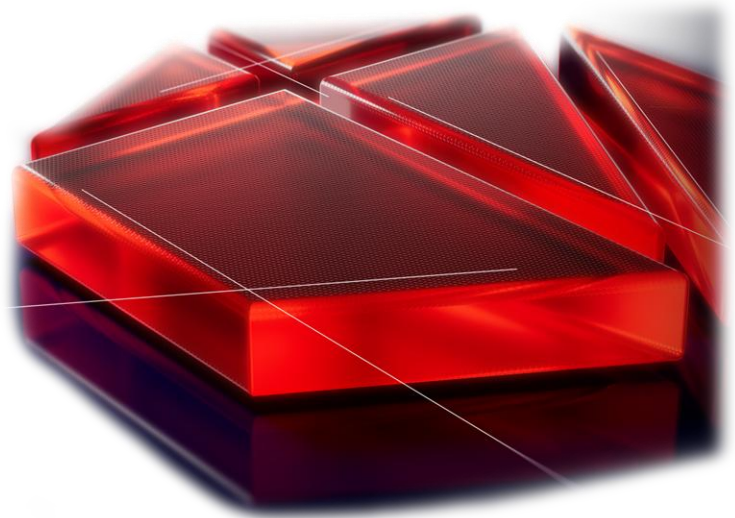


ABS DACH Bi-Monthly Newsletter

#2 - March 2026



Dear Members and Partners,

Through our monthly Newsletters you will acquire relevant information about ABS DACH, ABS Network online events, industry reports, and Strategic Partner updates.

First, we share the ABS DACH related events and news, then we will guide you through some important updates from the global network of ABS, and finally, we will provide a list of recommended online events, and reads from our Strategics Partners.

Your opinions, insights, and recommendations have been carefully assessed and will be integrated in our future plans.

MEMBER ACHIEVEMENT:

World's Best GBS Award

What is the World's Best GBS Study & Award?

This prestigious award identifies truly outstanding Global Business Services organizations that embody innovative, forward-looking policies and deliver measurable value beyond traditional process efficiencies. Launched in 2023, the award is recognized as critical validation of the GBS model's potential for far more than transactional efficiency.

Any GBS that has won twice in four years is deemed “Certified World’s Best GBS”, having consistently achieved top-performer status, and will retain that status for three years. During this period, that GBS will not apply for the Award.

The study evaluates both qualitative and quantitative performance across 4 critical dimensions.

ABSL DACH Member Finalists:

Siemens & Bosch

Congratulations!

Find out more [here](#).

PAST ABSL & ABSL DACH EVENTS:

ABSL DACH

SNOW Work Group Meeting:

 **6th November 2025, 16:00 CET - Automation Options for SNOW Use Cases**

Please let us know, and we will put you in contact Christian Micheler (OMV), or Oana Pascu (OMV) for admission.

Webinars:

 **13th November 2025 – Webinar with CIMA**

Unlock the Potential of Data Through Effective Storytelling

Presenter: Chantal Dunham

The webinar recording and presentation is available on request.

 **25th November 2025 – Webinar with Everest Group**

2026 Readiness Playbook for European GBS Leaders

Presenter: Rohit Aggarwal

The webinar recording and presentation is available on request.

Events:

 **9th -10th December 2025: #15 ABSL DACH Member Meeting, Frankfurt**

Location: Frankfurt

Topic: “The Future of Talent”

Moderators: Christian Mertin & Derek Smith

Time: 9th December 15:45 – 10th December 16:00

The Summary of the Member Meeting is available upon request.

 **3rd & 4th of March 2026: ABSL DACH #16 Member Meeting, Zürich**

Location: Zürich

Topic: “How to successfully drive Transformation through Collaboration”

Moderator: Derek Smith

Time: 3rd March 16:30 – 4th March 16:00

The Summary of the Member Meeting is available upon request.

ABS International Past Events:

ABS Forum 2025: “Create and Secure the Future – Now!” 25th & 26th September 2025, Riga

Check out the Forum Highlights video [here](#).

The Executive Summary of the conference can be found [here](#).

You can view the event gallery and get a glimpse into the conference [here](#).

ABS Global

World Economic Forum – January 21, Davos

ABS is back in Davos, partnering with Accenture and Polish Business Hub, for a debate “Tensions. Transitions. Trajectory: Leading in a world on edge.”

Read more [here](#).

ABS Poland

Annual Gala – December 4, Warsaw

ABS Gala 2025 was a unique occasion to celebrate the people, organizations, and partners shaping the business services sector and its ecosystem.

Read more and Find out about the Winners [here](#).

 **UPCOMING EVENTS****!! ABSL DACH 2026 Member Meeting Dates !!:**

Kindly make a note of our fixed, upcoming meeting opportunities in 2026:

#17 Member Meeting: 2nd & 3rd July 2026, Berlin

#18 Member Meeting: 10th & 11th December 2026, Salzburg

1. 360° Special Event: TriCity Visit: History-Business-Relaxation: **27th -29th August, Gdansk**
(limited to 15 participants)
2. 360° Special Event: Oktoberfest Visit: **30th of September 2026, Munich**
3. 360° Special Event: ABSL DACH x ABSL International: **8th & 9th June 2026, Prague**
“ABSL Europe Business Services eXchange” @ Siemens CZ Hub
(by invitation only)

... more to come ...

