



Dallas, TX

October 5-7, 2026

Attendee Prospectus

Engage – Dallas 2026





2026 theme The Execution Curve: Turning Strategy into Global Impact

Everest Group Engage – Dallas 2026 convenes an intimate group of senior functional executives across **Global Business Services (GBS), Sourcing and Vendor Management (SVM), technology, and shared services** to solve the toughest challenges slowing enterprises down.

Conference dates

October 5-7, 2026

Location

Renaissance Dallas Hotel
Dallas, TX

Pricing

\$1,499 for enterprise
members

\$1,999 for enterprise
attendees

350+

Attendees

30+

Everest Group
analysts

30+

Keynotes and
sessions

30+

Sponsors

Learn more at <https://www.everestgrp.com/events/conferences/engage-dallas-2026/>

Conference theme

The Execution Curve: Turning Strategy into Global Impact

In 2026, enterprises know what they want. The hard part is making it happen, consistently across functions, geographies, and partner ecosystems. **The Execution Curve: Turning Strategy into Global Impact** captures the shift from experimentation to execution maturity, wherein leaders must prove what works, scale it, and embed it as business as usual.

Engage – Dallas 2026 will examine the operating models, measurement disciplines, and Systems of Execution (SoE) needed to **turn strategy into coordinated action** across teams, workflows, data, and partners. The focus is on repeatable execution, resilient performance, and outcomes that can be tracked, audited, and sustained.

Everest Group research shows that SoE can drive **25-35% of productivity improvements and reduce data latency by 30-40%**. This event will explore how organizations move from Automation, AI, and Agentic systems (A3) beyond pilots to A4, where automation, AI, agentic systems, and arbitrage can deliver measurable Return on Investment (RoI), orchestration, and impact at scale.

Key themes covered

Executing AI beyond pilots

Redesigning operating models for scale

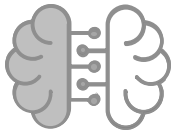
Governing execution across functions, partners, and platforms

Proving value, RoI, and business impact

Adapting workforce models for AI-enabled operations

Managing risk, resilience, and control in a more complex delivery environment

Engage – Dallas 2026 will enable you



Turn AI ambition into repeatable execution

Move beyond pilots to models, governance, and decisions that help AI deliver measurable impact



Prove value more credibly

Get pragmatic perspectives on measurement, RoI, and what it takes to show business impact beyond activity and output



Strengthen execution across functions and partners

Learn how leaders are reducing friction across internal teams, providers, platforms, and workflows



Prepare teams for AI-enabled work

Examine how workforce expectations, role design, and human-agent collaboration are changing in practice



Redesign operating models for what comes next

Explore how GBS, sourcing, and vendor management leaders are reshaping structures, roles, and accountability for scale



Intimately network with global leaders

Engage in peer-driven discussions and hands-on learning

Conference chairs and key topics



Rohitashwa Aggarwal

Partner,
Global Business Services
Everest Group



Amy Fong

Partner,
Sourcing & Vendor Management
Everest Group



Deborah Kops

Executive Advisor,
Everest Group
Principal, Sourcing Change

Key GBS topics will include:

- GBS operating model redesign for AI-enabled execution
- GBS accountability for enterprise outcomes, not just service delivery
- Workforce redesign inside GBS, including role shifts and human-agent collaboration
- GBS as an integrator across functions, platforms, and partners
- Measuring GBS performance through outcomes, adoption, and business impact
- Service experience and where it materially improves enterprise performance

Key sourcing and vendor management topics will include:

- Vendor management model redesign for outcome-based execution
- Commercial model and contract redesign for AI-enabled services
- Third-party execution visibility, governance, and control
- Sourcing strategy in an AI-first operating environment
- Supplier portfolio strategy, segmentation, and simplification
- Governance models that improve decision-making and issue resolution

2026 advisory board

Shane Abeyratne

Senior Vice President,
Global Business Services



Marina F. Bellini

President, MGS &
Digital Technologies



Rob Bradford

Vice President,
Global Business Services



Trent Causey

Vice President,
Strategic Sourcing



Jeff Goldstein

Senior Vice President,
Shared Services



Joe Heynoski

Chief Procurement
Officer



Sarah Pascual

AVP, Corporate
Procurement



Kent Scott

Executive General Manager,
Customer Experience & Success,
Business Operations & Programs



Ranjan Wadhwa

Global Business Services
Executive



L. Denise Williams

Executive Director Supplier Ops &
Services, Operations Enablement
HCSC (BlueCross BlueShield TX)



