



Shared Services Forum[®]
Enabling Process Edge and Competitive Advantage

PRESENTS

**11th ANNUAL GLOBAL BUSINESS SERVICES CONCLAVE
 &
 11th ANNUAL SSF EXCELLENCE AWARDS, RECOGNITION & FELICITATIONS**

ON THE THEME

The Rise of NextGen Business Services Centres

Moving Beyond 'Collaboration & Capability' to 'Commitments & Competitive Edge'



MAY 16 & 17, 2022

[Monday-Tuesday]

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Introduction & Context Note

Shared Services Forum (SSF) India, takes pleasure in announcing the 11th Annual Global Business Services Conclave & SSF Excellence Awards, Recognition & Felicitations on May 16 & 17, 2022 [Monday-Tuesday] in HYDERABAD

As businesses are becoming more complex, CEOs are getting more concerned about a wider range of risks: economic, policy, environmental, social etc, in addition to the business intricacies. Their dependencies on services are increasing to the extent that such services are considered an essential part of the business delivery. The leaders of such services are, at the core, required to have a deep sense of business acumen and become an intricate part of the compounded whole.

Creating professionally run, independent speciality services centres has been a definite boon in providing total value delivery. The centres have realised their contribution towards the enterprise and have delivered superlative service to foster the corporate goals. It is increasingly common to find companies forging these service centres in some form and fashion within their corporate strategies.

One inevitable risk in creating such centres can be that the centres can tend to be at an arm's length from the main and come to look at themselves as mere service providers, albeit, specialists in their field. Most centres, though, understand and create deep sense of collaboration by breaking down silos and provide highly customised and innovative pan organisation services.

There is now a further growing belief that the service centres can become strategic assets to the company and contribute immensely so as to give a competitive edge to the enterprise. Sticking one's neck out and putting a stake in the ground may be the next logical step for the centres to become even more centric to the business.

Understanding how such a competitive edge can be created by these centres is the main thrust of our annual business services conclave this year. To that extent 'moving up and moving on' from past glorious achievements and striding towards newer areas of possibilities is an art that needs to be mastered by the centre leaders. The conclave this year promises to explore and discuss the nuances of designing and shaping our tone of thoughts in that direction.

The sessions will cover all aspects of these forward-looking sentiments including cutting edge technologies, new-age ESG engagement models, practical people practices, and several other areas of interest.

The structure and content of this 2-Day Annual Global Business Services Conclave has been categorized under Five streams:

- Panel Discussions and Knowledge Sharing Interactions,
- Case/ Success Story Presentations & Brainstorming/ Open Discussion Sessions,
- Research Insights,
- Felicitating BPM Achievers, Business Pioneers, and SSF Excellence Awards & Recognition for organizations, and
- Social events & networking time with peers.

About SSF's Flagship Annual Conclave

Shared Services Forum (SSF) India, has conceptualized and has been holding the Annual Conclave for 10 consecutive years now. The key objectives of this event are to capture, recognize and disseminate awareness/ impact of Business Process Management (BPM) by Global Indian Organizations through Shared Services, both captive and hybrid, thereby fully leveraging the best practices from global shared services and off-shoring operations. The 11th Conclave aims to bring specific focus of the industry towards a new order arising out of the recent and current chaos to building a value organization, and as we harness technology and new-found work strategies for growth. Some of the key areas during our conversations under multiple topics with disruptors and leaders would cover not just the fast emerging areas for Business Services, but also the Hybrid Operating Models for CX; Cloud and Cybersecurity Strategies; Managing the 'Great Talent' Challenge while effectively building the Blended Workforce; and many more...to ensure Commitments & Competitive Edge for the business.

Past Conclave Events (2011 onward) – A Snapshot

SSF has progressively become the forum of Interactive Excellence in India for Shared Services and Business Processes. The participants at the SSF platforms take back not only a myriad of experiences with respect to strategic execution of shared services strategy, but also connections and awards that bring in 'Culture' and 'Value' to the Industry. The 10 annual Conclave events have received remarkable participation of 100+ business services practitioners and industry leaders cutting across functions, domains and sectors, every year from: Multinational Corporations; Global Shared Services Centers – GBS/ GICs/ GCCs; India Shared Services Centers; India Corporates; Public Sector Companies; and Services Provider Organizations.

