

Stay Ahead of the Game Adopting the Digital Agenda

**GBS
Autumn RoundTable
2021**



**AUGUST 25, 2021
1630 TO 1800 HOURS IST**

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August 25, 2021
4:30 PM – 6:00 PM IST



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Arati Desai

Head TML Business Services (Tata Motors)

Arati is a Chartered Accountant, Cost Accountant and Certified Information Security Auditor with over 25 years of professional experience. She heads the TML Business Services Ltd, a subsidiary of Tata Motors. TML supports the group's end-to-end business process management and knowledge services. She is responsible for creating an innovation and integration hub for the business winning. Arati has been responsible for formation and growth of the Global Delivery Centre (GDC), implementing transitions strategy, overseeing business development and value creation initiatives for the group of companies which include Jaguar and Land Rover – UK (British luxury brand automotive company), Tata Technologies (IT Company), Tata Marcopolo (Bus Manufacturing), JLR – India (National Sales Office of JLR), Tata Motors Finance (Finance Company), TMIABSL (Insurance Company) and other smaller group companies.

Tata Motor's TML has been one of the very few captive shared services organizations which not only offers business process support across the length and breadth of the business functions but also provides most of the leading-edge knowledge services. They boast on nurturing in-house talent which offers deep understanding of business priorities and offers innovative solutions that are developed in-house.



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Sriram Gopalakrishnan

Director – Business Solutions Centre, V. Group

Sriram is a strategic executive with over 2 decades of experience in building and managing global outsourcing business, across captive and third-party centers.

Prior to V.Group, Sriram spent the last 9 years at IBM working closely with clients in the FMCG, Oil & Gas & Technology sectors. Over the years he has also been involved with brands like Target, Dell & American Express.

With a passion for Talent, Technology & Transformation he has successfully delivered business solutions & high-quality services across industrial verticals.



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Ajay Wadhwa

GBS Head, Indorama Ventures Ltd

Ajay Wadhwa is the GBS Head for Indorama Ventures Ltd. Ajay is an achievement driven enterprising business leader with over 20 years of experience in business & process transformation, delivering value added services across end-to-end processes, change management across geographies, system implementation (SAP, ARIBA etc.), project management, financials and controllership & compliance. He is experienced in improving processes through LEAN culture deployment and innovative solutions/ cutting edge technologies and has demonstrated capability of building high performance teams.

Ajay has worked with different companies and worked with teams across different cultures prior to joining Indorama which include Genpact, JP Morgan Chase, Aegis, Clariant Chemicals, Johnson Controls and AkzoNobel. Ajay is a Chartered Accountant by profession.



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Sanjay Mathur

**Finance Controller, Shared Services Organization, Avery Dennison
(India)**

Sanjay is a multi-faceted professional with nearly 25 years of rich experience in directing financial operations for facilitating growth, proficiency in steering efforts towards establishment of financial systems and accomplishing improved profitability. His expertise lies in establishing a performance-driven culture that ensures accountability and personal ownership; effective in guiding & training cross functional teams for running successful process operations.

He is a keen analyst with excellent relationship management skills to drive all stakeholders towards common organisational goals. He has demonstrated proven ability to improve operations, impact business growth & maximize profits through achievements in finance management, cost reductions & internal control.

Sanjay is an effective leader with excellent leadership, interpersonal and decision-making skills. Presently, he heads the SSO for Avery Dennison (India) that does accounting for almost 11 countries.



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Vineet Dwivedi

Head – Alcon Global Services, India

Vineet is a global leader with business transformation experience. He has 22+ years of professional experience with a wide experience in manufacturing and global shared services domain. He has been instrumental in setting up global in-house centers for multiple companies across geographies. He is a people leader and practitioner of Lean Six Sigma, Service Design Thinking, Agile and a propagator of digital mindset. Vineet is also a renowned speaker on Business excellence and Operational transformation.

In past, he has worked with companies like Honeywell, Whirlpool, MetLife and ABB. Currently, he is the head of Alcon Global Services, India. He started as 2nd employee of AGS, 2 years ago, India and now the team is more than 600 people strong across 7 functions serving 40+ countries globally.



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Vishal Parekh

Regional Head - South Asia, Thomson Reuters

Vishal Parekh is the Regional Head, South Asia for Thomson Reuters. He is responsible for driving growth in this strategic market by leveraging global propositions and expanding local presence. Prior to this role, he was the Chief Financial Officer for Thomson Reuters South Asia, ASEAN & North Asia.

Vishal joined Thomson Reuters in 2007 and has worked across roles ranging from treasury, M&A, decision support, strategy & operations across markets including New York, Sao Paulo and Mumbai.

In a career spanning over two decades, Vishal has worked with leading organizations including KPMG and ICICI Bank.

Vishal holds Masters in Business Administration from Duke University's Fuqua School of Business and an undergraduate degree from Mumbai University. He is a qualified Chartered Accountant and holds a degree in law.



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Deepak Kumbhat

Director, Finance Shared Services, Ramboll

Deepak is an outsourcing and shared service professional with 20 years of rich experience in Service Delivery, Transformation, Change Management and transition.

