



SSF Global | A Global Association of
Enterprise Functions,
Technology & GCC Leaders



PRESENTS

**12th ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE
&
SSF EXCELLENCE AWARDS, RECOGNITION & FELICITATIONS**

December 4-5, 2023

**Next Leap of becoming an Enterprise Partner
Staying Ahead & Building the Sustainable Differentiators**

**The LaLiT Ashok
BENGALURU**



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Next Leap of becoming an Enterprise Partner
Staying Ahead & Building the Sustainable Differentiators



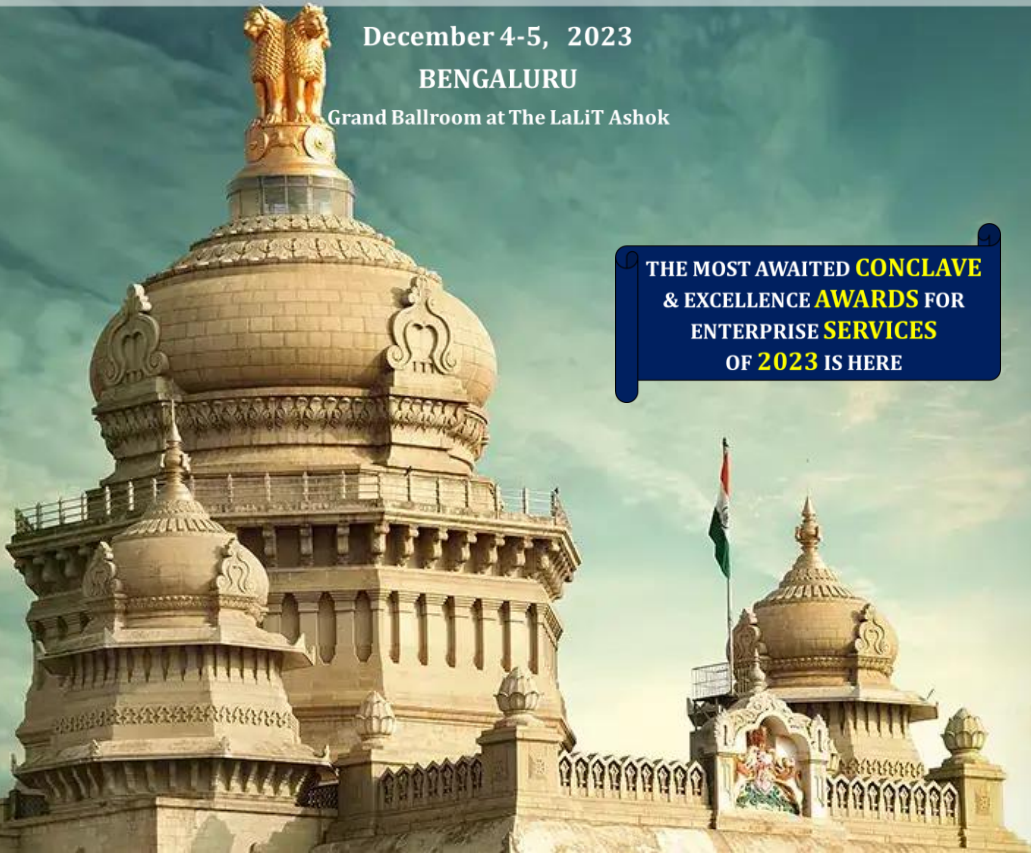
at
The 12th Annual Global Enterprise Services Conclave
and
SSF Annual Excellence Awards & Recognition

December 4-5, 2023

BENGALURU

Grand Ballroom at The LaLiT Ashok

THE MOST AWAITED **CONCLAVE**
& EXCELLENCE **AWARDS** FOR
ENTERPRISE **SERVICES**
OF **2023** IS HERE



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Annual Conclave – The Flagship Event of SSF Global

SSF Global 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 last 11 Conclave events have received remarkable participation of more than 1500 practitioners from 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 SSCs & Corporates, Public Sector Companies, and Services Provider Organizations.

Speakers (Business Leaders having experience of leading transformation) share their experiential insights & perspectives. There are panel discussions, case presentations, Business Storytelling, brainstorming sessions/ open discussions on some critical topics for Business Services organizations.

A SNAPSHOT OF PAST CONCLAVE...



The 11th Annual Global Business Services Conclave by SSF India at **HYDERABAD**



SSF Global's 12th Annual Global Enterprise Services Conclave

Of late, relationships between business units, the corporate and the functional organizations are changing at a visibly dynamic pace. The metamorphosis started with functional organizations moving from control to service orientation, then from being a provider to becoming a partner. The series of transformation continues in evolving this partnership to much higher levels in line with the demand of the organization as a whole. There is a growing realisation of equitable contribution to the corporate Strategy, Success and Standing; so much so that this trio of triple 's' is now being seen more as a shared ownership than an assigned one.

Service centres have long since given way to capability centres, business centres and even value centres. Such centres have now become core to the business mostly due to their resilience, innovative thinking and strategic action to deliver value in fields that were once considered non-core. Global Capability Centre (GCC) as a descriptor does not by itself entitle a GBS organization to assume they have all the requisite capabilities that are required to become a business or strategic partner to the parent organization. Our interactions with several global corporations and their GCCs reveal that very few have a clear appreciation of the various capabilities required as a GCC, categorise them and then benchmark the current status of these capabilities against the requirements to become a true GCC.

Moving up the process value chain, linkages beyond 'functional' processes to connect 'cross-functional business processes', proactive ownership to drive the end-to-end process beyond what is specifically assigned are some of the positive actions that initiated the creating of sustainable differentiators. These have now become an expectation from GCCs and no longer a differentiator, much less sustainable ones.



SSF Global's 12th Annual Global Enterprise Services Conclave

Integration with various forms of technologies, especially intelligent technologies, have created arrays of strategic opportunities for such centres to generate value for the enterprise and press the reset button on a periodic basis to ensure they continue to deliver value in a fast-changing business environment and world. A term which is widely used in this context is creating “sustainable differentiator based positive actions”. This Global Conclave brings laser focus on those essential elements that will provide the next leap in becoming an ‘enterprise partner’. Creating a culture of positive disruption, collaborative transformation of business, building a digital enterprise beyond process and technology to data & analytics that leads to market expansion and product differentiation and scaling up services, systems and processes globally for the enterprise are some of the areas that would quite clearly create the next leap. There are a few corporates and GCCs that have begun on this journey. All it requires is commitment to the shared vision of the enterprise, creative thinking, and ability to ‘integrate the enterprise’ into all functions with the various technologies on offer. In the dynamic landscape of enterprise partnership, the next leap enables navigating the complexities of the modern business landscape, developing proprietary technologies, establishing strong customer-centric practices, staying ahead of the competition and cultivating a reputation for environmental and social responsibility.

We, on the part of SSF Global too, are on a similar journey. We are expanding our horizon to much beyond established boundaries. We are creating communities of professionals, practitioners and organizations through networking, knowledge sharing and thought leadership. We are establishing best-in-class/ best-in-context practices and developing leaders with the intention to uplift the level of excellence in the industry. We conduct technical research, studies, and surveys of all kinds in India/ abroad and publish white papers, journals, knowledge articles, and research reports and also bring out critical perspectives of academicians, scholars, and professionals – all for a wider dialogue. Ultimately, we, as SSF Global, believe we are creating a culture of professionalism, of assurance and of inclusivity. And we are doing all of this in the context of being industry contributors, socially aware and responsible citizens of the world, and of India. We whole heartedly subscribe to the national movements of Make in India, Azadi ka Amrit Mahotsav, Swachh Bharat and others. SSF proudly supports these initiatives and the glorious history of India’s people, culture and achievements. As a nation of forward-thinking people, this is bound to bring a paradigm shift in how the world perceives us. We extend our invitation to the professionals and practitioners of the industry to join in with us and be a part of this exciting journey.

Program Schedule

Day 1: 4th Dec 2023

Time [IST]	Session	Speakers
2:30 - 4:00 PM	Registration & Hi-Tea	
4:00 - 4:30 PM	Inauguration Ceremony <ul style="list-style-type: none"> ▪ Inaugural Address & Lamp Lighting ▪ Address by the 'Guest of Honour' ▪ Unveiling of SSF's Research Reports & Tool 	<ul style="list-style-type: none"> - Rakesh Sinha - Guest of Honour
4:30 - 5:00 PM	Session 1: Keynote Address - THE STRAIGHT DRIVE Next Leap for Being an Enterprise Partner: Must have Constituents	<ul style="list-style-type: none"> - Ravi S Ramakrishnan
5:00 - 5:50 PM	Session 2: Leadership Perspectives - INCREASE IN ASKING RUN RATE World Class Enterprise Services: Value-Infused Pathway & Holistic Customer Experience <ul style="list-style-type: none"> ▪ Beyond Cost to Value ▪ Digital Conundrum ▪ Unreal Expectations ▪ Experience is Everything 	<ul style="list-style-type: none"> - Chandrasekar Thyagarajan - Pankajam Sridevi - Sandeep Kulkarni - Sunil Sayal <i>Moderated by:</i> Anand Maheshwari
5:50 - 6:25 PM	Session 3: HEARING FROM THE FOURTH UMPIRE A Ground Report on Integrated Technologies - Understanding, Deployment and Benefit	<ul style="list-style-type: none"> - Rakesh Sinha - Sanjay Gupta
6:25 - 7:00 PM	Session 4: Special Address - FACING THE GOOGLY Unleash the Potential Leader in YOU: Embracing the Challenge & Get it Done	<ul style="list-style-type: none"> - Nirupa Shankar
7:00 - 7:30 PM	Session 5: Expert Talk - ACROSS THE LINE Gen AI: The Buzz Word <ul style="list-style-type: none"> ▪ From Hype to Tangible Business Gains ▪ Realistic Use Cases ▪ Mitigating Risks 	<ul style="list-style-type: none"> - Giri Athuluru - Dr Adam Bujak <i>Moderated by:</i> Dr Sanjeev Rastogi
7:30 - 7:50 PM	12th Excellence Awards & Recognition (Part 1)	- JURY PANEL
7:50 PM onward	COCKTAIL & ANNUAL DINNER MEET	

Program Schedule

Day 2: 5th Dec 2023

Time [IST]	Session	Speakers
9:00 – 10:00 AM	Welcome Tea-Coffee	
10:00 – 10:50 AM	Session 1: Fireside Chat – HIT WICKET Solving for the Outrageous War in Talent Galaxy <ul style="list-style-type: none"> ▪ ‘Innovative’ People Practices ▪ Need for ‘Cultivating’ Talent ▪ Building Academy for Talent 	<ul style="list-style-type: none"> - Vineet Dwivedi - Sairam Nair - Subba Gonella - Sameer Bapтивale <i>Moderated by:</i> Bharath M Sundaram
10:50 – 11:40 AM	Session 2: Leadership Discussions – ALL ROUNDERS The Art & Science of Delivering Value <ul style="list-style-type: none"> ▪ The Dynamic Shift in the Business Services Leader’s Role ▪ Understanding “Value Delivery” ▪ Role of Strategic Partnerships and Ecosystems in the evolving landscape ▪ Channelising the Power of Disruption 	<ul style="list-style-type: none"> - Chirag Buch - Lalitha Indrakanti - Tarun Aahi - Kaustubh Deshpande <i>Moderated by:</i> Shalini Pillay
11:40–12 Noon	Tea-Coffee Break	
12:00 – 12:25 PM	Session 3: Perspectives – AROUND THE WICKET Moving from GBS to an Enterprise Partner - Beyond Service & Capability to Value & Growth	<ul style="list-style-type: none"> - Priyaranjan Jha
12:25 – 12:45 PM	Session 4: Leadership Insight – FROM THE PAVILION END Strategic Foundations of Business Services: Navigating Sustainability through Credibility, Talent Dynamics, and ESG Integration	<ul style="list-style-type: none"> - Gaurav M Bhatia
12:45 – 1:10 pm	Session 5: Industry Insight – OVER THE ROPES Global Capability Centre in India – The next big focus for Japanese Companies	<ul style="list-style-type: none"> - Sunny Goel
1:10 – 2:10 PM	Networking Lunch	

