

## **AmCham Business Service Center Forum (BSCF)**

### **6th annual digital conference program**

**September 24**

08:30 - 09:00 REGISTRATION

**09:00 – 09:30 WELCOME & OVERVIEW OF THE BSC SECTOR IN SLOVAKIA IN 2020**

- Gabriel Galgóci, BSCF Chair, AT&T Slovakia Country General Manager (conference moderator)

**09:30 – 10:00 GOVERNMENT TALKS – DIGITAL EDUCATION FOR THE 21<sup>ST</sup> CENTURY**

- Branislav Gröhling, Minister, Ministry of Education of the Slovak Republic  
How is the Slovak education sector going to respond to the "new normal"? What lessons have we learnt as far as digital skills of teachers and students are concerned and how these will influence the future skillset of talents in Slovakia? Is Slovakia ready to digital revolution in education?

10:00 – 10:10 TIME FOR BREAK

**10:10 – 11:00 GOVERNMENT TALKS – THRIVING ENVIRONMENT FOR BUSINESS CENTERS**

- Peter Dosedla, Member of the Board, The National Union of Employers (RÚZ)
- Ján Oravec, State Secretary, Ministry of Economy of the Slovak Republic
- Zdenka Hrubyšová, Chair, AmCham Employment and Social Affairs Committee

Business services is a distinct competitive advantage to Slovakia employing almost 40 000 talents with higher added value than many other economic areas. Has the attention paid by the public offices to the sector bore fruit or do we need to shape a completely new ecosystem further supporting business growth for BSCs, especially in the light of the ongoing pandemic? Will the proposed changes to the Labor Code positively affect productivity of work and competitiveness of the country?

11:00 – 11:10 TIME FOR BREAK

**11:10 – 11:15 BSCF AWARDS CEREMONY**

**11:15 – 11:45 KEYNOTE PRESENTATION: UNLOCKING DIGITAL VALUE IN BUSINESS SERVICES – THE RACE TO TRANSFORM FIRST**

- Tom Bangemann, Senior Vice-President Business Transformation, The Hackett Group

**11:45 – 12:15 KEYNOTE PRESENTATION: BUSINESS SERVICES IN CEE – TRENDS ON THE WAY TO THE NEW NORMAL**

- Adam Jamiol, Shared Services Global Advisory Partner, PwC Poland

12:15 – 12:25 TIME FOR BREAK

**12:25 – 13:15 VISION FOR GROWTH IN TIMES OF UNCERTAINTY: FLEXIBILITY, ADAPTABILITY and RESILIENCE**

- Marek Rešovský, Managing Director, Deutsche Telekom Services Europe Slovakia
- Edwin Pohl, Managing Director, Covestro Slovakia Services
- Peter Bühl, Executive Site Leader, Orange Business Services

Why have business centers demonstrated high levels of flexibility and resilience to external crisis? How are we managing hiring, onboarding, and development of people in pandemic times? How do BSCs stay relevant for global CEOs when travel is limited? How do we effectively stay connected with our HQs?