

Shared Services: the new “industry” for Portugal? 16 May 2019 – Hotel Fénix Lisbon

09:00	Registration of participants
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09:30	Opening
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09:45	Outsourcing services, a global (mega) trend – what does this mean to locations like Portugal
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Focusing on:

The Shared Service and Outsourcing Industry – the global perspective

- *the size of the industry and its impact on the economies*
- *relevant factors for the development*
- *technology: IT and Communications, Automation – and else?*
- *trends and developments*

09:45	Shared Services and Outsourcing – global megatrend: fiercely disputed opportunities <i>Werner Zeitlberger, The Hackett Group</i>
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10:15	A Vision for the 2020s and Beyond – Envisioning Digitally Empowered, Demand Driven Services and Portugal’s Position <i>Alexander von Thielmann, Siemens AG</i> <i>Alf Franzoni, Siemens GBS Portugal</i>
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11:00	<i>Coffee Break</i>
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11:30	The war for talents – success factor people, people, people...
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Introduction:

Workforce of the future – and ways to get there

Werner Zeitlberger, The Hackett Group

Round table:

Human resources in the sector in Portugal - expectations and reality

- views of long-established players and newcomers

- *Alf Franzoni, Siemens GBS Portugal*

- *Márcio Araújo, Volkswagen Group Services Portugal*

New talents in Portugal in the making

- *Pedro Santa-Clara, Professor at Nova SBE, Partner Shaken not Stirred*

- *Professor Miguel Portela, Universidade do Minho*

- *N.N., IIEFP – Portuguese Labour Agency*

- *Fernando Bação, Nova IMS*

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Moderator: Hans-Joachim Böhmer, German-Portuguese Chamber of Commerce

12:30 *Lunch*

14:00 **Portugal's share in the industry: strong growth for years and no end?**

A booming industry for the last 5 years and still growing
- facts and figures of the new industry in the country
- relevant factors for the development

Ana Costa, aicep Portugal global
Ana Margarida Figueiredo, CML – Lisbon City Council

The Industry view:

-Siemens setup in Portugal
Alf Franzoni, Siemens GBS Portugal

-Financial Service Centers
Nuno Ferreira, Europcar Mobility Group

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15:15 **The next step(s): the right measures to keep this industry growing and achieving new levels in Portugal**

Round table:

Growth by higher volume or by higher value added
- limiting factors for growth and – how – could they be overcome?
- who are those to act?
- higher value services – a dream or the (only) option?
- what has to happen to get there?
Could the status quo be in danger – and if so, why?

- *Werner Zeitberger, The Hackett Group*
- *Alf Franzoni, Siemens GBS Portugal*
- *Miguel Fontoura, aicep Portugal global*
- *Márcio Araújo, Volkswagen Group Services Portugal*
- *Pedro Santa-Clara, Professor Nova SBE / Shaken not Stirred*
- *Nuno Ferreira, Europcar Mobility Group*
- *Fernando Bação, Nova IMS*

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Moderator: Hans-Joachim Böhmer, German-Portuguese Chamber of Commerce

16:30 **Conclusions and closing:**
Miguel Leichsenring Franco, President German-Portuguese Chamber of Commerce

17:00 End of the event