Program Schedule

Day 2: 5th Dec 2023

Time [IST]	Session	Speakers
2:10 – 2:30 PM	Session 6: Expert Talk – SETTING THE FIELD Revolutionizing your Enterprise with Intelligent Automation	- Shveta Desai
2:30 – 3:30 PM	Session 7: Point of View –FROM THE DUGOUT Finding the Narrative for Digital Transformation in Enterprise Functions <ul style="list-style-type: none"> ▪ Delivering Tangible Business Benefits through Effective Tech/ Digital Adoption ▪ Defining ‘Soft Landing’ Gen AI in Business Process Transformation ▪ Gen AI Realistic Use Cases 	- Sandhya Sriram - Ajay Wadhwa - Roopesh Kumar <i>Moderated by:</i> Shailendra Saxena
3:30 – 3:50 PM	Tea-Coffee Break	
3:50 – 4:40 PM	Session 8: Art of the Possible – HITTING BOUNDARIES Sharing Success Stories of Staying Ahead <ul style="list-style-type: none"> ▪ Digital Leap to Transform Functions ▪ Harnessing Power of Data & Analytics to deliver Business Impact ▪ Adoption of AI/ ML to accelerate Value Delivery 	- Hemamalini Venkataraman - Saina Kuriakose - S. Navaneetha Krishnan <i>Moderated by:</i> Nilesh Bhatia
4:40 – 5:10 PM	12th Excellence Awards & Recognition (Part 2)	
5:10 – 5:15 PM	Concluding Remarks & Vote of Thanks	
5:15 – 6:15 PM	Catchup over Hi-Tea	

Honorary Guests & Key Speakers

1 GUEST OF HONOR

2 **Ravi S Ramakrishnan**

Founder, SSF Global; Founder & Executive Chairman, **RvaluE Group**

3 **Rakesh Sinha**

Founder & CEO, Quintes Global; Co-Founder, **SSF Global**

4 **Chandrasekar Thyagarajan**

Chief Financial Officer, **Greaves Electric Mobility**

5 **Pankajam Sridevi**

Managing Director – India, **Commonwealth Bank of Australia**

6 **Sandeep Kulkarni**

Senior Vice President & Head, **Worley Enterprise Services**

7 **Sunil Sayal**

Former Region CFO & Advisor GBS – **Nokia**

8 **Anand Maheshwari**

Founder & Chief Commercial Officer, **Quintes Global**

9 **Sanjay Gupta**

Chief Architect, **SSF Global**

10 **Nirupa Shankar**

Joint Managing Director, **Brigade Enterprises**

11 **Giri Athuluru**

Co-Founder & CEO, **ExperienceFlow**

12 **Dr Adam Bujak**

Chief Executive Officer & Co-Founder, **KYP.ai**

13 **Dr Sanjeev Rastogi**

Partner & CEC Head, **Deloitte**

Ranganathan V V (*Honourable Jury Chair – SSF Excellence Awards*)

14 Chairman – Audit Committee, Dedicated Freight Corridor Corporation of India; Former Sr Partner – EY; Independent Director – Corporate Boards

Ram S Ramasundar (*Honourable Jury Member – SSF Excellence Awards*)

15 Former Partner, Alexander Hughes; Ex-CFO, Ranbaxy; Ex-MD & CEO, Electrolux; Ex-ED, PepsiCo

Honorary Guests & Key Speakers

- 16 **Vikram Tandon** (*Honourable Jury Member – SSF Excellence Awards*)
Group CHRO, Adani Group; Ex-HR Head, HSBC, India
- 17 **Urs-Ulrich Katzenstein** (*Honourable Jury Member – SSF Excellence Awards*)
Former Head of IT, Bell Food Switzerland; Ex-MD Metro GBS, India
- 18 **Ranjeev Lodha** (*Honourable Jury Member – SSF Excellence Awards*)
Former Executive Director & CFO, Huhtamaki
- 19 **Raghav Rao** (*Honourable Jury Member – SSF Excellence Awards*)
Former COO, Deutsche Bank; EX-CAO, Lazard India; Former Director Fidelity Investments
- 20 **Vineet Dwivedi**
Global Head - Alcon Global Services & Head AGS India, **Alcon**
- 21 **Sairam Nair**
Global Competency Center Lead, **Sandoz India**
- 22 **Subba Gonella**
Chief Human Resource Officer, **Rakuten Symphony**
- 23 **Sameer Baptiwale**
Head – Global Procurement Operations, GBS India, **Bayer**
- 24 **Bharath M Sundaram**
Vice President, **Everest Group**
- 25 **Chirag Buch**
Global Service Delivery Leader, **Mercer India**
- 26 **Lalitha Indrakanti**
CEO, JLR Technology & Business Services, **Jaguar Land Rover**
- 27 **Tarun Aahi**
VP & Head of Group Shared Services Centre, **Jindal Steel & Power Ltd**
- 28 **Kaustubh Deshpande**
Head of Capabilities, Transformation & Innovation, **Société Générale**
- 29 **Shalini Pillay**
India Leader – Global Capability Centres & Board Member, **KPMG**

Honorary Guests & Key Speakers

- 30 **Priyaranjan Jha**
Chief Operating Officer – GBS (Global Business Services), **PepsiCo**
- 31 **Gaurav M Bhatia**
Vice President & Head Leasing – South Region, **Brookfield Properties**
- 32 **Sunny Goel**
Partner & Group Head – Investment Strategy Consulting Group, **NRI**
- 33 **Shveta Desai**
Co-Founder, **Nividous Software Solutions**
- 34 **Sandhya Sriram**
Group Chief Financial Officer, **Narayana Health**
- 35 **Ajay Wadhwa**
Executive Director & GBS Head, **Indorama Ventures**
- 36 **Roopesh Kumar AR**
Senior Partner and Vice President, **IBM**
- 37 **Shailendra Saxena**
Transformation & ES Services Delivery Leader, **EY GDS**
- 38 **Hemamalini Venkataraman**
Head – GBS Service Delivery, **FLSmidth**
- 39 **Saina Kuriakose**
Senior Director – Head of FP&A, **Novo Nordisk**
- 40 **S. Navaneetha Krishnan**
Head – Business Services India, **Bunge**
- 41 **Nilesh Bhatia**
SVP – Customer Delivery & Operations, **Quintes Global**

Ravi S Ramakrishnan
Founder, SSF Global
Founder & Executive Chairman, RvaluE Group



Ravi is a seasoned global business and people leader with ~40yrs of business, finance and business services experience. A former Business Leader at American Express, he was integral part of the global leadership team to set up its pioneering offshore operations in India in mid 90s. He has held leadership positions in Unilever, Murugappa Group & Eicher Group, with CXO level responsibilities.

Ravi has led large scale process transitions and transformations, and serviced 30+ countries across US, UK, Europe, Japan, and India. He has successful track record of transforming business services: strategy to execution, hands-on experience of global COE Ops, global process ownership, global implementation of SOX (Amex \$160Bn Balance Sheet), re-engineering, technology & change management. He has strong relationships with the BPM ecosystem across the globe

Ravi set up RvaluE in 2005, a growing firm focused on business services strategy, operations, process transformation and captive operations offering E2E solutions to 'realize business value'. In 2011, he founded Shared Services Forum (SSF), an interactive Industry Platform for Shared Services & IT/ITeS space. His latest venture is Quintes Global, setting trends through transformation centric NewAge Business Services Operating Model - 'Dedicated Captive' (D-Cap) Model.

Recognized as a Visionary CEO & Thought Leader in Business Services, is also an Executive Coach & Mentor for business leaders, hi-performing executives and young entrepreneurs. As 'Game Changers' in Business Transformation, he has provided leadership to create proprietary models for process consolidation, process maturity, people practices, digital transformation, future readiness, customer experience, etc. RvaluE has been listed and awarded as 'India's Greatest Brands 2017-18 - Pride of the Nation', by AsiaOne Magazine & URS Media - Process Reviewers PricewaterhouseCoopers PL". Very recently, Ravi has been recognized as 'Global Asian of the Year' by AsiaOne

Ravi uniquely combines exposure to Manufacturing & Services sectors, setup 17+ SSCs, 140+ transformational assignments, various structuring/ operating models, delivering over \$ 400 Mn saves to clients. He works with CXO leaders of India/ Global Corporations, GBS Centres and BPO Ecosystem, translating BPM strategies into business performance drivers. At Eicher Group, as CFO & Member, Group Management Committee he was associated with many strategic initiatives including turnaround & merger of Royal Enfield Motors.

Ravi is a Chartered, Cost Accountant & Company Secretary and trained at Carnegie Mellon University, USA for implementing eSCM. He is passionate about people, practices, leadership and organizational capability development.

Rakesh Sinha Co-Founder, SSF Global Founder & Chief Executive Officer, Quintes Global



Rakesh is a seasoned professional with an entrepreneurial experience of over 2 decades in Advisory & Management Consulting, Business Services, Business Process Transformation and Technology space. He is an IT Graduate and acquired business management skills from IIM Calcutta. He is one of the few leaders globally certified as an Authorized Evaluator by ITsqc of Carnegie Mellon University, USA for eSCM and a certified 'Program Coach' from Canada. Rakesh is well-recognized in the industry and has been felicitated by leading and reputable media houses as the 'Young Entrepreneur with difference', 'Pioneer', 'Thought Leader',

'Transformation Guru' in the Business Services space.

He has been honored as one of the top 30 Influential Young Entrepreneurs of 2016 by the Insight Success magazine and featured on their cover story, and as India's Greatest Leaders 2017-18 - 'Pride of the Nation', received the 'Most Promising Business Leader in Asia 2021-22' recognition by Economic Times, Times Group. Rakesh has been featured in ET Now at the Economic Times CEO Conclave 2021. He was one of the youngest to be invited as Member Management Council of Delhi Management Association. Rakesh has been honoured with the prestigious recognition by AsiaOne 2 years in a row - 'Asia's Greatest Leaders 2023 - ASIA-AMERICAS AFRICA' and 'Asia's Greatest Leaders 2021-22' (by AsiaOne & URS Media and Process Reviewers PricewaterhouseCoopers PL). In 2019, along with two pioneering leaders, Rakesh founded Quintes Global (QG), which has been recognized as India's Fastest Growing Brand 2021-22. QG is a certified ISO/IEC 27001:2013 organization and has recently been awarded with the prestigious 'Great Place to Work' recognition. QG offers a new age tech-integrated transformation model for business services, Dedicated Captive (D-Cap™), with a focus to Deliver EBIDTA and Business Impact for its customers. The differentiated model enables clients to get scale benefits, reduce cost & grow profits, and transform fast & end to end. Quintes Global won the prestigious 'NASSCOM SME Inspire Award 2023 - for Growth Leadership in Business Process Management.' Rakesh also co-founded Shared Services Forum (SSF) in 2011 as an industry platform to create and disseminate knowledge for excellence in BPM in Global India. He has conceptualized and was integral in institutionalizing the prestigious SSF Excellence Awards & Recognitions for organizations, leaders and pioneers. He has authored & co-authored several pioneering research reports and India's first-of-its-kind book, 'BPM in Global India - The Inflection Point for Competitive Advantage'. In his role as Executive Director & CEO at RvalUe Group, he has been part of setting up/ growing 17+ India & Global Shared Service Centers, and 140+ Transformational engagements delivering business impact of over US\$400mn to clients. With a wide exposure to both domestic and international clients and working experience with companies like Espire, CBoP, American Express, Rakesh 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 not only mentors & coaches his team, as a part of his social responsibilities, he also mentors young leaders from leading Management Institutes. He is frequently invited by various Institutions of repute like IIMs, IMT, Department of Finance and Business Economics (Delhi University), Amity University, ACCA, etc. as a Guest Speaker to address the students and share his experiential insights. He is also a regular speaker at established forums like CFO India (CFO Collective), ET Insights, on topics ranging from AI & finance to people & business. Rakesh devotes time to social projects along with like-minded people, think beyond the present, for creating Think Tank for 2030 and make India a better place to live in the global village.