A Cross-Section of Past Conclave Events - 2011 Onward



Details of 11th Annual Global Business Services Conclave

Date	: May 16-17, 2022 [Monday & Tuesday]
Venue	: Hyder Mahal, ITC – Kakatiya, Hyderabad
Address	: 6-3-1187, Teachers Colony, Greenlands, Begumpet, Hyderabad, Telangana 500016
Phone	: 040 2340 0132

Structure of the 2-Day Conclave:

Day 1		Day 2	
3:00 – 4:30 PM	Welcome & Inaugural Session	9:00 – 10:00 AM	Welcome Session
4:30 – 6:30 PM	Formal Sessions	10:00 AM – 4:00 PM	Formal Sessions
6:30 – 7:30 PM	Excellence Awards & Recognition (Part I)	4:30 – 5:15 PM	Excellence Awards & Recognition (Part II)
7:30 PM onward	Networking Cocktail & Dinner	5:15 – 6:00 PM	Hi-Tea and Vote of Thanks

The Conclave is expected to be attended by 100+ delegates. Speakers (Business Leaders having experience of leading transformation) will share their experiential insights & perspectives. There are brainstorming session/ open discussions on some critical topics for Business Services organizations to solve for.

CRITICAL TAKEAWAYS FROM THE CONCLAVE

- How to become a strategic asset of the organization to enhance the competitive edge of the business
- Relevance of a well designed and comprehensive ecosystem engagement model
- Deployment of fully functional integrated technologies
- Enhancing Customer Experience, focussing on core Business Goals, and Improving Governance
- Practical people practices in order to foster an inspiring work culture
- Progressive techniques and futuristic trends in the industry



Sunil Sayal, President, SSF; Region CFO - India, Nokia Solutions & Networks

Tanmay Agarwal, VP & Head-Global Business Services, Hindustan Coca-Cola Beverages

Sanjay Dora, India Country Operations Executive, Innovation and Capability Centre (India), Telstra

KV Seshaiyah, Senior Director – Finance, Dr Reddy’s Laboratories

Srinivas Koppolu, Chief Business Officer, Experience Flow

Anand Maheshwari, Member Governing Council, SSF; Founder Director, Quintes Global

Sanjay Gupta, Chief Architect, SSF

Rakesh Sinha, Co-Founder, SSF; ED & CEO, RvaluE Group, Founder & CEO, Quintes Global

Pallavi Jayaswal, Associate Vice President, SSF and Quintes Global

Program Schedule of 11th Annual Global Business Services Conclave

DAY 1: 16th May 2022 – Monday		
Timing	Session	Speaker
3:00 – 4:00 PM	Welcome Tea & Registrations	
4:00 – 4:25 PM	Inaugural Session <ul style="list-style-type: none"> Welcome Address Lamp Lighting by Guest of Honour (Sri Sandeep Kumar Sultania) 	<ul style="list-style-type: none"> Rakesh Sinha Ravi S Ramakrishnan
4:25 – 4:55 PM	Key Note Address Moving Beyond: Future Ready Business Services Centres	<ul style="list-style-type: none"> Ravi S Ramakrishnan
4:55 – 5:40 PM	Session 1 – From the Lens of the Business Topic: Building a ‘Strategic Asset for Growth & Competitive Edge’ – Harnessing the Power of Collaboration & Capability <ul style="list-style-type: none"> Understanding “Competitive Edge” in the context of Business Services Designing comprehensive ecosystem engagement models Ability, Belief and Courage – the ABC of Commitment 	<ul style="list-style-type: none"> Ajay Agarwal Vijay Rangineni Rakesh Sinha
5:40 – 6:10 PM	Session 2 - Point of View Capabilities & Scaling Up	<ul style="list-style-type: none"> Priyaranjan Jha
6:10 – 6:40 PM	Inspirational Address Topic: Applying Technology, Innovation, Processes and People (TIPP) to “Build Future-Ready Organizations”	<ul style="list-style-type: none"> Shri BVR Mohan Reddy
6:40 – 6:45 PM	Unveiling of SSF Publications	
6:45 – 6:55 PM	Excellence Awards & Recognition [Part I] Felicitation: Pioneering Thought Leader	<ul style="list-style-type: none"> V V Ranganathan (Jury Chair)
6:55 – 7:15 PM	Special Address Topic: Setting Benchmarks & Moving up the Capability Maturity	<ul style="list-style-type: none"> Dr William (Bill) Hefley
7:15 – 7:30 PM	Excellence Awards & Recognition [Part II] Felicitation: BPM Achiever	
7:30 PM onward	Networking Cocktail & Dinner	