Selection of advisory board members as of May 2026

Who will attend

GBS, sourcing, VMO, technology, and shared services practitioners with the following titles will benefit from attending Engage – Dallas 2026



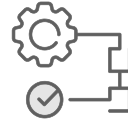
C-suite leadership

COOs
CPOs
CFOs
CIOs
CDOs
Chief Customer Experience Officers



Global Business Services

Heads of Global Business Services
Sr. Directors of GBS Strategy and Business Development
Directors and COOs
Executive VPs, General Counsels, Corporate and Legal Affairs
VPs of GBS Control and Planning
Heads of Workforce Strategy



Sourcing and Vendor Management

Chief Procurement Officers
IT sourcing leaders
VPs of Indirect Procurement
Heads of Outsourcing Centers of Excellence (CoEs)
VMO and supplier management leaders
Category leaders for professional services, BPO, and technology



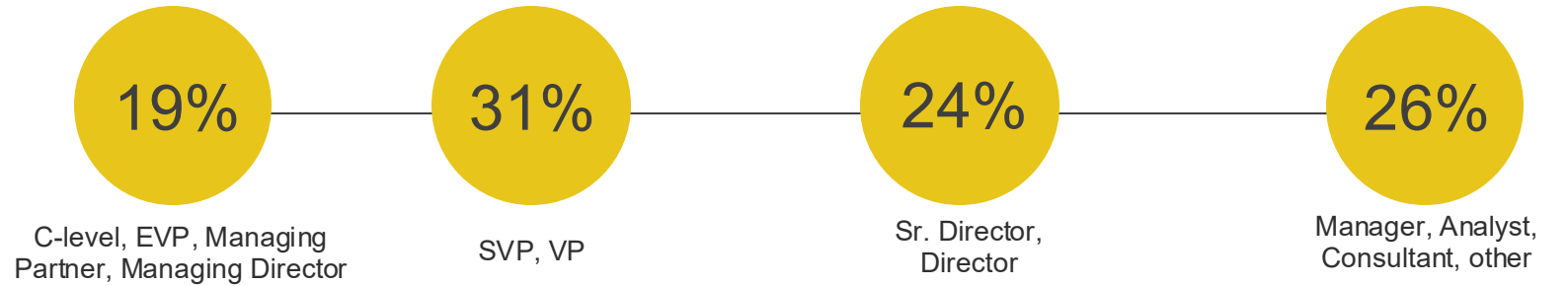
Technology and service delivery

VPs/Directors of Digital Transformation
VPs/Directors of Data and Analytics
Directors of Risk and Compliance
VPs/Directors of Infrastructure
Heads of Customer Operations / Customer Experience
VPs/Directors of Talent

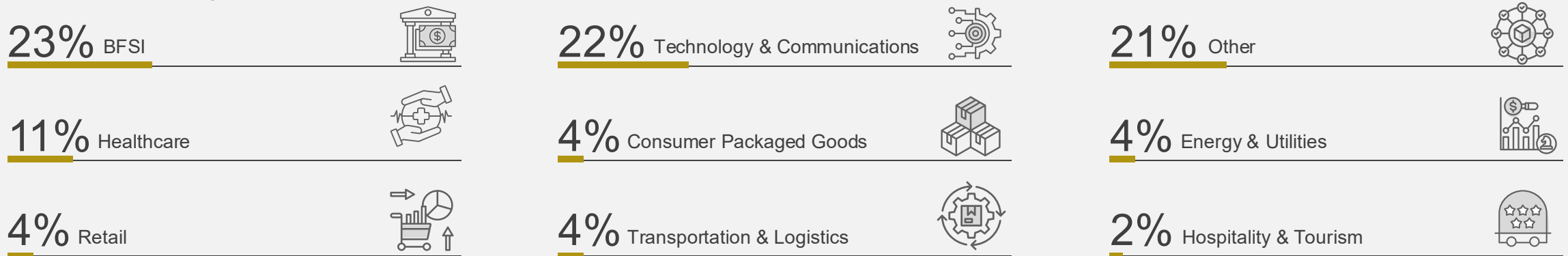
Who will attend

Engage attracts global, senior-level decision-makers across all key functions in business services and sourcing. Attendees from **Global 1,000 enterprises will attend with teams of 2-3 leaders** from GBS, sourcing, vendor management and tech services functions represented.

Attendee role level*



Attendee industry*



*Source: Averages from Engage Dallas 2024 and 2025

What past Engage attendees say

“As I have repeatedly told several people, this is the best conference in the GBS space in my view, given the research-based thought leadership.”