Chandrasekar Thyagarajan

Honourable Jury Member, SSF Excellence Awards & Recognition
Chief Financial Officer

Greaves Electric Mobility



Chandrasekar (Chandru), former Vice President – Finance & CFO, IBM India/ South Asia, CFO – Greaves Electric Mobility, has over 34 years of experience in automobile, financial services and IT industries, in varied areas like financial planning, statutory and management accounting, costing of products & services, business controls, financial risk management, procurement, administration, resource and capacity management, strategy, etc.

Chandru was with IBM for over 20 years and held several finance and operations leadership positions including that of CFO, IBM India/ South Asia Domestic Business, COO for Global Business Services, IBM Growth Markets based in Singapore, CFO for IBM Daksh Business Process Services and finance lead for IBM's global delivery missions located in India. Post the IBM tenure, he joined Birlasoft as the CFO for 2+ years and then moved to Greaves Electric Mobility. He has also worked for almost 12 years in several Indian companies in the automobile, financial services and IT industries.

He loves challenges and enjoy creating and working with high performance teams.

Pankajam Sridevi
Managing Director – India
Commonwealth Bank of Australia



Pankajam Sridevi is the Managing Director of Commonwealth Bank of Australia in India. With over 35 years of experience in diverse sectors ranging from manufacturing to technology to banking, Pankajam is an accomplished executive. Her passion lies in building a learning and innovative organization through continual improvement and transformation, where employees can develop their careers and deliver exemplary customer service.

Pankajam is proficient in building and retaining large teams, driving value for parent banking organizations across Australia, Asia, and Europe. She has established robust governance and risk management practices that effectively meet the expectations of banking regulators in different countries. Her technical expertise in driving better customer outcomes through technological interventions has led to the large scale implementation of robotics in retail, commercial, institutional, financial planning, and payroll in a banking environment. Her proficiency also extends to intelligent processing using digitization and machine learning, program governance, and production governance of Robotic Process Automation, and implementation of

Machine Learning for Intelligent Processing.

Pankajam has led teams of 4500 to 16000 technologists and operations professionals, supporting 17 countries in investment banking, trade and supply chain, commercial and corporate lending, and payments. She is committed to building employable teams and leading change within the organization. She has spearheaded building senior leadership in house and improved business performance in cost, service levels, and process optimization.

Pankajam is a passionate supporter of fostering diversity in the workplace, with a particular focus on promoting opportunities for women, persons with disabilities, and members of the LGBTI community. Furthermore, she played a vital role in advocating for women in management positions and recruiting candidates with disabilities, resulting in achieving 70 percent of the organization's diversity goals.

Pankajam has served as the past President of the Bangalore Chamber of Industries and Commerce, Co Chair of the Abilities Forum in CII, and council member of the Australian Chamber of Industries and Commerce. She has won numerous awards, including the BPM Achiever in Global India Award for delivering business impact through technology transformation, Women Super Achiever Award by the World HRD Congress for outstanding leadership, and the NCPEDP Helen Keller Award for making a difference to communities. Most recently, she has won the Woman CEO of the Year Award from the GISR Foundation in 2020, the Iconic Leaders Creating a Better World for All Award at Women Economic Forum (WEF) Bangalore, and the India's Top 30 Emerging Tech Leaders award at the Intelligent Automation India 2020

Sandeep Kulkarni
Senior Vice President & Head
Worley Enterprise Services



Sandeep is a visionary and result oriented Global Business Services Leader with a proven record of driving operating margins and operational performance improvement & value creation leveraging globalization and digital transformation. He has over 26 years of experience in conceptualizing, operationalizing and heading globally distributed delivery centers for technology and manufacturing organizations.

Sandeep strives for balance of strategic, analytic business problem-solving, and operational general management skills with extensive experience operating global business services and product organizations.

Some of the highlights of his professional roles include:

Strengths:

- Cost carve out and operating margin improvement through globalization
- Global Operations set-up, scaling, turnaround and management for Product Development, IT & Business Services
- Digital Transformation through RPA, Cognitive, Chatbots and IOT
- Shared Services/ Global Business Services leadership
- Track record of working effectively across organizational boundaries and with large matrixed teams
- Inspirational Communication and Leadership
- Recruiting and Development of Exceptional Teams

Deliverables:

- Delivered over \$500M in cost savings through global operations strategy & implementation
- Set-up and managed 6 Captive (in-sourced) global delivery centers and over 15 outsourced global delivery centers for Product Development, IT, and Business Services

Sunil Sayal

Former Region CFO & Advisor GBS - Nokia



Sunil is an alumnus of SRCC, University of Delhi. He is a Fellow Member of both, The Institute of Chartered Accountants of India and The Institute of Company Secretaries of India. He also holds a bachelor's degree in law from the University of Delhi.

Sunil's tryst with the Finance functions spans almost four decades and is spread between some well-known Indian and Global Multinationals. He has worked in different facets of the Finance function starting with organizations like, Voltas, HCL Group, Ranbaxy Group. Over the last two and half decades he has been engaged in the Telecom Infrastructure Industry having worked as the CFO for Ericsson India and then Nokia Networks India. During the last two years he moved into a Global role with Nokia-Global Business Services (GBS). In his last assignment at Nokia, he was the Operations Advisor to the Chief of GBS.

Sunil has been a regular speaker and panelists on various events organized by the financial media, Chambers of Commerce, Business Schools and Consulting firms sharing his views on topics of current interest with the industry. He is currently the President of the Shared Services Forum. He was till recently the Chairman of the Finance Committee of Delhi Management Association (DMA) a position he held for five years.

He was also on the "Direct Taxes Committee" and the "Committee for Members in Industry of the Institute of Chartered Accountants of India (ICAI) for two years as the industry representative.

He was also actively associated with a well-known NGO (Seva Mandir) in Udaipur advising them on financial matters

He has been awarded the "Top CFO awards" multiple times and has been admitted to the CFO League of Excellence during 2020 as a recognition of his achievements in the Profession and the Telecom Industry.

Anand Maheshwari
Founder & Chief Commercial Officer
Quintes Global



Anand is a meritorious Chartered Accountant and a veteran CFO. He comes with nearly four decades of extensive work experience with a blend of senior management & entrepreneurial roles, within India and UK. He is the Founder Director of Quintes Global, a new business entity, promoted by RvaluE to offer an innovative solutions & capabilities in Business Process Management to a niche segment – both in India as well as globally.

Anand's experience includes controllership/ CFO responsibilities, business and finance leadership across domains: Offshoring & Domestic Business Services, Financial Services, Oil, Petrochemicals & Chemicals, IT & related services. Anand has worked in corporations like Jubilant Organosys, Kanorias, American Express and Venture Infotek (now Atos Worldline).

Over the last 13 years, Anand has been a serial entrepreneur, starting as a co-founder for Intrust Global in Business Services space, Chairman of Suprawin Technologies and then co-promoted Pegasus Oil & Gas Services. Intrust Global was recognized as one of the 10 fastest growing LPO companies by the Black Book of Outsourcing. He has worked on significant strategic initiatives with large global organizations like Solvay Business Services in Europe, and many others in UK, USA and Asia Pacific.

Anand was earlier instrumental in setting up the first-ever Global In-house Captive (GIC) Financial Center of American Express in India in mid-90s as Shared Services for F & A and Operations processes. He handled multi billion dollars' business transactions, pioneered transitions of finance and operations processes, led multiple global projects like Y2K and BPR, bringing huge cost saves and value to various stakeholders and was deputed to UK on a global assignment. He received the **Chairman Award for Quality** six times. In his current role, Anand brings proven strategic execution capabilities, stakeholder collaboration and people management skills and focus on coaching and mentoring leaders. While detail oriented, he has an excellent strategic oversight and has a keen mind that breaks down complex issues into manageable chunks. He brings insight, global experience, expertise and a sense of humour to engagement, enabling him to collaborate well with clients, associates and colleagues.

Sanjay Gupta Chief Architect SSF Global



Sanjay has 32+ years of work experience in the fields of Management, Business Process, Finance & Human Resources. He comes with a blend of experience in global and domestic corporations, in private sector and public sector organizations in various capacities.

Sanjay combines extensive experience in strategic as well as operations roles, covering various domains in Off shoring, Financial Services, Insurance in Global Shared Services & BPO, with demonstrated execution and success.

At SSF Global, he has pioneered & published several research papers on BPM & Shared Services and also co – authored the first ever comprehensive book on BPM – “BPM in Global India – The Inflection Point for Competitive Advantage”. Sanjay is the Executive Editor of Shared Services Forum’s Journal, Process Edge and contributes immensely towards GICs/ Shared Services/ BPOs by knowledge capture, sharing and dissemination through articles, research and creating models for base lining and growth.

Sanjay is a Chartered Accountant by qualification. During the initial 10+ years of his corporate career, he worked within the core Finance & Accounting functions in domestic companies such as Living Media and Indian Oil Corporation. He moved to American Express FRC where he first migrated and then serviced several groups of international financial services covering card and travel business.

Sanjay joined EXL Service Holdings, a New York based services company. His excellent operational insights and structured approach to find practical and innovative solutions made him the part of initial core team at EXL. As Operations Lead, he was instrumental in growing the BPO Business and Operations across multiple verticals, leading several business process initiatives, and developing frameworks connecting operational service delivery to business KPIs of clients. Having led large teams and given his focus on people and performance, Sanjay moved to become the Global HR Head for EXL (25000+ people), reporting to the CEO as well as the Compensation Committee of the Board. As the HR head, he played a key role in strategy development to achieve business goals.

Currently Sanjay divides his time between SSF activities and consulting for large corporates. He is also a passionate teacher of the English language and coaches the underprivileged children, youth and young adults.

Nirupa Shankar
Joint Managing Director
Brigade Enterprises Ltd.



Nirupa is a Joint Managing Director at Brigade Group, one of India's leading real estate developers. She has spent the past 14 years of her career overseeing the company's Hotel, Office and Retail portfolios.

Nirupa has the serial entrepreneurial bug in her and has successfully conceptualised multiple award winning F&B outlets such as HIGH Ultra Lounge, Glass Kitchen & Bar, and the Art Café in Bangalore.

She set up Asia's first real estate accelerator called Brigade Real Estate Accelerator Program. She launched Brigade's flexible workspaces brand called - BuzzWorks in 2019.

Prior to joining Brigade Nirupa worked as a Senior Business Analyst with Ernst & Young LLP in the New York and North Carolina offices. She has bachelor's in Economics from the University of Virginia and a Masters of Management in Hospitality from Cornell University. She graduated on Deans List and as Vice President of her class.

Nirupa is passionate about writing. Her articles are regularly published in the news and trade journals. Nirupa is a regular speaker at various top tier forums, conferences and think tanks. She is also a two time TEDx speaker.

Nirupa has won multiple awards and has been recognised as a CNBC Young Turk and Economic Times (ET) 40 under 40.

She is a fitness enthusiast and regularly participates in triathlons, recently completing the full Ironman Copenhagen 23'. She reads autobiographies and plays poker to unwind. Nirupa is the mother of two daughters.

Giri Athuluru Co-Founder & CEO ExperienceFlow



Giri Graduated in 1995 in B. Tech from IIT Kanpur with major in Metallurgy & Material Sciences and minor in Finite Mathematics.