He is trusted partner to CFO and stakeholders – Solving complex problems and addressing desires (Elevated ROI, Customer experience & faster decision ability)

Some of the key areas of his expertise include setting up managing and, transforming Shared Services/ Outsourcing Center, making them future ready.



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Shailendra Saxena

**F&A, RMS and Procurement Services,
GDS, Ernst & Young**

Shailendra is the Enablement Services Group Leader for Finance & Accounting, Risk Management and Procurement Services at EY GDS. He leads teams across all GDS locations for these Business Units and in addition he also leads Automation and Analytics teams across all Enablement Services. In India, he has teams in Bangalore, Gurgaon, Kochi and Trivandrum. He also has teams in China (Dalian), Poland (Wroclaw) and Argentina (Buenos Aires). Shailendra is based out of Bangalore.

Shailendra has over 20 years of experience in setting up, growing and managing large Shared Services BPO/ KPO Operations – both captive and third party. He has been in leadership roles in operations/ service delivery, sales, account management and advisory roles. He has many years of experience leading automation, process excellence, transitions and business transformation teams.

Shailendra is the winner of EY Chairman's Value Award in 2014. He has a passion for leading large global virtual teams, leveraging analytics and automation for solving business problems and for customer relationship management. He specializes in nurturing and growing customer relationships and has many years of experience setting up and running shared service centers.

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Sankar Narayan

Head – GBS India, Smith & Nephew

Sankar is a Senior executive with significant blend of experience in brick and mortar (12 years) and outsourcing environment (19+ years) with good exposure to managing diverse business in globally acclaimed Shared Service / Start-up / 3rd party Business Process Services centers. Proven track record of establishing Organization from a start-up stage and running.



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Sudev Nambudiri

Vice President & Head of Finance & Accounting Shared Services, Olam GBS

Sudev has over 24 years of experience in the field of Finance & Accounting with his core experience in driving process excellence, transformation leveraging technology and managing global operations in a multicultural environment.

He is a qualified Cost & Management Accountant with a varied experience spread across Manufacturing and Services Industry. He has worked at different leadership levels in companies like Saint-Gobain Group, GE and IBM, with his last stint at TATA Consultancy Services (TCS).



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Rakesh Sinha

Co-Founder, SSF India

Founder & CEO, Quintes Global

Executive Director & COO, RvaluE Group



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Rakesh is a seasoned professional with an entrepreneurial experience of 2 decades in Advisory & Consulting, Business Services, Business Process Transformation and Technology space. He is an IT Graduate and acquired management skills from IIM Calcutta. Rakesh is one of the few leaders globally certified as an Authorized Evaluator by ITSq of Carnegie Mellon University, USA for eSCM and a certified 'Program Coach' from Canada. Rakesh along with two pioneering leaders recently founded 'Quintes Global' which provides a transformation centric New-Age solution Dedicated Captive (D-Cap TM), that is much beyond few classical models for business process services. The unique model enables clients to get Scale benefits while focusing on their core, reduce cost & grow profits, and transform fast and that too, end to end. Rakesh is currently the CEO of Quintes Global. In his role of Executive Director & COO at RvaluE Group, he has been part of setting up/ growing 15+ India & Global Shared Service Centers, and 100+ Transformational engagements enabling RvaluE Team to deliver business impact of over US\$400mn to clients. He got exposure to service domestic and international clients during his stints at Espire, CBoP, American Express, RvaluE and has worked across the geographies providing transformational leadership - India, Asia Pacific, Japan, North America, Middle East, UK and Europe. Rakesh spots Industry Trends and has led customized Business Transformation initiatives such as Sourcing Model Strategy, Benchmarking, Location Strategy, Offshoring, RFP & Deal Management, Business Process Redesign, Vision planning for Globalizing Shared Services, identifying process consolidation opportunities for over 5000+ FTEs, preparing Business Case, leading process migration/people transition cutting across F&A, HR, Supply Chain & Procurement, Customer Life Cycle, and IT functions both in Manufacturing & Services domains. Rakesh co-founded Shared Services Forum (SSF) in 2011 as an industry platform to create and disseminate knowledge for excellence in BPM for the ecosystem in Global India, authored several pioneering research reports and books like Co-Authoring first-of-its-kind book on BPM 'BPM in Global India – The Inflection Point for Competitive Advantage'. Rakesh is well-recognized in the industry and felicitated / honored by leading media houses in their magazine of Industry repute as 'Young Entrepreneur with difference!', 'Pioneer', 'Thought Leader/ Gurus' of Business Process Space - Identified as one of the top 30 Influential Young Entrepreneurs of 2016 by the Insight Success magazine and featured on the cover story, and recently honored India's Greatest Leaders 2017-18 - 'Pride of the Nation', by AsiaOne Magazine & URS Media - Process Reviewers PricewaterhouseCoopers PL". He was one of the youngest to be invited as member of Management Council of Delhi Management Association! As part of his social responsibilities, Rakesh mentors' young leaders from leading Management Institutes, devotes time/energy to social projects along with like-minded people, think beyond the present, for creating Think Tanks for 2030 and make India a better place to live in the global village!

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