



Presented by ISM Services Group

14th Annual ISM Indirect/Services Conference

Making an Impact — Through Transformation, Innovation and Technology

December 5-6, 2013 ▶ Renaissance Phoenix Downtown Hotel ▶ Phoenix, Arizona



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ISM's 14th Annual Indirect/Services Conference is designed for supply management practitioners who are responsible not only for indirect procurement, but also for developing the supply chain strategies that help move the organization forward. It focuses on improving your indirect spend and maximizing your impact on overall business. Even a 1 percent to 5 percent savings can be sizable to the bottom line.

Who Should Attend

This program is designed for supply management professionals who are responsible for not only acquiring services, but also for developing the supply chain strategies that support the goals and objectives that move the organization forward. Supply management professionals with a solid foundation will benefit from this program. Project managers, team leaders and members of cross-functional teams will also benefit from this unique opportunity. Even if you've attended previous ISM Services Conferences, this year's event has evolved to keep you current.

Why You Should Attend

Direct your supply management expertise to the world of indirect/services purchasing and get ahead. Discover how to translate your knowledge about sourcing and buying tangible goods into the indirect/services arena, and uncover hidden savings in the process. Find out how to turn your coworkers into customers and streamline crucial services purchases. Explore the role of your stakeholders in the sourcing decision and optimize the process. This is an opportunity to learn from other practitioners and experts. Roundtables and networking time are built into the schedule to allow time to find out how your colleagues are leveraging the power of this multibillion-dollar proposition.



14th Annual

ISM Indirect/Services Conference

December 5-6, 2013

*Making an Impact — Through Transformation,
Innovation and Technology*

Register now at www.ism.ws/3828.

Agenda

Thursday, December 5, 2013

7:00 – 8:00 a.m.

Continental Breakfast

8:00 – 8:15 a.m.

Opening Remarks and Welcome

Thomas Derry, CEO, ISM

8:15 – 9:30 a.m.

General Session G1

Indirect Procurement: Driving Corporate Services Beyond Cost

Early involvement from indirect procurement can encourage scrutiny, creativity and collaboration, typically driving down costs and delivering a substantially improved services experience for internal corporate clients. If procurement can move beyond its role as a watchdog and cost-cutter, it can initiate improved experiences for internal clients. This session discusses how such an approach can lead to results.

Frank Harnischfeger, Director, Technology & General Services Department, IMF

9:30 – 9:45 a.m.

Networking Break

9:45 – 10:00 a.m.

Recognition

Recognize 2013 ISM Services Group Scholarship Recipients

The ISM Services Group interacts with five targeted universities that have supply management (purchasing) undergraduate degree programs. ISM Services Group focuses on five key areas: scholarships, internships, on-site activities, mentoring and student membership.

9:45 – 10:45 a.m.

General Session G2

Speed Networking

Now's your chance to meet individuals just like you, experiencing many of the same issues and challenges that you may face.

10:45 – 11:15 a.m.

Networking Break

11:15 – 12:30 p.m.

Concurrent Session C1

Just in Time Talent Supply Chain and SCRM

While it's impossible to avoid last-minute disruptions and the urgency around talent needs, savvy supply management practitioners know that you can — and should — always have a just in time “talent bench” ready to put into play. A proactive approach to talent management is essential to not only exist, but also remain competitive.

Tracy White, Director, Business Development, DCR Workforce

Robert Cooney, Senior Vice President, Business Development, DCR Workforce

11:15 – 12:30 p.m.

Concurrent Session C2

Real-Life Contract Development: What Is Important as You Develop Your Services Contract?

Supply managers are often tasked with the initial contract development and review prior to sending to legal for approval. When you use your company's boilerplate, your review process is easy. But when you use the supplier's contract or a custom-developed contract, it is imperative to properly document your company's interests. Your legal representative will focus on the legal aspects, but the supply management professional is responsible for the contract's business aspects.

Jim Haining, Senior Purchasing Analyst, Clark County, Nevada

12:30 – 1:45 p.m.

Lunch

The speaker shares a personal story about his own journey from being shot and suffering a spinal-cord injury to where he is today in his career.

John Owens, Senior Producer, Mort Crim Communications

1:45 – 3:15 p.m.

Concurrent Session C3

Managing T&E to Your Advantage — How and Why

Corporate travel and entertainment (T&E) is the one of the largest controllable expenses in your organization. With this panel of experienced purchasing professionals, find out why T&E should be managed by procurement and, if you have a mature program, how to take it to the next level. This session also covers risk mitigation through the duty of care, understanding your company's data, and measuring hard and soft dollar savings.

Bruce Finch, Director of Global Travel and Workplace Sustainability, AutoDesk

Bruce McIndoe, CEO and Founder, iJet

Robert Reynolds, CFO, ADTRAV Travel Management

Mike Williford, Senior Director of Supply, ATS

1:45 – 3:15 p.m.

