

Crossing the Rubicon

SSF's Evening of Powerful Conversations and Leadership Interactions at New Delhi on August 5, 2019

Shared Services Forum (SSF), India, along with **Rvalue** (a team of BPM Pioneers and practitioners) as Knowledge Partner, **ACCA** (The Association of Chartered Certified Accountants), and **Quintes Global** (a transformation centric business services company) as Event Partners, organized an **Exclusive Leadership Interaction Evening**, on **August 5, 2019** at New Delhi to acknowledge the hard work, celebrate the success, and honour the achievement of **Mr Harry Robertson**, the leader who led the setting-up of the first-ever global transformation centre for American Express in India – New Delhi.



Participation of senior practitioners, executives, eminent industry leaders and veterans from **GICs, India SSCs, and large corporates** across India, made this evening a grand success with leaders such as **Mr Harry Robertson**, **Mr Sunil Sayal** (Region CFO India – Nokia Solutions & Networks), **Mr Rakesh Sinha** (Co-Founder & Member – Governing Council, SSF, and Executive Director & COO, Rvalue Group) and **Mr Sanjay Gupta** (Chief Architect & Member – Governing Council, SSF), sharing their insights and perspectives during the evening.



In the Inaugural Address, **Mr Sunil Sayal** spoke about the two objectives of this leadership interaction being listening to a pioneering transformation leader talk about personal challenges in his journey, and for us to gain insights on how powerful minds work; as also provide a ringside view on some of the trends recorded by SSF during their recent research on the business services industry – the details of which are provided in the Research Report 2018. He also shared about the journey of SSF so far and the milestones achieved, the vision and the mission of the forum and the importance of the forum in future.



The evening continued with the felicitation of **Mr Harry Robertson**. **Mr Ravi S Ramakrishnan** (Founder & CEO, Rvalue Group and Founder & Member – Governing Council, SSF), briefly shared the context of the award in honour of Harry.

Mr V V Ranganathan, (Co-Founder & Chairman, Compassites Ventures Inc. and Jury Chair – SSF Excellence Awards & Recognition) read out the citation for the felicitation of Mr Harry Robertson.



Mr Ravi S Ramakrishnan, **Mr V V Ranganathan**, along with **Mr Ram Ramasundar** (Partner, Alexander Hughes and Jury Member – SSF Excellence Awards & Recognition), presented the **PIONEERING TRANSFORMATION LEADER IN GLOBAL SHARED SERVICES** award to **Mr Harry Robertson** for Leading the first-ever Global Shared Services Mission in India and Bringing Impactful Transformation through People, Process & Technology, delivering everlasting Value to Business, Industry and Society.



From L to R: Mr Rakesh Sinha, Mr V V Ranganathan, Mr Harry Robertson, Mr Ram Ramasundar, and Mr Ravi S Ramakrishnan

The Special Address by Harry was a rare treat for the audience as Harry presented the pathbreaking journey undertaken by him 25 years ago, the proverbial crossing of the Rubicon. For the next 45 minutes, the audience sat mesmerized by the pioneer's tales and episodes of relentless struggles against skepticism, to lead an organization with a mandate like no other before it, to work under the critical eyes of world leadership, and to make personal choices to live in an unknown location along with his wife and two growing small kids. While he put his neck on the line for his passion, the FRC and the country has done him proud. He crossed the Rubicon and came out a well-deserved winner since there were a set of values which he imbibed and crusaded for, values like integrity, teamwork, quality, customer commitment, personal accountability,

and most importantly – a will to win. Speaking about the key factors that gave him the success in his pathbreaking journey, he particularly mentioned realizing early in the journey of the clarity of the roles/ scope defined for People, Process and Technology, and most of all the importance of internal controls.

The second presentation of the evening was made jointly by Mr Rakesh Sinha & Mr Sanjay Gupta on **Big Trends of the Business Services Industry – Insights from SSF's Research Report 2018 ('Breaking Boundaries: The Power of Enterprise Service Management')**. They presented the key trends that came out as a result of the extensive survey undertaken by SSF in December 2018. The survey captured the current state of Business Services adoption by: India Shared Services organizations – their drivers, requirements, challenges, functions, processes, practices, technologies used, value realized, emerging trends etc.; India GICs/ GCCs – the best practices adopted by them in the context of Global India; Business Process Services Providers – their approach to be differentiators in this competitive space; and Companies which are yet to launch their Business Services strategy formally – their current plans, requirements, risks, etc. Further to the survey analysis and interactions with industry leaders, the research panellists – Rakesh & Sanjay have brought out and described the following Big trends which they shared with this niche gathering of industry leaders and veterans. These include:



- Business services have now become more wholesome and inclusive of all activities and there is a shift from Rule Based Activity to Content Based Processing to Context Driven Operational Excellence
- Scope expanding to take on more digital services and analytics - much beyond just Analysis (esp in Finance)
- A new trend becoming relevant is Skilled employment – As a service
- Growing demand for ERP as a service – expanding SaaS boundaries
- Moving from AI to AI - Artificial Intelligence to Augmented Intelligence
- Emerging Importance of Technology Ecosystem
- And last but not the least, the most Critical Success Factors for successful RPA deployment was also shared for a successful end to end strategic deployment
- The presenters also touched upon the Foundation to value delivery is through understanding fully loaded cost per FTE and have a charge-out mechanism beyond cost plus.

Mr Anand Maheswari, Member – Governing Council, SSF and Founder Director, Quintes Global (P) Ltd delivered the Vote of Thanks to wrap up the evening with a special mention of supporting partners: Knowledge Partner, **RvalueE**; Event Partner, **ACCA**; Academic Partner, **NDIM**; and Technology Partner, **Muniwar Technologies**. **SSF**