

PRESENTS

13th ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE
&

SSF EXCELLENCE AWARDS, RECOGNITION & FELICITATIONS

WelcomHotel By ITC Kences Palm Beach
Mahabalipuram, Chennai

A WHOLE NEW WORLD OF GCC & ENTERPRISE SERVICES
Elevating from Good to Great – Now, Next and New

December 5-6 2024

#SSFGlobal

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Annual Conclave – The Flagship Event of SSF Global

SSF Global has progressively become the forum of Interactive Excellence in India for Shared Services and Business Processes. The participants at the SSF platforms take back not only a myriad of experiences with respect to strategic execution of shared services strategy, but also connections and awards that bring in 'Culture' and 'Value' to the Industry.

The last 12 Conclave events have received remarkable participation of more than 1500 practitioners from business services practitioners and industry leaders cutting across functions, domains and sectors, every year from Multinational Corporations, Global Shared Services Centres – GBS/ GCCs, India SSCs & Corporates, Public Sector Companies, and Services Provider Organizations.

Speakers (Business Leaders having experience of leading transformation) share their experiential insights & perspectives. There are panel discussions, case presentations, Business Storytelling, brainstorming sessions/ open discussions on some critical topics for Business Services organizations.

A SNAPSHOT OF PAST CONCLAVE EVENTS...



The 11th Annual Global Business Services Conclave by SSF India at **HYDERABAD**



SSF Global's 13th Annual Global Enterprise Services Conclave

SSF Global welcomes you to the 13th Annual Global Enterprise Services Conclave, themed "***A Whole New World of GCC & Enterprise Services: Elevating from Good to Great - Now, Next and New***" – an insightful two-day event that brings together industry leaders, change-makers, pioneering thought leaders and visionaries to shape the future of global business services.

This year's theme focuses on India's evolving role as a global tech leader, with a keen emphasis on transformation in the AI-driven era. The event will explore pathways to achieving Viksit Bharat @2047, charting how India can strengthen its global leadership by leveraging technology and innovation. As industries worldwide face continuous disruption, this conclave aims to deliver a roadmap for harnessing cutting-edge technology, fostering collaboration, and building leadership capacity for sustainable growth. From leadership perspectives on new frontiers in AI to masterclasses on indigenization strategies, participants will engage with best practices and success stories that highlight impactful value delivery.

The conclave will feature special addresses, inspirational session, and expert panels on topics ranging from sustainability, data, and mental wellness, to the growing role of AI and technology in transforming industries. The recognition of excellence through awards, including the ***Inspiring Women Leaders and Highly Influential Impact Leaders in GCC & Enterprise Services***, promises to inspire the next generation of business leaders.

In a rapidly changing digital landscape, where AI, automation, and data-driven strategies are redefining business operations, this conclave aims to provide participants with the tools, insights, and strategies required to stay ahead. Across two days of thought-provoking sessions, participants will engage with visionary leaders and practitioners who will share real-world success stories, new technology trends, and future-ready strategies that elevate organizations from being good to truly great.

Through specialized addresses, expert panels, masterclasses, and leadership challenges, this conclave will examine the Now, Next, and New of enterprise services, pushing the boundaries of what GCCs can achieve. We look forward to inspiring new ways of thinking, driving innovation, and transforming business services to unlock greater value for organizations worldwide.

A Whole New World of GCC 7 Enterprise Services

Elevating from Good to Great – Now, Next and New

Key Focus Areas for this Conclave will be:

1. India as a Global Tech Leader: Vision of Viksit Bharat @2047

This session sets the stage by focusing on India's emergence as a tech leader and how this aligns with the broader goal of Viksit Bharat @2047. It will highlight the strategies, policies, and collaborations necessary to turn India into a global tech hub. The conversation will focus on how enterprise services can catalyze this transformation, ensuring sustainable and inclusive growth.

