

11th Annual Global Business Services Conclave

May 16-17, 2022 [Monday & Tuesday]

Venue: Hyder Mahal, ITC – Kakatiya, Hyderabad

The Rise of NextGen Business Services Centres

Moving Beyond ‘Collaboration & Capability’ to ‘Commitment & Competitive Edge’

DAY 1: 16 th May 2022 – Monday			
S No	Timing	Session	Speaker
1	3:00 – 4:00 PM	Welcome Tea & Registrations	
2	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
3	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	4:55 – 5:40 PM	Session 1 – From the Lens of 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	5:40 – 6:10 PM	Session 2 - Point of View Capabilities & Scaling Up	<ul style="list-style-type: none"> ▪ Priyaranjan Jha
6	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
7	6:40 – 6:45 PM	Unveiling of SSF Publications	
8	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)
9	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
10	7:15 – 7:30 PM	Excellence Awards & Recognition [Part II] Felicitation: BPM Achiever	
11	7:30 PM onward	Networking Cocktail & Dinner	

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DAY 2: 17 th May 2022 – Tuesday			
S No	Timing	Session	Speaker
1	9:00 – 10:00 AM	Welcome Tea/ Coffee	
2	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
3	11:00 – 11:30 AM	Research Insights The ‘RISE’ of Business Services Centres	<ul style="list-style-type: none"> ▪ Rakesh Sinha ▪ Sanjay Gupta
4	11:30 – 12:00 PM	Networking Tea/ Coffee	
5	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 ▪ Kumar Vishvanathan ▪ Richard Alvares ▪ Srinivas Koppolu
6	1:00 – 2:00 PM	Networking Lunch	

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S No	Timing	Session	Speaker
7	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
8	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
9	3:50 – 4:10 PM	Tea/ Coffee Break	
10	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
11	4:35 – 5:05 PM	Excellence Awards & Recognition [Part III] Organization Awards	<ul style="list-style-type: none"> ▪ Rakesh Sinha
12	5:05 – 5:15 PM	Concluding Remarks and Vote of Thanks	<ul style="list-style-type: none"> ▪ Rakesh Sinha