– **Global Head of Business Services, Kraft Heinz**

“Participating in the Engage conference was a real pleasure and great learning opportunity... Kudos [...] to the entire team for organizing a highly professional event, which was a perfect mix of keynotes and interactive workshops and panels.”

– **GBS leader, GSK**

“The sessions were very informative, and the roundtable discussions led to some really great conversation. I also appreciated how engaged the Everest team was in all the events.”

– **SVP, US Bank**

“I liked the real-time focus of sessions with things we are actually seeing in the industry, as well as forward-thinking...it was mostly focused on procurement with a few suppliers, but not a "sales event." The ability to network with peers and have good discussions on topics that impact our day-to-day and long-term strategy was very helpful.”

– **Sr. Director, BJ's Wholesale Club**



Agenda at a glance

The full agenda will be published in April 2026

Monday, October 5, 2026

Afternoon	Registration opens
	Networking lunch
	Welcome address and opening remarks
	Workshops
	Networking roundtables
	Coffee break
	Case study sessions
	Breakout sessions
	Keynote
	Evening

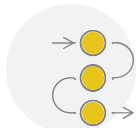
Tuesday, October 6, 2026

Morning	Registration opens	
	Networking breakfast	
	Keynotes	
	Networking roundtables	
	Coffee break	
	Breakout sessions	
	Case study sessions	
	Afternoon	Networking lunch
		Top Employers Awards
Keynote		
Case study sessions		
Coffee break		
Evening	Breakout sessions	
	Case study sessions	
	Keynote	
	Reception	

Wednesday, October 7, 2026

Morning	Registration opens
	Networking breakfast
	Keynotes
	Breakout sessions
	Coffee break
	Workshop
Afternoon	Keynote
	Grab-and-go lunch

Networking sessions are prominently featured in the agenda



01 Breakout sessions

Short-form sessions led by Everest Group analysts or practitioner peers that include an action item that should be done following the session



02 Workshops

Long-form, interactive sessions guided by Everest Group experts designed to produce a deliverable that your team can act upon when you get back to the office



03 Analyst one-on-one meetings

Ask our analysts real-time questions on the pain points, opportunities, and priorities of most significant interest to you



04 Practitioner-led roundtable discussions

Industry- and hot topic-focused roundtables facilitated by experts and centered on topics picked by attendees



05 Dedicated social times

Happy hours, receptions, industry meetups, and dedicated mealtimes reserved for casual networking and connecting with new contacts at your leisure

Various keynotes and case studies will accompany the extensive range of **networking sessions at Engage.**

Top Employers Awards

Engage – Dallas 2026 will feature a Top Employers Awards ceremony celebrating attending companies named on Everest Group's [2026 Top GBS Employers™](#) and [Top Employers for Tech Talent™](#) lists. These annual reports recognize organizations that stand out in employer brand perception across key global talent markets.

What recognized companies can expect:

- Onstage recognition during the awards ceremony
- Onstage award photo
- 1:1 photos with Everest Group leadership
- Special Top Employer designation on their attendee badge



Look back: Engage – Dallas 2025

Highlights



Engage – Dallas 2025 united leaders across GBS, sourcing, IT, and other functions to explore practical strategies for sustainable growth

Event highlights

Theme: The Connected Advantage: Innovating for Enduring Growth

Date: September 8-10, 2025

Audience: 300+ attendees across 11 industries from Fortune 500 companies

Takeaways:

Compete on orchestration and outcomes: Design for multi-everything execution and focus relentlessly on outcomes to sustain advantage

Prioritize connected execution: Move quickly to embed SoE while emphasizing the power of humans

Recalibrate investments: Redirect spend toward AI-driven BPO and GBS models that deliver measurable impact

Balance evolution with reinvention: Identify where to optimize existing models and where bold reinvention is needed to unlock value

Key topics and discussions



Unlocking the connected advantage

Enterprises in sync across data, workflows, and decisions to adapt quickly and deliver value



SoE in the AI age

Agentic AI and amplified humans are reshaping execution and closing the strategy-impact gap



Evolving the partner ecosystem

New rules for partnering across business, IT, procurement, and providers to drive resilience and value



Reimagining outsourcing and GBS

AI-first models balancing efficiency, growth, and clear communication of enterprise impact



Human talent and growth mindsets

Future-ready teams built on digital fluency, adaptability, and performance-shaping mindsets

engage 

Contact your account representative or
events@everestgrp.com for more information