2. Reinventing Transformation with AI: From Good to Great

Leadership perspectives will delve into how organizations can leverage AI to drive transformation across business functions. This session will explore real-world applications of AI, automation, and advanced analytics to enhance productivity, reduce costs, and unlock new growth opportunities. The focus will be on elevating enterprise services and GCCs to strategically impactful centers.

3. Masterclass: Indigenization & Barbell Strategy for Future Growth

Collaboration and ecosystem growth are critical to enterprise success. This masterclass will explore the Barbell Strategy, which balances internal capabilities (shop-made) with strategic external partnerships (bought-out), ensuring organizations are prepared for both current and future demands. Indigenization will be discussed as a tool for unlocking the potential of local innovation while remaining globally competitive.

SSF Global's 13th Annual Global Enterprise Services Conclave

A Whole New World of GCC 7& Enterprise Services Elevating from Good to Great – Now, Next and New

4. Insights & Best Practices: Unveiling the TIES Self-Assessment Tool

Participants will gain insights into Tech Integrated Enterprise Services (TIES), a self-assessment tool that allows organizations to measure and enhance their transformation readiness. This session, supported by SSF Research and Everest Group, will also reveal best practices in enterprise services that are driving business impact, helping attendees benchmark and adopt proven success strategies.



5. Sustainability & Next-Gen Leadership Development

Day 2 will shine a light on how leaders can develop next-generation capabilities while embedding sustainability into their core business strategies. Expert panels will discuss how to build multi-dimensional leaders for the future, while also driving enterprise sustainability and resilience in a volatile world. Participants will leave with actionable insights on elevating from good to great in global business services.

DISTINGUISHED SPEAKERS



Guest of Honour
Thiru. Kumar Jayant IAS
 Additional Chief Secretary
 IT & Digital Services Department
 Government of Tamil Nadu



Rakesh Sinha
 Co-Founder, SSF Global;
 Founder & CEO, Quintes
 Global



Dr Mukesh Agni
 President & CEO
 US-India Strategic
 Partnership Forum



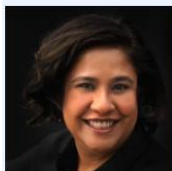
Ravi S Ramakrishnan
 Founder – SSF Global,
 Founder & Executive
 Chairman, Rvalue Group



Dr Sanjeev Rastogi
 Chief Executive Officer – GCC
Adani Group



Sanjay Dora
 Former COO – GBS & India
 Country Head
TESCO



Gauri Chandra
 Chief Executive Officer
RM India



Mukta Arora
 Former Managing Director
Elanco



Sanket Sinha
 Associate Vice President,
 Digital Process Operations
HCLTech



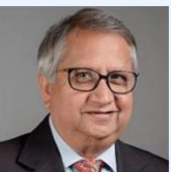
Sanjay Gupta
 Chief Architect
SSF Global



Lalit Ahuja
 Co-Founder & CEO
ANSR Inc



Capt. Raghu Raman
 Inspirational Speaker
 Former CEO – **NATRIGID**



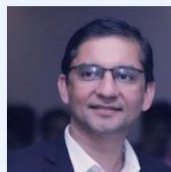
V V Ranganathan
 Jury Chair
 SSF Excellence Awards &
 Recognition
 Former Senior Partner – **EY**



Urs-Ulrich Katzenstein
 Head of Business
 Development Continental
 Europe
Quintes Global



Shankar Iyer
 Director VBU –
 Transportation, Smart Cities,
 Sustainable Infrastructure
Johnson Controls



**Anil Kumar
 Radhakrishnan**
 CFO
Plant Lipids



Ankit Gupta
 President
Brookfield Properties



Abhinav Gool
 Vice President – Strategic
 Initiatives
SSF Global



Sunil Kumar
 Center Head
World Bank Group

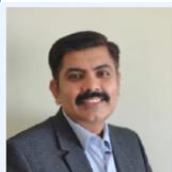


Jaideep Agarwal
 India GBS Leader
Warner Bros. Discovery



Sandeep Kulkarni
 Senior Vice President & Head
Worley Enterprise Services

DISTINGUISHED SPEAKERS



Sriram Gopalakrishnan

Director Global Shared Services V.Group



Dr S Venkat Kumar

Principal Consultant – Business Support (Asia Pacific & Middle East) KONE Elevators India



