

## 10<sup>th</sup> Annual Global Business Services e-Conclave

February 4 & 5, 2021 | 1600 – 1845 Hours (IST)

### Achieving Escape Velocity in Unprecedented Turbulent Times

Visualize | Strategize | Operationalize

#### DAY 1: 4<sup>th</sup> February 2021 – Thursday

S No	Timing (IST)	Session
1	4:00 – 4:05 PM	<b>Inaugural Address</b> <ul style="list-style-type: none"> <li>▪ <b>Rakesh Sinha</b>, Co-Founder – Shared Services Forum (SSF) India Founder &amp; CEO, Quintes Global and Executive Director &amp; COO, RvaluE Group</li> </ul>
2	4:05 – 4:25 PM	<b>Keynote Address</b> <ul style="list-style-type: none"> <li>▪ <b>Ravi S Ramakrishnan</b>, Founder – SSF India</li> <li>▪ Founder &amp; CEO, RvaluE Group</li> </ul>
3	4:25 – 5:25 PM	<b>Panel Session 1</b> <b>From the Lens of the CXOs: Visualizing DAU as the new BAU</b> <ul style="list-style-type: none"> <li>- New realities: Elusive future of work; Enhanced competition; Unstable customer loyalty</li> <li>- The need of the hour: Imagination &amp; innovation; radical &amp; rough; dominance &amp; dependability</li> <li>- Power of free thinking: Human resilience over corporate resilience</li> </ul> <ul style="list-style-type: none"> <li>▪ <b>Dr Sumit Mitra</b>, CEO - Global Business Services, TESCO</li> <li>▪ <b>Alison Henriksen</b>, Chief Financial Officer, Genus PLC</li> <li>▪ <b>Amitabh Ray</b>, Managing Director, Ericsson Global Services India</li> <li>▪ <b>Rakesh Sinha</b>, Co-Founder – Shared Services Forum (SSF) India</li> </ul>
4	5:30 – 6:30 PM	<b>Panel Session 2</b> <b>Fireside Chat: Using Turbulence to Achieve Escape Velocity</b> <ul style="list-style-type: none"> <li>- Sustainability through flexibility; Solutions through insights</li> <li>- Anticipatory planning and risks of predictive analytics</li> <li>- Tackling turbulence with digital disruption and Intelligent Automation</li> <li>- Technology – the data and digital elixir</li> </ul> <ul style="list-style-type: none"> <li>▪ <b>Shalini Pillay</b>, Managing Partner, Bangalore &amp; India Leader – GCCs, KPMG India</li> <li>▪ <b>Sambasivan Ganesan</b>, Chief Financial Officer, Tata Sky</li> <li>▪ <b>Shawn Kondratiuk</b>, Commercial, Digital &amp; Finance IT Head, Alcon</li> <li>▪ <b>Deepak Pulligadda</b>, Executive Vice President, Edelweiss Financial Services</li> <li>▪ <b>Sajesh Gopinath</b>, General Manager, UST Global</li> <li>▪ <b>Anand Maheshwari</b>, Founder Director &amp; Chief Corporate Officer, Quintes Global</li> </ul>
5	6:30 – 6:35 PM	<b>Special Address</b> <ul style="list-style-type: none"> <li>▪ <b>V V Ranganathan</b>, Co-Founder &amp; Chairman, Compassites Ventures Inc Jury Chair, SSF Excellence Awards, Recognition &amp; Felicitations Former Senior Partner, Ernst &amp; Young</li> </ul>
6	6:35 – 6:45 PM	<ul style="list-style-type: none"> <li>- <b>Excellence Awards &amp; Recognition</b></li> <li>- <b>Closing Address – Day 1</b></li> </ul>

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#### DAY 2: 5<sup>th</sup> February 2021 – Friday

S No	Timing (IST)	Session
1	4:00 – 4:20 PM	<b>Special Talk</b> <ul style="list-style-type: none"> <li><i>Dr Rajeev Ardey</i> Diabetologist and General Medicine</li> </ul>
2	4:20 – 5:20 PM	<b>Panel Session 3</b> <b>Practitioners' Perspective: <u>Outsmarting Digital Disruption to Stay Ahead of the Curve</u></b> <ul style="list-style-type: none"> <li>- Strategies and tactics in transitioning to the 'new normal'</li> <li>- Robotics and governance - scaling with intelligence</li> <li>- The ever-changing automation roadmap</li> <li>- Data overload - its usefulness and risks</li> </ul> <ul style="list-style-type: none"> <li><i>Sumit Dutta Gupta, Group CIO &amp; Head Information Systems, Haldia Petrochemicals</i></li> <li><i>Dr Sanjeev Rastogi, Partner, CEC Head, Deloitte</i></li> <li><i>Naveen Gullapalli, Global Head, Novartis Business Services Innovation, Novartis</i></li> <li><i>Anshu Gupta, Head of Global People Services, Ericsson</i></li> <li><i>Srinivas Koppolu, Chief Business Officer, Experience Flow</i></li> </ul>
3	5:25 – 6:25 PM	<b>Panel Session 4</b> <b>Business Panorama: <u>A Tectonic Shift in Culture for the Next Normal</u></b> <ul style="list-style-type: none"> <li>- Power of natural leadership - fostering core value systems</li> <li>- The dilemma of bundled socio-official environment</li> <li>- Encouraging evolution through smart transformation techniques</li> <li>- Is Short-term the new Long-term?</li> </ul> <ul style="list-style-type: none"> <li><i>Suman Das, Managing Director, Eli Lilly Capability Services</i></li> <li><i>Aditi Mukherjee, Executive Vice President &amp; Head Human Resources, NCDEX</i></li> <li><i>Geeta Deganokar, Director, Shared Services – India, Worley</i></li> <li><i>Aparna Rao, Head - Shared Services Centre, Monsanto (Bayer AG)</i></li> <li><i>Subba Gonella, Vice President - Head of Shared Services, Xerox Corporation</i></li> <li><i>Arun Phulera, Sr. General Manager &amp; Leader HR Shared Services, Cummins India</i></li> <li><i>Sanjay Gupta, Chief Architect, Shared Services Forum (SSF) India</i></li> </ul>
4	6:25 – 6:35 PM	<ul style="list-style-type: none"> <li>- <b>Excellence Awards &amp; Recognition</b></li> <li>- <b>Closing Address</b> and Vote of Thanks</li> </ul>

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