



5th Enterprise Services & Digital Transformation Summit  
25-Sep [Mumbai] & 26-Sep [Ahmedabad]

# Unlock Value Horizons - Future of Digitally Powered Enterprise Functions



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Sept 25 (Mumbai) & 26 (Ahmedabad)

### Unlock Value Horizons

#### Future of Digitally Powered Enterprise Functions

As all proud Indians, SSF Global also celebrates **Azadi Ka Amrit Mahotsav** to commemorate 75 glorious years of independence, as well as the sanitation and cleanliness progress of the nation which is at the centre stage and poised to remain so to enable a better standard of living for all of India's citizens, in Government of India's initiative of **Swacch Bharat**. SSF Global proudly supports these initiatives and the glorious history of its people, culture and achievements. This is bound to bring a paradigm shift in how the world perceives us as a nation of forward-thinking people.

Business leaders and strategists too are required to look for paradigm shifts to explore and exploit new 'value horizons' both for surviving and thriving in today's global environment. This includes innovative ways of exploratory activities aimed at developing new or future businesses with growth mindset that can be tapped at the far end of our vision. Hence, the term value horizons! Given this emerging need, extracting of value from all functions of the enterprise is necessarily an imperative, not just from the core business functions like production, marketing or R&D.

Towards this end, the business leaders are seeking sharper insights and predictive capabilities from the myriad available digital sources to fuel the next business leap. Such sources have immense power and possibilities to carry out significant transformations in business processes and outcomes. In today's competitive marketplace, these digital transformations are not an option anymore. The challenges lie in the journey, not the final destination. Slowly but surely, there is a growing understanding of the contribution of the corporate functions to be connected with core business, with an end-to-end focus and through technology. Leaders are realising the importance of the role that such service functions play, and can play, in their transformation journeys. Organisations are beginning to widen their horizons and expand their definitions of the corporate functions to move towards value driving Enterprise Functions.

Sept 25 (Mumbai) & 26 (Ahmedabad)

### Unlock Value Horizons

#### Future of Digitally Powered Enterprise Functions

The intermixing of the explosive worlds of rapidly expanding digital integration and widening horizons run the risk of generating a sense of chaos and disorientation. To transform their business and in turn, their enterprises, leaders must formulate strategies which promote agile practices, strengthen tech talent, and encourage initiatives that delivers ROI and business value — all while staying in sync with the evolving needs of the business.

The intermixing of the explosive worlds of rapidly expanding digital integration and widening horizons run the risk of generating a sense of chaos and disorientation. To transform their business and in turn, their enterprises, leaders must formulate strategies which promote agile practices, strengthen tech talent, and encourage initiatives that delivers ROI and business value — all while staying in sync with the evolving needs of the business.

Hence the need to come together to exchange innovative ideas, challenges, failures and breakthroughs.

Our two-day immersive program, spread across 2 major business hubs of the Western Chapter in India – Mumbai & Ahmedabad, will lay out the roadmap to build a digital enterprise function that helps to unlock the power of growth mindset, data, technology and innovation and drive profitable growth. The program features an in-depth agenda with keynote sessions, panel discussions, special sessions and case study presentations. The summit is focused exclusively on bringing enterprise/ business leaders together with industry experts for two days of peer-to-peer networking and knowledge/ best practices sharing.

For the past 12 years, SSF Global summits have served as an ideal community and social vehicle helping decision-makers globally to build new relationships, stay innovative and forward-thinking.



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A Global Association of  
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Technology & GOC Leaders