Hemamalini Venkataraman

Head GBS Service Delivery FLSmidth



Nilesh Bhatia

Senior Vice President – Head Customer Delivery & Operations Quintes Global



Tanmay Agarwal

Vice President & Head Global Shared Services Wipro



Sankar Narayan

GBS India Head Smith & Nephew



Geetha Ramammoothri

Managing Director, India KBR Inc.



Dr Durga Prakash Devarakonda

Former MD – GCC India Elvance Health Inc.



Sunil Sayal

Former CFO – Region India Nokia



Atul Kulshreshtha

Senior Vice President – Strategic Growth & AI Solutions Quintes Global



Koushik Krishnan

Director – Process Transformation Bunge



Geeta Gadekar

Chief Executive Officer-India Publicis Re:Sources



Vijay Samuel

VP & Head Operations Annalect India (An Omnicom Media Group Company)



Bharath M Sundaram

Vice President Everest Group



Kaleeswaran Arunachalam

Group CFO & Head of Strategy Crompton Greaves Consumer Electricals



Ajay Wadhwa

Chief Executive Officer TML Business Services (Tata Motors)



Tarun Aahi

VP & Head SSC Jindal Steel & Power Limited



Sushil Kedia

Chief Operating Officer Business Delivery Centre Tata Steel



Richard Alvares

VP, Head Program & Business Transformation – Shared Service Ultratech Cement



Anand Maheshwari

Founder Director & Chief Commercial Officer Quintes Global

Distinguished Speakers

1. [Thiru. Kumar Jayant IAS](#), Additional Chief Secretary, IT & Digital Services Department, Government of Tamil Nadu
2. [Rakesh Sinha](#), Co-Founder – SSF Global, Founder & CEO – Quintes Global
3. [Dr Mukesh Aghi](#), President & CEO, US-India Strategic Partnership Forum
4. [Ravi S Ramakrishnan](#), Founder – SSF Global; Executive Chairman – Quintes Global
5. [Gauri Chandra](#), Chief Executive Officer – RM India
6. [Dr Sanjeev Rastogi](#), Chief Executive Officer, GCC – Adani Group
7. [Mukta Arora](#), Former MD – Elanco
8. [Sanjay Dora](#), Former COO – GBS & India Country Head, TESCO
9. [Sanket Sinha](#), Associate VP, Digital Process Operations – HCLTech
10. [Sanjay Gupta](#), Chief Architect – SSF Global
11. [Lalit Ahuja](#), Co-Founder & CEO - ANSR Inc.
12. [V V Ranganathan](#), Jury Chair – SSF Excellence Awards & Recognition; Former Senior Partner – EY
13. [Urs-Ulrich Katzenstein](#), Jury Member – SSF Excellence Awards & Recognition; Head BD Continental Europe – Quintes Global
14. [Capt. Raghu Raman](#), Leadership Advisor, Inspirational Speaker
15. [Anil Kumar Radhakrishnan](#), Chief Financial Officer – Plant Lipids
16. [Shankar Iyer](#), Director VBU, Transportation, Smart Cities, Sustainable Infrastructure – Johnson Controls
17. [Ankit Gupta](#), President – Brookfield Properties
18. [Abhinav Goel](#), Vice President – Strategic Initiatives – SSF Global
19. [Sunil Kumar](#), Center Head, World Bank Group
20. [Sandeep Kulkarni](#), Senior VP & Head – Worley Enterprise Services