He studied Entrepreneurship & Finance at Harvard Extension School in 2002.

Giri began his professional career with Infosys in 1995, working closely with early executives of Infosys focused on cutting edge real-time embedded and network management protocols. He built and led the first of its kind of products in optical, ATM and Frame Relay switching at successful startups that went public - Sycamore Networks (IPO \$14B+ in 1999) and Cascade Communications.

He was the founding engineer and VP of engineering for top-tier, venture funded startup - Divitas Networks, a leader in seamless roaming on dual-mode phones.

Giri founded ExperienceFlow.AI, a pioneer in Artificial General Intelligence (AGI) for enterprises. He holds several patents on seamless roaming and complex decision-making systems.

About ExperienceFlow.AI:

- ExperienceFlow's mission is to unlock the full potential of financial and customer outcomes of every enterprise.
- ExperienceFlow AI platform provides Intelligent AI Agents that augment complex human roles in any enterprise.
- ExperienceFlow is charting a course toward a future where trust, privacy, and business outcomes are not just promises but tangible results delivered through superior Enterprise AI.

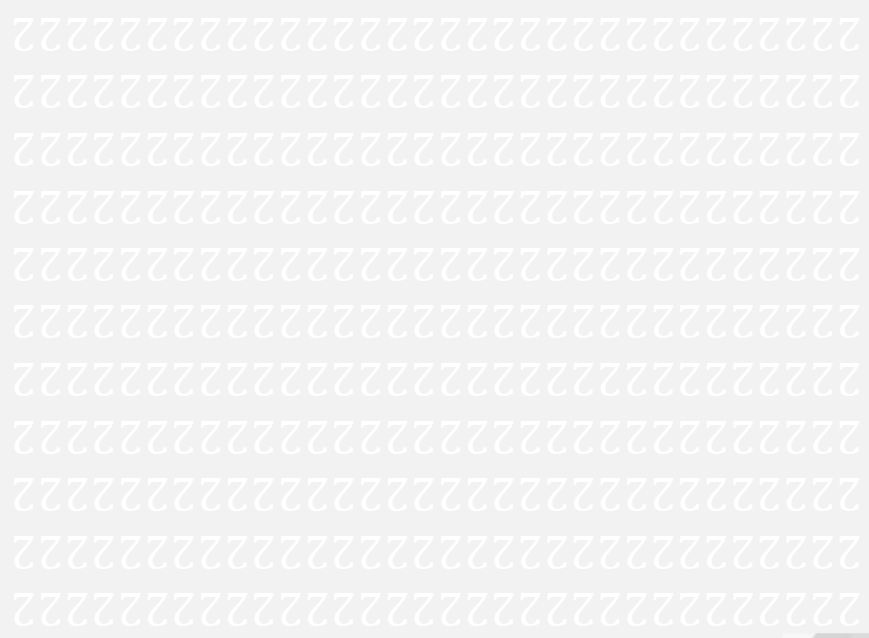
Dr Adam Bujak
Chief Executive Officer & Co-Founder
KYP.ai



Adam is the CEO and Co-founder of KYP.ai, with over 20 years of professional experience. He previously served as the Head of the Intelligent Automation practice at Capgemini, where he assisted multinational clients in building digitally augmented workforces at scale. Adam led the transformation of their processes by deploying AI, RPA, and analytics solutions. In his prior role as the Competitiveness and Industrialization Director and Global Head of Delivery Excellence, Adam played a pivotal role in Capgemini's transformation initiatives.

He has a diverse international background, having lived and worked in Germany, Poland, Finland, India, and Australia. In addition to his current role as CEO, Adam is a frequent conference speaker.

He holds a PhD in strategic management and a master's degree in banking and finance.



Dr Sanjeev Rastogi
Partner & Head – Capability Enhancement Centre [CEC]
Deloitte



Sanjeev possesses over 27 years of extensive experience in setting up and managing large operations in the shared services and business process outsourcing (BPO) industries, in the areas of finance, insurance and procurement. He is currently a Partner with Deloitte India and heads the company's Capability Enhancement Centre [CEC].

In his previous role, he was the Managing Director of Syngenta Services and prior to Syngenta, he was the Operations Director at Metro GBS and had also led the controllership function for Hewlett Packard (HP). He has also held senior leadership roles at Xerox, Accenture, Standard Chartered Bank, and American Express.

Sanjeev believes that desire, dedication and discipline are essential for success and as a leader you should always 'walk the talk' and treat everyone the way you wish to be treated.

He holds a Bachelor of Commerce (Honours) degree from Delhi University, and has recently completed his Doctorate (PHD) from Bharathiar University. He is also a Chartered Accountant, Cost Accountant and Company Secretary.

He has also attended various short-term courses at prestigious universities across the globe, including the likes of Insead, IMD and Temple university in Japan.

He is well connected within various industry forums like SSF Global, NASSCOM, IMA, CII, etc. and is a regular speaker at forums hosted by these bodies. He also conducts guest lectures at leading education institutes.

RANGANATHAN V V

(Honourable Jury Chair – SSF Excellence Awards)

Chairman – Audit Committee, Dedicated Freight Corridor Corporation of India; Independent Director – Corporate Boards;
Former Sr Partner – EY



Ranga, as he is fondly called, is a highly accomplished Finance Professional with over 40 years of experience in India and overseas with a variety of portfolios, an Independent Director on Corporate Boards and Chairman of Audit Committee. He is an Author & promoter of young writers, and has also authored & published three Books.

He Co-Founded *The Entrepreneur of the Year* Programs in India & Monaco. He served EY India for over ten years as senior partner – Country Leader for Strategic Growth Markets & Country Head for Quality & Risk Management. He is an advisor to independent directors and corporate boards/ Private Equity Firms. He is also actively engaged in Commercial Arbitration & Conciliation. He is an expert in dispute resolution of complex commercial contracts through conciliation process & has settled several cases/disputes of large enterprises with total claims of over 4 Billion US Dollars – INR 37,000 Crores +

He has co-founded many ventures with young talents which are at various stages of growth. Some of his ventures are social enterprises. He constantly strives to build Capacities & Accreditation for Social Entrepreneurs, and is involved with large foundations that run hundreds of schools all over India as well leading a focused program on supporting economically weak but academically strong students. Keen observer of the entrepreneurial community, he provides Entrepreneurial Insights, and has personally interacted with over two hundred entrepreneurs globally over the past several years. Has contributed significantly to the study and research on the subject of entrepreneurship. Has been a Strategic Investor in a number of start-ups. He is a Member of Governing Board of Bharti Airtel Foundation, established in 2000 with a vision "To help underprivileged children and young people of our country realize their potential" and its activities currently impacts the lives of 1.9 million students in rural India.

Ranga was presented **The Sankara Ratna Award** by Sankara Nethralaya, Chennai, the world famous charitable eye hospital. This award was instituted in 2002 to recognise and honour distinguished individuals/institutions with an impeccable record of supporting this great Eye Hospital & Research Centre and contributing significantly to its cause & philosophy.

Ram S Ramasundar

Honourable Jury Member, SSF Excellence Awards & Recognition
Former Partner, Alexander Hughes; Ex-CFO, Ranbaxy;
Ex-MD & CEO, Electrolux; Ex-ED, PepsiCo



Ramsundar, former CFO of Hindustan Unilever, is Partner at Alexander Hughes. He is a Finance & Governance Professional. He has over 4 decades of experience in organizations such as HUL (as CFO), PepsiCo India (as Director – Operations), Electrolux (as MD/CEO), Ranbaxy Laboratories Limited (as President & CFO), DLF Hotels (as Senior Executive Director) and Jindal ITF Limited (as Group Director – Finance & Strategy), Blue River Capital (as MD), Unilever Exports (UK) and PepsiCo (USA & Greece).

After his super-annuation from Jindal ITF Limited, he has been associated with Blue River Capital (a Mauritius registered Private Equity Firm) as Managing Director for the last four years and involved in managing the operations of the portfolio companies and administration of the private equity fund. Prior to this, he has also worked at Unilever Exports (UK) and PepsiCo ((USA and Greece).

In terms of his academic background, he is a commerce graduate (Madras University), Chartered Accountant, Company Secretary and a Management Graduate (Indian Institute of Management, Ahmedabad), having qualified with distinction and merit rank.

He has interests in Music, Sports and Books and has written articles and commentaries. His wife, Geetha is a post graduate and currently a home maker. He has one daughter, Sadhana, who graduated in Economics from Grinnell College, IOWA, USA and is currently working with KFC (Yum! Group) in Dallas, USA.

Vikram Tandon

Honourable Jury Member, SSF Excellence Awards & Recognition
Group Chief Human Resources Officer, Adani Group



Vikram is a seasoned Human Resources professional with over three decades of experience across a range of diverse businesses, geographies, and cultures. His expertise lies in thoughtful management of the intersection of strategy, talent, and organization culture, with extensive outcomes in organizational effectiveness, talent management, succession planning and leadership development.

Prior to joining the Adani Group, Vikram was the Head of Human Resources at HSBC India, one of the world's largest banking and financial services organizations. Before HSBC, Vikram was at the American International Group as the Regional Human Resources Director for the Mediterranean, Middle East and South Asia region and participated in AIG's rapid growth through several startup joint ventures and acquisitions. His career also included several years at Inchcape Plc, Dubai, the ANZ Grindlays Bank, India, and Indian Hotels Company Ltd, where he has held multiple roles in HR.

Vikram holds a master's degree in Human Resources from XLRI Jamshedpur and has certifications in Leading Change, Management & Innovation from the Harvard Business School. Vikram was the past President of the National HRD Network, Mumbai Chapter and has been recognized as one of the top 10 HR Leaders in India by Startup Lanes.

Urs-Ulrich Katzenstein

Honourable Jury Member, SSF Excellence Awards & Recognition
Senior Advisor & Head – Business Development & Transformation –
Continental Europe, Quintes Global



Urs-Ulrich Katzenstein is a seasoned business leader with over 3 decades of international experience and about 20 years in global leadership/ management roles, including a pivotal role as the Managing Director of Metro Global Business Services where he led a team of 700 colleagues, achieved over 40% growth in 2.5 years, fostered leadership talents for succession planning, demonstrated mastery in automation, digitalization, and robotics, leading to increased efficiency by 25%.

He has led large digital transformation and strategic initiatives like group-wide migration to SAP HANA.

Over his long career, he had worked with some marquee companies across the globe like Bell Food Group AG, Metro AG and before joining Quintes Global, he co-founded Gallery Katzenstein a company that Promoted contemporary Chinese Artists to Europe. He brings comprehensive knowledge in areas ranging from large scale Transformation & Change Management, Governance & effective Program Mgmt., Offshoring & Shared Services, Digital Strategy & IT to Internal Audit, paired with a visionary approach & passion for innovation.“

He is skilled at developing new approaches and building highly motivated teams, he is used to working in a multicultural environment with professional experience in different countries and with people from different backgrounds. He values teamwork, combined with an entrepreneurial spirit as well as to reach goals with a positive attitude.

Urs is based out of Basel, Switzerland, and has recently joined Quintes Global as a Senior Advisor and Head – Business Development & Transformation – Continental Europe.

Ranjeev Lodha
Honourable Jury Member, SSF Excellence Awards & Recognition
Former Executive Director & CFO, Huhtamaki



Ranjeev Lodha, Chartered Accountant, has over 3 decades of experience in the field of Corporate Finance. Ranjeev started his corporate career with Tata Chemicals Ltd where he served the most across multiple roles in Finance. He has also worked at Mahindra and Mahindra Limited and Huhtamaki India Ltd. His experience ranges across areas such as Mergers and Divestments, Financial

Reporting and Consolidation, Finance Shared services, Treasury, Controlling, implementation of ERP systems, strategic finance, and investor relations. His last role, prior to seeking retirement, was at Huhtamaki India Ltd, a packaging company, as Executive Director and CFO.