*presents*

**5<sup>th</sup> Enterprise Services & Digital Transformation Summit**  
**25<sup>th</sup> SEPTEMBER – MUMBAI**

**Unlock Value Horizons**  
**Future of Digitally Powered Enterprise Functions**



**Day1 – Mumbai**

**Venue: Holiday Inn International Airport [Andheri East]**



# Program Schedule

## Day 1 - Mumbai

Time [IST]	Session	Speakers
2:00 – 3:00 PM	<b>Registration &amp; Tea-Coffee</b>	
3:00 – 3:30 PM	<b>Welcome Address</b>  Inauguration & Address by the ' <b>Guest of Honour</b> ' <b>Shri Mangal Prabhat Lodha</b> , Honourable Minister of Tourism, Ministry of Skill Development & Entrepreneurship, Govt of Maharashtra	Rakesh Sinha
3:30 – 3:50 PM	<b>Session 1: Keynote Address</b> 'Unlock Value Horizons' - An intelligent leap towards the unexplored	Ravi S Ramakrishnan
3:50 – 4:40 PM	<b>Session 2: From the lens of the Business Leaders</b> Powering up Enterprise Functions Digitally – Catalysts to Accelerate Growth	Robin Banerjee Vikram Tandon Aastha Luthra <i>Session Moderator:</i> Rakesh Sinha
4:40 – 5:00 PM	<b>Networking Hi-Tea</b>	
5:00 – 5:45 PM	<b>Session 3: Leadership Stories</b> Organizations reaping Value Impact through Digital Strategies led by Enterprise Functions	Abhinav Jain Ravindra V Pethe Sudhir Banerjee <i>Session Moderator:</i> Anand Maheshwari
5:45 – 6:05 PM	<b>Session 4: Leadership Perspective</b> Imperatives of Digitally Powered Enterprise Functions for Business Growth Strategies & Achieving Competitive Edge	Sanjay Jain
6:05 – 6:55 PM	<b>Session 5: Point of View</b> Demystifying Opportunities for Digital Transformation <ul style="list-style-type: none"> <li>• ITeS (IT-enabled Services) to TIEs (Tech-Integrated Enterprise Services)</li> <li>• Fit-for-Purpose Solutions</li> <li>• Balancing the Tightrope of Legacy and NewAge</li> </ul>	Upma Goel Balaji V V Animesh Kumar Rakesh Bhatia <i>Session Moderator:</i> Rakesh Sinha
6:55 – 7:25 PM	<b>Session 6: Best Practices Insights</b> In midst of chaos: Myths, Trends & Best Practices	Sanjay Gupta Rakesh Sinha
7:25 - 7:45 PM	<b>Session 7: Leadership Perspectives</b> Navigating through Business Transformation Waves – Role of a Co-Pilot	Rohit Gupta
7:45 – 7:50 PM	Closing Remarks & Vote of Thanks	Rakesh Sinha
7:50 onward	<b>Networking Cocktail Dinner</b>	



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**Unlock Value Horizons**  
**Future of Digitally Powered Enterprise Functions**



**Day 2 – Ahmedabad**  
**Venue: The Belvedere Golf & Country Club (Adani Shantigram)**



## Program Schedule Day 2 - Ahmedabad

Time [IST]	Session	SpeakerS
4:00 – 5:00 PM	Registration & Tea-Coffee	
5:00 – 5:15 PM	Welcome Address	Rakesh Sinha
5:15 – 5:30 PM	Special Address	Jugeshinder ('Robbie') Singh
5:30 – 5:50 PM	<b>Keynote Address</b> 'Unlock Value Horizons' - An intelligent leap towards the unexplored	Ravi S Ramakrishnan
5:50 – 6:40 PM	<b>Session 1: Success Stories</b> Delivering Tangible Business Benefits through Effective Tech/ Digital Adoption	Dr Sanjeev Rastogi Sudesh Jain Nitin Jain Viraj Mehta <i>Session Moderator:</i> Anand Maheshwari
6:40 – 7:10 PM	<b>Session 2: Point of View</b> Just fine-tuning or overhaul of the business processes – How can Large Companies Innovate like Start-ups?	Sanjay Gupta Rakesh Sinha
7:10 – 7:40 PM	<b>Session3: Leadership Perspectives &amp; Collective Wisdom</b> The Power of Collaboration for effective Digital Transformation	Naresh Poddar Vikram Oza <i>Session Moderator:</i> Anand Maheshwari
7:40 – 7:45 PM	Closing Remarks & Vote of Thanks	Anand Maheshwari
7:45 onward	Networking Dinner	

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Hon'ble Minister of Tourism, Ministry of Skill Development & Entrepreneurship, Government of Maharashtra
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- 3 **Rakesh Sinha**  
Co-Founder, SSF Global; Founder & CEO, Quintes Global
- 4 **Robin Banerjee**  
Chairman, Nucleon Research
- 5 **Vikram Tandon**  
Group Chief Human Resources Officer, Adani Group
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Director, Indian Audit and Accounts Department (CAG India)
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Chief Financial Officer, Torrent Gas

## **Shri Mangal Prabhat Lodha** **Hon'ble Minister of Tourism, Ministry of Skill Development & Entrepreneurship, Government of Maharashtra**



**Shri Mangal Prabhat Lodha ji** has been involved in working with people at the grassroots level. The son of a freedom fighter, serving people is a trait that Mangal Prabhat Lodha not just inherited but has always believed in. Born in Jodhpur in 1955, his father Shri Guman Mal Lodha was also the chief justice of the Guwahati High Court and a member of the Lok Sabha. An active member of the Akhil Bharatiya Vidhyarthi Parishad (ABVP) in his youth, Mangal Prabhat Lodha has always been influenced by national issues. Therefore, getting into active politics was a natural transition.

