

SSF Global's Flagship Annual Conclave Showcases Unprecedented Success, Innovation, and Vision in Enterprise Services

Bengaluru, Dec 4 & 5, 2023 — SSF Global, a leading industry association in the Enterprise Functions, Technology and GCC space, celebrated a significant milestone with the successful culmination of its 12th Annual Global Enterprise Services Conclave. Held on December 4 and 5, 2023, at The LaLiT Ashok in Bengaluru, the 2-day event gathered over 100 senior business services practitioners and leaders from various cities across India and overseas.

The conclave, themed *"Next Leap of becoming an Enterprise Partner – Staying Ahead & Building the Sustainable Differentiators,"* featured over 40 distinguished industry leaders who shared experiential insights and thought leadership through business case stories, deliberations, and case presentations.

Key highlights:

- **Inauguration by Shri Tejasvi Surya:** The conclave kicked off with a virtual inaugural address by **Shri Tejasvi Surya**, Member of Parliament – Bengaluru South constituency and National President – Bhartiya Janata Yuva Morcha, who shared inspiring thoughts as the 'Voice for Yuva from Bengaluru to Bharat.'



- **SSF Global Founder's Keynote Address:** The founder of SSF Global, **Ravi S Ramakrishnan**, set the tone for the conclave with a keynote address titled 'Next Leap for Being an Enterprise Partner: The Essential Elements' – sharing the various nuances of multiple transformations for the changed face of global business services.

- **Distinguished Guests:** **Dr Manasa Nagabhusanam**, Director, Ramaiah Institute of Management, and **Ms Susmita Ghosh**, AVP, Women Entrepreneurship – NSRCEL, IIM Bangalore, graced the inaugural ceremony and lamp lighting.

- **Awards & Recognitions:** **Priyaranjan Jha** (COO – GBS, PepsiCo) was felicitated with the *'BPM Achiever in Global India'* award for his outstanding contribution. SSF Global also presented the 12th SSF Excellence Awards to 9 organizations for various categories – **Bharti Airtel, Alcon Laboratories, Hindustan Coca-**



Cola Beverages, EY GDS Enablement Services, Unilever, TML Business Services, Northern Trust Corporation, ekaterra Service India (A Lipton Teas & Infusions Grp Company), and Welspun Transformation Services.

- **Special Addresses:** An inspirational address by **Nirupa Shankar**, Jt. Managing Director, Brigade Enterprises– '**Unleashing the Potential Leader in YOU.**'



unveiled – '**The next big focus for Japanese Companies – Unlocking Efficiency and Expansion in Shared Services through GCC/ GBS in India.**'

- **New Initiatives:** SSF Global introduced the '**TIES Model**' – an 'Integrated Enterprise Digital Transformation Program' and the self-assessment '**TIES Tool**' for organizations evaluating the success of their digital transformation initiatives.
- **Panel Discussions:** Engaging and interactive deliberations covered topics such as World Class Enterprise Services, GenAI, War in Talent Galaxy, Art & Science of Delivering Value, GBS to Enterprise Partner Transition, and more.
- **Sponsors & Partners:** The conclave's success was aptly supported by partners, **RvaluE Group, Quintes Global, IBM Consulting, Nividous Software & Solutions, jiffy.ai, Brigade Enterprises, Brookfield Properties, KYP.ai, Experience Flow, Coca Cola, Unilever, NRI Consulting & Solutions, Jain College, Ramaiah Institute of Management, and Muniwar Technologies.**

SSF Global expresses gratitude to all participants, speakers, and partners for making the 12th Annual Global Enterprise Services Conclave a resounding success. The event has not only reinforced SSF Global's commitment to shaping the Enterprise Functions, Technology & GCC verticals, but has also paved the way for future collaborations and advancements in the ever-evolving landscape of enterprise services.

About SSF Global

SSF Global is a growing community of veterans & practitioners in the Enterprise Functions, Technology & GCC space, committed to shaping the Business Services Industry globally through thought leadership, collaboration, and innovation. With a focus on staying ahead and building sustainable differentiators, SSF Global hosted the Annual Global Enterprise Services Conclave to facilitate knowledge exchange and promote excellence in the industry. For further information, please write to: Pallavi.jayaswal@sharedservicesofrum.in



L-R: Rakesh Sinha, Ravi S Ramakrishnan, Shri Umesh Kumar, Priyaranjan Jha, Anand Maheshwari

- We were honored to have the presence of **Shri Umesh Kumar, Additional Director General of Police, Crime & Technical Services, Bengaluru**, on Day-2 of the conclave. He shared his insights on **cybercrime** and also presented awards.

- **Research Reports:** SSF Global released a comprehensive research report – '**A Ground Report on Integrated Technologies in Enterprise Functions – Adoption, Readiness and Benefit.**' Additionally, a joint research report with NRI (Nomura Research Institute) Consulting & Solutions, was

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