

13th Annual Global Enterprise Services Conclave & Excellence Awards 2024
A WHOLE NEW WORLD OF GCC & ENTERPRISE SERVICES
Elevating from Good to Great –Now, Next and New

December 5 & 6, 2024 | ITC Hotels Kences Palm, Mahabalipuram, Chennai

DAY 1 PROGRAM SCHEDULE

Thursday, December 5

Time Slot [IST]	Session	Speakers
2:00 – 3:20 PM	<ul style="list-style-type: none"> Hi-Tea Registrations 	
3:20 – 4:00 PM	Inaugural Session <ul style="list-style-type: none"> Inaugural Address & Lamp Lighting and Address by the ‘Guest of Honour’ Unveiling of Everest Group and SSF Research Releasing the SSF Global Coffee Table Book 	<ul style="list-style-type: none"> Guest of Honour Rakesh Sinha SSF Global Governing Council
4:00 – 4:25 PM	Session 1: Special Address – Point of View India emerging as a ‘Global Tech Leader’ - An imperative toolkit to the Vision of Viksit Bharat@ 2047 <i>Building on the strong foundation of US-India Strategic Partnership</i>	Dr Mukesh Aghi
4:30 – 4:55 PM	Session 2 – Masterclass: The Indigenization & Barbell Strategy Unleashing the Power of Collaboration & the growing Ecosystem– Shop made and Bought out to co-exist	Ravi S Ramakrishnan
4:55 – 5:40 PM	Session 3: Leadership Perspectives – Charting the Course Reinventing the New Transformation Frontiers in the world of AI <ul style="list-style-type: none"> Creating Centre of Expertise or Center of Competence for Value Creation Strategic Principles of AI Adoption – Where to draw the line? Success/ failure, ROI Challenges of Integrating existing legacy tech & ERP with Adoption of AI 	<ul style="list-style-type: none"> Dr Sanjeev Rastogi Sanjay Dora Gauri Chandra Mukta Arora Moderated by: Sanket Sinha
5:40 – 6:00 PM	Tea/ Coffee Break	
6:00 – 6:30 PM	<ul style="list-style-type: none"> Session 4: The next & new in GCC – Tech-Integrated Enterprise Services Unveiling of Self-Assessment Tool: TIES™ 	<ul style="list-style-type: none"> Sanjay Gupta
6:30 – 6:40 PM	Session 5: Special Address – Point of View India as a GCC Capital	<ul style="list-style-type: none"> Lalit Ahuja
6:45 – 7:40 PM	Session 6: Inspirational Address Three Diseases That Are Killing Organizations	<ul style="list-style-type: none"> Capt. Raghu Raman
7:40 – 8:00 PM	13th Excellence Awards & Recognition (Part 1)	<ul style="list-style-type: none"> V V Ranganathan Urs-Ulrich Katzenstein Ravi S Ramakrishnan Rakesh Sinha
8:00 PM onward	Networking Cocktail-Dinner	