After completing his B Com and LLB from University of Jodhpur, he practised law in the Jodhpur High Court. But when his father became a judge there, he left his practice as he believed that it would be inappropriate to practice in the same court. In 1981, he moved to Mumbai and laid the foundation of the Lodha Group. Over the years, the group has grown into one of India's leading real estate companies. Having passed on the mantle of running the business to his sons, Mangal Prabhat Lodha made a conscious decision to dedicate maximum time to the service of the people. To him, politics serves as a medium to execute many of the causes that he champions.

Currently, Shri Lodha ji is the Member of the Legislative Assembly (MLA) from Malabar Hill in South Mumbai. He is the vice-president of the Bharatiya Janata Party (BJP), Maharashtra and an active social worker.

As a legislator, Shri Lodha ji has made significant contributions. He has played a key role in the enactment of the Right to Information Act (RTI), which has empowered the common man to fight corruption. He was also the first to introduce the RTI bill in the Vidhan Sabha. Despite all odds, he ensured that the Bill was passed. He has also played a crucial role in bringing forth a law against cow slaughter and setting up of the Animal Welfare Board in Maharashtra.

A people-oriented person, Mangal Prabhat Lodha has been influential in bringing separate law/regulations in favour of over 50,000 housing societies. His credibility has always helped him serve as an important link between the government and Mumbai's business community.

He has implemented many initiatives for the lesser privileged through the Lodha Foundation. These initiatives cover areas like education, healthcare, sports and culture. The foundation also provides medical treatment, education, vocational training, sports training and a lot more to thousands of people.

**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.



## Robin Banerjee Chairman Nucleon Research



**Robin** is the Chairman of Nucleon Research Pvt Ltd, a global clinical research company.

Prior to this, Robin was the Managing Director of Caprihans I Ltd for over ten years. He is a professional business executive having served in several multinational global corporations in senior leadership positions including Hindustan Unilever (as General Manager), Arcelor-Mittal Germany (as MD), Thomas Cook (Exec Director), Essar Steel (Exec Director), Suzlon Energy (member of Global Boards).

Robin is a Chartered Accountant, Cost Accountant, Company Secretary and M Com. He is a Member of the Board of Studies for Independent Directors, Indian Institute of Corporate Affairs, Govt of India. He is also on the Board of SME Chamber of India. He is the immediate Past Chairman - CII Maharashtra State Council and also the immediate Past Chairman - CII (Western India) for Corporate Governance & ESG.

Robin serves as an Independent Director in several companies and is on the Boards of several educational and management Institutions.

He has authored 3 business non-fiction best-sellers. The are:

1. "CORPORATE FRAUDS: BIGGER, BROADER, BOLDER" published in December 2021. The book is an Amazon Best Seller.
2. "WHO BLUNDERS AND HOW - The Dumb Side of the Corporate World" - published in 2019.
3. "WHO BLUNDERS AND HOW - Scams, Fraud and the Dark Side of the Corporate World" (Published in 2015) Available in English, Hindi, and Marathi. It's also an Amazon best-seller.

Earlier, Robin had written 3 books on Indirect Taxation: (i) Complete Treatise on Central Excise & Procedures (in 2 volumes); (ii) Central Excise Valuation, and (iii) MODVAT, which went into 10 editions.

Robin is a much sought-after speaker on business, strategy, economy, finance, and governance subjects; a popular columnist, a keen gym enthusiast; and loves to play badminton and table tennis whenever time permits.