Program Schedule of 11th Annual Global Business Services Conclave

DAY 1: 16th May 2022 – Monday		
Timing	Session	Speaker
3:00 – 4:00 PM	Welcome Tea & Registrations	
10:00 – 11:00 AM	Session 3 – Leadership Insights Topic: Shifting from ‘Past Glory’ to Realizing the ‘Art of Possible’ <ul style="list-style-type: none"> Moving up the Process and Business Value Chain – Enterprise Thinking Commitment towards Value Delivery - Customer Experience, Business Goals, and Governance Combining Emotional Intelligence with Artificial Intelligence 	<ul style="list-style-type: none"> Dr Sanjeev Rastogi Lalitha Indrakanti Gopal Venkataramanan [GV] Sandeep Poddar Sanjay Gupta
11:00 – 11:30 AM	Research Insights The ‘RISE’ of Business Services Centres	<ul style="list-style-type: none"> Rakesh Sinha Sanjay Gupta
11:30 – 12:00 PM	Networking Tea/ Coffee	
12:00 – 1:00 PM	Session 4 – Success Stories & Case Presentation Topic: Drafting Integrated Technologies – A tripod of Conventional, NextGen and Enabling Technologies <ul style="list-style-type: none"> Recognising Tech Deployment Gaps Establishing thresholds of Digital Quotient Channelising the ‘intelligence’ of Intelligent Automation 	<ul style="list-style-type: none"> Serge De Vos Tarun Aahi Dr (h.c.) Kumar Visvanathan Richard Alvares Srinivas Koppolu
1:00 – 2:00 PM	Networking Lunch	
2:00 – 2:55 PM	Session 5 – Brainstorming Session Topic: Innovative People Practices – Retention, Deployment, Management and Support <ul style="list-style-type: none"> What worked best in the era of Talent War The disappearing role of middle management Tackling issues of redeployment, knowledge transfer, brand loyalty, etc 	<ul style="list-style-type: none"> Sudipto Mukherjee Sankar Narayan Deepak Kumbhat Rakesh Sinha
2:55 – 3:50 PM	Session 6 – Leadership Insights Topic: Setting Trends in Global Business Services <ul style="list-style-type: none"> Use of Newage Technology (Blockchain, IOT, AR/ VR) Global Risk Management Inspirational Leadership practices 	<ul style="list-style-type: none"> Alok Maheshwary Dr Mukesh Kumar Dr S Venkat Kumar Hitesh Sehgal Vikram Krishnamurthy Anand Maheshwari
3:50 – 4:10 PM	Tea/ Coffee Break	
4:10 – 4:35 PM	Session 7 – Point of View Topic: Embedding ESG within the Organizational Objectives <ul style="list-style-type: none"> The need for a Purpose-led, Sustainable and Resilient Organization A wholesome 360-degree relationship approach How to be completely symbiotic with the parent organisation 	<ul style="list-style-type: none"> Tanmay Agarwal
4:35 – 5:05 PM	Excellence Awards & Recognition [Part III]	
	Organization Awards	<ul style="list-style-type: none"> Rakesh Sinha
5:05 – 5:15 PM	Concluding Remarks and Vote of Thanks	<ul style="list-style-type: none"> Rakesh Sinha

