



12th Annual Global Enterprise Services Conclave 2023
December 4 & 5, 2023 | Bengaluru, The LaLiT Ashok

Next Leap of becoming an Enterprise Partner
Staying Ahead & Building the Sustainable Differentiators

PROGRAM SCHEDULE

Time Slot [IST]	Day1: (Monday) Dec-4 – Sessions	Speakers
2:30 – 4:00 PM	Registration & Hi-Tea	
4:00 – 4:30 PM	Inauguration Ceremony <ul style="list-style-type: none">Inaugural Address & Lamp LightingAddress by the 'Guest of Honour'Unveiling of SSF's Research Reports & Tool	- Rakesh Sinha - Guest of Honour
4:30 – 5:00 PM	Session 1: Keynote Address – THE STRAIGHT DRIVE Next Leap for Being an Enterprise Partner – The Essential Elements	- Ravi S Ramakrishnan
5:00 – 5:50 PM	Session 2: Leadership Discussions – INCREASE IN ASKING RUN RATE World Class Enterprise Services: Value-Infused Pathway & Holistic Customer Experience <ul style="list-style-type: none">Beyond Cost to ValueDigital ConundrumUnreal ExpectationsExperience is Everything	- Chandrasekar Thyagarajan - Pankajam Sridevi - Sandeep Kulkarni - Sunil Sayal <i>Moderated by:</i> Anand Maheshwari
5:50 – 6:25 PM	Session 3: HEARING FROM THE FOURTH UMPIRE A Ground Report on Integrated Technologies - Understanding, Deployment and Benefit	- Rakesh Sinha - Sanjay Gupta
6:25 – 7:00 PM	Session 4: Special Address – FACING THE GOOGLY Unleash the Potential Leader in YOU: Embracing the Challenges & Getting it Done	- Nirupa Shankar
7:00 – 7:30 pm	Session 5: Expert Talk – ACROSS THE LINE Gen AI: The Buzz Word <ul style="list-style-type: none">From Hype to Tangible Business GainsRealistic Use CasesMitigating Risks	- Giri Athuluru - Dr Adam Bujak - Dr Sanjeev Rastogi
7:30 – 7:50 PM	12th Excellence Awards & Recognition (Part 1)	Jury Panel
7:50 PM onward	COCKTAIL & ANNUAL DINNER MEET	



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Time Slot [IST]	Day 2: (Tuesday) Dec-5 – Sessions	Speakers
9:00 – 10:00 AM	Welcome Tea-Coffee	
10:00 – 10:50 AM	Session 1: Fireside Chat – HIT WICKET Solving for the Outrageous War in Talent Galaxy <ul style="list-style-type: none"> ▪ 'Innovative' People Practices ▪ Need for 'Cultivating' Talent ▪ Building Academy for Talent 	- Vineet Dwivedi - Sairam Nair - Subba Gonella - Sameer Baptiwale <i>Moderated by:</i> Bharath M Sundaram
10:50 – 11:40 AM	Session 2: Leadership Discussions – ALL ROUNDERS The Art & Science of Delivering Value <ul style="list-style-type: none"> ▪ The Dynamic Shift in the Business Services Leader's Role ▪ Understanding "Value Delivery" ▪ Role of Strategic Partnerships and Ecosystems in the evolving landscape ▪ Channelising the Power of Disruption 	- Chirag Buch - Lalitha Indrakanti - Tarun Aahi - Kaustubh Deshpande <i>Moderated by:</i> Shalini Pillay
11:40 – 12 Noon	Tea-Coffee Break	
12:00 – 12:25 PM	Session 3: Perspectives – AROUND THE WICKET Moving from GBS to an Enterprise Partner - Beyond Service & Capability to Value & Growth	- Priyaranjan Jha
12:25 – 12:45 PM	Session 4: Leadership Insight – FROM THE PAVILION END Strategic Foundations of Business Services: Navigating Sustainability through Credibility, Talent Dynamics, and ESG Integration	- Gaurav M Bhatia
12:45 – 1:10 PM	Session 5: Industry Insight – OVER THE ROPES Global Capability Centre in India - The next big focus for Japanese Companies	- Sunny Goel
1:10 – 2:10 PM	Networking Lunch	
2:10 – 2:30 PM	Session 6: Expert Talk – SETTING THE FIELD Revolutionizing your Enterprise with Intelligent Automation	- Shveta Desai
2:30 – 3:30 PM	Session 7: Point of View – FROM THE DUGOUT Finding the Narrative for Digital Transformation in Enterprise Functions <ul style="list-style-type: none"> ▪ Delivering Tangible Business Benefits through Effective Tech/ Digital Adoption ▪ Defining 'Soft Landing' Gen AI in Business Process Transformation ▪ Gen AI Realistic Use Cases 	- Sandhya Sriram - Ajay Wadhwa - Roopesh Kumar <i>Moderated by:</i> Shailendra Saxena
3:30 – 3:50 PM	Tea-Coffee Break	
3:50 – 4:40 PM	Session 8: Art of the Possible – HITTING BOUNDARIES Sharing Success Stories of Staying Ahead <ul style="list-style-type: none"> ▪ Digital Leap to Transform Functions ▪ Harnessing Power of Data & Analytics to deliver Business Impact ▪ Adoption of AI/ ML to accelerate Value Delivery 	- Hemamalini Venkataraman - Saina Kuriakose - S. Navaneetha Krishnan <i>Moderated by:</i> Nilesh Bhatia
4:40 – 5:10 PM	12th Excellence Awards & Recognition (Part 2)	Jury Panel
5:10 – 5:15 PM	Concluding Remarks & Vote of Thanks	- Rakesh Sinha
5:15 – 6:15 PM	Catchup over Hi-Tea	