Presently, Ranjeev serves on the Boards of IVP Ltd, a Chemical company which is part of the Allana Group, that caters to the foundry chemicals, coatings, composites & insulation resin industries and Villgro Innovations Foundation, a company that incubates social enterprises primarily across climate action, healthcare and agriculture. He is also associated with Tatachem Golden Jubilee Foundation, where he is responsible for the day-to-day administration and governance of the Trust.

Raghav Rao

**Honourable Jury Member, SSF Excellence Awards & Recognition
Former COO, Deutsche Bank; EX-CAO, Lazard India; Former Director
Fidelity Investments**



Raghav Rao, an accomplished senior banker with over 25 years of experience in the Banking & Financial services, across the competency landscape of Investment Banking, Global In-House Center (Captive), KPO's, has led organisations through strong leadership, effective governance, seamless execution and achieved sustained growth in value and size, in an ever evolving global regulatory environment.

Raghav's contributions include setting up greenfield sites, platforms and teams, research & analytic hubs, incubating new ideas and backing it up with enhanced delivery teams, and driving rapid growth through innovation. He has also successfully led transformational agendas and sustained the growth of large mature organizations across multiple sites.

A chartered accountant with a rich and diverse professional background, Raghav has worked with renowned organizations such as Ford Motors, General Motors, HSBC Investment Banking, Fidelity Investments and Lazard. Most recently, he served as COO and member of the board in Deutsche Bank, managing 17,000+ employees and revenues of US\$700 mn across technology, operations, financial control and Risk at 4 locations. Currently, he is CEO and member of Board at Strelitzia Consulting, an initiative in career counselling leveraging edutech.

Over the last 16 years, Raghav has honed his leadership skills with vital roles at various Boards (India & Mauritius) and under direction of the Board, held chair positions of Executive / Operating committees, Risk & Governance committees, Business, Financial, Regulatory, Legal, Compliance Forums and Corporate Societal responsibilities. He actively promoted diversity, inclusion, and employee engagement.

He has also successfully led cross-functional teams with clear result oriented missions in a complex and rapidly changing business environment. Some of the niche and complex functions led by him at a global level are Group Strategy, Group Client Relationship Management, Group Governance, Group Corporate Services, Group Transition Risk and Analytics/Reporting Centers of Excellence which involved managing teams located at multiple locations within India and at global sites (Jacksonville, Florida; Birmingham, UK; Manila, Philippines and Colombo, Sri Lanka).

Raghav has been actively involved in Industry thought leadership across banking and financial services peer groups with advocacy, strategic partnership, and skill development. He held positions of national council member of NASSCOM's GIC and was the Chair for the Mumbai chapter of NASSCOM GIC.

Raghav is a passionate golfer and active at various tournaments

Vineet Dwivedi
Global Head AGS & Head AGS India
Alcon Global Services (AGS)



Vineet is a global leader with vast experience in business transformation. Currently, he is the Global Head Alcon Global Services & Head of AGS, India. Alcon has four centers – Bangalore, Kuala Lumpur, Warsaw & Mexico City, with ~ 2000 people, having 10 functions serving more than 44 countries globally.

Vineet has 23 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.

Sairam Nair
Global Competency Center Lead
Sandoz India



Sairam leads the Global Competency Center for Sandoz based out of Hyderabad, India. In his role, Sairam is responsible for contributing to the design, delivery and growth of the center in India, driving service delivery excellence, cross-functional and divisional collaboration, business partnering, productivity and talent management.

Prior to the Sandoz spin-off, Sairam held several positions in Novartis GBS organization across commercial operations and medical affairs and worked in India, US and Latin America markets.

Sairam comes with 3 decades of industry experience and has worked with Eli Lilly & Company in sales & marketing; GlobalData, Datamonitor and Frost & Sullivan in market research and healthcare consulting. He holds a Master's degree in Environmental Studies.

Outside of work, he has keen interest in sports, world-affairs and quizzing.

Subba Gonella
Chief Human Resource Officer
Rakuten Symphony



Subba comes with around 20+ years of International experience encompassing Shared Services, Digital Transformation, HR Business Partner Role, HR Operations, Payroll Operations, Payroll Project Management / Transformation, , Capacity Building, Risk Management, Business Planning and Execution. He has setup & stabilized large Shared Services Captive setup and managed large operations across functions.

He has managed the HR business partner function covering the Employee onboarding, Employee engagement, performance management etc., and is an expert on People Management, Change Management, Performance Management, Budget Management, Succession Planning, Occupational health & safety, Labor Relations, Statutory Compliances, vendor performance, contract management, managing the productivity and efficiency of the operations. A Decisive problem solver, he is able to handle high pressure and competitive environment with strict deadlines, always keep abreast of the latest advancements related to HR Policies & Procedures.

Subba has handled large Transformation projects and have hands on experience in Business process automation, transformation. He has deep understanding of the latest technology intervention required to manage the large-scale operations.

He possess strong interpersonal, communication, negotiation, leadership and mentoring skills.

Sameer Baptiwale
Head – Global Procurement Operations, GBS India
Bayer



Sameer Baptiwale is the Head of Global Operations – Source to Pay in GBS India. He leads a global Source to Pay team across Bangalore, Manila and Costa Rica which includes Accounts Payable, Procurement, Center of Expertise and various global transformation project for Bayer. He has over 20 years of experience in Financial Accounting, Managing Global Operations and driving Process Transformation projects for Fortune 500 companies. His areas of expertise encompass strong domain & system knowledge, talent acquisition, mentoring, leading D E & I initiatives and Audit & Controls.

He has held various senior leadership roles in various functions like Source to Pay, Financial Accounting, Audit Planning, Order to Cash, Process transformation, and Talent Management.

During Sameer's 9 years career at Bayer, he has managed multi functional finance teams like Record To Report, Order to Cash, Master Data, Source to Pay, Procurement Operations along with driving various Digital Transformation initiatives.

Sameer is a graduate in Commerce & Inter CA along with a diploma in French Language.

He is an energetic and a dynamic leader who is driven by Operational Excellence, Creating business Value and Creativity. He is passionate about People Development and has led various D E I initiatives within the Bayer GBS India Org while won several accolades from SSON & SSF.

Sameer is an avid traveler who loves exploring new cuisines, cultures and places of historical significance. He also loves playing Chess.

Bharath M Sundaram
Vice President – Global Sourcing Practice
Everest Group



Bharath is a Vice President in Everest Group’s Global Sourcing practice.

He leads Everest Group’s Global Business Services (GBS) charter for healthcare and life sciences, retail, and consumer packaged goods (CPG) and professional services verticals. He has rich experience assisting clients across areas such as GBS growth and evolution strategy, talent management strategy, location optimization, sourcing strategy, and benchmarking of global delivery models. Bharath also manages research around the adoption and impact of technologies such as Robotic Process Automation (RPA) and Artificial Intelligence (AI) as part of service delivery in GBS organizations.

Prior to joining Everest Group, Bharath was an Assistant Manager with Genpact. Before Genpact, Bharath was a Research Analyst with Frost & Sullivan. He holds a master’s degree in business administration from Sri Sathya Sai Institute of Higher Learning and a bachelor’s degree in Mechanical Engineering from Anna University.

Chirag Buch
Global Service Delivery Leader
Mercer



Chirag has overall 30+ years of post-qualification experience and has worked in organisations like SE2, BDO India, Infosys, AXA, WNS, Sandoz etc prior to joining Mercer.

His expertise includes setting up of and running large outsourcing and captive shared service centres across India, Latin America, Eastern Europe and Asia-pacific.

He has experience in defining and executing large transformation projects in line with organisation's long-term objectives which include process standardisation & harmonisation, LEAN implementation, use of technology, business analytics & modelling and robotics process automation.

He has worked across cultures and boundaries to lead and develop a set of leaders to deliver value for our people, customers and shareholders. He has been involved in the outsourcing/shared services industry since 1997 – pioneering the outsourcing services delivery from India.

Chirag is married to Archana who is doctor and teaching in a medical college, and they have a daughter, Pankti who is studying to be a Doctor of Ophthalmology.

His interests include reading, traveling and in his free time learning Hindustani Classical vocal singing.

PROFESSIONAL AFFILIATIONS

Associate Member of the Institute of Chartered Accountants of India

EDUCATION & PROFESSIONAL QUALIFICATIONS

Bachelor of Commerce & Chartered Accountant

Advanced Management Program – Wharton Business School, University of Pennsylvania, US 'LEAN' Advanced Certified Professional

Lalitha Indrakanti

CEO

Jaguar Land Rover - Technology and Business Services India (JLR-TBSI)



Spanning 28 years, **Lalitha's** professional career has centered on strategic delivery of IT services, Digital Transformations and Global Capability Centers having begun at IBM and SAP. Her industry credentials are firmly reflected in her more recent roles of Head of Global Business Operations for Ingka Group, and MD and Country Leader for Cargill Business Services (CBS) India.

In her current role at JLR TBSI, she is responsible for steering the organisation's strategic vision across all its enterprise chapters including Engineering, IT and Supply Chain with a view to drive outcomes for business, people and culture.

Outside of her day job, Lalitha is an active member of the wider business community having been a member of the NASSCOM GCC Council, and Ex-Chairperson of NASSCOM's Regional Council for Karnataka. No matter the forum, Lalitha is a proud, vocal and action-oriented ally of diversity, equity and inclusion. Her home-base and haven is in Bangalore with her husband and four kids (two humans, one canine and one feline).

Tarun Aahi
VP & Head - Group SSC
Jindal Steel & Power Limited



Tarun is a Chartered Accountant by profession and a Change Leader, by nature. He is an Enterprising Business Leader with a perfect blend of Consulting and Operation. – Strong expertise in Disruption Management, Business Transformation, Digital enablement. Currently, he is the Vice President and Heads the Group's Shared Services Centre of Jindal Steel & Power Limited, in Gurugram.

Prior to this he was in Senior Leadership role with one of the India's biggest Conglomerate in business of Steel, Energy, Cement, Infra, Paint business and responsible for Heading Finance SSO, Transformation, Digitization and driving change in group through GBS.

He assists CFOs in elevating automation and enterprise value, in their respective organisation, to the next level while keeping a close eye on the data integrity and controls. Expertise in Setting up Global Business Centre and HumBot organization from Vision to Maturity with Tangible and Intangible Business Case Realization.

Advising and Setting up Operations service delivery in domains spanning across Controller-ship, Record to Report, Reporting, Payables, Procurement, Receivables, Change Management, KPI, Dashboards. Transforming Business through Technology and Digitization Enabling technology implementation (workflows, ticketing tool, OCR, dashboards, leading ERPs etc.) enterprise performance management, enterprise risk management, shared services implementation, robotics process automation.

Kaustubh Deshpande
Head of Capabilities, Transformation & Innovation
Société Générale Global Solutions Centre



Kaustubh Deshpande is a seasoned financial services leader, with a corporate & entrepreneurial career spanning two decades. He thrives at the crossroads of business and technology, unlocking new avenues of growth & value for global capability centers.

While navigating diverse global senior leadership roles,

Kaustubh has not only scaled multi-million-dollar business lines, but also catalyzed the evolution of global capability centres into mature transformation hubs. His story manifests through a value-engineering mindset and encompasses re-imagining of business models, contextualizing financial services, and orchestrating pivotal shifts from back-office to center-office.

In his current role at Société Générale, Kaustubh is architecting a transformative strategy to extract maximum value and growth from the globally distributed shared services centers across India and Europe. His mandate includes incubating & growing diverse capabilities into globally recognized expertise centers (encompassing Cybersecurity, Business & IT Transformations, Data & AI, ESG, and Regulatory Compliance amongst others). He also sponsors & champions the role of the centres in accelerating global digital transformation and optimizing business efficiencies through re-imagination, mutualization, and industrialization. A fervent advocate of value innovation, Kaustubh also leads an incubation hub that infuses experimentation on emerging technologies, brings outside-in market intelligence and fosters multi-faceted ecosystems (comprising start-ups, academia, & service partners).

