

# HR SHARED SERVICES & OUTSOURCING

DATE : 27 JUNE 2006  
 TIME : 9.00AM – 5.00PM  
 VENUE : MERITUS MANDARIN HOTEL SINGAPORE

**H**uman resources continue to play an integral role in strategising for organisational success. Outsourcing and Shared Services is the rage now and companies cannot ignore the cost and labour efficiency from streamlining work processes. However, it is important to understand the comparative analysis of setting up a Shared Services Centre and Outsourcing to a service provider before deciding which route best suits your company's directions.

*HR Shared Services & Outsourcing* is an intensive one-day conference which provides comprehensive analysis of the latest trends in outsourcing and shared services for HR, the legal implications and guidelines on determining the right solution for your company. Also hear first hand about case studies of organisations that have been down the road of Shared Services or Outsourcing.

## IN ONE DAY LEARN ABOUT

- Overview of Outsourcing and Shared Services for the HR function in the region
- Benefits of setting up a Shared Services Centre
- Identifying roles that can be centralised or shared
- A comparative analysis between setting up a Shared Services Centre and Outsourcing
- Steps in Outsourcing, the entire transition process
- Compelling labour cost arbitrage offered through offshoring
- Legal & regulatory concerns with Outsourcing or Shared Services Centres
- Financing options and financial implications in outsourcing and shared services

### PLUS

**Case Studies: Benefit from case studies of companies that have successful Shared Services Centres and Outsourcing arrangements.**

## WHO SHOULD ATTEND

- CEOs, CFOs, COOs
- Managing Directors/ General Managers
- Financial Controllers, Finance Directors,
- HR Directors, HR Managers
- Commercial Lawyers and In-house Legal Counsel
- Directors, Managers, Heads of Human Resources, Finance & Administration, Accounts, IT, Vendor Management, Customer Service, Service Management, Systems & Application Management, Operations, Production etc.

## FOR MORE INFORMATION – CONTACT MALATHI

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# REGISTER NOW + SAVE \$100

Participating Organisations:



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## TOPICS INCLUDE:

### Overview on HR Outsourcing & Shared Services

- Overview of Outsourcing and Shared Services for the HR function in the region
- Functions outsourced, successes, problems, future directions etc.
- Case study examples
- Emerging niche services: recruitment outsourcing & expat administration
- Growth rates of offshore shared services sector
- Reasons for the growth
- Main industry trends in BPO and how they relate to HR outsourcing
- A comparative analysis between Outsourcing and Shared Services for HR

### Shared Services for HR – British Petroleum's experience

- Benefits of setting up a Shared Services Centre
- Identifying roles that can be shared or centralised
- Integration process
- Pitfalls and issues
- Planning the infrastructure

### Legal Implications in Outsourcing or Shared Services

- Legal & regulatory concerns with outsourcing or shared services centres
- Structuring an outsourcing contract
- Monitoring and change control challenges
- Legal concerns in governance
- Legal risks in offshore outsourcing
- Solutions for resolve

Registration includes presentations, lunch, networking sessions, refreshments and delegate pack.

## REGISTRATION

This will become a Tax invoice when payment is made.

Early Bird Special: S\$595 + 5% GST (For registration and payment received by **27 May 2006**)

Conference Fee: S\$695 + 5% GST.  10% off for group booking of 3 or more

15% off for SCCA members  15% off for The Law Society of Singapore members

(Please indicate membership ID: \_\_\_\_\_)

Please reserve \_\_\_\_\_ seat(s) at the **HR Shared Services & Outsourcing** conference on 27 June 2006

Delegate 1 Name \_\_\_\_\_ Position \_\_\_\_\_

Email \_\_\_\_\_

Delegate 2 Name \_\_\_\_\_ Position \_\_\_\_\_

Email \_\_\_\_\_

Delegate 3 Name \_\_\_\_\_ Position \_\_\_\_\_

Email \_\_\_\_\_

Company Main Contact \_\_\_\_\_

Company \_\_\_\_\_ Billing Company \_\_\_\_\_

Billing Address \_\_\_\_\_

Email \_\_\_\_\_ Nature of Business \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Total Amount Payable \_\_\_\_\_

NB Reservations confirmation will be sent via email. Code:Email

**PAYMENT** Please send your cheque/bank draft made payable to "Key Media Pte Ltd" to 121 Telok Ayer Street, #02-01, Singapore 068590. **TELEGRAPHIC TRANSFERS** A/C name: Key Media Pte Ltd Bank: Overseas-Chinese Banking Corporation (OCBC). Address: 227 Orchard Rd, #11-01 Specialist's Shopping Centre, Singapore 238858 Bank code: 7339 Branch code: 508 A/C No. 317 674-001. **NOTICE** The organisers may at anytime, with or without giving prior notice, cancel, postpone or change the content of any published particulars, without liability. Payment must be received prior to the conference to guarantee your place. Walk-in delegates with payment will only be admitted on the basis of space availability at the conference. **CANCELLATIONS** All cancellations must be received in writing 28 days prior to the event or 100% cancellation fee applies. **INCORRECT MAILING INFORMATION** If you receive multiple mailings or if your company details are incorrect, please let us know so as to update our database. If you do not wish to have your name on our mailing list, kindly inform us in writing and we will remove it from our listing.

