

AmCham BSCF 2021 Conference Agenda

7th Annual Business Service Centers Conference – New Vision, New Opportunities

When: 30 September 2021 at 9:00 AM – 1 PM

Where: 100% virtual

Studio (digital partner): Creative Pro, Matúšova 56, Bratislava

What: 7th annual conference of the AmCham BSC Forum

Organizer: AmCham Slovakia & BSCF representatives

Goal/Main Idea: Business services in Slovakia (also in wider CEE region) have demonstrated strong resilience and flexibility during the pandemic adapting to the quintessential changes in the international business environment and local society. Country's economy could rely on business centers in preserving overall employment levels and adhering to all commitments/liabilities companies have, but in order to continuously climb up the ladder of value added, the industry needs a stronger and more targeted support from the Government. [Business Service Center Forum](#) represents the business service industry in Slovakia with over 37,000 employees from a wide range of services and locations across the country. The 7th annual conference is predominantly dedicated to success stories, concerns and challenges of the most precious asset business centers operate with – their employees, talent, skills, and competencies.

Audience: BSC community in Slovakia, representatives of the Slovak Government, academia, other AmCham members and local public authorities

Format: half-day digital conference starting at 09:00 AM, lasting until 1:00 PM

Key Topics: skills of the future, hybrid work models, supportive environment for business services, legislation and institutions, business-academic cooperation, automation and digitization

Language: Slovak & English (simultaneous translation provided)

Conference agenda

08:30 - 09:00 VIRTUAL REGISTRATION

09:00 – 09:30 WELCOME & OVERVIEW OF THE BSC SECTOR IN SLOVAKIA IN 2021

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

09:30 – 10:00 GOVERNMENT TALKS 1 – MINISTRY OF LABOR, SOCIAL AFFAIRS AND FAMILY OF THE SLOVAK REPUBLIC

- [Boris Ažaltovič](#), State Secretary, Ministry of Labor, Social Affairs and Family of the Slovak Republic

10:00 – 10:10 TIME FOR BREAK

10:10 – 10:15 BSCF AWARDS CEREMONY

10:15 – 10:45 GOVERNMENT TALKS 2 – MINISTRY OF ECONOMY OF THE SLOVAK REPUBLIC

- [Ján Oravec](#), State Secretary, Ministry of Economy of the Slovak Republic

10:45 – 11:05 EMPLOYMENT MOBILITY SCHEME FOR SLOVAKIA

- [Zuzana Vatráľová](#), Head of Office, International Organization for Migration

11:05 – 11:30 KEYNOTE PRESENTATION 1: VISION 2025 FOR BUSINESS CENTERS

- [Michal Čermák](#), Partner, McKinsey & Company

11:30 – 11:40 TIME FOR BREAK

11:40 – 12:00 KEYNOTE PRESENTATION 2: GLOBAL SSC SURVEY 2021 – BUSINESS CENTERS' STATE OF THE ART IN CEE REGION

- [Peter Mrnka](#), Partner, PwC Slovakia

12:00 – 13:00 HYBRID WORK MODELS – QUO VADIS SHARED SERVICES?

- [Silvia Jeleníková](#), Co-Site Lead & HR Director CEE, Dell Global Business Centre
- [Igor Tóth](#), CEO, O2 Slovakia
- [Christian Schulz](#), Head of Global Business Solutions+ Bratislava, Henkel
- [Igor Stančík](#), VP Human Resources, Deutsche Telekom IT Solutions Slovakia