

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

09:00 Registration of participants

09:30 **Opening**

09:45 **Outsourcing services, a global (mega) trend – what does this mean to locations like Portugal**

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**
Werner Zeitlberger, The Hackett Group

10:15 **A Vision for the 2020s and Beyond – Envisioning Digitally Empowered, Demand Driven Services and Portugal’s Position**
Alexander von Thielmann, Siemens AG
Alf Franzoni, Siemens GBS Portugal

11:00 *Coffee Break*

11:30 **The war for talents – success factor people, people, people...**

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*
- *N.N., Volkswagen Group Services Portugal*

New talents in Portugal in the making

- *Pedro Santa-Clara, Professor Nova SBE / Shaken not Stirred*
- *Ricardo Chaves – Professor Técnico Lisboa*
- *Paulo Feliciano, IEF – Portuguese Labour Agency*

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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

-Engineering

N.N.

-Financial Service Centers

N.N.

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 Zeitlberger, The Hackett Group

- Alf Franzoni, Siemens GBS Portugal

- Miguel Fontoura, aicep Portugal global

- Carlos Ribas, Bosch

- N.N., Volkswagen Software Development Center

- Pedro Santa-Clara, Professor Nova SBE / Shaken not Stirred

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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