**Vikram Tandon**  
**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.

**Aastha Luthra**  
**Director**  
**Indian Audit and Accounts Department (CAG India)**



**Aastha** is Accountant General (Accounts & Entitlements) – Maharashtra. She belongs to 2003 batch of Indian Audit & Accounts Service. She did graduation in Science (Physics, Chemistry, Maths) from Maharishi Dayanand University, Ajmer. After completing two years of induction training at National Academy of Audit & Accounts, Shimla she joined as Deputy Accountant General in office of the Accountant General (Audit), Dehradun and was responsible for audit of receipts & expenditure of Government of Uttarakhand.

After 3 years, she took over the charge of Air Force audit at Dehradun under Principal Director of Audit, Air Force & Navy, New Delhi. She also worked as Additional Secretary (Finance) with the Government of Uttarakhand in the year 2014, where she was responsible for the budgeting function as well as coordination with banks – RBI, NABARD and public sector banks.

As Senior Deputy Accountant General in the office of the Accountant General (Audit)-II, Maharashtra, Nagpur she looked after the audit of Economic Sector expenditure of Government of Maharashtra. Later she took over the charge of Director, Customs Receipts audit at the O/o Director General of Audit (Central), Mumbai in the year 2018. Aastha has also undergone Management Development Program at IIM, Ahmedabad and University of California, Berkeley.

On a three year deputation to the Government of Maharashtra, Aastha worked as Member Secretary, Maharashtra State Women Commission for a year, followed by two year tenure as Managing Director, Maharashtra State Finance Corporation. In January 2023, she has taken over the charge as Accountant General (Accounts & Entitlements)-I, Maharashtra.

Currently as Accountant General (Accounts & Entitlements)-I, Maharashtra, Mumbai, she is heading the office which is responsible for:

- Preparing Annual Finance and Appropriation Accounts of Government of Maharashtra
- Maintaining GPF Accounts of State Government employees and All India Services Officers serving in Maharashtra
- Authorization of pension/other retirement benefits to State Government employees

**Abhinav Jain**  
**CFO & Head finance**  
**PharmEasy**



**Abhinav** is working as CFO & Head finance at PharmEasy with domain expertise of finance and legal function.

He had worked with Capsugel Healthcare, Aditya Birla Group and Binani Group.

Over a period he developed strong capabilities in business performance management, strategic investment decision making, value chain enhancement, IT/System setups and building key automations with IT backbones.

By qualification, Abhinav is CA, CS and Honours Graduate & has been awarded various prestigious awards like 'CA Business Leader 40 under 40' by CNBC, 'BW Finance 40 under 40', 'Financial Express Finance Stars', CFO of the Year' etc. .

**Ravindra Pethe**  
**CEO TML Business Services**  
**Tata Motors**



**Ravindra** is responsible for managing the Shared Service operations for TML group companies. TMLBSL is a captive Shared Service Organization , which manages back-end transactions for Procure to Pay, Order to cash, Hire to Retire, Record to Report, Direct Tax, Indirect Tax related processes.

In addition, he is also responsible for new business development, Managing transitions, design, development and implementation of various, process transformation projects , measuring the Quality of the process and having Governance calls with Key stakeholders in TML group companies. He is accountable for revenue, growth and profitability of TMLBSL as well.

Over the years, he has been Demonstrated leadership qualities to improve efficiency and productivity and reduce costs through Automation and digitization of major process. Have a proven track record of working effectively across organization boundaries with a large matrixed team and have also presented work papers on several topics such as Cash flow Management, Digital Interventions through RPA's etc. to Sr executives internally and at Shared Service conferences.

He comes with a a good mix of Solutioning, transitioning and operations effectiveness experience and have played a key role in setting up and Managing Captive Shared Services for Tata Motors and its subsidiaries. He is also well verse in SAP (FI/CO, MM, AA and SD modules).

He is a Qualified Cost Accountant and enjoys listening to music and loves to watch and play cricket.

## **Sudhir Banerjee**

### **Head – India and Global Business Services**

### **Teva Pharmaceuticals**



**Sudhir** heads Teva India and Global Business Services. Earlier he was heading Asea Brown Boveri (ABB) Global Business Services (GBS) hub in Bangalore and was a member of the ABB – GBS core team in Zurich and a member of the board of Directors for ABB, India. ABB-GBS is spread across 5 locations in Bangalore, SLP Mexico, Xiamen China, Kraków, Tallinn with 2 global & 3 regional hubs.

In a career spanning three decades with manufacturing giants like Eicher Mitsubishi, GE, and Honeywell, Sudhir has invested 8 years in manufacturing in the areas of production, engineering, and maintenance, and 22 years in Shared Services.