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DAY 2 PROGRAM SCHEDULE

Friday, December 6

Time Slot [IST]	Session	Speakers
9:15 – 9:40 AM	Welcome Tea-Coffee	
9:40 – 10:00 AM	Partners and Sponsors of the Conclave	
10:00 – 10:45AM	Session 1: Expert Views <i>Driving holistic Sustainability Agenda–GBS & GCCs as Agents of Change</i> <ul style="list-style-type: none"> Embedding Sustainability into Core Business Processes Leveraging Technology for Impactful Sustainability Leverage Financial Insights to model cost benefits of sustainable practices Driving holistic sustainability and Workplace ecosystem development 	<ul style="list-style-type: none"> Shankar Iyer Anil Kumar Radhakrishnan Ankit Gupta <p>Moderated by: Abhinav Goel</p>
10:45 – 11:30AM	Session 2: Leadership Challenge – Building the multi-dimensional next line <i>Developing the Next Generation Business Services Leaders with Global outlook</i> <ul style="list-style-type: none"> Resilient and Agile Talent Pipeline – Global Exposure / Global Networks Driving Purpose-Led Leadership, focusing on sustainability, ethical practices, DEI&B, and social impact Global leadership simulations to identify, nurture, and track the development of high-potential talent Digital Leadership and Mindset of innovation 	<ul style="list-style-type: none"> Sunil Kumar Jaideep Agarwal Sandeep Kulkarni Urs-Ulrich Katzenstein <p>Moderated by: Sanjay Gupta</p>
11:30 – 12:00PM	Tea-Coffee Break	
12:00 – 1:00 PM	Session 3: Success Stories of Value Delivery – Discover the Differences <i>Redefining the Value Markers & KPIs –Becoming an Enterprise Partner and Realizing Enterprise Level Business Outcomes</i> <ul style="list-style-type: none"> Evolving from Cost Centers to Strategic Partners, beyond traditional cost-saving metrics to delivering enterprise-wide strategic value Redefining Value Metrics to Align with Enterprise Goals Leveraging Data & Insights for Enterprise Transformation Embedding End-to-End Ownership and Accountability Building Collaborative Models for Value Creation 	<ul style="list-style-type: none"> Sriram Gopalakrishnan Venkat Kumar S Hemamalini Venkataraman <p>Moderated by: Nilesh Bhatia</p>
1:00 – 1:45 PM	Networking Lunch	

1:45 – 2:30 PM	<p>Session 4: Listening from Practitioners – Higher, Faster & Stronger Achieving Business Impact through the Gen AI adoption</p> <ul style="list-style-type: none"> o Strategic Use Cases Driving Business Outcomes that Explore real-world applications of Gen AI in GCCs across industries, showcasing how they enhance throughput, accelerate results, and create sustainable value o Overcoming Implementation Challenges such as data quality, privacy concerns, and resourcing, with actionable insights on governance, fast-fail approaches, and operational resilience o Shaping the Future with Gen AI and emerging opportunities, strategies for scaling adoption, and how GCCs can leverage Gen AI to build a foundation for long-term business transformation and decision-making 	<ul style="list-style-type: none"> ▪ Tanmay Agarwal ▪ Sankar Narayan ▪ Geetha Ramamoorthi ▪ Dr Durga Prakash Devarakonda <p>Moderated by: Atul Kulshreshtha</p>
2:30 – 3:10 PM	<p>Session 5: Fireside Chat Solving the Data Puzzle – What, When, How?</p> <ul style="list-style-type: none"> o Driving towards the Single Source of Truth – Challenges & learnings o Driving Value Creation and Innovation much beyond Cost saves o Balancing between Legacy Technology and new age solutions – Why and How? o Leveraging data for Moving Up the Partnership value chain to become Enterprise Partner 	<ul style="list-style-type: none"> ▪ Koushik Krishnan ▪ Geeta Gadekar ▪ Vijay Samuel <p>Moderated by: Bharath M Sundaram</p>
3:10 – 3:30 PM	Tea/ Coffee Break	
3:30 – 4:20 PM	<p>Session 6: Leadership Insights Catalysing Transformation through Business Services Operations for India HQ companies</p> <ul style="list-style-type: none"> o What are the key Challenges and Opportunities? o How to gain Board/Top Management Sponsorship for contemporising the operations o How to be better positioned as the ‘Transformation Leaders’ or Center of Expertise/ Capabilities and not getting diluted as a back-office processing department? 	<ul style="list-style-type: none"> ▪ Kaleeswaran Arunachalam ▪ Ajay Wadhwa ▪ Tarun Aahi ▪ Sushil Kedia ▪ Richard Alvares <p>Moderated by: Anand Maheshwari</p>
4:20 – 4:45 PM	13th Excellence Awards & Recognition (Part 2)	<ul style="list-style-type: none"> ▪ V V Ranganathan ▪ Urs-Ulrich Katzenstein ▪ Ravi Ramakrishnan ▪ Rakesh Sinha
4:45 – 5:00 PM	Concluding Remarks & Vote of Thanks	

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