Strategic Partner Webinars will be announced for 2026 after the Member Meeting in Zürich.

 **ABSL AROUND THE WORLD****ABSL International****ABSL FORUM: Transform to Lead – Dare, Drive, Deliver – 5-6 November, Budapest**

ABSL Forum 2026: Transform to Lead. Dare. Drive. Deliver is a call to action to challenge the status quo, take ownership, and transform to lead. This is the moment for our industry to deliver on the promise that leadership is a capability built on courage, foresight, and the willingness to proactively reinvent. So let's discuss what comes next before anyone asks.

Meet the Speakers and Learn more about the Forum [here](#).

ABSL Poland**ABSL Summit: “Know the Unknown” – 17-19 June, Wroclaw**

As uncertainty and rapid change shape the world, success belongs to those who can turn ambiguity into insight and curiosity into strategy. To navigate continuously unpredictable reality,

business requires readiness, adaptability, and a strong foundation built on what drives our sector forward: **talent, technology, and transformation.**

At the ABSL Summit 2026, we explore how embracing the unknown unlocks new dimensions of growth, resilience, and competitive edge. Together, we'll uncover hidden opportunities, question assumptions, and build strategies that turn uncertainty into advantage - with **talent at the center, technology as the enabler, and transformation as the outcome.**

*Find out more [here](#).

*10 members of ABSL DACH can buy the ticket with 50% discount.

ABSL DACH Member Registration:

- Start registration procedure by clicking on the link: <https://abslsummit.conrego.pl/registration>
- Select 'Participation Type' and value 'ABSL International' from the list.
- Type in your individual (one pass) code: DACH.50 in 'Invitation code' field.
- Fill in your 'Participant details' and 'Additional information'.
- Check necessary Clauses and click 'Next Step >>.
- Verify your registration details and click 'Submit Application >>.
- The confirmation of your registration will be sent to email address provided during registration process.

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ABSL North Macedonia

“Gain a Competitive Edge through new Talents and Partnerships” - 25–26 February, Tetovo, SEEU Tech Park

Global Digital City (GDC) will take place on 25–26 February 2026 in Tetovo, North Macedonia, hosted at the South East European University Tech Park.

GDC is an innovative event that brings together ICT/BPO companies, business leaders, young talents, startup innovators and policymakers to stimulate business growth, employment and competitiveness of the BPO sector in North Macedonia through talent acquisition.

Under the theme **“Gain a Competitive Edge through new Talents and Partnerships”** the event will feature:

- **Speed networking and business matchmaking sessions** connecting employers and potential employees and startups.
- **Interactive training and workshops** focused on employability and digital skills.
- **Panel discussions** on innovation through AI and digital policy.

You can find the company registration [here](#).

ABS International - GLOBAL BUSINESS SERVICES NEWS:

HIRE Act

Have you heard of the [HIRE Act](#) in the US?

„Senator Bernie Moreno (R-Ohio) introduced the *Halting International Relocation of Employment Act*, or *HIRE Act*, to protect American workers from outsourcing by disincentivizing U.S. companies from chasing cheaper wages and hiring foreign workers. The legislation will impose a tax on any company that employs foreign labor instead of Americans and will use the generated revenue to fund workforce development programs to help the middle-class.”

[Read the full article](#)

ABS Business Services Report 2025

The reveal and initial overview of the **ABS Business Services Report 2025** took place during the Riga Forum.

After the Forum, the report is accessible to all members and partners in a downloadable format, as well as promoted through webinars* with the authors and experts of the Report.

[Download the Report](#)

ABS DACH BUSINESS SERVICES NEWS:

Changes in the Executive Committee of Givaudan

Givaudan has announced a number of changes to its Executive Committee.

After more than 30 years with Givaudan, and a member of the EC since 2016, [Anne Tayac](#), Head of Givaudan Business Solutions & IT will retire. We are incredibly grateful to Anne who has been a driving force behind our operational and digital transformation, building a global organization that fosters efficiency, innovation, and continuous improvement. Her leadership of GBS and Global IT has supported 17,000 colleagues worldwide with reliable, digital solutions that simplify processes and boost excellence. Anne leaves a lasting legacy at Givaudan through her warmth, authenticity and deep care for people.

She will be succeeded by [Christina Yeo](#), who is currently Head of Taste & Wellbeing Operations, APAC and is appointed Head of GBS & IT and Executive Committee member as of 1 May 2026.

Change in Allianz Services Leadership

March 1st, 2026

[Karim Akhavan](#) announced as new CEO of Allianz Services .