Distinguished Speakers

21. [Jaideep Agarwal](#), India GBS Leader – Warner Bros. Discovery
22. [Sriram Gopalakrishnan](#), Director Global Shared Services – V.Group
23. [Hemamalini Venkataraman](#), Head GBS Service Delivery – FLSmidth
24. [Dr S Venkat Kumar](#), Principal Consultant – Business Support (Asia Pacific & Middle East) – KONE Elevators Inda
25. [Nilesh Bhatia](#), SVP, Head Customer Delivery & Ops – Quintes Global
26. [Tanmay Agarwal](#), VP & Head Global Shared Services – Wipro
27. [Sankar Narayan S](#), GBS India Head – Smith & Nephew
28. [Geetha Ramamoorthi](#), Managing Director - KBR Inc.
29. [Dr Durga Prakash Devarakonda](#), Former MD, GCC India – Elevance Health Inc
30. [Atul Kulshreshtha](#), SVP, Strategic Growth & AI Sol. – Quintes Global
31. [Koushik Krishnan](#), Director - Process Transformation – Bunge
32. [Geeta Gadekar](#), Chief Executive Officer, India – Publicis Re:Sources
33. [Vijay Samuel](#), VP & Head Ops – Annalect India (Omnicom Media Grp Co)
34. [Bharath M Sundaram](#), Vice President – Everest Group
35. [Kaleeswaran Arunachalam](#), Group CFO & Head of Strategy – Crompton Greaves Consumer Electricals
36. [Ajay Wadhwa](#), CEO – TML Business Services (Tata Motors)
37. [Sushil Kedia](#), COO, Business Delivery Centre – Tata Steel
38. [Tarun Aahi](#), VP & Head of Shared Services Centre – JSPL
39. [Richard Alvares](#), VP and Head Program & Business Transformation - Shared Service – UltraTech Cement
40. [Anand Maheswari](#), Founder Director & Chief Commercial Officer – Quintes Global
41. [Sunil Sayal](#), Former CFO – Region India, Nokia

Program Schedule

| Time Slot [IST] | Session | Speakers |
|---------------------------|---|--|
| DAY - 1 DEC - 05 | | |
| 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 <i>Unleashing the Power of Collaboration & the growing Ecosystem – Shop made and Bought out to co-exist</i> | 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"> ○ <i>Creating Centre of Expertise or Center of Competence for Value Creation</i> ○ <i>Strategic Principles of AI Adoption – Where to draw the line? Success/ failure, ROI</i> ○ <i>Challenges of Integrating existing legacy tech & ERP with Adoption of AI</i> | <ul style="list-style-type: none"> ▪ Dr Sanjeev Rastogi ▪ Sanjay Dora ▪ Gauri Chandra ▪ Mukta Arora <p><i>Moderated by:</i> Sanket Sinha</p> |
| 5:45 – 6:00 PM | Tea/ Coffee Break | |

Program Schedule

| Time Slot [IST] | Session | Speakers |
|---------------------------|---|--|
| 6:00 – 6:30 PM | Session 4: The Next & New in GCC – Tech-Integrated Enterprise Services <ul style="list-style-type: none"> 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 |
| 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 | |
| DAY – 2 DEC – 06 | | |
| 9:15 – 10:00 AM | Welcome Tea-Coffee | |
| 10:00 – 10:45 AM | Session 6: Inspirational Address Three Diseases That Are Killing Organizations | <ul style="list-style-type: none"> Capt. Raghu Raman |
| 10:45 – 11:00 AM | Session 1: Expert Views Driving holistic Sustainability Agenda – GBS & GCCs as Agents of Change <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> |