In a prior entrepreneurial venture, Kaustubh co-founded a fintech horizontal platform that harnessed conversational AI to deliver contextualized financial services. He has worked with prominent global organizations (IHS Markit, Fidelity Investments & Wipro Technologies) across multi-faceted domains of presales, marketing, consulting, technology, operations and product management.

Kaustubh is fueled by a passion for crafting unique employee experiences and mentoring women leaders to maximize their potential.

Shalini Pillay
India Leader – GCCs & Board Member
KPMG



Shalini leads the “ Global Capability Centers’ (GCC’s) segment nationally and oversees the services KPMG India provides to this segment. Prior to this role, she was the Office Managing Partner for Bangalore, overseeing all of KPMG’s business in the region and responsible for representing the firm in the Market especially for all large strategic Client Accounts. She also used to head the

HR function for the Firm in India.

Shalini has been part of the India Leadership team for several years and is a member of the Board.

Over a career in management consulting, spanning close to 30 years years Shalini has been involved in delivering a full range of business advisory and financial consulting services to clients across a wide range of industries. She has worked with many large and medium sized organizations, helping them define and realize their strategic objectives and growth targets.

She leads the GCC segment for the Firm in India and the advisory work we do this space , which entails working with large global organisations on their service delivery model and enabling them to leverage the GCC model to optimize costs, drive impact on the top line and build capability hubs that will steer the organsiation into the future.

Shalini works with the large and diverse GCC focused team at KPMG to assist organisations and their global business services, GCC set up across the following areas:

- advising global organizations on their sourcing strategy to defining the operating model
- helping establish and optimize their GBS/GCC set up
- enabling technology interventions to enhance the digital quotient
- addressing new emerging dimensions of risk, towards building resilience
- understanding the changing regulatory landscape and implications for the model
- resizing, reshaping and reskilling the workforce for the future

Shalini is Bachelor of Engineering and Chartered Accountant, ICAI. She represents the Firm in all external industry forums , focused on research towards defining the future roadmap for global service delivery models

Priyaranjan Jha (Ranjan)
Chief Operating Officer
PEPSICO Global Business Services



Ranjan has 26 years of global experience in GBS & BPM Operations, Global Capability Centers, transformation, analytics, technology, HR & marketing, at PepsiCo, GE-Genpact, Reliance Infocom, IBM & Tata Motors.

At PepsiCo since 2019, he is currently the COO of GBS, responsible for all delivery hubs in the network (China, Egypt, India, Mexico, Poland, Russia & Spain, with >9000 associates). In his first role at PepsiCo, he set up the greenfield India centre in Hyderabad and scaled it to over 2000 associates. Some of his achievements include building a robust talent supply chain, establishing a retail analytics capability and building industry alliances.

Earlier, he was with GE and Genpact for over 14 years. His last role there was SVP- Digital & RPA, standing up a Digital COE driving automation at scale. He was also the Location Head for Hyderabad (c. 18000 associates). Previously, he was their Global Leader for Automotive, Hospitality, Aerospace & Industrial Machinery verticals (c. 3500 associates). While at Genpact, Ranjan spent several years in the US on a key account relationship role.

Ranjan is known for excellence in building, integrating and mentoring large, multi-geography teams. He is passionate about organisational culture, purpose, engagement, communications and process excellence.

Ranjan has an MBA from IIM, Lucknow; and a BE from NIT, Silchar. He is also a certified Six Sigma professional.

Ranjan is actively involved with NASSCOM and SSON. He is a passionate angel investor and advises a few startups in healthcare, education and not-for-profit sectors. He is keen on medieval/ colonial history, biographies, meditation, classical music & giving back.

Gaurav M Bhatia
Vice President & Head Leasing – South Region
Brookfield Properties



Gaurav M Bhatia is Vice President and Head of Leasing for the Southern Region at Brookfield Properties in India.

In this strategic role, he spearheads business development, leasing operations, tenant relationships, and asset management overseeing a vast portfolio spanning over 14 million square feet.

With a rich professional background spanning over two decades in the Real Estate industry, Gaurav stands out as a distinguished expert renowned for his proficiency in Corporate Real Estate and Developer operations. His distinguished track record includes the successful execution of numerous leasing assignments across India, a testament to his unwavering commitment to excellence in the industry.

Before joining Brookfield Properties, Gaurav held key positions with industry giants such as JLL and CBRE. His academic prowess includes a Bachelor's (Hons) degree in Chemistry from Loyola College, Chennai, and a Master's Degree in Business Administration from NTU, Singapore. The Real Estate Management Program (REM) at Harvard Business School further enriched his industry insights and leadership capabilities.

Gaurav's strategic vision, extensive experience, and commitment to excellence make him an invaluable leader at Brookfield Properties, contributing significantly to the success and growth of the organization

Sunny Goel

Partner & Group Head – Investment Strategy Consulting Group
NRI Consulting & Solutions India



Sunny has a strong track record across M&A transactions, both buy-side and sell-side, largely on cross-border endeavours. Having worked with investment banking firm in the past, his experience includes complete transaction management, business valuation, financial due diligence and negotiation roles. He has been instrumental in setting-up M&A business for NRI India and had executed multiple in-bound transactions from Japan as well as South Korea.

With NRI, Sunny expanded his management consulting experience significantly by working with a range of companies from the biggest of Fortune 500 to medium sized organizations. He is an expert when it comes to market entry, market growth, overall corporate strategy, organization restructuring, market research, competitive benchmarking and commercial due diligences. Most of his experience is associated around assisting foreign companies to enter Indian market. However, along the way he has also helped his clients to tap geographies like UAE, Saudi Arabia, Myanmar, Malaysia, South Asia, etc to name a few. Most of his work has been sector agnostic with inclination around consumer business, financial services, real estate and manufacturing. Sunny holds a bachelor in engineering and master's degree in management.

Shvetal Desai
Co-founder
Nividous



Shvetal has over 25 years of experience in the process automation space, bringing a wealth of knowledge to assist clients in navigating their digital transformation journey. He plays a pivotal role in spearheading innovation for the Nividous Intelligent Automation Platform. Shvetal's visionary leadership has been instrumental in positioning Nividous as a prominent thought leader in propelling digital transformation through intelligent automation. He holds a Bachelor of Engineering degree in Electronics from Mumbai University, India, and a Master of Science in Computer Engineering from Santa Clara University, California.

Sandhya Sriram
Group Chief Financial Officer
Narayana Health



Sandhya is the Group CFO at Narayana Health; a company listed on Stock Exchange and having the chain of multi-speciality hospitals & Heart centres). Sandhya has earlier worked with Unilever and Wipro groups performing a broad spectrum of roles such as Business Partnering, Audit and Risk, Ombuds (Ethics Program), Digital Transformation, Controllership, Financial Planning and Analysis, Shared Services, Technology Design and Implementation, Supply Chain Finance and Project Management.

She was placed in India's Top 100 Women in Finance by AIWMI. She has been awarded the CA CFO/ CA Professional achiever thrice by the Institute of Chartered Accountants of India. Sandhya was Placed in the Top 50 Young Leaders in India by Economic Times in 2011.

An Alumna of the ICAI, she had secured an All-India Rank in Foundation, Inter and Final Examination. Sandhya is a regular speaker at National and International Conferences of ICAI and CFO Forum on Various Topics.



Ajay Wadhwa
Executive Director and GBS Head
Indorama Ventures Limited



Ajay Wadhwa is the GBS Head for Indorama Ventures Limited. 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

Roopesh Kumar AR
Senior Partner and Vice President
IBM



Roopesh is a versatile leader and key account manager with 19 years experience of working in fast paced professional environment's with experience spanning across financial services, information technology, global outsourcing and healthcare companies.

Currently, Roopesh is responsible for world wide delivery, transition, transformation, P & L management and business development across 9 IBM client innovation centers across the world for a top FMCG company across P2P, R2R, T&E and B2C service lines; leading and managing a large team of ~1500 people across all geographies.

He is a transformational change agent with proven ability to contribute effectively in global business environments (across North America, Europe, Latin America, Middle East, Africa Australia and Asia Pacific regions) with a solid record of contribution leading to improved performance, heightened productivity and enhanced internal controls.

Roopesh has a knack for leveraging experience and creativity in service delivery, business process reengineering, transitions/transformation, change management, training and process excellence to produce outstanding results while being compliant with all regulatory and audit requirements.

He thrives in both independent and collaborative work environments; and is an energetic and self motivated team player/builder.

He is consistently nominated as a Top Talent. He is part of the Business and Technical Leadership (B&TL) program and CPS India Senior Leadership Team. Winner of multiple leadership awards.

Shailendra Saxena

Transformation & ES Service Delivery Leader

EY GDS



Shailendra is Partner at EY GDS in Enablement Services Transformation and Service Delivery Leader role with nearly three decades of professional work experience predominantly at Big4s. He is responsible for leading EY's captive's practice support/ corporate functions businesses supporting EY Member Firms worldwide. This covers 10 functions serviced via 13,000 people across 6 delivery locations.

The key goal for him is to reduce indirect costs at the firm, ensure predictable service delivery tranquillity, deliver efficiencies via transformation & innovation, drive internal customer & employee satisfaction, enhance user experience, preserve EY culture & values and lead global service delivery teams across the world. He works with, and across Global, Regional and Country leaders across all corporate functions at EY – Talent, Finance, Risk, Procurement, IT, Infosec, Brand Marketing, Communications, Markets, Administrative Services.

Shailendra is a senior member of EY GDS leadership team. He leads 13,000+ people teams across offices in India, Philippines, Poland, China, Mexico and Argentina, servicing work from 100+ countries. Being on leadership teams with Global/ Region Functions, he is responsible for:

- Providing and developing operational services for new initiatives and for transforming processes and driving efficiencies.
- Global vendor management for large, outsourced relationships (TCV \$500M+) with vendor partners.
- P&L accountability focusing on ensuring service delivery tranquillity, driving efficiencies & transformation.
- Curating and nurturing a culture of innovation incorporating diversity, inclusiveness, and equity. Responsible for development and growth of people & the business.
- Professional Service industry experience with Big 4s – EY (Captive shared services for Enablement Services), KPMG (Assurance) and PwC (Consulting).
- Service Delivery Leadership roles in Shared Service Centres.
- Talent related matters for large teams including recruiting, rewards, recognition, on boarding, compensation planning, ongoing feedback/coaching, performance management etc. and delivering high employee engagement scores.

Shailendra has a full range of Divestiture experience from internal planning & business case, RFP, vendor selection & due diligence, commercial & contract negotiations, change management, people transfer and cutover. He has created and expanding new teams for Generative AI, Automation, Solutions, Transformation and Transition, Global Vendor Management organization & Digital Products & Services, and has implementation experience with RPA solutions using Blue Prism, Ui Path.

Hemamalini Venkatraman

Head of GBS Service Delivery FLSmidth



Hemamalini heads the Global business services delivery for FLSmidth from India. She has over 27 years of experience across GBS and Outsourcing organizations like GE Capital International Services, Hewlett Packard, Accenture, DXC Technologies (former CSC), Rolls Royce. She is a Professional Cost Accountant & Company secretary by qualification; and also a Black belt.

She has managed global teams across Procurement, Finance and HR functions. Her experience includes handling multiple integrations, transformations and System implementations. She has led Operations excellence by simplification and standardization of operations and managed multiple transitions to low-cost countries and Tier 3 cities within India.

With innovative ways of working within teams and empowering leaders, she has successfully ramped up organizations. Her passion for people has made her lead multiple Inclusion and Diversity and CSR events for the organization. Hemamalini is passionate about Music and Alternate Therapies. She was born and brought up in Chennai; is married to Sandeep Chakravarthy for over 13 years & is blessed with Dheekshitha who is 6 years old.

