

PRESENTS

13th ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE
&
SSF EXCELLENCE AWARDS, RECOGNITION & FELICITATIONS

September 27-28-29, 2024

Building Smart Enterprise Function for Real Business Value
Talent | Technology | Transformation | Thought Leadership



Partners and Sponsors

Knowledge Partner



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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 12 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 Centres – GBS/ 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 EVENTS...



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



SSF Global's 13th Annual Global Enterprise Services Conclave

In the dynamic landscape of enterprise functions, the next leap involves not only staying ahead of the competition but also strategically enable value to business. As technology evolves at an unprecedented pace, businesses must anticipate future trends and adopt innovative solutions to maintain a competitive edge. Being a strategic partner in this era goes beyond mere collaboration; it requires proactive engagement in emerging technologies, such as Predictive Analytics, AI/ML and Gen AI.

Staying ahead involves continuous learning and adaptation. Businesses must invest in upskilling their workforce, fostering a culture of innovation, and embracing agile methodologies. By staying informed about market trends and disruptive technologies, businesses can position themselves as valuable partners capable of navigating the complexities of the modern business landscape.

Building sustainable differentiators is equally crucial. Beyond short-term gains, enterprises need to focus on creating unique value propositions that endure over time. This could involve developing proprietary technologies, establishing strong customer-centric practices, or cultivating a reputation for environmental and social responsibility. Sustainable differentiators not only attract partners but also contribute to long-term success and resilience in a rapidly changing global economy.

The next leap for enterprise functions involves a strategic blend of staying ahead through continuous innovation and building sustainable differentiators that resonate with the evolving demands of the market. This approach ensures relevance, antifragility, and a mutually beneficial relationship with partners and customers alike.



Program Schedule (*indicative*)

Time [IST]	Session
Day One	
12:00 – 3:00 PM	Registration, Welcome & Lunch
3:30 – 4:00 PM	Networking 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’
4:30 – 5:00 PM	Session 1: Keynote Address
5:00 – 5:50 PM	Session 2: Leadership Perspectives
5:50 – 6:25 PM	Session 3: A Research Report on Trends and Best Practices
6:25 – 7:00 PM	Session 4: Special Address
7:00 – 7:30 PM	Session 5: Expert Talk
7:30 – 7:50 PM	13th Excellence Awards & Recognition (Part 1)
7:50 PM onward	<i>COCKTAIL & ANNUAL DINNER MEET</i>

Day Two	
9:00 – 10:00 AM	Welcome Tea-Coffee
10:00 – 10:50 AM	Session 1: Fireside Chat
10:50 – 11:40 AM	Session 2: Leadership Discussions
11:40–12 Noon	Tea-Coffee Break
12:00 – 12:45 PM	Session 3: Leadership Stories
12:45 – 1:30 pm	Session 4: Industry Insights
1:30 – 2:30 PM	Networking Lunch
2:30 – 3:00 PM	Session 5: Expert Talk
3:00 – 3:30 PM	Tea-Coffee Break
3:30 – 4:15 PM	Session 6: Case Presentations
4:15 – 5:00 PM	13th Excellence Awards & Recognition (Part 2)
7:50 PM onward	<i>COCKTAIL & ANNUAL DINNER MEET</i>

Day Three	
9:00 – 10:00 AM	Welcome Tea-Coffee
10:00 – 10:50 AM	Session 1: Fireside Chat
10:50 – 11:40 AM	Session 2: Leadership Discussions
11:40–12 Noon	Concluding Remarks & Vote of Thanks

Participation @Annual Global Enterprise Services Conclave

Who are attending 2024 Conclave?

- 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

Conclave 2023 Participation [A Glimpse]

13th Annual Enterprise Services Conclave 2024 – Key Highlights

SSF Global's Flagship Annual Conclave Showcases Unprecedented Success, Innovation, and Vision in Enterprise Services

Bengaluru, Dec 4 & 5, 2023 — SSF Global, a leading industry association in the Enterprise Functions, Technology and GCC space, celebrated a significant milestone with the successful culmination of its 12th Annual Global Enterprise Services Conclave. Held on December 4 and 5, 2023, at The LaLiT Ashok in Bengaluru, the 2-day event gathered over 100 senior business services practitioners and leaders from various cities across India and overseas. The conclave, themed "Next Leap of becoming an Enterprise Partner – Staying Ahead & Building the Sustainable Differentiators," featured over 40 distinguished industry leaders who shared experiential insights and thought leadership through business case stories, deliberations, and case presentations.

