



**Shared Services Forum**<sup>®</sup>  
*Enabling Process Edge and Competitive Advantage*

**Sustaining & Nurturing a Value-driven Organization**

**AN EVENING OF POWERFUL CONVERSATIONS AT  
THE LEADERSHIP ROUNDTABLE INTERACTIONS**



**#SSForumIndia**

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**August 29, 2022**

**PHD Chambers of Commerce & Industry**

**NEW DELHI, India**





**Shared Services Forum**®  
*Enabling Process Edge and Competitive Advantage*

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**Presents**

**AN EXCLUSIVE EVENING OF**

**Leadership RoundTable Interaction  
and Powerful Conversations**

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# Program Schedule

Time Slot	Session	Speakers
06:00 – 06:30 PM	Welcome & Hi-Tea	
06:30 – 08:25 PM	Welcome Address	Rakesh Sinha
	Keynote Address	Ravi S Ramakrishnan
	<b>RoundTable Conversations</b> <i>“Sustaining &amp; Nurturing a Value-driven Organization”</i>	
08:25 – 08:30 PM	Vote of Thanks	Rakesh Sinha
8:30 PM onward	Networking Cocktail-Dinner	

# Speakers' Index

S No	Speaker
1	<b>Ravi S Ramakrishnan</b> Founder, SSF; Founder & Executive Chairman, RvaluE Group
2	<b>Rakesh Sinha</b> Co-Founder, SSF; Founder & CEO, Quintes Global
3	<b>Anand Maheshwari</b> Founder & Chief Corporate Officer, Quintes Global
4	<b>Anup Bhasin</b> CEO, Star NRI Services; & Managing Partner, Quagmire Consulting
5	<b>CV Raghu</b> Group General Counsel, Motherson Group
6	<b>Deepika Chawla</b> Senior Executive, Fortune 100 Multinational Company
7	<b>Gaurav Kapur</b> Head of Public Affairs – India
8	<b>Hemant Kumar Ruia</b> CFO (Finance Director – Subcontinent Region), DP World
9	<b>Joydeb Chatterjee</b> Chief Financial Officer, Packaging Films Business, SRF
10	<b>Rajnish Virmani</b> Managing Partner – India, Positive Momentum
11	<b>Rakhi Aswal</b> Chief Financial Officer, Saxo Group India
12	<b>Ramkumar Ramaswamy</b> Whole-Time Director & CFO, Jindal Steel and Power
13	<b>Sameer Madan</b> Finance Director, Agilent Technologies
14	<b>Sanjay Kumar Gupta</b> Chief Financial Officer, Mother Dairy Fruit & Vegetable
15	<b>Sanjay Gupta</b> Chief Architect – SSF
16	<b>Dr Sanjeev Rastogi</b> Partner, CEC Head Deloitte at Deloitte Shared Services
17	<b>Sunil Sayal</b> CFO Region India, Nokia Solutions and Networks

**Ravi S Ramakrishnan**  
**Founder, SSF**  
**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 15+ SSCs, 100+ 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**  
**Founder & CEO, Quintes Global**



Rakesh is a seasoned professional with an entrepreneurial experience of over 2 decades in Advisory & Consulting, Business Services, Business Process Transformation and Technology space. He is an IT Graduate and acquired management skills from IIM Calcutta. Rakesh 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 thought leader and felicitated / honored by leading media houses in their magazine of Industry repute as 'Young Entrepreneur with difference! 'Pioneer', 'Thought Leader/ Gurus' of Business Process Space. He was recognized as one of the top 30 Influential Young Entrepreneurs of 2016 by the Insight Success magazine and featured on the cover story, and honored India's Greatest Leaders 2017-18 - Pride of the Nation', and recently awarded Asia's Greatest Leaders 2021-22 by AsiaOne Magazine & URS Media - Process Reviewers PricewaterhouseCoopers PL". Rakesh was recently recognized & awarded as 'Most Promising Business Leader in Asia 2021-22' by Economic Times and Times group. He was one of the youngest to be invited as member of Management Council of Delhi Management Association. Rakesh along with two pioneering leaders recently founded 'Quintes Global' New-Age venture providing global-first transformation centric solution Dedicated Captive (D-Cap™), that is much beyond few classical models for business process services. The unique model enables clients to get Scale benefits while focusing on their core, reduce cost & grow profits, and transform fast and that too, end to end. Rakesh is currently the CEO of Quintes Global.