Concurrent Session C4

Negotiating for Success and Building Relationships at the Same Time

Whether you are aware of it or not, you negotiate all the time, with all types of people. Whether you negotiate with your staff, boss, contractors or suppliers, your ability to influence others, reduce conflict and solve problems is essential for your success and the success of your organization. This session will introduce the “seven principles of highly successful negotiators” and reinforce them with fun, interactive activities to help you get more of what you want, personally and for your organization, in almost every negotiation.

Alan Ovson, CEO, Ovson Communications

3:15 – 3:45 p.m.

Networking Break

3:45 – 5:00 p.m.

General Session G3

How Indirect Contributes to Innovation

Early involvement from indirect procurement, including IT, encourages the organization to use caution in selecting new suppliers and reviewing manufacturing specifications. It also brings innovation to problem-solving and cost-cutting, and equips the company with newer and more efficient technology, giving it the resources to grow and reinvent itself.

Carlos Tellez, CEO, Storeroom Solutions

5:00 – 6:30 p.m.

Reception

Friday, December 6, 2013

7:00 – 8:00 a.m.

Continental Breakfast

8:00 – 8:05 a.m.

Welcome Back

8:05 – 9:20 a.m.

General Session G4

Procurement and IT — Just a Matter of Time

This session will focus on successful interactions between IT and procurement and the importance of these two areas working together. Other topics covered include licensing and terms.

John Lark, Senior Director, Marketing, Ariba

9:20 – 9:35 a.m.

Networking Break

9:35 – 10:45 a.m.

General Session G5

Roundtable Discussion

Stay current with roundtable discussions designed to help you get ahead. Pick a topic that grabs your interest and interact with leaders in the indirect/services industry. Each table is facilitated by an industry specialist, practitioner or ISM representative so that you get the most out of these timely discussions.

10:45 – 11:15 a.m.

Networking Break

11:00 – 12:00 p.m.

General Session G6

Indirect Procurement Transformation

Companies need to start shifting their indirect procurement process from tactical and reactive to strategic and proactive. This session reveals the steps you need to take to ensure all of your indirect spend is under procurement's control and that procurement is effectively transforming indirect spend into a value-creating process.

Jim Akers, Vice President, Global Indirects, Teva

12:00 – 12:15 p.m.

Closing Remarks

(Schedule is subject to change.)

Early-Bird Discount. Take US\$100 off the conference registration fee when you register on or before November 5, 2013.

Team Discount. There is a US\$300 discount (per person) for organizations registering three or more people for this program. All registrations must be placed at the same time. (This discount offer is not available online.)

ISM Cancellation/Refund Policy. Visit www.ism.ws/3718 for the ISM cancellation refund policy.

Money-Back Guarantee. Satisfaction with all programs is guaranteed. If you are not satisfied with this program, we will refund your registration fee. (All ISM Cancellation and Refund Policy guidelines must be followed.)

Photo Release. From time to time, we use photographs/video of participants in our promotional material. By virtue of your attendance, you agree to the use of your likeness in such material.

Antitrust Statement. It is the express policy of ISM to comply at all times with all existing laws, including the antitrust laws, and in furtherance thereof, this ISM Antitrust Policy shall apply to all activities and programs sponsored or conducted by or within ISM, including CAPS Research, and is intended to minimize the risk of the appearance of any violation of the antitrust laws.

U.S. Tax Deductions. The U.S. Internal Revenue Service may permit an income tax deduction to U.S. residents for expenses (including registration fees, travel costs, meals and lodging) incurred in pursuit of continual professional education. Consult your tax adviser for details.

Ground Transportation. You are responsible for your own ground transportation.

Accommodations. All sessions are at the Renaissance Phoenix Downtown Hotel, 50 E. Adams St., Phoenix, AZ 85004. To reserve your room visit www.ism.ws/3776 or call +1 602/333-0000. Reference **Group Code ISM** when making reservations over the phone. The ISM room rate is US\$129 plus tax, includes in-room Internet. The room rate is offered until November 11, 2013, or until the room block is sold out, whichever comes first. Be sure to book early.

Register. Online at www.ism.ws/3828, or call ISM Customer Service at 800/888-6276 or +1 480/752-6276, option 8.

Price. ISM Members US\$949/Nonmembers US\$1149/Student Members US\$250.

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Pre-Conference Seminar — Enhance your Learning and Save
Strategic Services Procurement: Applying Strategic Sourcing Principles to the Procurement of Services

December 3-4, 2013 | Phoenix, Arizona

This seminar provides insights into current trends and opportunities for supply's involvement in services procurement. Explore the application of strategic sourcing methods and technologies to the services spend and services supply base. Learn about tools and techniques for writing effective statements of work and managing contracts. Participate in analysis and discussion of case studies specific to services spend not traditionally sourced through the purchasing function.

Indirect/Services Conference attendees save US\$200 on seminar registration fees.

Register now at www.ism.ws/3828.



ISM is a member of the International Federation of Purchasing and Supply Management (IFPSM)

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