

Presents

**LEADERSHIP INTERACTION 2024
EUROPE WEBINAR SERIES**

29th April 2024

BASEL | ZURICH | FRANKFURT | CRACOW | WARSAW



**CO-PILOTING THE DIGITAL TRANSFORMATION VISION:
*Crafting Winning Execution Strategies for Success***

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LEADERSHIP INTERACTION 2024 WEBINAR SERIES – EUROPE

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Program Schedule & Speakers

Time	Session	Speakers
1115 – 1125 Hours CET	Login Time	
1125 – 1135 Hours CET	Introductory Session	- Urs-Ulrich Katzenstein
1135 – 1250 Hours CET	Leadership Perspectives – <i>on the interaction topic</i>	- Eric Wasescha - João Sá Fernandes - Kamil Merks - Robert Beyer - Urs-Ulrich Katzenstein
1250 – 1300 Hours CET	Concluding Remarks & Vote of Thanks	- Urs-Ulrich Katzenstein

Our Speakers

- 1 Eric Wasescha**
Chairman, Brightly (Swiss) AG
- 2 João Sá Fernandes**
Program Lead – Shared Services, Uber
- Kamil Merks**
- 3 IT Director – On-Prem Services & ADH Warsaw Community Lead,**
Alcon
- 4 Robert Beyer**
Head – Finance & Controlling, Hormosan Pharma GmbH
- Urs-Ulrich Katzenstein**
- 5 Head of Business Development & Transformation – Continental Europe, *Quintes Global***

Eric Wasescha
Chairman
Brightly (Swiss) AG



Eric has over 20 years in various senior executive roles within the financial services industry. His leadership was pivotal in the digital transformation program of one of the largest Swiss retail banks, overseeing both cost and revenue responsibilities comprehensively. Before this, he served as a Managing Director at a global investment bank, where he was instrumental in the international expansion of a derivatives transaction platform.

Under his guidance, Eric was proactive in establishing the Swiss industry association for structured products, attracting 18 global investment banks to join as members. Eric is chairman of Brightly, a software engineering company, as well as Managing Partner of Infinty21, a venture capital fund specializing in the bitcoin ecosystem. He lives with his family in Zurich, Switzerland.

João Sá Fernandes
Program Lead – Shared Services
Uber



João is an accomplished leader within the IT Operations and Managed Services field, with experience in both IT Outsourcing and Insourcing environments. Possessing proven skills in operations management, assessing current processes, identifying gaps and risks and creating customised recommendations to improve service delivery, productivity standards and profit expectations.

Adept and proficient at change and transformation of operations in a sustainable manner, via continual improvement processes on a global scale.

Kamil Merks

IT Director – On-Prem Services & ADH Warsaw Community Lead
Alcon



Kamil is the IT Director at Alcon, leading the On-Prem Services tower and the IT Community in AGS Warsaw.

He orchestrates the strategic development and implementation of resilient IT infrastructures that support and advance business continuity and digital innovation.

With a profound 12 years of IT experience, he has honed his expertise in IT strategy and infrastructure design, significantly enhancing operational efficiencies and driving technological advancements within the on-premise services area. His approach, a unique blend of an analytical mindset, strategic vision, and IT-to-business language translation skills, instills confidence in his ability to lead.

He is dedicated to mentoring and training others, demonstrating his commitment to professional development and raising the company's future leaders.

Robert Beyer
Head – Finance & Controlling
Hormosan Pharma GmbH



Robert is a seasoned financial strategist with a solid track record of steering organizations towards success.

With six years of invaluable experience at Hormosan Pharma GmbH, Robert has honed his expertise in financial management and controlling.

At Hormosan Pharma GmbH, Robert has emerged as a key figure in shaping the company's digital landscape. Prior to his tenure at Hormosan, Robert spent five years at PriceWaterhouse Coopers WPG, where he gained extensive experience in financial consulting and auditing. Prior to his tenure at Hormosan, Robert spent five years at PriceWaterhouse Coopers WPG, where he gained extensive experience in financial consulting and auditing.

Armed with a Master's degree in Finance, Robert brings a wealth of expertise to his role as Head of Finance & Controlling at Hormosan Pharma. His leadership is characterized by a forward-thinking approach, as he spearheads various digital transformation initiatives aimed at enhancing efficiency, optimizing processes, and driving innovation across the organization.

In his current capacity, Robert oversees all aspects of financial management and control at Hormosan Pharma, playing a pivotal role in steering the company towards sustainable growth in a rapidly evolving industry landscape. With his strategic vision and hands-on approach, Robert continues to champion digital transformation, empowering Hormosan to thrive in an increasingly digital-centric environment.

Urs-Ulrich Katzenstein
Head of Business Development & Transformation
– Continental Europe, Quintes Global



Urs-Ulrich Katzenstein is a seasoned business leader with over 3 decades of international experience and about 20 years in global leadership/ management roles, including a pivotal role as the Managing Director of Metro Global Business Services where he led a team of 700 colleagues, achieved over 40% growth in 2.5 years, fostered leadership talents for succession planning, demonstrated mastery in automation, digitalization, and robotics, leading to increased efficiency by 25%.

He has led large digital transformation and strategic initiatives like group-wide migration to SAP HANA.