Program Schedule

| Time Slot [IST] | Session | Speakers |
|------------------|---|--|
| 11:00 – 11:45 AM | Session 2: Leadership Challenge – Building the multi-dimensional next line Developing the Next Generation Business Services Leaders with Global outlook ○ <i>Building a Resilient and Agile Talent Pipeline</i> ○ <i>Driving Purpose-Led Leadership, focusing on sustainability, ethical practices, and social impact</i> ○ <i>AI-driven talent analytics and global leadership simulations to identify, nurture, and track the development of high-potential talent</i> ○ <i>promote a mindset of innovation, empowering emerging leaders to experiment, fail fast, and embrace continuous learning in navigating global market dynamics</i> | <ul style="list-style-type: none"> ▪ Sunil Kumar ▪ Jaideep Agarwal ▪ Sandeep Kulkarni ▪ Urs-Ulrich Katzenstein <p><i>Moderated by:</i> Sanjay Gupta</p> |
| 11:45 – 12:00 PM | Tea-Coffee Break | |
| 12:00 – 1:00 PM | Session 3: Success Stories of Value Delivery – Discover the Differences Redefining the Value Markers & KPIs – Becoming an Enterprise Partner and Realizing Enterprise Level Business Outcomes ○ <i>Evolving from Cost Centers to Strategic Partners</i> ○ <i>Redefining Value Metrics</i> ○ <i>Leveraging Data & Insights</i> ○ <i>Embedding End-to-End Ownership and Accountability</i> ○ <i>Building Collaborative Models for Value Creation</i> | <ul style="list-style-type: none"> ▪ Sriram Gopalakrishnan ▪ Venkat Kumar S ▪ Hemamalini Venkataraman <p><i>Moderated by:</i> Nilesh Bhatia</p> |

Program Schedule

| Time Slot [IST] | Session | Speakers |
|-----------------|--|--|
| 1:00 – 1:45 PM | Networking Lunch | |
| 1:45 – 2:30 PM | Session 4: Listening from Practitioners – Higher, Faster & Stronger Achieving Business Impact through the Gen AI adoption <ul style="list-style-type: none"> ○ Strategic Use Cases Driving Business Outcomes ○ Overcoming Implementation Challenges such as data quality, privacy concerns, and resourcing ○ Shaping the Future with Gen AI to build a foundation for long-term business transformation and decision-making | <ul style="list-style-type: none"> ▪ Tanmay Agarwal ▪ Sankar Narayan S ▪ Dr Durga Prakash Devarakonda ▪ Geetha Ramamoorthi <p>Moderated by: Atul Kulshreshtha</p> |
| 2:30 – 3:10 PM | Session 5: Fireside Chat Solving the Data Puzzle – What, When, How? <ul style="list-style-type: none"> ○ Driving towards the Single Source of Truth – Challenges & learnings ○ Driving Value Creation and Innovation much beyond Cost saves ○ Balancing between Legacy Technology and new age solutions – Why and How? ○ 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> |

Program Schedule

| Time Slot [IST] | Session | Speakers |
|-----------------|--|---|
| 3:10 – 3:30 PM | Tea/ Coffee Break | |
| 3:30 – 4:20 PM | Session 6: Leadership Insights Catalysing Transformation through Business Services Operations for India HQ companies <ul style="list-style-type: none"> ○ <i>What are the key Challenges and Opportunities?</i> ○ <i>How to gain Board/ Top Management Sponsorship for contemporising the operations</i> ○ <i>How to be better positioned as the 'Transformation Leaders' or Center of Expertise/ Capabilities and not getting diluted as a back-office processing department?</i> | <ul style="list-style-type: none"> ▪ Kaleeswaran Arunachalam ▪ Ajay Wadhwa ▪ Tarun Aahi ▪ Sushil Kedia ▪ Richard Alvares <p><i>Moderated by:</i> 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 | <ul style="list-style-type: none"> ▪ Rakesh Sinha |

Thiru. Kumar Jayant
Additional Chief Secretary – IT & Digital Services Department
Government of Tamil Nadu



Thiru. Kumar Jayant is an esteemed Indian Administrative Service (IAS) officer of the 1992 batch, serving in the Tamil Nadu cadre. Currently, he holds the position of Additional Chief Secretary in the Information Technology and Digital Services Department of the Government of Tamil Nadu, based in Chennai.