Key highlights:

- **Inauguration by Shri Tejasvi Surya:** The conclave kicked off with a virtual inaugural address by Shri Tejasvi Surya, Member of Parliament – Bengaluru South constituency and National President – Bhartiya Janata Yuva Morcha, who shared inspiring thoughts as the 'Voice for Yuva from Bengaluru to Bharat.'



- **SSF Global Founder's Keynote Address:** The founder of SSF Global, Ravi S Ramakrishnan, set the tone for the conclave with a keynote address titled 'Next Leap for Being an Enterprise Partner: The Essential Elements' – sharing the various nuances of multiple transformations for the changed face of global business services.

13th Annual Enterprise Services Conclave 2024 – Key Highlights

- **Distinguished Guests:**
Dr Manasa Nagabhushanam, Director, Ramaiah Institute of Management, and **Ms Susmita Ghosh**, AVP, Women Entrepreneurship – NSRCEL, IIM Bangalore, graced the inaugural ceremony and lamp lighting.



L-R: Rakesh Sinha, Anand Maheshwari, Ravi S Ramakrishnan, Sunil Sayal, Dr Manasa Nagabhushanam, and Susmita Ghosh

- **Awards & Recognitions:**
SSF Global presented the 12th SSF Excellence Awards to 9 organizations for various categories –
 1. Bharti Airtel
 2. Alcon Laboratories
 3. Hindustan Coca-Cola Beverages
 4. EY GDS Enablement Services
 5. Unilever
 6. Tata Motors Limited Business Services
 7. Northern Trust Corporation
 8. ekaterra Service India (A Lipton Teas & Infusions Grp Company)
 9. Welspun Transformation Services.



L-R: Rakesh Sinha, Ravi S Ramakrishnan, Shri Umesh Kumar, Priyaranjan Jha, Anand Maheshwari

- **Priyaranjan Jha** (COO – GBS, PepsiCo) was felicitated with the '**BPM Achiever in Global India**' award for his outstanding contribution.

- We were honored to have the presence of **Shri Umesh Kumar, Additional Director General of Police, Crime & Technical Services, Bengaluru**, on Day-2 of the conclave. He shared his insights on **cybercrime** and also presented the prestigious '**BPM Achiever in Global India**' award.

13th Annual Enterprise Services Conclave 2024 – Key Highlights



Rakesh Sinha & Nirupa Shankar

- **Special Address:** An inspirational address by **Nirupa Shankar, Jt. Managing Director, Brigade Enterprises- 'Unleashing the Potential Leader in YOU.'**
- **Research Reports:** SSF Global released two comprehensive research reports. Industry report –

'A Ground Report on Integrated Technologies in Enterprise Functions – Adoption, Readiness and Benefit'. Additionally, a joint research report with NRI (Nomura Research Institute) Consulting & Solutions, was unveiled – *'The next big focus for Japanese Companies – Unlocking Efficiency and Expansion in Shared Services through GCC/ GBS in India'*.

- **New Initiatives:** SSF Global introduced the **'TIES Model'** – an 'Integrated Enterprise Digital Transformation Program' and the self-assessment **'TIES Tool'** for organizations evaluating the success of their digital transformation initiatives.
- **Panel Discussions:** Engaging deliberations covered topics such as World Class Enterprise Services, GenAI, War in Talent Galaxy, Art & Science of Delivering Value, GBS to Enterprise Partner Transition, and more.
- **Sponsors & Partners:** The conclave's success was aptly supported by partners, **RvaluE Group, Quintes Global, IBM Consulting, Nividous Software & Solutions, jiffy.ai, Brigade Enterprises, Brookfield Properties, KYP.ai, Experience Flow, Coca Cola, Unilever, NRI Consulting & Solutions, Jain College, Ramaiah Institute of Management, and Muniwar Technologies.**