Key Speakers *(in order of appearance)*

- 1 **Sri Sandeep Kumar Sultania**
Secretary, Panchayat Raj and Rural Development, **Government of Telangana**
- 2 **Ravi S Ramakrishnan**
Founder, **SSF**; Founder & Executive Chairman, **Quintes Global**; Founder & Chairman, **RvaluE Group**
- 3 **Rakesh Sinha**
Co-Founder, **SSF**; Executive Director & CEO, **RvaluE Group**, Founder & CEO, **Quintes Global**
- 4 **Ajay Aggarwal**
Executive Director & CFO, **Cyient**
- 5 **Vijay Rangineni**
CEO – IT Investments, **Government of Telangana**
- 6 **Shalini Pillay**
Managing Partner, Bangalore; India Leader – Global Capability Centres, **KPMG**
- 7 **Priyaranjan Jha**
Head – Global Operations, GBS, **PepsiCo**
- 8 **BVR Mohan Reddy**
Founder Chairman, **Cyient**
- 9 **V V Ranganathan**
Former Senior Partner – **Ernst & Young**; Co-Founder & Chairman, **Compassites Ventures Inc**
- 10 **Dr William (Bill) Hefley**
Prof & Program Director, Business Analytics Cohort Program, **The University of Texas at Dallas**
- 11 **Naveen Gullapalli**
Global Head - Novartis Business Services Innovation (NBS X), **Novartis**
- 12 **Dr Sanjeev Rastogi**
Partner, CEC Head Deloitte Shared Services, **Deloitte**
- 13 **Lalitha Indrakanti**
Head – Global Business Operations, **IKEA [Ingka Group]**
- 14 **Gopal Venkataramanan (GV)**
Head - Olam Global Business Services, **Olam International**
- 15 **Sandeep Poddar**
Head – GBS India Centre, **AkzoNobel**
- 16 **Sanjay Gupta**
Chief Architect & Member Governing Council, **Shared Services Forum**

Key Speakers (in order of appearance)

- 17 **Serge De Vos**
Director – Interaxis, **ZX Ventures (A Global Investment & Innovation Group of AB InBev)**
- 18 **Tarun Aahi**
VP & Head - Finance Shared Service Centre , Digitization & Transformation – **JSW GBS**
- 19 **Dr (h.c.) Kumar Visvanathan**
Head – Shared Services, **Mindtree**
- 20 **Richard Alvares**
VP and Head Program & Business Transformation – Shared Services, **UltraTech Cement**
- 21 **Srinivas Koppolu**
Chief Business Officer, **Experience Flow**
- 22 **Sudipto Mukherjee**
Site Director, **Berkadia Services India**
- 23 **Deepak Kumbhat**
Director – Shared Services, **Ramboll**
- 24 **Sankar Narayan**
Director – Global Business Services Pune Centre, **Smith & Nephew**
- 25 **Alok Maheshwary**
Senior Managing Director, **State Street**
- 26 **Dr Mukesh Kumar**
Head of Operations & Transformation, **BP**
- 27 **Dr S Venkat Kumar**
Head – Kone Business Services, **Kone Elevator India**
- 28 **Hitesh Sehgal**
Director – North America Zone, Finance Operations, **AB InBev**
- 29 **Vikram Krishnamurthy**
Director – Operations, **Unilever**
- 30 **Anand Maheshwari**
Member Governing Council, **SSF**; Founder & Chief Corporate Officer, **Quintes Global**
- 31 **Tanmay Agarwal**
VP & Head – Global Business Services, **Hindustan Coca-Cola Beverages**
-

Delegate Fee & Payment Details

EARLY BIRD FEE (Valid up to May 5, 2022)				
For 1-5 Delegates (INR per person)		For 5+ Delegates (INR per person)		
18,000/-		15,000/-		
SSF PLATINUM Members	4 Complimentary Passes + 30% Discount on 3 add-on passes			
SSF GOLD Members	3 Complimentary Passes + 20% Discount on 4 add-on passes			
SSF CORPORATE Members	1 Complimentary Pass + 10% Discount on up to 5 passes			
Post Early Bird Period (Applicable Fee after May 5, 2022 onward)				
Non-SSF Members	1-2 Delegates (INR) per person	3-4 Delegates (INR) per person	5 Delegates (INR) per person	5+ Delegates (INR) per person
	24,000/-	22,800/-	21,650/-	20,500/-
Please note: 18% GST will be charged on the above Registration Fee. GSTIN: 07AADCR9626F1Z8				
Tickets are non-refundable. However, they are transferrable & participation by substitute is allowed.				

