

A final version of the Costa Rica Senior Executive Forum agenda is below. Thank you to the volunteers who will help get several of the discussions launched, and thanks in advance to everyone for your active participation at this very special two-day event!

To kick-off the meeting, Paul Jeruchimowitz, Managing Director, Accenture Integrated Operating Model Solution, has been invited to lead a 90-minute discussion on the topic “Global Business Services – Insights from Accenture” at the hotel prior to our travel to P&G. Note that because of our commitment to deliver interactions that are free of external influence or bias, Accenture will not attend any of the onsite discussions at P&G or Intel.

For hotel reservations, you will want to make your reservation directly at the Costa Rica Marriott San Jose. Note that the only local travel you are responsible for will be between the airport and the hotel, which is a short taxi ride costing about \$15. All other transportation is provided.

REPLY REQUESTED

So that we can provide proper documentation for our onsite visit, please reply with your passport number (with residence ID acceptable as an alternative for local attendees). If you would like to have your Computer, iPad, or tablet device available while onsite at either P&G or Intel, please provide the model and serial number.

We look forward to seeing you very soon!

Best regards,

Mike Hostetler
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Tuesday, March 15, 2016

6:00 to 8:00 PM Reception (at Costa Rica Marriott Hotel)
Co-Hosted by Peeriosity and Accenture

Wednesday, March 16, 2016

7:30 to 8:00 AM Breakfast (at Hotel Meeting Room)

8:00 to 10:00 Welcome and Kick-off Discussion

Attendee Introductions

Facilitated Discussion on the Topic “Global Business Services – Insights from Accenture”

10:00 to 10:30 AM Travel to P&G Center

10:30 to 12:30 PM GBS Overview and Current Initiatives at P&G

Overview of GBS at P&G

Strategically Enabling Service Expansion Beyond Typical Offerings

R2R as an End-to-End Process – Strengthening Internal Efficiency while Improving Customer Service Effectiveness

Examples in Leveraging Next-Generation Technologies

12:30 to 1:30 PM Lunch and Networking

1:30 to 3:00 PM Other Topics featuring P&G

Best practices in Quality Management

Creating Value through 3rd Party Providers

3:00 to 3:45 Transitioning to BPO located in Costa Rica – Conde’ Nast

3:45 to 4:30 Global vs. Regional vs. Local – Finding the Right balance, Cardinal Health and Halyard Health

4:30 to 4:45 Break Time

4:45 to 5:30 Retention and Succession Planning Best Practices, Cardinal Health, Grainger, and Halyard Health

5:30 PM Depart for Group Dinner Close to P&G

By 8:30 PM Travel to Hotel

Thursday, March 17, 2016

7:30 to 8:00 AM Breakfast (at Hotel Meeting Room)

8:00 AM Travel to Intel

8:15 to 10:45 AM GBS Overview and Current Initiatives at Intel

Overview of Intel’s GSC (Global Service Center)

Growth Beyond Traditional Service Offerings
Data Analytics and Data Mining to Increase Value-Add
Fostering and Developing Innovation

10:45 to 12:15 PM Other Topics featuring Intel
Intel inside – a Closer Look at Two Service Center Success Stories

12:15 to 1:15PM Lunch and Networking

1:15 to 2:15 Case Study: Robotic Process Automation, Ascension Health MSC
2:15 to 2:45 Group Q&A – Questions and Comments from Attendees
2:45 to 3:00 Meeting Wrap Up - Peeriosity

3:00 PM Meeting Ends