Sudhir was an active member of Eicher Consulting where he consulted industry leaders like L&T, Indal, JK, Crompton Greaves and Marico. He was a part of the core team that established the shared services organizations for GE and Honeywell from their inception and was a member of the board of Directors for Honeywell. He was a proud recipient of the Honeywell Premier Achievement Award - 2012. Sudhir is an established leader in the fields of Global Business Operations, Process Re-engineering, Six Sigma, Total Quality Management (TQM), Japanese Manufacturing Systems (JIT) both in Service, Manufacturing and Consultancy assignments. A Master Black Belt, Sudhir has handled large-scale interaction processes (LSIP) for strategy deployment during the study state as well as enabled merger and acquisition scenarios and service blueprinting and customer excellence. Sudhir is well known for his passion for People, Customer and Processes in driving large-scale transformations. He was part of the core team for NASSCOM (Global In-house Center, North) and NASSCOM Analytics. He is an active speaker/panelist in industry forums like CII, EY, SHRM, FICCI, SSF and SSON, and participated in various discussions on industry practices with Deloitte, McKinsey, UBS Forums, SOIL, Everest Group, etc. He has also been a panelist in IMT Ghaziabad's PGDM executive program and a speaker at Presidency University, Bangalore.

Sudhir has been a mentor and visiting faculty of SOIL management institute and Sri Sathya Sai Institute of Higher Learning, Presidency University, in the areas of business transformation, change acceleration, design thinking, and Lean Six Sigma. Sudhir is a graduate in Mechanical Engineering and an MBA in Marketing. Sudhir lives with his family in Bangalore.



**Anand Maheshwari**  
**Founder & Chief Commercial Officer**  
**Quintes Global**



**Anand Maheshwari** 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 Jain**  
**Group CEO**  
**PDS**



**Sanjay** is a dynamic professional with rich experience in the Retail and Media & Entertainment industries. For over three decades, he has been instrumental in leading transformation across various industry-leading conglomerates. As Group Chief Executive Officer at PDS since January 2021, Sanjay Jain has been instrumental to the company's growth trajectory.

PDS is a leading global fashion solutions company offering product development, sourcing, virtual manufacturing, and distribution for major brands and retailers worldwide. The company operates a vast global network covering over 60 offices, across 22 countries, close to 4000 employees, and over 6800 factory staff and associates worldwide.

Before joining the PDS, Sanjay Jain has been associated with the Eicher Group, Crompton Greeves, Essel Group and Future Group, holding leadership positions in domestic and international markets.

Sanjay is also a certified Six Sigma Black Belt and has been honored as a 'Best CEO' and 'Best CFO' on multiple occasions by esteemed organizations.

**Balaji VV**  
**Chief Technology Officer**  
**ICICI Bank**



**Balaji** joined ICICI group in the year 2007 in ICICI Prudential Life Insurance, and worked there till Oct 2018 heading technology, operations and customer service. He was transferred to Bank on Nov 2018 to head the technology function.

He has overall experience of 36 years in the areas of Customer Service and Operations, Information Technology, Finance and Accounting. He has worked in various organizations like Hindustan Aeronautics Ltd., Eicher Group, Bharti Airtel Ltd., Reliance Communications Ltd. and ICICI Prudential Life Insurance Company Ltd.

**Upma Goel**  
**Chief Financial Officer**  
**Piramal Enterprises (PEL)**



**Upma** is the CFO of Piramal Enterprises Ltd. and is responsible for the finance function of PEL and all its subsidiaries. She played a key role in the integration of Dewan Housing Finance Corporation Limited (DHFL) into Piramal Capital & Housing Finance Ltd.

She is a Chartered Accountant with three decades of post qualification experience in the financial services industry.

Her core competencies lie in business strategy, financial control, capital restructuring, M&A, tax, risk management and regulatory compliances. Upma joined Piramal as CFO – Retail Finance Business of Piramal Capital & Housing Finance Ltd. and was subsequently elevated to CFO of PEL.

Prior to Piramal, she was the CFO& Key Management Personnel at Ujjivan Small Finance Bank Limited and played a critical role in upscaling the finance function, successful transition of the NBFC MFI into the Bank. She successfully led the primary market fund raise from domestic/overseas market. She also spearheaded the finance and account function, Procurement, Liabilities management, business strategy and planning, regulatory compliances and investors relations. Prior to Ujjivan, Upma was the Group Deputy CFO at L&T Finance Holdings Limited.