In his role of Executive Director & CEO at RvaluE Group, he has been part of setting up/ growing 15+ India & Global Shared Service centres, and 100+ Transformational engagements enabling RvaluE Team to deliver business impact of over US\$400mn to clients. He has worked across the geographies - India, APAC, Japan, North America, Middle East, UK & 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 across F&A, HR, SCM, CLM, and IT functions in Manufacturing & Services domains. **Rakesh co-founded Shared Services Forum (SSF) in 2011** as an industry platform to create and disseminate knowledge for excellence in BPM for the ecosystem in Global India, authored several pioneering research reports and books like first-of-its-kind book on BPM 'BPM in Global India – The Inflection Point for Competitive Advantage'. As part of his social responsibilities, Rakesh mentors young leaders from leading Management Institutes, devotes time/energy to social projects along with like-minded people, think beyond the present, for creating Think Tanks for 2030 and make India a better place to live in the global village.



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



Anand Maheshwari is a meritorious Chartered Accountant and a veteran CXO. 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 Group 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 16 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 centre 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 also received the Chairman Award for Quality six times.

In his current role with the RvaluE Group, 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.

**Anup Bhasin**  
CEO, Star NRI Services  
Managing Partner, Quagmire Consulting



Anup is a business leader with a strong amalgam of business, commercial, financial, legal and operations expertise built over 35 years of diverse exposure in the banking, financial services and legal/business process outsourcing industries.

Anup is the CEO of Star NRI Services and Managing Partner of Quagmire Consulting, both co-founded by him. In the latter, he works with organizations in the areas of Business/ Operations Management and Transactional activities like Fund Raising from PE/Other investors, Shareholder agreements, Contracting and related legal support. He also provides guidance to MaxMax Chambers of Conciliation, Mediation and Arbitration as a Director. Besides, Anup is involved in the start-up ecosystem in India as an Angel investor, mentor and guide, apart from supporting philanthropic work as co-founder Director of BlueKare Foundation.

Prior, from May 2007 until March 2019, Anup was the Chief Operating Officer, India at UnitedLex Corporation, a global legal solutions and outsourcing company. As part of the founding team, he helped establish and grow the company into an important player in the industry. He participated/led in various corporate activities like fund raising, finalizing shareholder agreements, due diligence, company acquisition and ESOP management. He also helped UnitedLex complete a majority shareholding change.

Anup started his career with Standard Chartered Bank (1986 – 1995) and mostly worked in corporate banking. He then switched to the business process outsourcing industry, joining the Global Inhouse Financial Center of American Express (1995 – 2002) wherein he played a key role in the growth of the Center by transitioning various accounting and back-office processes from several worldwide locations to India. Subsequently, from August 2002 until April 2007, he worked with Daksh eServices (later acquired by IBM Global Services), a company providing customer service operations to Fortune 500 companies where Mr. Bhasin held a range of leadership roles with P&L responsibility leading teams of up to 5000 employees and executing large projects. In these roles, he was responsible for delivering services to multiple clients with responsibility of Operations, Transitioning, Training, Quality, Human Resources, Administration, IT and Finance functions.

Anup is a Fellow Chartered Accountant and Lawyer.

**Deepika Chawla**  
Senior Executive  
Fortune 100 Multinational Company



Deepika Chawla is a businesswoman, presently Vice President in a Fortune 100 company having 28+ years of rich and diverse work experience in Financial Shared Services and Banking Industry in brands like HDFC Bank, ICICI Bank Ltd and now a fortune 100 company. She is a Qualified Chartered

Accountant. With Extensive work experience, her colleagues see her as the power house, diva, a role model and a great mentor.

She is extremely passionate for women & society. She has won various recognitions for promoting Diversity in the workplace & Society. She is a TEDx Speaker and Josh talks speaker . She is founder of Speak Up Lady Mentoring Program for mod management professional women .

She also supports multiple NGO's of Cancer, Education & Thalassemia including being on the advisory board of two of them.

## C V Raghu

### Group General Counsel, Motherson Group



C V Raghu is the Group General Counsel (Global Role), Motherson Group. He drives the Legal, Secretarial, Regulatory, Compliance and Governance processes across the globe for the Group. Motherson Group is one of the world's fastest growing automotive component makers and is one of the world's most admired automotive brands. The Group

supplies specialized auto parts to Original Equipment Manufacturers (OEMs) across Forty Two (42) countries through over two hundred forty (240) legal entities and over three hundred and fifty (350) units. The group continues to grow very fast and sustainably through its wide ranging business portfolio, with support from its thirty (30) Joint Venture partners and has an aspiration to grow to USD 36 billion at a ROCE of 40%.