In this role, he oversees various initiatives aimed at enhancing digital governance and implementing information technology solutions across the state.

Throughout his career, Kumar Jayant has held significant positions in various departments, including Revenue and Disaster Management, as well as Labour Welfare and Skill Development. His contributions to public administration, particularly in leveraging technology for governance, have been pivotal in driving efficiency and transparency within government services in Tamil Nadu.

Rakesh Sinha
Co-Founder – SSF Global
Founder & Chief Executive Officer – Quintes Global



Rakesh is a seasoned professional with an entrepreneurial experience of over 2 decades in Advisory & Management Consulting, Business Services, Business Process Transformation and Technology space. He is an IT Graduate and acquired business management skills from IIM Calcutta. He is one of the few leaders globally certified as an Authorized Evaluator by ITsqc of Carnegie Mellon University, USA for eSCM and a certified 'Program Coach' from Canada. He has been felicitated by leading and reputable media houses as the 'Pioneer', 'Thought Leader', Transformation Guru!

He has been honored as one of the **top 30 Influential Young Entrepreneurs of 2016** by the Insight Success magazine and featured on their cover story, and as India's Greatest Leaders 2017-18 – 'Pride of the Nation', received the **'Most Promising Business Leader in Asia 2021-22' recognition by Economic Times, Times Group**. Rakesh has been featured in ET Now at the Economic Times CEO Conclave 2021. He was one of the youngest to be invited as Member Management Council of Delhi Management Association. Rakesh has been honoured with the prestigious recognition by AsiaOne 2 years in a row – 'Asia's Greatest Leaders 2023 - ASIA-AMERICAS AFRICA' and 'Asia's Greatest Leaders 2021-22'. In 2019, along with two pioneering leaders, Rakesh founded Quintes Global (QG), which has been recognized as India's Fastest Growing Brand 2021-22. QG is a certified ISO/IEC 27001:2013 organization and has recently been awarded with the prestigious 'Great Place to Work' recognition. QG offers a new age tech-integrated transformation model for business services, Dedicated Captive (D-CapTM), with a focus to Deliver EBIDTA and Business Impact for its customers. The differentiated model enables clients to get scale benefits, reduce cost & grow profits, and transform fast & end to end. Quintes Global won the prestigious 'NASSCOM SME Inspire Award 2023 – for Growth Leadership in Business Process Management.' Rakesh also co-founded Shared Services Forum (SSF) in 2011 as an industry platform to create and disseminate knowledge for excellence in BPM in Global India. He has authored & co-authored several pioneering research reports and India's first-of-its-kind book, **'BPM in Global India – The Inflection Point for Competitive Advantage'**. In his role as Executive Director & CEO at RvaluE Group, he has been part of setting up/ growing 17+ India & Global Shared Service Centers, and 140+ Transformational engagements delivering business impact of over US\$400mn to clients. With a wide exposure to both domestic and international clients and working experience with companies like ESpire, CBoP, American Express, Rakesh has worked across the geographies providing transformational leadership. Rakesh spots Industry Trends and has led customized Business Transformation initiatives such as Sourcing Model Strategy, Benchmarking, Location Strategy, Offshoring, RFP & Deal Management, Business Process Redesign, Vision planning for Globalizing Shared Services, identifying process consolidation opportunities for over 5000+ FTEs, preparing Business Case, leading process migration/people transition cutting across F&A, HR, Supply Chain & Procurement, Customer Life Cycle, and IT functions both in Manufacturing & Services domains. Rakesh not only mentors & coaches his team, as a part of his social responsibilities, he also mentors young leaders from leading Management Institutes. He is frequently invited by various Institutions of repute like IIMs, IMT, Department of Finance and Business Economics (Delhi University), Amity University, ACCA, etc. as a Guest Speaker to address the students and share his experiential insights. He is also a regular speaker at established forums like CFO India (CFO Collective), ET Insights, on topics ranging from AI & finance to people & business. Rakesh devotes time to social projects along with like-minded people, think beyond the present, for creating Think Tank for 2030 and make India a better place to live in the global village.