Upma holds a Master's Degree focused in Chartered Accountant from The Institute of Chartered Accountants of India.

In September 2022, she was felicitated by The Financial Express at the FE CFO Connect Conclave for her exemplary contribution to the industry and to the Piramal Group. She is amongst the top 70 CFOs in India as published by Startup Lanes.

**Animesh Kumar**  
**President - HR & Transformation**  
**Zee Entertainment Enterprises**



**Animesh** is the President - HR & Transformation at Zee Entertainment. He leads the people and transformation agenda for the Company and is also responsible for driving the diversity & inclusion, employer brand and the overall organizational change required to enable the ZEE 4.0 transformation. In addition, Animesh works closely and mentors the Corporate Responsibility and CSR teams internally.

Animesh joined ZEE in 2018 as its Chief People Officer and under his leadership, ZEE has emerged as the Employer of Choice and one of the Top 50 Workplaces for Women in India.

With almost 30 years of experience across FMCG and Financial Services and the Media and Entertainment sectors, Animesh has led the HR function across large Indian and Multi-National Companies. In his previous stint, he was associated with the Future Group as the Chief People & Transformation Officer and prior to that, Animesh has worked with IDFC Group for almost a decade. As a member of the Executive Committee at IDFC Group, he was responsible for leading the Human Resources; Marketing; Corporate Communication and was the CEO of IDFC Foundation, driving corporate responsibility and community engagement for the Group. In his earlier stints he has worked in RBS; Standard Chartered, Thomas Cook and Marico.

Animesh has served on Boards and has worked closely with non-profit organizations helping them enhance internal capacity to increase their social impact. His interests include leading organization transformations in both, the for-profit and not for profit/social sector, improving diversity & inclusion in organizations and coaching senior leaders.

**Rakesh Bhatia**  
**Chief Financial Officer**  
**Tata Capital**



**Rakesh** is the Chief Financial Officer at Tata Capital Limited.

He has over 25 years diversified experience in Financial Services, Information Technology and Manufacturing Companies. During his career, he has led teams in India and International Markets in Business, Finance, Treasury, Taxation, Risk and Consulting.

Rakesh in his previous roles has worked with American Express, Oracle, Yamaha, Tupperware and IDBI. He is a certified Chartered Accountant and Company Secretary and holds a Bachelor's Degree in Commerce from Hansraj College, Delhi University



## 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.

## **Rohit Gupta**

### **President – Finance & Investor Relations** **Zee Entertainment Enterprises**



**Rohit** is President Finance & Investor Relations at Zee Entertainment Enterprises A Commerce graduate from Delhi University and Chartered Accountant, Rohit has over 30 years of experience spanning across Finance & Accounts, Investor relations, M&A, Strategy, Treasury and General Management in Multi-national and Promoter led organizations across Technology and Telecom industry.

In the past, Rohit was associated with Chaudhary Group, Brightstar Telecommunications Ltd, NIIT Ltd, Virgin Mobile India, Bharti Airtel, British Telecom Looksmart Ltd, Hutchison Max, Hero Group & DCM Shriram Group. He has a vast experience in domestic and international markets in various aspects of business including managing operations, shareholder and investor expectations, risk management, business planning, process implementation, fiduciary governance, accounting, finance, taxation, revenue management, treasury, forex, fraud management and cost minimization, and financial management. Having a strong record of turning around businesses, he has successfully led the business restructuring and realignment exercises to enhance profitability and market capitalisation. Rohit's specialties include:

- ✓ Expertise in fraud management, with a record of implementing a systematic fraud detection and correction system and having chaired the fraud forum of GSM Association of India.
- ✓ Adept at implementing process automation initiatives.
- ✓ Perceptive leader, building efficient and focused teams.
- ✓ Regular speaker at various IT & Telecom conferences all over the world.