- Online Payment** to the Bank Account of 'Shared services Forum'
 - Account Name: Shared Services Forum – A Unit of RvaluE Consulting (P) Ltd
 - Bank: HDFC Bank Ltd, Malviya Nagar, New Delhi - 110017
 - Bank Account: Current A/c No. 13607630000737
 - RTGS/NEFT IFSC Code – HDFC0001360
- Cheque/ Demand Draft : In favor of 'Shared Services Forum' (payable at New Delhi, India)
- Credit Card/ Debit Card – Give us a call at +91-9899990344 for the PayZapp link. Please note that this payment mode will incur an additional 2.5% on the total Fee

Who are attending

- Senior leaders of India and Multinational Corporates – C-Suite Executives, Finance Controllers, Heads of HR/ IT/ Supply Chain
- Leaders/ Heads of Shared Services, IT Services and Outsourcing Services provider companies for F&A, HR, Supply-chain, Operations, etc.
- Business strategy Leaders/ Managers
- Senior functional managers from multiple functions like Process Excellence, Finance & Accounting, Corporate Compliance, Supply Chain & Logistics, Information Systems, Human Resources, IT, Human Resource, etc.
- People managing CPCs of Banking/ Financial Services/ Insurance operations

Expected Participating Organizations: *(This is an indicative list, not exhaustive)*

Adani Enterprise	JSW Global Business Solutions
AB InBev	Kone Elevator India
ABB Global services	Olam International
Akzo Nobel	Quintes Global
Avery Dennison	Ramboll India
Berkadia Services	State Street
bp	Syngenta Services
Cummins Business Services	TATA AutoComp Systems
Cyient	TATA Steel
Dr Reddy's Laboratories	Ultratech Cement [Aditya Birla Group]
Hindustan Coca-Cola Beverages	Unilever Industries
Indorama Ventures	VE Commercial Vehicles
INGKA Services [IKEA]	Welspun Global Services

11th Annual SSF Excellence Awards, Recognition & Felicitations



Shared Services Forum (SSF) India, acknowledges and honors organizational achievements and excellence, thus setting benchmarks and encouraging organizations to adopt an effective Shared Services Strategy. These awards have become an integral part of the Annual Conclave series. They are designed to recognize contributions by organizations and Individuals/ Professionals that are broadly comparable. With this objective, the 11th Annual SSF Excellence Awards, Recognition & Felicitations will have the following categories for:

AWARDS

CATEGORY 1: Shared Services organizations that have One or Multiple Service Functions (Finance & Accounting (F&A), Human Resource (HR), Supply Chain Management, Operations, Customer Life Cycle Management, Information Technology Services, etc.) and have Achieved Excellence in Business Service”

- **Excellence in Business Services- India Servicing**
- **Excellence in Business Services- International Servicing**

CATEGORY 2: Shared Services organizations or Corporate Functions Of India or Multinational organizations, that have successfully Delivered Business Impact/Achieving Business Excellence through any of the following:

- **Digital Transformation delivering Business Impact**
- **Customer Experience Management delivering Business Impact**
- **People Practices delivering Business Impact**
- **Leveraging Process Discipline & Innovation in any of the Service Functions delivering Business Impact/ achieving Business Excellence**

CATEGORY 3: For Outsourcing Services Providers (BPM & IT)

- **Effective Business Process Transformation for a Client Organization delivering Business Impact: Presenting a Client Case Study demonstrating value delivery**

RECOGNITION

Successful Launch of Business Services Strategy through In-house or Outsourced Shared Services

FELICITATIONS

To recognize and honor stellar contributions of Distinguished Individuals, who are the key leaders to build the Shared Services & Business Process Transformation at the Company level as well as create Impact at the Industry Level

- 'BPM Achievers in Global India
- 'Pioneering Leaders'

PARAMETERS FOR JUDGEMENT: The focus of SSF Excellence Awards, Recognition and Felicitations is on excellence in seven parameters, namely Effective Business Process Strategy, Establishing Customer Oriented Practices, Change, Culture & Communication, People & Talent Management, Knowledge Management, Automation and Value Orientation & Maturity.