Saina Kuriakose
Senior Director - Head of FP&A
Novo Nordisk



Saina has over 22 years of extensive experience in managing delivery of Finance operations and IT across Pharma and BFSI domains, in a shared services setup. As Head of FP&A, she has led several strategic projects to enhance the maturity of the SSC set up and offshored services. Being very passionate on the digital agenda, over the years she has sponsored several digital transformation initiatives to remain resilient and strategic in this rapidly evolving context. She has had global roles as part of her responsibilities.

Saina is a passionate leader, keen to develop people and Nurture D&I. She believes in making an impact and lasting change in every role she has taken.

S. Navaneetha Krishnan

Head – Bunge Business Services (India)



S.Navaneetha Krishnan is a seasoned finance professional with nearly 25 years of experience across prominent companies like RPG Cellular, Global Realty Outsourcing (now Accenture Credit Services), Mahindra & Mahindra, Hutchison Essar, Unilever, and Capgemini. He is a Chartered Accountant and Management Accountant. His diverse career spans finance, procurement, ERP implementations, shared services, and BPO. He's recognized for successfully establishing global shared service operations and leading sizable teams

Presently, Navaneetha Krishnan heads Bunge Business Services (BBS) in India, a key division of Bunge, an American agribusiness and food industry leader with substantial revenue (~\$120 bn), bolstered by a recent merger with Viterra . BBS plays a pivotal role, delivering shared services to Bunge's operations in over 40 countries, spanning both IT and non-IT functions, and employing a workforce exceeding 800 employees.

In BBS, Navaneetha Krishnan leads Finance & Accounting, HR operations, Global trade execution, and Center of excellence dedicated to continuous improvement and Automations. He's actively involved in expanding Bunge's Shared Services capabilities, with a strong focus on new capabilities such as sustainability reporting, data analytics, enterprise data governance etc

As a leader, Navaneetha Krishnan emphasizes holistic development of an organization, fostering values, culture, employee well-being, and social well-being. His immediate priority is transforming Bunge Business Services into a Global Capability Center (GCC) through a range of initiatives targeting people development, technology adoption, scope comprehensiveness, and enhanced value creation.

Navaneetha Krishnan has been a distinguished representative of his company, actively participating in diverse forums and events in India. His contributions and initiatives within Bunge Business Services have garnered recognition and acclaim, underlining his significant impact on the organization and its endeavors.

Nilesh Bhatia
SVP & Head – Customer Delivery & Operations
Quintes Global



Nilesh comes with close to three decades of experience in manufacturing and finance service industry with progressive responsibilities, Nilesh has worked with best companies in the respective industry like Citi Bank, India Glycol, General Motors, American Express, Fidelity Investments, Deutsche Bank and Macquarie. He has served on the board of a private limited company.

Nilesh has led teams in multi-cultural organizations spread across geographies. Nilesh has managed large global transformational programs strengthening process controls, clearing reconciliations, setting up Accounting Operations and establishing Transitions team. He has worked in the areas of Financial Accounting, Financial Reporting, Financial Operations, Risk Management, Project Management, Internal Audit, Financial controller, Risk, Transformation program and Relationship Manager. He is passionate about managing the Human Resource Capital to generate maximum value for the organizations. To satiate his entrepreneur hunger, he founded a consulting company in 2011.

Nilesh is a Chartered Accountant by education and is a Certified Internal Auditor ISO 9000. He is TPQA and Six Sigma Green Belt trained.

At Quintes Global EBS, he is responsible for leading the Operations and Customer Delivery. He has made significant contributions in bringing continuous improvements in the processes by introducing innovative ideas as also and infusing technology in the processes.

He loves to listen to retro Hindi movie songs, draw, paint, drive, travel, and mentor. He has unsatiable curiosity about the vast Space and mysterious Universe.



12th Annual Global Enterprise Services Conclave

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

Participating Organizations (*indicative list*)

Nokia	Adani Group	Alcon GBS	ekaterra (LIPTON Teas & Infusions)
Bayer	Bharti Airtel	Guardian Life	Commonwealth Bank of Australia
Flipkart	Narayana Health	Bunge BS	Hindustan Coca Cola Beverages
Syngenta	Hillenbrand	PepsiCo	Jindal Steel & Power Limited
FLSMidth	Quintess Global	Unilever Industries	Haldia Petrochemicals
KPMG	Sandoz India	Brookefield Group	Nomura Research Institute
Capgemini	Novo Nordisk	Mindsprint (Olam)	Greaves Electric Mobility
TCS	Tata Motors	Tata Steel	Tata AutoComp
EY GDS	State Street	Jaguar Land Rover	Northern Operating Services
Eli Lilly	Mercer India	Worley Enterprise	Dr Reddy's Laboratories
IBM	Hilton Hotels	Indorama Ventures	Zee Entertainment & Enterprises
Nividous	Akzo Nobel	PKC Advisory	Brigade Enterprises
Welspun	John Deere	Deloitte	Teva Pharmaceuticals

Registration

	For One Delegate (INR per person)	For 2-5 Delegates (INR per person)	For 5+ Delegates (INR per person)
EARLY BIRD FEE (Valid Up to 15-Nov'23)	18000/-	15000/-	10000/-
Fee after 15-Nov'23	24000/-	20000/-	18000/-
SSF PLATINUM Members	4 Complimentary Passes + 10% Discount on 3 add-on passes		
SSF GOLD Members	3 Complimentary Passes + 10% Discount on 3 add-on passes		
SSF CORPORATE Members	1 Complimentary Pass + 10% Discount on on 3 add-on passes		
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
- **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

A Cross-section of Past SSF Global Events

SSF conferences garner participation from business services practitioners and industry leaders as speakers & delegates, cutting across functions, domains and sectors, every year from: Multinational Corporations; Shared Services Centers – GBS/ GIC/ GCC; India Shared Services Centers; India Corporates; Public Sector Companies; and Services Provider Organizations.



Annual CONCLAVE – Our Flagship Event for Knowledge Exchange since Inception



A Cross-Section of Audience at the Annual Conclave



SSF Leadership Interaction Evenings – A Snapshot



About SSF Global

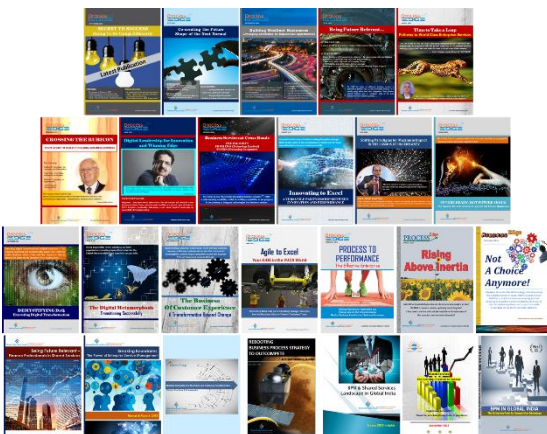
SSF Global is a pioneering, interactive platform of Business Process Practitioners & Experts, and Industry Veterans with a vision to create and disseminate knowledge for excellence in Business services, IT & Business Process Management (BPM).

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...

20	Pioneering Leaders & BPM Achievers Felicitated
85	Organizations Awarded/ Recognized
300+	Speakers Shared their Expertise/ Experience
500+	Case Studies Presented
30+	SSF Publications
5	Pioneering & Exclusive Research & Survey Reports
25+	Capability Frameworks for Business Impact/ Value
11	Annual Conclave events
30+	Summits & Leadership Interaction Events across India



SSF also 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. You can Publish your Thought Leadership in the SSF Journal – **Process Edge**.

SSF Excellence Awards, Recognition & Felicitations



SSF Global, 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 12th Annual SSF Excellence Awards, Recognition & Felicitations has the following categories:

AWARDS

CATEGORY 1: For In-house Business Services Organizations (Shared Services and IT Services) – One or Multiple Service Functions, such as Finance & Accounting (F&A), Human Resource (HR), Supply Chain Management, Operations, Customer Life Cycle Management, Information Technology Services, etc.

- **Outstanding Business Services Centre – India Servicing**
- **Outstanding Business Services Centre – International Servicing**

CATEGORY 2: For Delivering Business Impact (within any Corporate Function or Business Services Centre) Through –

- Effective Digital Transformation
- Innovative People Practices
- Innovation & Excellence in Process
- Exemplary Customer Experience Management

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

- **‘Pioneering Leaders’**
- **‘BPM Achievers in Global India**

SSF Excellence Awards, Recognition & Felicitations

Parameters for Judgment:

The Shared Services & BPM Excellence Awards & Recognition is applicable to SSCs & BPM Companies who have excelled in their category. The assessment is based on the strategy and goals of such Operations and how the key strategic drivers are identified/ implemented to deliver value to all stakeholders – customers, employees and shareholders. The focus 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.

Process for Determining the Awards:

The application process has been kept simple and involves the following steps:

1. **Initial Nomination:** Nominations were invited from companies/ institutions who have their Shared Service Operations or BPM strategy established within the Indian Subcontinent
2. **Award Entry Form:** The award entry form as applicable needs to be duly filled and submitted latest by the provided date.
3. **Additional Information:** Any supplementary information, if required, were sought and received from specific nominees through a telephonic conversation.
4. **Jury Evaluation:** An independent panel of judges evaluated and scored each application. The panel comprises leading experts and practitioners in the BPM and shared services arena. Supporting sponsors who helped to make the awards possible have been in no way involved in determining award criteria.
5. **Final Selection:** The Jury decided upon various stated parameters and ensured comparability of the scores for final selection of winners. A telephonic conversation held with the award entrants for any specific clarifications required before final selection.
6. **Workshop on Business Services:** The conclave will include various eminent leaders from the Business Services & Outsourcing Services provider domain, Business Leaders from India corporates and multinationals, sharing their perspectives on the day of the Conclave and Excellence Awards.
7. **Awards & Felicitations Ceremony:** The Awards, Recognitions & Felicitations will start immediately after the Sessions during the Annual Conclave scheduled for 4 & 5 December. 2023



HALL OF FAME – Felicitation of Pioneering Leaders in Global India...Since 2014

2022 Dr William (Bill) Hefley (Professor & Program Director at The University of Texas at Dallas), well known for evolving & co-authoring industry best practices models like CMM, CMMI, PCMM, eSCM-SP and eSCM-CI) was felicitated as the '**Pioneering Thought Leader**' for **Creativity & Leading Global Best Practices Mission in IT & IT enabled Services, delivering Value and Impact to Business & Industry across Geographies.**



Dr WILLIAM HEFLEY



HARRY ROBERTSON



JEET NAYYAR



BVR MOHAN REDDY



PRIYAN FERNANDO



RAKESH KUMAR GUPTA



D SUNDARAM



AKHIL GUPTA



RAMAN ROY

11 Felicitations of BPM Achievers in Global India...Since 2015



NAVEEN GULLAPALI



Dr SUMIT MITRA



NAVNEET BANSAL



ROMI MALHOTRA



NAVNEET KAPOOR



RAMESH SHARMA



SHYAMA BIJAPURKAR



PRADEEP KAPUR



PANKAJAM SRIDEVI



RAHUL SINGH



K RAMESH

SSF Excellence Awards & Recognition to Organizations... Since 2011

Some Winning Moments...



