



The 2nd Eurasia Shared Service Event

# Shared Service and BPO Summit 2008

- Exclusively explore the ultimate solution of your Shared Service Centre; Analyze best practices and case studies from Finance and HR shared service and BPO approaches.

**In the middle of EVERY DIFFICULTY lies OPPORTUNITY!**

**- Albert Einstein**

This is the 2nd shared service event of Eurasia. We will focus on not only shared service but BPO as well. By exploring and showing practical experiences, this timely event will help you to discover just how you can improve your shared service system and implement BPO. It will enable you to acquire the latest knowledge and the most effective value creation techniques to grow your business and manage your budget and cost.

This time, we provide more detail operation and practical case studies for you.

### About your Masterclass Leader:



Melvin Lim Amanda Zhang Steven Chen Hui Ying YANG Chris Lau Jane Zhu



Charles Shen Judy Tao Kevin Kang LIU Dong Lisa Feng

### Topics are more detail:

- Shared service or BPO? The location chosen and market trend analysis
- Solving invoice issue and making good relationship with tax bureau
- Guaranteeing your billing and technical system work effectively
- Where is your shared service added value?
- Maximizing the value by transitioning to an internal business consultant through out your organization
- Building an infrastructure that enables greater access to shared services and improves employee satisfaction to focus on customer-centricity
- BPO market view · BPO experience

### Summit General Outline

	Focus
Day 1	Finance & Accounting
Day 2	Human Resource
Day 3	F&A and HR

March 12-14, 2008



Novotel Shanghai

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