Annual SSF Excellence Awards & Recognition for organizations showcasing and celebrating Effective Implementation and Business Impact

The Annual Conclave serves as the platform for recognizing and awarding Organizational Achievements and Professional Excellence, thus setting benchmarks for the industry, and to encourage organizations and individuals to innovate, adopt shared services or deploy best practices as an effective business strategy to deliver business value.

Year	Organizations Awarded/ Recognized
2011	nuFuture Digital India and Hindustan Unilever
2012	Bharti Airtel, Atlas Documentary Facilitators Company (ADFC), ICICI Prudential Life Insurance Company, Dr Reddy's Laboratories
2013	Tata Motors, Adani Enterprises, ICICI Bank, ONGC
2014	Reliance Industries, Vodafone Shared Services, Dabur India, Brandix Mercury Asia (Sri Lanka), ZEE Media Corporation, VE Commercial Vehicles, AHL Business Solutions
2015	Cipla, Hindustan Unilever Industries, Tata Motors, Infosys BPO, Piramal Enterprises, United Spirits, SRF
2016	Mahindra Integrated Business Services (Mahindra & Mahindra), TATA Motors, Ebex Services (Essel Group), Dr Reddy's Laboratories, ANZ Bengaluru Hub, Kuoni Travel Group
2017	Olam Information Services, Essel Business Excellence Services (Essel Group), Syngenta Services, Principal Global Services, Vodafone Shared Services India, Unilever Industries, Hindustan Coca-Cola Beverages, Intelenet Global Services, Raymond Lifestyle Business
2018	Ericsson GBS, JSW GBS, Syngenta Services, Essel Business Excellence Services, ANZ Bengaluru Services Centre, Adani Enterprises, Unilever Industries, Raymond, Piramal Enterprises, Hindustan Coca Cola Beverages, Compass Group UK&I, Teleperformance DIBS, VE Commercial Vehicles, and Akzo Nobel GBS
2019	Hindustan Coca Cola Beverages, Olam Global Business Services, V. Group Limited, Tata Motors Limited, Unilever Industries, Essel Business Excellence Services, JSW Global Business Solutions, IBM India and Avery Dennison India
2020	Hindustan Coca Cola Beverages, AB-InBev GCC Services, Bharti Airtel Ericsson, VE Commercial Vehicles, Unilever Industries, Monsanto Holdings (Bayer), Northern Trust India, Startek, State Street Corporate Services, Telstra Global Business Services



**Annual SSF Excellence Awards & Recognition for Organizations
Winning Moments captured... (2011 onwards)**



**ERICSSON INDIA
GLOBAL SERVICES**



UNILEVER INDUSTRIES



COMPASS GROUP UK & I



RAYMOND - LIFESTYLE



**VE COMMERCIAL
VEHICLES**



**AKZONOBEL GLOBAL
BUSINESS SERVICES**



**DR REDDY'S
LABORATORIES**



TATA MOTORS



SYNGENTA SERVICES



**OLAM
INFORMATION
SERVICES**



**ESSEL BUSINESS
EXCELLENCE SERVICES**



PIRAMAL ENTERPRISES LTD



**MAHINDRA INTEGRATED
BUSINESS SERVICES**



**HINDUSTAN COCA COLA
BEVERAGES**



**PRINCIPAL
GLOBAL SERVICES**



THE HALL OF FAME – SSF Felicitations of BPM Achievers in Global India

Year 2014 marked a tradition of felicitating BPM Industry Leaders with Pioneering Leader Awards to honor their stellar contributions in the BPM space at the Industry level as well as at the Organizational level.



