

V-th ANNUAL OUTSOURCING FORUM - POLAND AS EUROPEAN KNOWLEDGE PROCESS

OUTSOURCING CENTER – 19th January 2010, Hyatt hotel, Warsaw

Program:

- 9:00 - 9:30** **Registration and welcome coffee**
- 9:30 – 10.00** **Welcome Speech / Presentation**
- Wojciech Szelag (Head of the Economic Editors Office, Polsat News)
 - Rafal Baniak (Vice Minister of Economy, Ministry of Economy)
 - Slawomir Majman (President, Polish Information and Foreign Investment Agency)
- 10:00 – 10.30** **Creating the Triple E Linkage between Education -Employability- Economy - presentation**
- Anupam Prakash (Asia Pacific Practice Leader, HEWITT Associates India) – Special Guest
- 10:30 - 11:30** **Poland's chances to attract KPO (Knowledge Process Outsourcing) investments**
- What is KPO and what is the value of this market?
 - What are the trends on KPO market?
 - Are there any first KPO centers in Poland and what should be done to increase the number of KPO projects in Poland?
- *Moderator: Marcin Kaszuba (Director, Ernst & Young)*
 - Robert Seges (Head of the Shared Services Centres Section, Polish Information and Foreign Investment Agency)
 - Rafal Dutkiewicz (President, City of Wroclaw)
 - Pawel Tynel (Senior Manager, Ernst & Young)
 - Jacek Levernes (General Director of the Global Business Center, Hewlett Packard / President, ABSL - Association of Business Service Leaders)
 - Wojciech Szczepaniak (Partner, Spaczynski, Szczepaniak, Wspólnicy)
- 11:30 – 11:40** **“Towards business ecosystem” – presentation**
- Marcin Jurczak (Managing Partner Accounting & Payroll Services, Ernst & Young)
- 11:40 - 13:00** **Prospects of the BPO development from the perspective of a corporation – discussion panel**
- Global BPO development trends in corporations
 - Nearshoring
 - Convergence of ITO and BPO
 - Platform-based Outsourcing
 - Polish BPO market compared to global trends
 - Barriers to the implementation of outsourcing solutions from outsourcer's point of view
 - From Client's point of view
 - What is the outsourcer's role in improving BPO awareness of the clients?
 - Long-term benefits from the implementation of modern BPO in corporations
- *Moderator: Robert Kos (Member of the Board, Cursor)*
 - Krzysztof Bobrowski (President, OSG Records Management Group)
 - Laurent Bonnaure (Senior Vice President, Fraikin International Operations)
 - Lukasz Gajewski (President of the Board, Target BPO / President, Outsourcing Institute)
 - Richard Petersen (Managing Partner, Cushman & Wakefield)
 - Grazyna Rzehak (HR Director / Member of the Board, Unilever Poland & Baltics)
 - Rui Manuel Teixeira (Vice President of the Board, Bank Millennium)

13:00 – 14:00

Lunch

14:00 – 14.45

Outsourcing of the State functions

- Outsourcing of the State functions based on Ireland example
 - BPO models and scenarios with reference to public market
 - Outsourcing in the public sector
 - Areas to apply outsourcing and where it is still not used
 - Myths and facts about outsourcing sector
 - Savings in numbers
 - Comment
-
- Jim Costello (President, Southwestern - Ireland)
 - Piotr Cizkowicz (Director of Better Government Program, Ernst & Young)
 - Dr Andrzej Olechowski (former Minister of Finance and Foreign Affairs) – Honorary Guest

14:45 – 15:15

Presentations of Cities

- Monika Piatkowska (Plenipotentiary of the Mayor of the City of Krakow for Krakow Brand / Director of the City Strategy and Development Department, City of Cracow)
- Andrzej Bojanowski (Vice President, City of Gdansk)

15:15 – 17.30

Barriers for BPO development in Poland from the perspective of sub-government, government, university and BPO sector.

- Presenting the most important and difficult barriers for removal which hinder or stop BPO investment
 - Possibilities to remove such barriers – discussion
-
- *Moderator: Kazimierz Krupa (Editor in Chief, Forbes)*
 - *Supporting Moderators: Pawel Panczyj (Manager, Ernst & Young), Marcin Kaszuba (Director, Ernst & Young)*
 - Andrzej Arendarski (President, Polish Chamber of Commerce)
 - Rafał Baniak (Undersecretary of State, Ministry of Economy)
 - Iwona Chojnowska – Haponik (Department Director, Polish Information and Foreign Investment Agency)
 - Włodzimierz Tomaszewski (Vice President, City of Lodz)
 - Krzysztof Żuk (Vice President, City of Lublin)
 - Sebastian Bedekier (Director, City of Poznan)
 - Krzysztof Nowak (Vice President, City of Szczecin)
 - Konrad Pokutycki (President, BSH Home Appliances)
 - Vic Khan (Khan (Global Head of Clients Services Centers Kraków Bracknell Manila, Alexander Mann Solutions)
 - Alan Aleksandrowicz (President, Gdansk Economic Development Agency - InvestGDA)
 - Andrew Hallam (President, ASPIRE – Polish Association of IT & Business Process Services)
 - Eliza Chilimoniuk – Przeddziecka (Warsaw School of Economics)
 - Mirosław Wendeker (Lublin University of Technology)

17:30 – 18:00

Forbes Awards

18:00

Cocktail

During the conference there will be a possibility of individual meetings with Ernst & Young consultants, during these meetings companies interested in obtaining funds for future investments will be able to receive all necessary information. Companies interested in such a service are requested to send this information as soon as possible to organizers in order set up the appointments.