Over his long career, he had worked with some marquee companies across the globe like Bell Food Group AG, Metro AG and before joining Quintes Global, he co-founded Gallery Katzenstein a company that Promoted contemporary Chinese Artists to Europe. He brings comprehensive knowledge in areas ranging from large scale Transformation & Change Management, Governance & effective Program Mgmt., Offshoring & Shared Services, Digital Strategy & IT to Internal Audit, paired with a visionary approach & passion for innovation.“

He is skilled at developing new approaches and building highly motivated teams, he is used to working in a multicultural environment with professional experience in different countries and with people from different backgrounds. He values teamwork, combined with an entrepreneurial spirit as well as to reach goals with a positive attitude.

Urs is based out of Basel, Switzerland, and has recently joined Quintes Global as a Senior Advisor and Head – Business Development & Transformation – Continental Europe.

A Cross-section of Past SSF Global Conferences

SSF conferences garner participation from business services practitioners and industry leaders as speakers & delegates, cutting across functions, domains and sectors, every year from: Multinational Corporations; Shared Services Centers – GBS/ GIC/ GCC; India Shared Services Centers; India Corporates; Public Sector Companies; and Services Provider Organizations.



About SSF Global

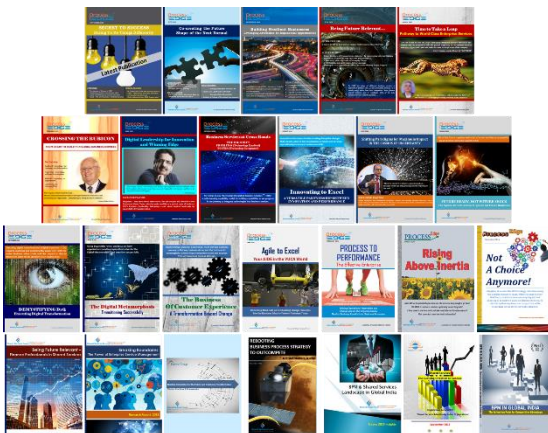
SSF Global is a pioneering, interactive platform of Business Process Practitioners & Experts, and Industry Veterans with a vision to create and disseminate knowledge for excellence in Business services, IT & Business Process Management (BPM).

We ideate and synthesize ‘best in context’ practices for successful transformation of business process in the corporate world. SSF began its journey in 2011 for the purpose of sharing of knowledge which was resident with a few leaders of the shared services and outsourcing industry. Over the years, SSF has grown from strength to strength and has built a strong network of thought leaders, experts, and change agents across all functions and several domains. In short, SSF’s mission is:

- To spread awareness of Value-Delivering Strategies for effective transformation of business processes
- To establish Winning Practices that result from exchange of knowledge
- To acknowledge, award and showcase Organizational Achievements & Professional Excellence
- To build a strong network of thought leaders, experts, practitioners and change agents

Knowledge Dissemination Tools & Activities so far...

21	Pioneering Leaders & BPM Achievers Felicitated
95	Organizations Awarded/ Recognized
350+	Speakers Shared their Expertise/ Experience
500+	Case Studies Presented
30+	SSF Publications
10	Pioneering & Exclusive Research & Survey Reports
25+	Capability Frameworks for Business Impact/ Value
12	Annual Conclave events
30+	Summits & Leadership Interaction Events across India



SSF also disseminates knowledge through various publications, to share industry insights, best practices, shared services journeys, case stories on BPM adoption shared for enabling enhanced business outcomes. These knowledge & thought leadership articles and papers are reference points for pioneering thoughts in business services space and for BPM implementation in Global India. You can Publish your Thought Leadership in the SSF Journal – **Process Edge**.

Our Partners

Knowledge Partner

RvaluE Group



RvaluE Group is the Knowledge Partner for SSF's Annual Global Business Services Conclave. SSF leverages the immense global and India Business Services experience of RvaluE Group in multiple domains, across many functions and in all areas of Operations, Technology & Transformation services and solutions to make Captive Centres into Capability Centres.

The Founders, Leaders and Members are well recognized in the industry as Thought Leaders in BPM & Shared Services space for their pioneering research expertise, creating frameworks, business delivery and solution models. The Knowledge Partner brings immense expertise to identify and bring focus and deliberations on current topics, futuristic themes, emerging and new technologies, continuously updating process/ industry benchmarks, best and next practices and evolving proprietary frameworks and models. This thought leadership enables the global and local Captive Centres from being Cost Centres to transform into Value Centres.

Co-Sponsor

Quintes Global



Quintes Global (QG) is a venture of few pioneering leaders who have led the Business Process Management value story of India since mid 1990s, starting with American Express. The Company was established to provide transformation centric business process solutions under the Dedicated Captive (D-Cap™) model, with the objective of 'co-creating value'. QG draws upon the rich business services experience of the Founders in respect of setting up, managing and handing over Captive Shared Services across a spectrum of support functions and industry verticals and wide variety of business process transformation and automation assignments serving some of the marquee global and Indian companies. We are also pioneers in a way to spread the power and value of Captive Shared Services within India across manufacturing and services sectors, by creating the contextual business case through talent and skill arbitrage. In that way, we are a unique organization that can combine the expertise for India Domestic as well as Offshore Centre operations.

D-Cap™ Model, hence, is evolved out of the immense captive experience gained from similar such operations & expertise/ capabilities over the last 25 years. We have the vision to achieve significant growth of the organization, thereby providing relevant growth potential to the Client, Team, Partners and all other stakeholders.

Visit us at quintesglobal.com



SSF Global

A Global Association of
Enterprise Functions,
Technology & GCC Leaders