2020
Dr SUMIT MITRA



2020
NAVNEET BANSAL



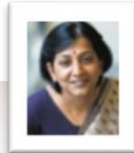
2019
ROMI MALHOTRA



2018
NAVNEET KAPOOR



2018
RAMESH SHARMA



2017
SHYAMA BIJAPURKAR



2016
PRADEEP KAPUR



2016
RAHUL SINGH



2016
PANKAJAM SRIDEVI



2015
K RAMESH

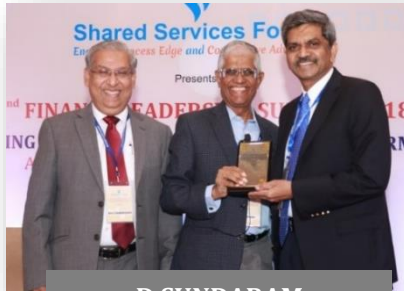
THE HALL OF FAME – SSF Felicitations of Pioneering & Visionary Leaders



HARRY ROBERTSON

2019

'PIONEERING TRANSFORMATION LEADER' IN GLOBAL SHARED SERVICES



D SUNDARAM

2018

'VISIONARY TRANSFORMATION LEADER' IN GLOBAL INDIA



VINEET NAYAR

2018

'PIONEERING BUSINESS LEADER'



PRIYAN FERNANDO

2017

'PIONEERING BUSINESS LEADER' FOR GLOBAL SHARED SERVICES



BVR MOHAN REDDY

2016

'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



RAKESH KUMAR GUPTA

2015

'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



AKHIL GUPTA

2014

'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



RAMAN ROY

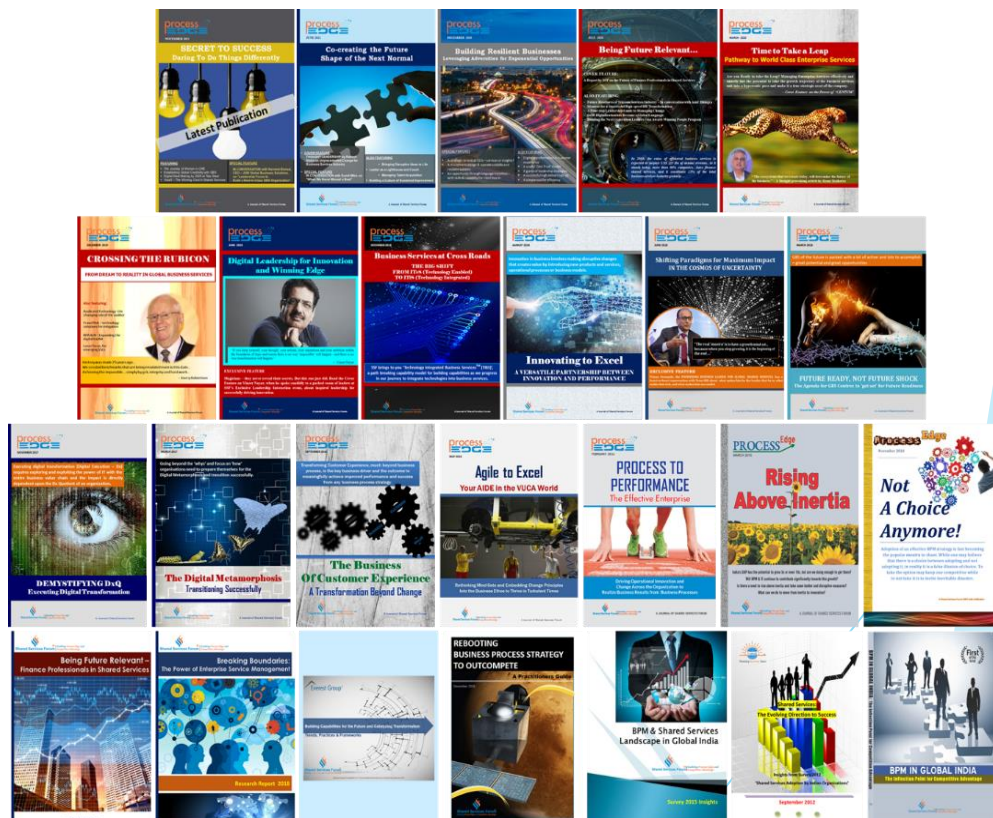
2014

'PIONEERING ENTREPRENEURIAL LEADER' IN GLOBAL INDIA

Knowledge Dissemination through SSF Publications

Shared Services Forum (SSF), India forum disseminates knowledge through various publications, to share industry insights, best practices, shared services journeys, case stories on BPM adoption shared for enabling enhanced business outcomes. These knowledge & thought leadership articles and papers are reference points for pioneering thoughts in business services space and for BPM implementation in Global India.