The 12th Annual Global Enterprise Services Conclave not only reinforced SSF Global's commitment to shaping the Enterprise Functions, Technology & GCC verticals, but has also paved the way for future collaborations and advancements in the ever-evolving landscape of enterprise services. Page | 9

Conclave 2023 Honorary Guests & Key Speakers

- 1 **Shri Tejasvi Surya**
Member of Parliament – **Bengaluru South constituency**;
National President – **Bhartiya Janata Yuva Morcha**
- 2 **Ravi S Ramakrishnan**
Founder, SSF Global; Founder & Executive Chairman, **Rvalue Group**
- 3 **Rakesh Sinha**
Founder & CEO, Quintes Global; Co-Founder, **SSF Global**
- 4 **Shri Umesh Kumar, IPS**
Additional Director General of Police,
Crime & Technical Services – Bengaluru
- 5 **Dr Manasa Nagabhushanam**
Director, **Ramaiah Institute of Management**
- 6 **Susmita Ghosh**
AVP – Women Entrepreneurship – NSRCEL, **IIM Bangalore**
- 7 **Chandrasekar Thyagarajan**
Chief Financial Officer, **Greaves Electric Mobility**
- 8 **Pankajam Sridevi**
Managing Director – India, **Commonwealth Bank of Australia**
- 9 **Sandeep Kulkarni**
Senior Vice President & Head, **Worley Enterprise Services**
- 10 **Sunil Sayal**
Former Region CFO & Advisor GBS – **Nokia**
- 11 **Anand Maheshwari**
Founder & Chief Commercial Officer, **Quintes Global**
- 12 **Sanjay Gupta**
Chief Architect, **SSF Global**
- 13 **Nirupa Shankar**
Joint Managing Director, **Brigade Enterprises Limited**
- 14 **Giri Athuluru**
Co-Founder & Chief Executive Officer, **ExperienceFlow**
- 15 **Dr Adam Bujak**
Chief Executive Officer & Co-Founder, **KYP.ai**
- 16 **Dr Sanjeev Rastogi**
Partner & CEC Head, **Deloitte**

Conclave 2023 Honorary Guests & Key Speakers

- 17 Ranganathan V V (*Honourable Jury Chair – SSF Excellence Awards*)**
Chairman – Audit Committee, Dedicated Freight Corridor Corporation of India; Former Sr Partner – EY; Independent Director – Corporate Boards
- 18 Ram S Ramasundar (*Honourable Jury Member – SSF Excellence Awards*)**
Former Partner, Alexander Hughes; Ex-CFO, Ranbaxy; Ex-MD & CEO, Electrolux; Ex-ED, PepsiCo
- 19 Vikram Tandon (*Honourable Jury Member – SSF Excellence Awards*)**
Group CHRO, Adani Group; Ex-HR Head, HSBC, India
- 20 Urs-Ulrich Katzenstein (*Honourable Jury Member – SSF Excellence Awards*)**
Former Head of IT, Bell Food Switzerland; Ex-MD Metro GBS, India
- 21 Ranjeev Lodha (*Honourable Jury Member – SSF Excellence Awards*)**
Former Executive Director & CFO, Huhtamaki
- 22 Raghav Rao (*Honourable Jury Member – SSF Excellence Awards*)**
Former COO, Deutsche Bank; EX-CAO, Lazard India; Former Director Fidelity Investments
- 23 Vineet Dwivedi**
Global Head - Alcon Global Services & Head AGS India, **Alcon**
- 24 Sairam Nair**
Global Competency Center Lead, **Sandoz India**
- 25 Subba Gonella**
Chief Human Resource Officer, **Rakuten Symphony**
- 26 Sameer Baptiwale**
Head – Global Procurement Operations, GBS India, **Bayer**
- 27 Bharath M Sundaram**
Vice President, **Everest Group**
- 28 Chirag Buch**
Global Service Delivery Leader, **Mercer India**
- 29 Kaustubh Deshpande**
Head of Capabilities, Transformation & Innovation, **Société Générale**