He has rich and varied experience for nearly over three decades in the legal domain that encompasses a diverse set of industries including large business conglomerates like the Max Group, American Express, Hindustan Unilever. He has served on several Boards & Committees since 1998 and also been on the Advisory Board of various Institutions. He has been a strong advocate of Corporate Governance practices that ensure businesses imbibe Corporate Governance in their culture and focus on creating wealth legally and ethically. He was a member in the working committee of Insurance Regulatory and Development Authority of India for harmonizing Corporate Governance Guidelines for the Insurance sector and on CII task force on dispute resolution. Mr. Raghu is the President and founding member of the General Counsel's Association of India ("GCAI"). He has been advocating the cause of statutory recognition of role of General Counsels and aims to work towards achieving this objective.

He is a qualified lawyer from Delhi University, a diploma holder in Industrial Relations & Personnel Management from Sardar Patel College of Communication & Management and a Certified Associate of Indian Institute of Bankers (CAIIB). He is a trained Six-Sigma Black Belt and has also undertaken extensive class room trainings on Negotiating skills and Techniques organized by George Washington University at Harvard Law School. He has completed Master Classes for Directors Leading to Certified Corporate Directorship issued by World Council for Corporate Governance. He has also participated in a workshop on "Contract Negotiating Techniques" conducted jointly by the Centre for Management Development & Training Inc., Washington and George Washington University, Washington, USA and has been a part of "The Bourse Course" – a seven-day intensive course on Treasury, Forex dealings and Money Markets leading to certification by Regional Treasury, American Express Int'l Inc. Singapore.

**Gaurav Kapur**  
Head of Public Affairs – India  
ACCA



Gaurav Kapur is the Head of Public Affairs at ACCA. His current role builds on over 17 years of his experience in knowledge based intervention and public policy through thought leadership. At ACCA he is involved in identifying areas from a policy perspective and share relevant thought leadership and professional insights to facilitate discussion which helps to shape and lead the profession.

Prior to joining ACCA, Gaurav was at YES Global Institute, a think tank at YES Bank focused on fintech intervention, policy development, innovation, digital economy and sustainability. His experience spans across industries and verticals which include Investment Management, Corporate Strategy, Commercial & Planning, and Treasury operations with organisations like BOI AXA Investment Managers, Aditya Birla Nuvo, Hindustan Unilever, Hindalco and Birla Sunlife Asset Management.

Gaurav has been exceptional in academics and has been recognized at various levels for his achievements and intellect. He is a qualified accountant and an MBA from Indian Institute of Foreign Trade (IIFT) where he was awarded with prestigious Ratan Tata Scholarship for academic excellence. He was also awarded Full scholarship to study at the School of Public Policy at George Mason University (USA). Apart from this he is also a qualified Chartered Financial Analyst (CFA) and has been awarded a certificate for undertaking Leadership Program at the prestigious Harvard University.

**Hemant Kumar Ruia**  
**CFO (Finance Director - Subcontinent Region)**  
**DP World**



A Chartered Accountant, Chartered Financial Analyst, and Cost Accountant with nearly three decades of extensive experience in being a business partner, driving profitable growth, driving performance management, working with all stakeholders to enhance customer experience and stickiness, and a co-pilot to the CEO. He has worked with companies like L&T, ICI India, Reckitt Benckiser, ConAgra India, Reliance Retail and Indus Towers. He is currently working as Finance Director - Subcontinent Region for DP World.

**Joydeb Chatterjee**  
Chief Financial Officer, Packaging Film Business  
SRF



Joydeb Chatterjee is a Finance Professional with 29 years of rich, all-rounded experience since 1993, across diverse Industries, spanning Media, Healthcare, and Manufacturing. Currently, in his role as Senior Vice President and Chief Finance Officer of the Packaging Films, Laminated and Coated Fabrics Businesses at SRF which has footprints across multiple geographies. He is responsible for overseeing the Business finance function of Indian and Overseas units, supporting the CEO in charting out Strategic growth plans for the Business, Foreign Trade, Insurance, Internal audit, management reporting, analysis and budgeting and facilitating automation initiatives. Joydeb is a Cost Accountant and Chartered Accountant by profession (ICAI) and holds a bachelor's degree in commerce from St Xavier's College, Kolkata. He has also done an Executive MBA from ISB Hyderabad in 2010 and holds a Diploma in IFRS from ACCA (UK).

He has been recognized as one of India's next 100 Potential CFO's by the magazine, CFO India, in December 2012 & 2018. He has also been awarded the Roll of Honor for significant Contribution to finance in March 2014, contribution in Cost Optimization initiatives in a large Manufacturing Organization in March 2016.