“I would like to acknowledge [Turan Sahin](#) for his leadership over the past years. His contribution and energy have shaped the organization that I now have the privilege to lead, and his message earlier reflects the spirit with which he guided Allianz Services. For me, stepping into this role feels both familiar and new. I have known Allianz Services for many years, and I have always valued the expertise, dedication and global mindset of the people who make this organization what it is.”

Congratulations on the appointment!

[Constanze Nuesperling](#) joins **SMS Group** as Senior VP Global Shared Services.

Congratulations on the new role!

The Future of Global Business Services: Building, Managing, and Overseeing AI Agents – an article by [Derek Smith](#)

“The evolution of artificial intelligence is reaching an inflection point that will fundamentally reshape the role of Global Business Services. We are witnessing a decisive shift away from simple AI efficiency enhancers—tools that automate discrete tasks—towards something far more transformative: Virtual Personas.

These sophisticated AI agents will have a range of capabilities such a reasoning and autonomous problem solving and will not merely augment human work; they will replace entire roles, functioning as digital employees capable of executing complex, end-to-end business processes.

The implications for GBS organisations are profound, and perhaps counterintuitive. In the medium term, GBS will become more critical than ever. In the long term, its very success may render it obsolete.”

Read the full article [here](#).



GLOBAL STRATEGIC PARTNER NEWS:

Randstad Recommended Reads:

The 2025 global Severance Research

The 2025 research surveyed 520 decision-makers across five markets about their organizations' downsizing actions, severance policies and redeployment actions to help employers benchmark their own practices, meet talent expectations and protect their brands. This year, we now offer an interactive dashboard that allows talent leaders to explore the data by market, sector and company size.

Find out more about the Research [here](#).

Randstad Workmonitor 2026 The Great Workforce Adaptation

Core Insight

The global world of work in 2026 is defined by a confidence gap: while 95% of employers are optimistic about business growth, only 51% of workers share that optimism. This disconnect poses a structural risk to growth and underpins what Randstad terms “The Great Workforce Adaptation”—a necessary realignment between employers and talent across technology, trust, and career models.

Contact us to get the full Report.

Everest Group Recommended Event:

Webinar Recording: What's Next for GBS: Provocations to Guide Your 2026 Agenda

GBS 2026: The Convictions Shaping Tomorrow's Priorities – As rapid AI disruption, evolving operating models, and shifting talent dynamics reshape the global landscape, GBS leaders face urgent questions about where to focus now to stay ahead. This webinar unveils Everest Group's leading convictions and bold provocations that will define the GBS agenda for 2026.

Download the presentation and recording [here](#).

Complimentary Passes for ABS DACH Members to [Engage, London, March 9-10](#)

The Connected Advantage: Innovating for Enduring Growth

In today's environment of disruption and uncertainty, business leaders can't afford to operate in silos. The organizations that thrive are those that connect - across functions, across partners, and across geographies - to unlock growth, agility, and long-term resilience.

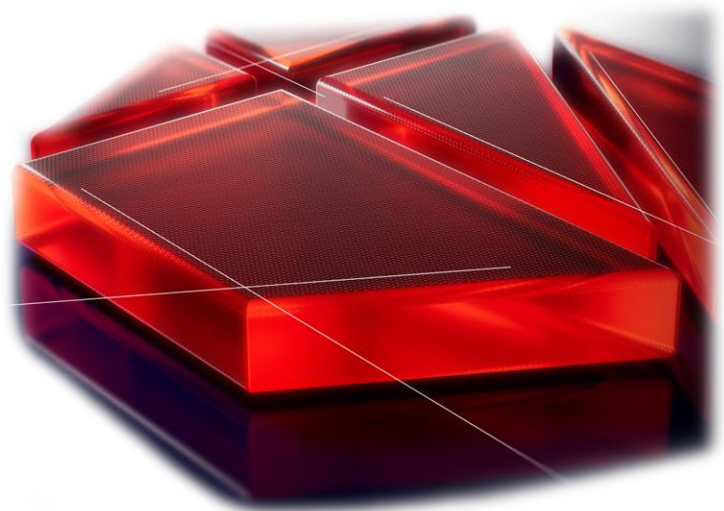
With 72% of organizations reevaluating their operating models to balance cost efficiency with transformational growth - and 68% of GBS leaders prioritizing innovation as a key driver of business value (Everest Group Research) - the mandate is clear: companies need more than agility to compete. They need the connected advantage.

Join your GBS peers and Everest Group's senior analysts, on March 9-10 at the Park Plaza London Riverbank to explore how leaders are embracing this advantage by rethinking strategy and execution, bridging gaps between business units and partners, and leveraging AI, digital transformation, and new operating models to fuel enduring success. Together, we'll turn disruption into opportunity - and connection into growth.

ABS L DACH Members receive a complimentary pass, courtesy of Everest Group. If you would like to take advantage of this, please email Rohitashwa.Aggarwal@everestgrp.com

Find out more about **Engage** [here](#).

THANK YOU FOR YOUR ATTENTION!



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THANK YOU FOR YOUR COOPERATION!

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Research 	Executive Search 		
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