Conclave 2023 Honorary Guests & Key Speakers

- 30 **Lalitha Indrakanti**
CEO, JLR Technology & Business Services, **Jaguar Land Rover**
- 31 **Tarun Aahi**
VP & Head of Group Shared Services Centre, **Jindal Steel & Power Ltd**
- 32 **Shalini Pillay**
India Leader – Global Capability Centres & Board Member, **KPMG**
- 33 **Priyaranjan Jha**
Chief Operating Officer – GBS (Global Business Services), **PepsiCo**
- 34 **Gaurav M Bhatia**
Vice President & Head Leasing – South Region, **Brookfield Properties**
- 35 **Sunny Goel**
Partner & Group Head – Investment Strategy Consulting Group, **NRI**
- 36 **Shveta Desai**
Co-Founder, **Nividous Software Solutions**
- 37 **Sandhya Sriram**
Group Chief Financial Officer, **Narayana Health**
- 38 **Ajay Wadhwa**
Executive Director & GBS Head, **Indorama Ventures**
- 39 **Roopesh Kumar AR**
Senior Partner and Vice President, **IBM**
- 40 **Shailendra Saxena**
Transformation & ES Services Delivery Leader, **EY GDS**
- 41 **Hemamalini Venkataraman**
Head – GBS Service Delivery, **FLSmidth**
- 42 **Saina Kuriakose**
Senior Director – Head of FP&A, **Novo Nordisk**
- 43 **S. Navaneetha Krishnan**
Head – Business Services India, **Bunge**
- 44 **Nilesh Bhatia**
SVP – Customer Delivery & Operations, **Quintess Global**

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

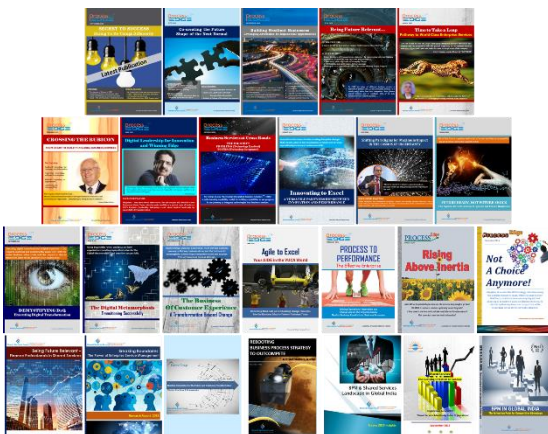
SSF Global is a pioneering, interactive platform of Business Process Practitioners & Experts, and Industry Veterans with a vision to create and disseminate knowledge for excellence in Business services, IT & Business Process Management (BPM).

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...

21	Pioneering Leaders & BPM Achievers Felicitated
95+	Organizations Awarded/ Recognized
300+	Speakers Shared their Expertise/ Experience
100+	Case Studies Presented
30+	SSF Publications
10	Pioneering & Exclusive Research & Survey Reports
25+	Capability Frameworks for Business Impact/ Value
12	Annual Conclave events
50+	Summits & Leadership Interaction Events across India



SSF Global 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 13th 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 Leader’**
- **‘Woman Achiever of Enterprise Services in Global India’**
- **‘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 in September.



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



VINEET NAYAR



BVR MOHAN REDDY



PRIYAN FERNANDO



RAKESH KUMAR GUPTA



D SUNDARAM



AKHIL GUPTA



RAMAN ROY

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



PRIYARANJAN JHA



NAVEEN GULLAPALLI



ROMI MALHOTRA



Dr SUMIT MITRA



NAVNEET BANSAL



NAVNEET KAPOOR



RAMESH SHARMA



SHYAMA BIJAPURKAR



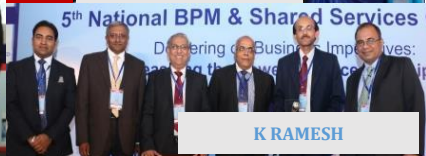
PRADEEP KAPUR



PANKAJAM SRIDEVI



RAHUL SINGH



K RAMESH

95+ 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 (2011-2023)

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
2021-22	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
2023	Bharti Airtel, Alcon Laboratories (AGS), Hindustan Coca-Cola Beverages, EY GDS Enablement Services, Unilever, TML Business Services, Northern Trust Corporation, ekaterra Service India (A Lipton Teas & Infusions Grp Company), and Welspun Transformation Services

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.

Event Partner

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

Notes