SSF EXCELLENCE AWARDS 2020-21



DR REDDY'S
LABORATORIES



UNILEVER INDUSTRIES



SYNGENTA
SERVICES



JURY MEMBER, RAM RAMASUNDAR



OLAM GBS



PIRAMAL ENTERPRISES



V.GROUP LIMITED



HINDUSTAN COCA COLA BEVERAGES



ANZ BENGALURU HUB

SSF Excellence Awards, Recognition & Felicitations

Awards & Recognition for Excellence in Shared Services (2011-2021)

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
2021	Bharti Airtel, Anheuser-Busch InBev GCC Services, Adani Enterprises, JSW Global Business Solutions, Unilever Industries, Telstra Global Business Services, Olam Global Business Services, Novartis Healthcare, Hindustan Coca-Cola Beverages, Indorama Ventures

Our Partners

Knowledge Partner

RvaluE Group



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.

Co-Sponsor

Quintes Global



Quintes Global (QG) is a venture of few pioneering leaders who have led the Business Process Management value story of India since mid 1990s, starting with American Express. The Company was established to provide transformation centric business process solutions under the Dedicated Captive (D-Cap™) model, with the objective of 'co-creating value'. QG draws upon the rich business services experience of the Founders in respect of setting up, managing and handing over Captive Shared Services across a spectrum of support functions and industry verticals and wide variety of business process transformation and automation assignments serving some of the marquee global and Indian companies. We are also pioneers in a way to spread the power and value of Captive Shared Services within India across manufacturing and services sectors, by creating the contextual business case through talent and skill arbitrage. In that way, we are a unique organization that can combine the expertise for India Domestic as well as Offshore Centre operations.

D-Cap™ Model, hence, is evolved out of the immense captive experience gained from similar such operations & expertise/ capabilities over the last 25 years. We have the vision to achieve significant growth of the organization, thereby providing relevant growth potential to the Client, Team, Partners and all other stakeholders.

Visit us at quintesglobal.com

Our Partners

Associate Sponsor **IBM Consulting**



At IBM Consulting, we are the only major global consultancy that sits within a technology company, with principles grounded on open innovation, collaboration and trust. It's why we don't just advise. We work side by side to design, build and operate high performing businesses - together with our clients and partners.

Rethink operations across every corner of your business

Today's business leaders need to rethink competencies, operations, designing and sequencing workflows end-to-end with a way that unlocks, connects, and uses data where it is most effective.

Process modernization that improves agility and delivers outcomes often requires a broader set business and technical skills than most organizations can afford to assemble in-house, this is where outsourcing solutions service providers play a pivotal role.

Our outcomes-based business process outsourcing model lends itself to the optimization of essential processes across your business—including, marketing, customer support, human resources, finance, procurement, and supply chain management. Our proven outsourcing services approach allows clients to focus on their business goals and strategic initiatives while also fulfilling customer, partner and employee expectations.

Access our complete BPO consulting ecosystem of talent, intellectual property and partnerships, and deliver innovation faster to your business, while also improving growth, efficiency and profitability.

Website: <https://www.ibm.com/consulting>

Our Partners

Associate Sponsor

Nividous Software Solutions



Nividous, a global intelligent automation company, is passionate about enabling organizations to work at their peak efficiency. We, at Nividous, realized quite early that automation must be approached holistically and not siloed. This is why from day one we have focused on building a comprehensive business automation platform that harnesses the power of Robotic Process Automation, Artificial Intelligence, and Low-code Process Automation. Having these three pillars natively available in our platform is our key differentiator.

At Nividous, we are proud of the fact that we have 100% customer retention, and we are recognized by leading industry analysts across the globe. Our endeavor is and will remain continuous innovation in our products and services to help our customers improve their competitive advantages.

For more: nividous.com

Associate Sponsor

JIFFY.ai



JIFFY.ai helps businesses build autonomous enterprises of the future. Our no-code composable enterprise platform and HyperApps deliver delightful digital experiences, autonomous decision-making capabilities and enhance operational efficiencies.

HyperApps, built on the JIFFY.ai platform, are pre-packaged solutions purpose-built for Finance & Accounting teams, enabling them to streamline day-to-day Finance functions such as Procure-to-Pay, Order-to-Cash, and Record-to-Report, with minimal human intervention. By delivering real-time insights and acting on them autonomously, they empower executives with better control on spend, and drive bottom line savings.

Learn more: <https://jiffy.ai/solutions/cfo-office/>

Our Partners

Event Partner

Hindustan Coca Cola Beverages [HCCB]



We are a

Rainbow of Beverages

Manufacturing India's favourite beverages since 1997. A top draw FMCG company that stands on the podium because it's led by people who inspire the extraordinary.

Event Partner

Unilever Industries



Unilever is one of the world's leading suppliers of Beauty & Wellbeing, Personal Care, Home Care, Nutrition, and Ice Cream products, with sales in over 190 countries, our 400 brands are used by 3.4 billion people every day. Our vision is to be the global leader in sustainable business and to demonstrate how our purpose-led, future-fit business model drives superior performance. We have a long tradition of being a progressive, responsible business.

About UniOps

To enable Unilever to benefit from its scale and global capabilities, our five Business Groups are supported by Unilever Business Operations, which provide the technology, systems, and processes to drive operational excellence across the business. Unilever Operations (UniOps) is part of Unilever Business Operations and is transforming the experience of working at and doing business with Unilever by simplifying and digitising our operations. We bring together our technology and business services capabilities – including operations, technology, data, and analytics. We are the delivery engine that enables our Company to run every day making sure every employee has the tools and technology they need to deliver to do their roles. Through continuously reducing complexity, eliminating duplication, and maximising impact, this enables the business to grow by allowing markets to increase their focus on developing and delivering brands and products that consumers love.

About UniOps Bangalore

Bangalore is a key global UniOps hub with talent in almost all areas of the different teams that make up UniOps - Data & Analytics (D&A), Cyber Security, Technology, Employee Experience, Consumer Experience, Customer Experience and Commercial Experience.

Our Partners

Corporate Sponsor

KYP.ai



KYP.ai is the only productivity and process mining platform with a 360-degree view of the organization across people, process, and technology dimensions. We offer instant productivity intelligence that helps you gain a complete overview of productive work in your organization and, ultimately, make data-driven transformation decisions.

With our cutting-edge AI-driven analytics, you gain rapid insights into patterns and opportunities you didn't know existed. This supercharged intelligence not only optimizes daily operations but also pinpoints prime automation candidates, enabling transformative changes at an unprecedented pace and scale.

Discover more: <https://kyp.ai>

Corporate Sponsor

ExperienceFlow



We Are ExperienceFlow

THE AUTONOMOUS ENTERPRISE TECHNOLOGY

Artificial General Intelligence that deeply connects your entire enterprise. Rapidly adapts to your business, orchestrates, and simulates every decision-making role,

makes real-time recommendations and takes actions to deliver quantum leaps in outcomes.

Discover more: <https://www.experienceflow.ai/>

Our Partners

Consulting Partner

NRI Consulting & Solutions India



NRI Consulting & Solutions India

Accelerating business growth and performance with consulting expertise backed by research and analysis.

Adopting a collaborative and holistic approach, we at NRI bring together the best of research and consulting expertise to provide solutions that help businesses scale up. With an in-depth and comprehensive analysis of the Industry landscape, emerging technology trends and evolving consumer behaviour, we enable our clients to stay aware and ahead of its peers in the market. Delivering customised strategic planning, business models and advisory services, we bring together teams from multiple disciplines to develop customized solution that help increase speed to achieve our goals.

Nomura Research Institute (NRI), headquartered in Tokyo, is a premier leading business consulting and technology solution firm with 50+ years of experience.

NRI Consulting and Solutions India started in November 2011, has grown to 150+ professional management consultants.

Knowledge partner with various industry associations such as NASSCOM, ASSOCHAM, CII, ACMA, SIAM, PHD.

Investment Strategy Consulting Group (ISCG) under NRI India, supports clients for:

- **Strategy Building:** Entry strategy, Industry study, Business Planning & Feasibility, Diversification Strategy, Business Expansion (G.T.M & R.T.M)
- **M&A Activities:** Partner Search, Transaction Support & Negotiations, Business Modelling, Business Valuations, Due Diligence
- **Cost Optimization:** Post Merger Integration, Organization Restructuring, Process Mapping & Designing

Website: <https://india.nri.com/>

Our Partners

Academic Partner



JAIN (Deemed-to-be University)

Ranked among the top universities in India and considered a cerebral destination for students across the world and Bangalore in particular, for its illustrious history of developing talent, JAIN (Deemed-to-be University) is a hub for learning in every sense of the word.

The University which is based in Bangalore – the Silicon Valley of India, offers a conducive environment for learning, be it academically or extracurricular activities. Known for its emphasis on education, entrepreneurship, research and sports, JAIN (Deemed-to-be University) has some of the best minds in the educational and research fields, and centers that inspire entrepreneurship and ground-breaking work to simplify and manage life better.

What makes JAIN (Deemed-to-be University) different is its outlook towards life, its values and beliefs. Its ever-evolving and open-minded system and quest for continued success and resilience, has made it one of the top universities in India.

As one of the finest institutions in the country, JAIN (Deemed-to-be University) creates an exceptional space for an enhanced learning experience. The vibrant culture of the University has embraced innovation, and its entrepreneurial perspective encourages students, staff and faculty to challenge convention, lead discovery and explore new ways of learning.

Our Vision

To foster human development through excellence in Quality Education, Research, and Entrepreneurial Development.

Our Mission

- To provide quality education, creating human assets / manpower and intellectual capital.
- To enhance research and development in different disciplines.
- To develop new generation entrepreneurs who will be instrumental in fueling economic growth.
- To create able Leaders, Managers, and Technocrats.
- To foster an ethical environment founded on human values in which both spirit and skill will thrive to enrich the quality of life.

Our Values

- Ethics and integrity
- Imbibing scientific temper
- Environmental consciousness & sustainable development
- Promotion of Indian culture & heritage
- Active citizenry
- Service to society and contribution towards national development

Accolades JAIN (Deemed-to-be- University)

- Jain University ranks 68th in India NIRF ranking
- Jain University ranks A++ in NAAC
- Jain University was awarded 5 Stars in the young universities category by KSURF
- Authorized partner for Study In India program by Government of India
- We have the most elite line of companies for placements and we want to continue adding to our growing list, please visit our website for more on placements
- Graded A at the national level and A* at the state level by Crisil S & P company B-school grading
- Certified ISO 9001:2015 by TUV NORD for quality management.
- International tie-ups with value proposition. Industry-led programs designed to make students identify new challenges and opportunities.

Our Partners

Academic Partner

Ramaiah Institute of Management



The Gokula Education Foundation (GEF), a part of the Ramaiah Group of Institutions, Bengaluru, started the Ramaiah Institute of Management (RIM) in 1995 to impart quality education to management students. The Ramaiah Group, under the aegis of Dr. M S Ramaiah, was established to promote a culture of knowledge sharing and empowerment. With the spirit of the founder's vision, the Ramaiah Group is committed to bringing transformation to society through education.

Ramaiah Institute of Management is one of the most preferred Business schools in Bangalore. Being in the heart of the city, the institute is acclaimed as one of the best Business schools providing quality management education through its PGDM program. It has been consistently ranked as one of the Best 100 business schools in India, by several ranking partners. The program is NBA-accredited & approved by AIU as an MBA equivalent.

Ramaiah Institute of Management has launched "Upskilling" programs for Mid to Senior level executives through their Executive Education Programs branded as XCEED. These online programs have been conceptualised and curated in association with Industry experts and faculty of RIM. The programs are aimed at bridging the gap and bringing the existing employees at par with the current business requirements with respect to technology and domain trends.

RIM offers 4 courses under XCEED –

- Post Graduate Program in Management (PGPM)
- Post Graduate Program in Business Analytics (PGPBA)
- Post Graduate Program in Digital Marketing (PGPDM)
- Post Graduate Program in Financial Analytics (PGPFA)

Working professionals who are on the lookout for constant learning opportunities so as to stay ahead and be relevant to the job, can opt for these courses.



SSF Global

A Global Association of
Enterprise Functions,
Technology & GCC Leaders



www.sharedservicesforum.in