

Breaking Boundaries: The Power of Enterprise Services

Research 2018 – Trends & Practices

Deliberations at SSF's Exclusive Leadership Interaction at Pune

PUNE, February 20, 2019: Shared Services Forum (SSF), India, along with RvaluE (a team of BPM Pioneers and practitioners) as Knowledge Partner, organized an **Exclusive Leadership Interaction Evening**, on February 20, 2019 at Pune. Participation of senior practitioners, executives, eminent industry leaders and veterans from **GICs, India SSCs, and organizations** across India, made this a highly interactive session with the leaders sharing their insights and perspectives.

Key highlights of the event:

- **SSF released CENTUM Model** for enabling successful shift of **Business Process Management to Enterprise Services Management**.
- **SSF released their report – ‘Breaking Boundaries: The Power of Enterprise Services – Research 2018 – Trends & Practices.’** The report was released by Members of SSF Governing Council – **Mr Rakesh Sinha** (Co-Founder SSF and Executive Director & COO RvaluE Group), **Mr Sanjay Gupta** (Chief Architect, SSF), **Mr Ravi S Ramakrishnan** (Founder SSF and Founder & CEO RvaluE Group); CEO of Essel Business Excellence Services (Essel Group), **Mr Irendra Chhabra**; and Ex-EVP & Head of Enterprise Shared Services, **Ms Madhavi Dhanukar**.
- The top **5 Big Trends** from the report **‘Breaking Boundaries: The Power of Enterprise Services – Research 2018 – Trends & Practices’**, include:
 1. Organizational strategy built on Digital Capabilities – both business & talent. India is already the Global No. 1 in terms of digital talent with a share of 75%
 2. Companies are setting up dedicated COEs, Innovation Labs
 3. Mergers, amalgamations and acquisitions of specialist providers increasing, to rapidly embrace new technologies and competencies
 4. Artificial Intelligence to Augmented Intelligence - Automation to impact low skilled jobs, but create mid to high skilled jobs
 5. Companies are setting up dedicated COEs, Innovation Labs
- **Mr Shivin Sharma**, Director & Evangelist from **Automation Anywhere**, makes an insightful presentation on the **Evolution of Intelligent Digital Worker in Shared Services**



In his Introductory Address, **Mr Ravi S Ramakrishnan**, Founder SSF & Member – Governing Council, SSF, mentioned that **SSF is one-of-its-kind Industry Platform in India for knowledge dissemination** in the space of business services and process transformation, and the objective of this leadership interaction is to bring the focus of leaders in the business services transformation space to acknowledge and identify with the current trends that drives the industry today and the emerging best practices in response to the challenges posed by this shift; thus enabling them to reflect on the strategic objectives of being profitable, sustainable and socially relevant.



Mr Rakesh Sinha and Mr Sanjay Gupta, made an insightful 90-minutes presentation on the key highlights of the extensive research undertaken by SSF to understand the business services landscape in Global India. They presented the **CEnTUM model to the industry practitioners and experts for enabling the shift in the world of Business Services moving beyond efficiency and optimization to business growth enablement, value creation, transformation and speed.**

The audience fully utilized the forum by asking challenging questions to all the speakers for the benefit of the industry growth. This event was supported by the following partners: Knowledge Partner, **RvaluE**; Event Partner, **Automation Anywhere**; Academic Partner, **AIMS Institute, Pune**; and Technology Partner, **Muniwar Technologies**. **SSF**