### Outsourcing – Case Study

- Outsourcing from a Shared Services Centre or Direct Outsourcing?
- Key considerations behind these decisions
- What are the pros/cons of the two approaches?
- Steps in Outsourcing :
  - Setting of objectives
  - Scope definition
  - Business case
  - Sourcing for service provider
- Compelling labor cost arbitrage offered through offshoring
- Key considerations behind selection of service provider, entire transition process
- Critical success factors
- Case study

### Financing Options in Outsourcing & Shared Services

- Global outsourcing trends
- Examples of financing options for outsourcing and shared services models
- Financing options and financial implications of the outsourcing and shared services model
- Examples of outsourcing and shared services model structures
- Pre- requisites of a successful outsourcing service provider
- Value add by Venture partner and contribution by Venture partner
- Case studies

## OUR PANEL OF DISTINGUISHED SPEAKERS:



**NCS**  
**Eddy Tan**  
**CFO & Head of BPO**

**EDDY TAN** has over 20 years financial management experience in the telecommunications and computer industries. He has overall responsibility and accountability for the company's financial and legal matters. In 1993, Eddy played an instrumental role in forming the WorldPartners Company, a global telecommunications alliance headquartered in New Jersey whose owners are AT&T, KDD of Japan, Singapore Telecom and Unisource of Europe. He was appointed as the company's first CFO and held the post for over six years. Prior to that Eddy served as Treasury Manager at Singapore Telecom, where he was involved in the early phase of SingTel's globalisation drive, as well as its IPO preparations. Eddy started as a Financial Analyst with Hewlett-Packard, and held a variety of managerial appointments at HP's offices in both Singapore and California.



**OCBC, Wearn & Walden**  
**Tan Bien Chuan**  
**Managing Director**

**TAN BIEN CHUAN** co-founded OWW in 1991, and has led OWW in over 30 investments in different countries within Asia covering the information technology, communication, consumer products, food and beverage, manufacturing and service industries. He has been an active board member in Goodpack, Craft Print Intl, Asian Home Gourmet (acquired by Cerebos Pacific), Showpla Hong Kong (acquired by Arrk Corp), HealthAnswers Asia and Logiciel (acquired by GES International) contributing business ideas and sharing his experience in technology trends, cross border business, corporate restructuring, initial public offering and private trade sale.



**Chalre Associates (Philippines)**  
**Richard Mills**  
**Chairman**

**RICHARD MILLS** is considered a leading expert on Asia-Pacific outsourcing by ComputerWorld magazine where he regularly contributes to the feature "View from Offshore". He has also been called "the local guru on outsourcing" by Dr. Michael Clancy, President of the Economist Business Forum and the "Asia-Pacific expert" by Call Center Magazine. He is a thought leader for some international publications such as AsiaTimes, TelecomAsia, YahooNews, OutsourcingPipeline and IndiaDaily. Mr. Mills is an Expert Panelist for CIO magazine and the Offshore Outsourcing Best Practices association in New York.



**British Petroleum**  
**Rohit Zutshi**  
**Senior HR Advisor**

**ROHIT ZUTSHI** joined British Petroleum in January 2005 and is based in its Singapore office. He has exposure in Asia Pacific in the areas of recruitment, rewards, systems implementation, HR consulting and M&A. Prior to this he was the HR Manager overseeing South East & South Asia at Equant. He started his career in HR at Tata Consultancy Services in India.



**Allen & Gledhill**  
**Tham Kok Leong**  
**Partner & Head of Technology & Licensing Practice**

**THAM KOK LEONG's** practice area centres on technology and intellectual property transactions, agreements and advice. He has substantial experience in advising, negotiating and drafting a wide range of commercial agreements related to IT, outsourcing, e-commerce, e-banking, telecommunications, contract manufacturing, technology transfer, research and development, merchandising, franchising, licensing, sports, media and publishing, sales and agency and distributorships. Kok Leong advised Singapore Airlines Limited on a S\$300m arrangement with IBM.