

## Re-Wiring the Mindset...

### ...A Brief Report on SSF's Autumn RoundTable 2021

**August 25, 2021: Shared Services Forum (SSF) India held GBS Autumn RoundTable 2021 on 25<sup>th</sup> August.** The summit was held virtually with **11** leading industry leaders & practitioners of the business services industry as honoured speakers. **150+** professionals and eminent industry leaders/ practitioners from over **100 organizations** participated **LIVE** in to listen to the experiential insights and perspectives during the leadership interaction, on the theme:

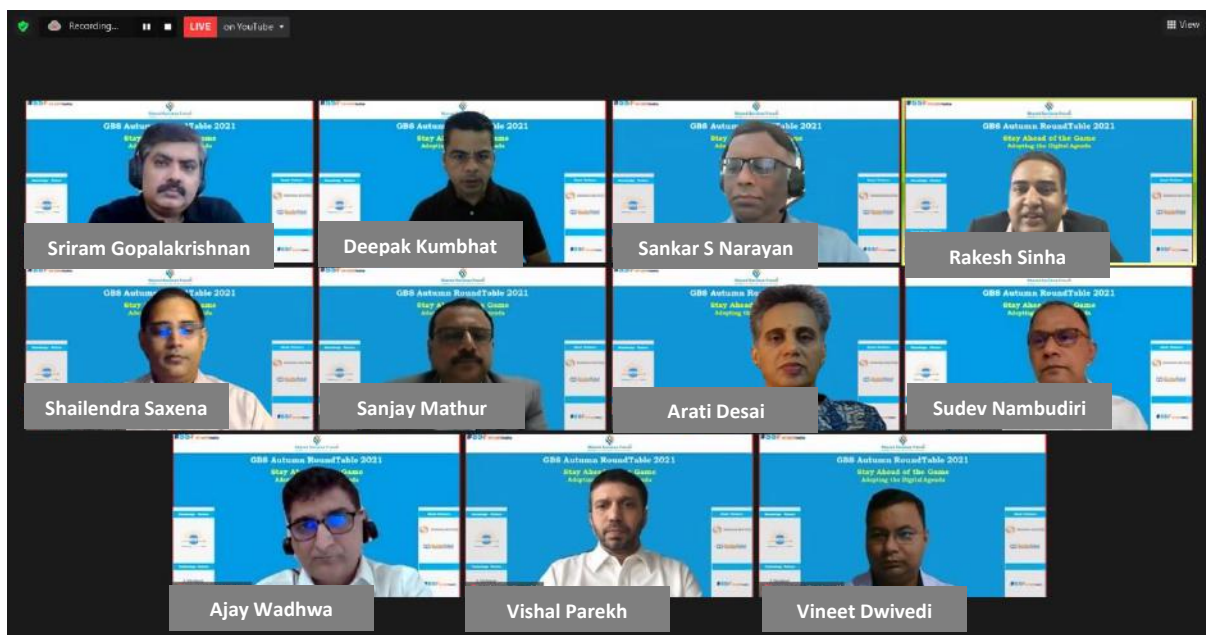
#### Stay Ahead of the Game Adopting the Digital Agenda

**Rakesh Sinha**, Co-Founder – Shared Services Forum, and Founder & CEO, Quintes Global, formally opened interaction by setting the context of the interaction, talking about the progressive SSCs/ GBS organizations who have successfully adopted the digital agenda to scale quickly while remaining compliant. Broadly, the conversation covered 4 critical areas that the GBS leaders are working on today:

- Ensuring Digital Agenda Results in Business Impact
- How Technology is Shaping the Future of Compliance
- Skill Anywhere – Catchment Area Explosion
- Virtual Workplace – Governance & Performance Management



Eminent speakers at the RoundTable included stalwarts like **Ajay Wadhwa**, Head – GBS, Indorama Ventures; **Arati Desai**, Head – TML Business Services (Tata Motors); **Deepak Kumbhat**, Director Global Finance SSO, Ramboll India; **Sanjay Mathur**, Finance Controller, SSO, Avery Dennison; **Sankar Narayan S**, Head – GBS India, Smith & Nephew; **Shailendra Saxena**, Enablement Services Group Leader, F&A, RMS and Procurement Services, GDS, Ernst & Young; **Sriram Gopalakrishnan**, Director – Business Solutions Centre, V. Group; **Sudev Nambudiri**, VP & Head – F&A Shared Services, Olam Global Business Services; **Vineet Dwivedi**, Head – Alcon Global Services, India; **Vishal Parekh**, Regional Head, South Asia, Thomson Reuters; and moderated by **Rakesh Sinha**.

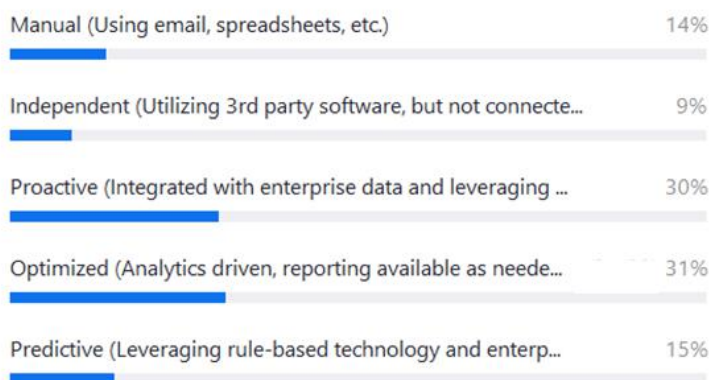


The key points for deliberations on which the leaders shared their perspectives were:

- ✓ The current state of digital agenda in the Global Business Services organizations and the Key Success Factors that will drive the next phase of evolution of digital agenda
- ✓ Role of the GBS Leader to ensure that the Digital strategy/ New technologies and Digital-led innovations that are being adopted will result in a significant Business Impact
- ✓ Leveraging Technology-led shifts and opportunities for an excellent customer experience
- ✓ Keeping pace with compliance requirements, new and ever-changing regulations, specific work-streams and changing business activities
- ✓ Skill anywhere as a conscious strategy to follow while hiring the most suitable talent, much beyond just Work from Home, to make the most of the change in the way we work
- ✓ Effective implementation of governance and performance strategies in the virtual workplace in the current scenario.

### Online Poll

1. How would you describe your current adoption of technology for compliance and reporting processes?



To understand the view of the industry, an Online Poll was conducted during the session. The question asked was – ***How would you describe your current adoption of technology for compliance and reporting processes?***

The responses to the poll question, threw light on the fact that ***about 60% of business services practitioners believed that – a proactive and an optimized approach towards adopting technology for compliance and reporting processes was most optimal.***

**SSF's GBS Autumn RoundTable 2021** concluded successfully with key takeaways for all. The video recording of the session is available to view at <https://shareservicesforum.in/autumn-roundtable/>

The summit was aptly supported by our partners – Knowledge Partner – **RvaluE Group**; Event Partners – **Thomson Reuters** and **Quintess Global**; and Technology Partner, **Muniwar Technologies**. **SSF**