**Rajnish Virmani**  
**Managing Partner – India**  
**Positive Momentum**



Rajnish completed his B.Tech (Delhi College of Engineering) & MBA (Faculty of Management Studies) (both with Honours) from Delhi University, India, followed by over 30 years of experience in multinationals like American Express, Aviva, Reliance, Colt technologies and Tata Consultancy Services as an employee. Been a CIO, COO and CEO in large multinational companies – at the CEO and CXO level for over 10-12 years.

Now giving back to the industry, Rajnish is focused on Strategic Consulting, Executive Coaching & Leadership Development for the last 9 years as an entrepreneur.

He has a Multi-Cultural exposure and has worked in USA, UK and India and led Asian, European, American and British teams of over 1,000 staff. He has also handled multi-location Indian teams of over 12,000 staff.

He has a solid experience in Financial Services, Insurance, Telecom, Travel and Credit Cards, and as a consultant, has coached 1-on-1 over 300 senior leaders in the industry over the last 9 years. His mission is to help develop the next 100 CEOs for Corporate India.

He has been voted “Role Model” Leader by teams in various companies across differing cultures. He has also handled board level relationships and Trade Unions. He has conducted various Press Conferences/ Media Events globally. His CSR activities include – Mentoring about 30 girls from neighbouring villages of Gurugram, helping them with employability, focusing on Presentation, Communication, Interviewing skills and building their self esteem and confidence. He recently authored and published a Leadership Development book called “Bloody Good Leadership”.



**Rakhi Aswal**  
**Chief Financial Officer**  
**Saxo Group India**



Rakhi Aswal is the Chief Financial Officer of Saxo Group India. Having spent more than a decade managing finance function of leading companies, she now oversees the accounting, finance, compliances and taxation of Saxo Bank's Indian subsidiary.

Prior to joining Saxo Group, Rakhi was the CFO and Partner of a reputation management advisory, Astrum. At Astrum, being a member of the founding team of the advisory, she had set up the finance and MIS function of the organization from scratch. Before this, she was Head of Finance of a US based IT consulting company Emtec Inc. in India, where she was involved in various assignments, including implementation of a global ERP system, setting up of financial processes and building a robust financial reporting structure to service the firm's worldwide operations.

Rakhi is a qualified Chartered Accountant from the Institute of Chartered Accountants of India, Certified Financial Manager (India) and Certified Public Accountant (State of Colorado, USA). She has completed Post Graduate Program from the University of California & Los Angeles, USA, and has also participated in various executive programs at IIM-A, IIM-B and ISB.

**Ramkumar Ramaswamy**  
Whole-time Director & Chief Financial Officer  
Jindal Steel and Power



Ramkumar Ramaswamy is a seasoned finance professional and brings with him a rich and varied experience of over 25 years, managing finance teams in high growth business environments, driving for growth in mature markets, driving business turnaround, long - term strategy development, designing and implementing governance, risk management and financial control frameworks, digital transformation, organizational design, large scale change management and coaching and leading teams in multi- cultural environments.

He brings with him rich functional experience across sales & marketing, supply chain, controllership, financial planning and analysis, treasury, investments, tax, shared services and digital transformation. Mr. Ramkumar has diverse industry experience spans across FMCG, Chemicals, Oil & Gas, metals, minerals, and natural resources.

**Sameer Madan**  
Director Finance  
Agilent Technologies



Sameer is a qualified Chartered Accountant from India (CA), Certified Public Accountant (CPA -USA) and a Cost & Works Accountant from India (CWA) and current works as a Director – Finance at Agilent Technologies. Agilent Technologies is a US listed life sciences and chemical analysis company.

His areas of expertise lies in record to report (R2R), financial planning and analysis (FP&A) and quote to cash (Q2C). He has worked in many countries as a controller/CFO, is a big advocate of leveraging technology for “real time on demand” business reporting/insights and feels in today’s disruptive business environment, benchmarking helps drive strategy and gain market share.

He regularly speaks at various seminars and has written many articles in leading magazines on the changing landscape of finance, new age skills for finance professionals as well how a company benefits by training employees irrespective of their function on basics of finance and treat them as an “extended finance” employee. Prior to the ~ 16 years with Agilent, he has worked with GE and PWC

**Sanjay Kumar Gupta**  
Chief Financial Officer  
Mother Dairy Fruit & Vegetable



A Chartered Accountant with more than 3 decades of experience and expertise in managing corporate, plant, retail finance & accounts, planning, treasury, strategy, costing & audits etc. in billion-dollar organizations and National Powerhouses like Mother Dairy, Reliance, Tata Group & Sony in Setup, expansion and sustenance phases of the companies.

