

Digital Leadership for Winning Edge

SSF's Exclusive Leadership Interaction at New Delhi, April 5, 2019

Shared Services Forum (SSF), India, along with **Rvalue** (a team of BPM Pioneers and practitioners) as Knowledge Partner, and **ACCA** (The Association of Chartered Certified Accountants) as Event Partner, organized an **Exclusive Leadership Interaction Evening**, on April 5, 2019 at New Delhi. 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.

In the Introductory Address, **Mr Rakesh Sinha**, Co-Founder SSF & Member – Governing Council, SSF, and Executive Director & COO, Rvalue Group, broadly shared the focus the evening to be that of both “**will and skill**” which is structured to have 2 dimensions – **leadership dimension** – in this transformation/ change/ digital/ innovation; and the **technical dimension** – about the elements like RPA, Robotics, digital agenda – which have been embraced by many organizations but the attention for today is on the challenge of how well and effectively they have been deployed. The objective of this leadership interaction being – to bring together leaders in the business services transformation space to collectively exchange notes, current trends that drives the industry today and the emerging best practices in response to the disruption.



Rakesh called upon the Industry leaders to actively participate and make the most out of **SSF, a one-of-its-kind Industry Platform in India for disseminating knowledge for excellence in Business Services, IT & Business Process Management, through: engaging & interactive events; context setting Research Reports; SSF Excellence Awards & Recognition; SSF Portal, SSF Journal, Process Edge** and several **publications** for the member and participating organizations; and **Capability Frameworks & Models** for ‘Building Capabilities and Value Delivery’ that an organization can use during the adoption or transformation of the business process strategy.



From L to R: Mr Rakesh Sinha, Mr Vineet Nayar, Mr V V Ranganathan, and Mr Ravi S Ramakrishnan

Mr Vineet Nayar, Founder Chairman, Sampark Foundation & Former Vice Chairman & CEO, HCL Technologies, was presented the **PIONEERING BUSINESS LEADER, award for his Creativity & Leading Global IT & IT enabled Services Mission, Delivering Value and Impact to Business, Industry & Society.**



Mr V V Ranganathan, Co-Founder & Chairman of Composites Ventures Inc. and **Jury Chair – SSF Excellence Awards & Recognition**, read out the citation and presented the prestigious award, on behalf of SSF, to **Mr Vineet Nayar** in the presence of both the founders of SSF, **Mr Ravi S Ramakrishnan**, Founder SSF & Founder & CEO of Rvalue Group and **Mr Rakesh Sinha**. Mr Ranganathan applauded the robust processes followed for SSF Excellence Awards & Recognition and the phenomenal growth in the quality of the awardees – organizational and individual.



The “thunder” of the evening was **Mr Vineet Nayar’s** address to the audience with his dialogue on ‘Inspired Leadership for Driving Innovation & on Transformation. He started with defining ‘transform’ as not incremental in nature but changing the form permanently. To transform, an individual or an organization has to think outside the boundaries of logic and reason. He touched upon various aspects of leadership that enables not just business innovation, but also social innovation for transformation. The highlights of his inspiring speech on driving innovation for inspiration included **5 principles or ‘ideas’**. He called upon the audience to take a chance and try the impossible – the business of transformation is about a high-performance team or an individual doing impossible, where the key to success lies in doing and failing, spending significant time in attempting long and hard enough and that makes you a high impact team/ individual, rather than not doing or trying.

He believes that we must have irrational expectations from our own self – the idea which enabled the growth of HCL from \$1.4 bn market cap to about \$20 bn market cap, or transforming education of rural children through 76,000 schools for 7 million children through Sampark Foundation.

Imbibing the unique art of making imperfect environment work in the favour of your plan or work is another of his experiential learning. He firmly believes in the mantra – Inspire people and they will do the rest – while manufacturing era was about producing more by putting together people, technology, process, etc., the innovation era is not about producing more, but about producing more per unit of human capital, getting people together to drive innovation which requires inspiration...by inverting the pyramid and making the management accountable to employees; and he urged the leaders to believe that magic comes together when people believe in that impossible dream...that is when we really transform.

The audience was delighted to hear **Mr Vineet Nayar** and were compelled to hear more from him about his professional journey and experiences. Industry veterans like **Mr Pravin Purang** asked him to share his views on collaborative innovation and competition in education, and leaders like **Mr Tanmay Agarwal**, Vice President & Head-Global Business Services, Hindustan Coca-Cola Beverages, **Mr Sanjeev Rastogi**, Managing Director of Syngenta Services, and many others, asked him to share more – about his personal mantra to succeed; finding ones purpose and meaning in life; fear of failure, and several other insights.



The “thunder” was followed by a “storm” – the **Panel Discussion & Leadership Interaction** on the topic ‘**Effective RPA Deployment – What it takes?**’ was very well received by the audience. The esteemed panelists included **Mr Irendra Chhabra**, Managing Director & CEO, Ebex Services (Essel Group), and **Mr Rahul Puri**, Head of Employer Relationships, ACCA. The panel was moderated by **Mr Sanjay Gupta**, Chief Architect, SSF. They spoke about the ‘Key Mantras’ for moving beyond POC to Scaling Up; making it strategic – alignment with the holistic digital

transformation agenda of the organization; skill-gap in RPA implementation; the 3 barriers – cultural, resource & implementation; and stakeholder buy-in and Business Case. The audience actively participated with several relevant questions, perspectives and insights from leaders like **Mr Deepak Bhatia**, **Mr Anup Kapoor**, Head of Global Operations at Infosys BPM, **Mr Krishnan Ranganathan**, Chief Capability Officer, WNS Global Services, to name a few, who shared their experiences, challenges faced and learning outcomes, for the benefit of the audience.

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, **RvaluE**; Event Partner, **ACCA**; Academic Partner, **NDIM**; and Technology Partner, **Muniwar Technologies**. **SSF**