Rohit believes in driving business by technology, innovation and creativity. His motto is 'Extraordinary Together' – and focus is on growth, while delivering exceptional value to customers and stakeholders in any business. He believes that finance is a vital ingredient to manage business and ensure appropriate corporate ethos. It is important for him to add value to every decision and strategy that the company is taking and to make sure that it is aligned with the vision of the business and is in best interest of the company. Being a Finance leader, he believes being at the helm of business affairs and using finance judiciously as a tool for strategy formulation and execution. Rohit lives with his wife Geeti & Sons Rohan & Nitish Gupta. His accomplishments are certifications in Six Sigma, Robotic Process Automation and Role of CFO (ISBI).

**Jugeshinder ('Robbie') Singh**  
**Group CFO**  
**Adani Group**



**Robbie** has done Bachelor of Engineering, Punjab University & Postgraduate Diploma in Applied Finance, Bond University.

He has over 16 years of global investment banking experience in Australia, New Zealand, North America, Europe and Asia.

Robbie's experience includes all the aspects of mergers, acquisitions, strategy, finance and risk, with a particular focus on listed and unlisted infrastructure funds. Prior to joining Adani, Robbie has worked in investment banking with a focus on Infrastructure, Regulated Assets and Structured Finance for Merrill Lynch, Macquarie Bank and the Commonwealth Bank of Australia.

**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.

**Sudesh Jain**  
**VP & Head – Group Finance Shared Services**  
**Adani Group**



**Sudesh** heads Finance Transformation & Group SSC at Adani serving more than 500+ legal entities across 25+ diverse business verticals comprising Energy Generation & Transmission, Renewable energy, solar cell manufacturing, Cement, Airports, Ports and Logistics, Gas Distribution & Real Estate.

He has been spearheading process and technology led strategic initiatives across finance processes.

Sudesh is a qualified Chartered Accountant with over 20 years of experience working across multiple industries. He is a certified Lean Six Sigma black belt and a certified Advance RPA professional.

Sudesh is an avid traveler, reader & loves music.

**Nitin Jain**  
**Chief Executive Officer**  
**Welspun Transformation Services**



**Nitin** is currently the CEO of Welspun Transformation Services Limited. He is an experienced professional with 20+ years of expertise in accounts management, financial planning, financial management, ERP implementation, audit, and taxation, and skilled in taxation, budgeting, internal control, risk management, statutory compliances, coordination, and team management

Nitin has a proven ability in designing and implementing business solutions, managing cost accounts activities, and providing tax-related consultancy services. He is highly skilled in ERP implementation and focused on generating company advantages through professional prudence and due diligence. He is capable of handling multifarious functions and managerial activities in high-pressure.

Nitin completed his Bachelor's degree in Commerce from Meerut in 1999 and later became a qualified Chartered Accountant. He then joined Delphi Automotive Systems in Delhi NCR. Afterward, he spent 12 years at CNH Industrial, holding various roles such as Commercial Controller, Payable Controller, Shared Services Controller, IT Project Manager, and handling special projects. In 2019, he joined Welspun Group as the Head of Shared Services and quickly rose to become the CEO of WTSL.

**Viraj Mehta**  
**Director – Global Capabilities Center**  
**The Kraft Heinz Company**



**Viraj** is Director, Global Capabilities Center at The Kraft Heinz Company, one of the largest Food FMCG companies globally. He is responsible for the startup and expansion of Kraft Heinz's first ever Global Capability Center across the world. He is a seasoned professional with a strong track record in the Supply Chain, Business and Process transformation, currently contributing his expertise to the Kraft Heinz Company.

With a passion for innovation and a commitment to driving results, Viraj has excelled in various roles in Procurement, Logistics, Planning, Manufacturing & leading Global GBS Operations, making significant contributions to the company's growth and success. Viraj is a CPIM Certified professional with an MBA from IIT Bombay. Prior to joining Kraft Heinz, Viraj led Asia external manufacturing expansion for General Mills, and led General Mills' rapid growth across India and Middle East by starting up multiple manufacturing units in a very short span of time. Before General Mills, Viraj spent 8+ years in Procter & Gamble and did critical assignments across procurement, logistics, planning and manufacturing across Asia Pacific. Viraj takes pride in developing people and has a proven track record of building highly successful and motivated teams across his career and has led large teams across organisational boundaries delivering company objectives with highest standards of execution excellence.

Viraj is also a founding member of one of the most active Rotary Clubs in Rajkot and likes to plan and execute several programs which solve problems in society such as access to advanced healthcare, access to clean water & sanitation.