- ✓ **Year 2012:** published a Research & Survey Report, 'Shared Services: The Evolving Direction to Success', on shared services adoption by Indian organizations
- ✓ **Year 2013:** released the first ever BPM Publication for India, 'BPM in Global India – the Inflection Point for Competitive Advantage', on adoption of BPM
- ✓ **Year 2014:** released the first edition of SSF journal, *Process Edge* – 'Not a Choice Anymore' sharing new ideas, 'best in context' practices and transformational journeys by business services practitioners
- ✓ **Year 2015:** BPM & Shared Services Landscape in Global India, Research & Survey Insights, an exclusive report & sequel to the 2012 research released
- ✓ **Year 2016:** released BPM Practitioner's Guide 'Rebooting Business Process Strategy to Outcompete', aimed at next best practices
- ✓ **Year 2017:** Building Capabilities for the Future and Catalyzing Transformation: Trends, Practices & Frameworks – in collaboration with Everest Group
- ✓ **Year 2018:** released an Exclusive Research Report – Breaking Boundaries: The Power of Enterprise Service Management – Trends & Practices, on business services landscape in Global India
- ✓ **Year 2020:** released a Research Report – Being Future Relevant – Finance Professionals in Shared Services



About the Organizers of SSF's 11th Annual Global Business Services Conclave

Shared Services Forum (SSF) India

SSF India is a pioneering, interactive platform of Business Process Practitioners & Experts, and Industry Veterans with a vision to create and disseminate knowledge for excellence in Business services, IT & Business Process Management (BPM). We ideate and synthesize 'best in context' practices for successful transformation of business process in the corporate world. SSF began its journey in 2011 for the purpose of sharing of knowledge which was resident with a few leaders of the shared services and outsourcing industry. Over the years, SSF has grown from strength to strength and has built a strong network of thought leaders, experts, and change agents across all functions and several domains. In short, SSF's mission is :

- To spread awareness of Value-Delivering Strategies for effective transformation of business processes
- To establish Winning Practices that result from exchange of knowledge
- To acknowledge, award and showcase Organizational Achievements & Professional Excellence
- To build a strong network of thought leaders, experts, practitioners and change agents

Knowledge Dissemination Tools & Activities so far...

18	Pioneering Leaders & BPM Achievers Felicitated
75+	Organizations Awarded/ Recognized
250+	Speakers Shared their Expertise/ Experience
80+	Case Studies Presented
25+	SSF Publications
5	Pioneering & Exclusive Research & Survey Reports
20+	Capability Frameworks for Business Impact/ Value
10	Annual Conclave events
15+	Summits & Leadership Interaction Events across India

Knowledge Partner

RvaluE Group is the Knowledge Partner for SSF's Annual Global Business Services Conclave. SSF leverages the immense global and India Business Services experience of RvaluE Group in multiple domains, across many functions and in all areas of Operations, Technology & Transformation services and solutions to make Captive Centres into Capability Centres.



The Founders, Leaders and Members are well recognized in the industry as Thought Leaders in BPM & Shared Services space for their pioneering research expertise, creating frameworks, business delivery and solution models. The Knowledge Partner brings immense expertise to identify and bring focus and deliberations on current topics, futuristic themes, emerging and new technologies, continuously updating process/industry benchmarks, best and next practices and evolving proprietary frameworks and models. This thought leadership enables the global and local Captive Centres from being Cost Centres to transform into Value Centres.



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**For participation or sponsorship, please write to:
CONCLAVE@sharedservicesforum.in**

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