Currently working as CFO of Mother Dairy Group having turnover of approx 2 billion USD. Founding member of Sony India & Reliance Retail. Have worked in Audit & Taxation with Big Four, and experience In Infrastructure, Pharma, Consumer Durable, Retail and FMCG Sectors.

Extensive experience in designing policies & procedures, strategies, Business processes and controls.

Project management for implementation of ERP packages like SAP & Oracle. Expertise in Direct & Indirect Tax- Hands on experience in Legal Compliance, Income & Sales Tax, Excise, VAT/GST & Transfer Pricing.

A highly accomplished, well respected, result driven and progressive leader with keen business acumen and commercial judgement. A goal-oriented team player, with proven ability to manage interpersonal & cross functional relationships to meet organizational objectives. Have extensively travelled abroad for official assignment.

An avid reader and associated with Art of Living for spiritual, Lions club for social & maintains good health being a running enthusiast, having run few half marathons.

**Sanjay Gupta**  
Chief Architect  
SSF



Sanjay has more than three decades 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. He 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, 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.

**Dr Sanjeev Rastogi**  
Partner, CEC Head Deloitte Shared Services  
Deloitte



Dr. Sanjeev Rastogi has more than 29 years of experience at leadership level 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 centres (CECs).

He has held the Senior Leadership roles, Managing Director of Syngenta Services, the Operations Director at Metro GBS, Director Finance GBS at Hewlett Packard (HP). His experience includes leadership roles at Xerox, Accenture, Standard Chartered Bank, and American Express.

Sanjeev has completed his Doctorate (PHD) from Bharathiar University and holds a Bachelor of Commerce (Honours) degree from Delhi University. Professionally he is also a Chartered Accountant, Cost Accountant and Company Secretary. He is well connected within various industry forums and eminent speaker at Shared Services Forum (SSF) India, NASSCOM, IMA, CII, etc.

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.

**Sunil Sayal**  
**CFO Region India**  
**Nokia Solutions and Networks**



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 Delhi University.

Sunil's tryst with the Finance functions spans almost four decades and is spread between some well-known Indian names and Global ones. 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 Nokia Networks India. For the past two years he has moved into a global role with Nokia where he is the Operations Advisor to Global Business Services (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 is 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.

## About the Organizers

**SSF** 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
80+	Case Studies Presented
30+	SSF Publications
5	Pioneering & Exclusive Research & Survey Reports
20+	Capability Frameworks for Business Impact/ Value
11	Annual Conclave events
30+	Summits & Leadership Interaction Events across India

### Knowledge Partner

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



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



## Event Partners at the Leadership RoundTable Interaction

**ACCA**

**ACCA**

Think Ahead

ACCA is the Association of Chartered Certified Accountants. We're a thriving global community of 233,000 members and 536,000 future members based in 178 countries and regions that upholds the highest professional and ethical values. We believe that accountancy is a cornerstone profession of society that supports both public and private sectors. That's why we're committed to the development of a strong global accountancy profession and the many benefits that this brings to society and individuals.

Since 1904 being a force for public good has been embedded in our purpose. And because we're a not-for-profit organisation, we build a sustainable global profession by re-investing our surplus to deliver member value and develop the profession for the next generation. Through our world leading ACCA Qualification, we offer everyone everywhere the opportunity to experience a rewarding career in accountancy, finance, and management. And using our respected research, we lead the profession by answering today's questions and preparing us for tomorrow.

For more information visit: [www.accaglobal.com](http://www.accaglobal.com)

**Quintes Global**

 **QuintesGlobal**  
Co-Creating Value | Simplifying Tomorrow

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.

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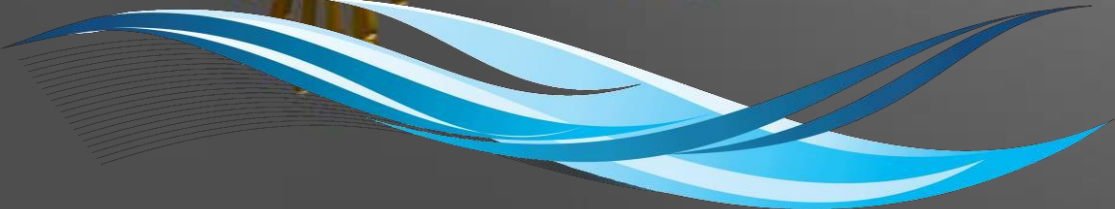






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