**Vikram Oza**  
**Director-Finance/CFO**  
**Jindal Worldwide**



**Vikram** is a qualified Chartered Accountant having post qualification Experience of more than 3 decades in the field of Accountancy, Auditing, Tax Laws & Finance. He has worked in various diversified sectors such as Paper Mill, Ice Cream Industry, Engineering Industry, Pharmaceutical Industry & Textile Industry.

Vikram is presently engaged with Ahmedabad based Jindal Group of Companies who are considered one of the top Textile groups of the country.

He is Industry, Pharmaceutical Industry & Textile Industry. He is presently engaged with Ahmedabad based Jindal Group of Companies who are considered one of the top Textile groups of the country. Lately he has been more involved in raising finance for the expansion activities of Jindal group. His is a well-respected name in the Banking Industry. He has also been involved in raising finance from overseas.

He has been sharing his vast knowledge & experience with various fora including with students of educational institutes. He has also been invited as guest speaker by BoB Staff Training College to share his Knowledge with the credit officers of various Banks.

He has been selected in *CFO India's 10<sup>th</sup>, 11<sup>th</sup>, 12<sup>th</sup> & 13<sup>th</sup> Annual CFO100 Roll of Honour for Four consecutive years for being a top 100 CFOs of the country.*



**Naresh Poddar**  
**Chief Financial Officer**  
**Torrent Gas**



**Naresh** has an extensive experience of more than 25 years in the Finance leadership role with a large tenure in Oil and Gas. Key areas of his responsibilities have been Board and stakeholder management, mergers and acquisitions, business finance, strategy, book keeping, digitalisation, and regulatory affairs.

Naresh has been a keen observer of regulatory landscape impacting Oil and Gas sector in India and has been part of transformative journey witnessed by the CGD business right from the 8th round of bidding where he spearheaded the bidding auctions as Director of IOAGL, CFO of Adani Gas and now as the CFO of Torrent Gas. During his exciting journey, Naresh has managed cross-functional and multi-locational teams at conglomerates like Torrent Gas, Adani Gas, OMCs like Indian Oil, Essar Oil and regulators like PPAC.

He has been a very early user of SAP ERP where he was part of SAP implementation team at Indian Oil way back in 1999. He has been an early adopter of the Shared Service concept and led the migration to SCC within Adani Ecosystem and since then has always worked closely with the SCC leadership team to improve the effectiveness of the process. At Torrent Gas, he ensured that in every aspect of business there is identification of back office operations which can be standardized.

He believes that "brilliant minds are at the helm of the SSC ecosystem in India and the GCC will lead the next wave of employment, growth and prosperity in the country."



# 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 Global’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
100+	Case Studies Presented
30+	SSF Publications
5	Pioneering & Exclusive Research & Survey Reports
20+	Capability Frameworks for Business Impact/ Value
11	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**.

## Our Partners

### Knowledge Partner

#### RvaluE Group



**RvaluE Group** is the Knowledge Partner for all the Summits, Annual Conclave & Leadership events organized by SSF Global. SSF Global 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.

Discover more: <http://www.rvaluegroup.com/>

### 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.

Discover more: <https://www.quintesglobal.com/>

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## Our Partners

### Event Partner

#### Adani Group



**Adani Group** is a diversified organisation in India comprising 10 publicly traded companies. It has created a world class transport and utility infrastructure portfolio that has a pan-India presence. Adani Group is headquartered in Ahmedabad, in the state of Gujarat, India. Over the years, Adani Group has positioned itself to be the market leader in its transport logistics and energy utility portfolio businesses focusing on large scale infrastructure development in India with O & M practices benchmarked to global standards. With four IG rated businesses, it is the only Infrastructure Investment Grade issuer in India.

Adani owes its success and leadership position to its core philosophy of 'Nation Building' driven by 'Growth with Goodness' - a guiding principle for sustainable growth. Adani is committed to increase its ESG footprint by realigning its businesses with emphasis on climate protection and increasing community outreach through its CSR programme based on the principles of sustainability, diversity and shared values.

Discover more: <https://www.adani.com>

### Event Partner

#### KYP.ai



We are 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>

### Event Partner

#### 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/>

## A Cross-section of Past SSF Global Events

SSF Global 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.





# SSF Global's Leadership Interaction Evenings A Snapshot



# Annual CONCLAVE – Our Flagship Event for Knowledge Exchange since Inception



A Cross-Section of Audience at the Annual Conclave







