **Citi experts.**

11:40 – 12:10   **What Is Life Like Without Internet Banking? Spoiler Alert: Sweet!**
Adoption of Application Programming Interface (API) technology holds enormous potential benefits for SSCs. Direct connectivity between platforms enables real- time access to bank services directly from an organization's software, without having to log-on into the banking portal. This session will examine the benefits of dynamically exchanged workflow data via API and include a case study of improved process efficiency by full automation.
Interview with **Citi experts**

12:10 – 13:30	**Networking Lunch**

13:30 – 14:00   **The Do's and Don'ts of Robotics**
Every RPA journey is unique, however there are specific steps that are common to all successful RPA implementations. This session will examine some of the key criteria for success as well as advising on some of the common issues that can be avoided along the way.
Interview with **UI Path representative**

14:00 – 14:30   **Quo Vadis Supply Chain Payments?**
This session will take a good look at the current landscape of the Procure-to-Pay ecosystem and examine the tools that are available to help improve operational efficiency and working capital while enjoying the benefit of rebates.
Interview with **Citi experts**

14:30 – 14:40   **Introduction to the Afternoon Sessions**
The afternoon sessions will provide you with an opportunity to attend three "Meet the Expert Workgroup" sessions. These sessions will be a great opportunity for you to have in depth discussions with your peers and Citi experts – sharing best practices and learning about the latest innovations that will help you address challenges you are facing. You must book the sessions you wish to attend when registering for this event

14:40 – 15:00   **Coffee Break**

15:00 – 17:00   **Meet the Expert Workgroup Sessions**

I. Procure-to-Pay
This session will cover some of the key challenges faced in the P2P process and how best-in-class companies address them. The main topics that will be addressed in this session include solutions for straight-through processing of outgoing payments, including cross-currency and payroll payment; vendor payments using procurement cards and virtual cards

II. Order-to-Cash
Similar to the P2P session, this session will examine the challenges and best market practices in the O2C workflow. Specific attention will be given to solutions that can enable you to increase the rate of automated cash application and reconciliation

III. Working Capital
In this session you will learn about the solutions that can improve components of the Cash Conversion Cycle by enhancing operational efficiency and extracting liquidity from your end-to-end supply chain

IV. e-Commerce
If your company embarked on an eCommerce journey, this session will be relevant as it will examine the key considerations from a financial flow perspective and how can banking solutions support your online business strategy.

V. Bank Connectivity
Best practices in corporate-to-bank connectivity will be the core theme of this session. The different modes of information exchange, including the value of Application Programming Interfaces (API) integration, and their suitability according to specific requirements of your organization will be examined.

VI. Robotic Process Automation
What value can Robotics Process Automation (RPA) bring to your organization and how can you go about the evaluation process? Find out more during an interactive discussion over live cases of clients who successfully deployed RPA technology.

17:00 – 17:10   **Final Word**

17:10 – 18:00   **Refreshments and Drinks**