



SSF Global | A Global Association of
Enterprise Functions,
Technology & GCC Leaders

Presents

**LEADERSHIP INTERACTION 2024
EUROPE WEBINAR SERIES**

10th JULY 2024

1130 – 1230 Hours CET | 1500 – 1600 Hours IST

**TRANSFORMING SUPPORT FUNCTIONS
THROUGH RIGHT-SHORING:**

*Maximizing Operational Efficiency
& Talent Potential*

Thank You Partners & Sponsors

LEADERSHIP INTERACTION 2024 WEBINAR SERIES – EUROPE

12th JULY 2024
1130 – 1230 Hours CET | 1500 – 1600 Hours IST

Knowledge Partner



Co-Sponsor



Technology Partner



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>	- Urs-Ulrich Katzenstein - Alina Gabriela Sandor - Attila Toth
1250 - 1300 Hours CET	Concluding Remarks & Vote of Thanks	- Urs-Ulrich Katzenstein

Our Speakers

- 1 **Alina Gabriela Sandor**
Global People Operations Lead (Europe), *Wipro Technologies SR*
- 2 **Attila Toth**
Business Process Reengineering Leader & R2R Finance Transformation Lead, *ABB*
- 3 **Urs-Ulrich Katzenstein**
Head of Business Development & Transformation – Continental Europe, *Quintes Global*

Alina Gabriela Sandor
Global People Operations Lead (Europe)
Wipro Technologies SR



Alina is a seasoned professional with a proven track record of managing multi-national projects and teams across diverse industries. With over 15 years of delivery experience, including 8 years in Finance and Accounting and the last 7 years in HR domain, her expertise lies in overseeing the delivery of HR services for numerous entities across Europe, consolidating local processes, implementing ERP solutions, and leading transition and HR admin process integration for acquired entities.

Professional Experience:

- Europe GPO Europe Lead: Orchestrated the delivery of HR services for 40 entities across 22 countries, consolidating local processes, implementing ERP, and automating processes using advanced methodologies.
- UAT Change Champion: Led UAT Spain market testing and account creation for the Hyperion consolidation and reporting tool solution for the Crosslinks Project.
- SAT Support: Provided support for SAP data migration and integration and Hyperion consolidation and reporting tool solution for the One Truth Project, ensuring adherence to process essential and compliance to customer requirements.
- Country Controller Reporting: Managed regional financial statements and CO Master Data maintenance for Spain & UK markets and the MEC project for EMEA countries.

Focus Areas:

- Shared Service Delivery and Operations
- Transition and Transformation
 - Process Integration & Excellence
 - Change Management
 - Internal Controls & Compliance
 - Vendor Management

Industry Experience:

- Consumer Goods
- Consumer Electronics Retail
- Telecommunications
- IT/BPS

Key Skills:

- Good communication and interactional skills
- Diverse experience managing multi-national projects and teams
- Expertise in transition, transformation, and change management
- Strong background in process integration and excellence
- Proficient in internal controls, compliance, and vendor management

Attila Toth

Business Process Reengineering Leader & R2R Finance Transformation Lead, ABB



Attila is the Record-To-Report Finance Transformation Program Lead at ABB.

He leads the implementation of SAP S4Hana Central Finance, focusing on the design and optimization of R2R processes to ensure control, compliance, and enhanced efficiency.

Attila also designed the Finance Target Operating Model and oversees its implementation.

With over 30 years of experience in finance, Global Business Services, and transformation program leadership at multi-national organizations such as Shell, Coca-Cola, Tesco, and BP, Attila brings a wealth of knowledge to his role. He holds an Executive MBA and a Bachelor of Economics degree.

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

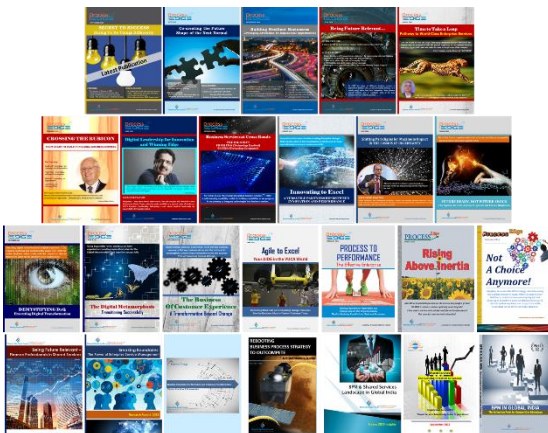
SSF Global is a pioneering, interactive platform of Business Process Practitioners & Experts, and Industry Veterans with a vision to create and disseminate knowledge for excellence in Business services, IT & Business Process Management (BPM).

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



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