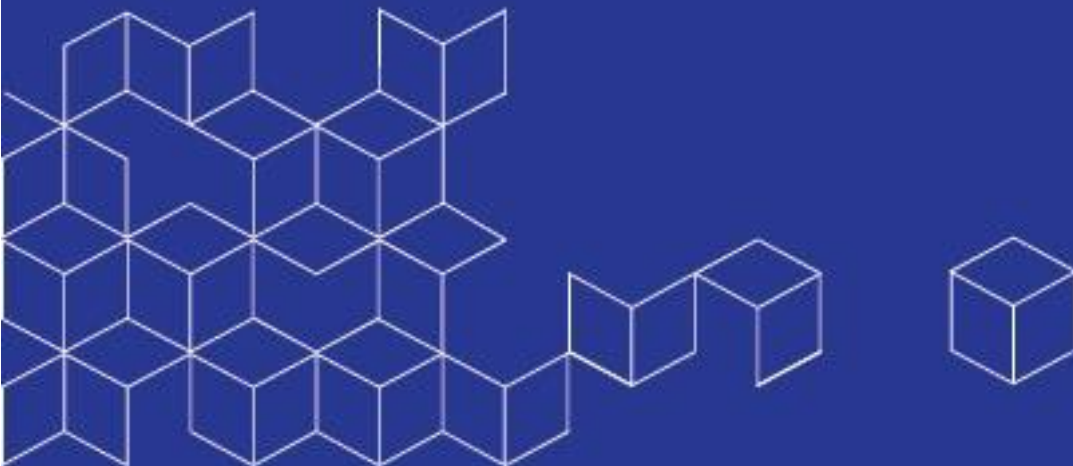


BUSINESS PROCESS OUTSOURCING EVENTS 2016



THE OUTSOURCING WORLD SUMMIT®



February 15 – 17, 2016
Florida, USA

The Outsourcing World Summit® (OWS), International Association of Outsourcing Professionals' (IAOP) annual global gathering, is where outsourcing customers, providers, advisors and academics come together and where the latest trends and opportunities in outsourcing are identified. The summit is renowned for the quality of its speakers and the depth and breadth of its educational programs. It is keynoted by top business, academic and government leaders, and complemented by over 50 in-depth breakout sessions, case studies and workshops.

<https://www.iaop.org/Content/23/154/1099/Default.aspx>

20TH ANNUAL NORTH AMERICAN SHARED SERVICES AND OUTSOURCING WEEK



March 07 - 10, 2016
Florida, USA

This is the largest event in the world for shared services, outsourcing, transformation and GBS professionals. Shared Services & Outsourcing Week 2016 will include 5 days of learning with more than 80 speakers and more than 900 SS&O, GBS, and transformation leaders. It will include roundtables, keynotes, master classes, plenaries and track sessions covering an array of topics including: F&A, HR, Procurement, Multi-Function, SSO Maturity, GBS, and RPA, among others.

www.sharedservicesweek.com

16TH ANNUAL EUROPEAN SHARED SERVICES AND OUTSOURCING WEEK



24 - 26 May, 2016
Dublin, Ireland

The 16th annual European Shared Services & Outsourcing Week will be geared towards achieving the next levels of performance needed to sustain a new world business order. Attendees include Global and Regional Directors and Leads of Shared Services, Finance, HR and GBS professionals. The event is an opportunity to network and forge new connections: attendees are guaranteed to meet experts, hear analysis, see innovations and network with leaders in the industry. Attendees will also be able to grow their business and spot the latest investment opportunities.

www.ssoweeek.com

2016 CALL CENTER WEEK CONFERENCE AND EXPO



June 27 - July 1, 2016
Las Vegas, USA

These events groups leading minds in customer service, combining more than 1000 years of experience. It offers the opportunity to learn and network through Call Center IQ, a global community of over 75,000 call center executives sharing ideas all year round. It encompasses more than 90 hours of training and development in a period of 1 week only.

www.callcenterweek.com