Mukesh Aghi
President and CEO
US-India Strategic Partnership Forum



Mukesh Aghi is the President and Chief Executive Officer of USIndia Strategic Partnership Forum (USISPF). USISPF is the largest, independent not for profit entity based out of Washington DC. It focuses on building strong partnership between the US and India, focusing on geo-political, trade, technology transfer, innovation, investment and legislative issues.

Mukesh Aghi has extensive experience working with business and government leaders in the U.S. and India to promote trade and strengthen ties between the two countries. Last four years USISPF has been instrumental in investing over \$50 billions in India. Currently Mukesh Aghi is a board member and former Chair of the Compensation Committee at DXC Technology (NYSE) a \$15 billion IT Services company. He is also member of the board at HT Media and Trustee at Claremont Graduate University in California.

Previously, Mukesh Aghi served as Chief Executive and Member of the Board at L&T Infotech where he expanded the business on a global level. L&T Infotech is over \$1.2 billion IT Services company with over 25,000 employees worldwide. During his time at Steria, Inc. (India), Dr. Aghi served as Chairman and CEO of the Asia-Pacific region. Steria headquartered in Paris was a 2.5 billion Euro entity. Additionally, Dr. Aghi was the founding CEO of Universitas 21 Global, based in Singapore, the world's largest consortium of research-led universities and global leader in providing post-graduate online education. He was also the President of IBM India for IBM Corporation and General Manager Manufacturing based out of Japan. Dr. Aghi was Senior Vice President at Ariba Inc based in San Francisco managing global operations. He grew J.D. Edwards global operations based in multiple countries-Tokyo, Singapore, London and Dubai.

Dr. Aghi holds several degrees, including an advanced management diploma from Harvard Business School, a Ph.D. in international relations from Claremont Graduate University, an MBA in international marketing from Andrews University, and a BA in business administration from the Middle East College, Beirut, Lebanon. As a fluent speaker in many international languages, Dr. Aghi was recognized by Esquire Magazine as a Global Leader and has won many awards over the course of his professional career, including the J. R. D. Tata Leadership Award. He was awarded by Government of India Pravasi Bharatiya Samman (India's President Medal of Honor). In his free time, Dr. Aghi is a major marathon and mountaineering enthusiast. He has competed in over 27 international marathons and climbed some of the highest peaks in North America and Europe.

Ravi S Ramakrishnan
Founder, SSF Global
Founder & Executive Chairman, RvaluE Group



Ravi is a seasoned global business and people leader with ~40yrs of business, finance and business services experience. A former Business Leader at American Express, he was integral part of the global leadership team to set up its pioneering offshore operations in India in mid 90s. He has held leadership positions in Unilever, Murugappa Group & Eicher Group, with CXO level responsibilities.

Ravi has led large scale process transitions and transformations, and serviced 30+ countries across US, UK, Europe, Japan, and India. He has successful track record of transforming business services: strategy to execution, hands-on experience of global COE Ops, global process ownership, global implementation of SOX (Amex \$160Bn Balance Sheet), re-engineering, technology & change management. He has strong relationships with the BPM ecosystem across the globe

Ravi set up RvaluE in 2005, a growing firm focused on business services strategy, operations, process transformation and captive operations offering E2E solutions to 'realize business value'. In 2011, he founded Shared Services Forum (SSF), an interactive Industry Platform for Shared Services & IT/ITeS space. His latest venture is Quintes Global, setting trends through transformation centric NewAge Business Services Operating Model – 'Dedicated Captive' (D-Cap) Model.

Recognized as a Visionary CEO & Thought Leader in Business Services, is also an Executive Coach & Mentor for business leaders, hi-performing executives and young entrepreneurs. As 'Game Changers' in Business Transformation, he has provided leadership to create proprietary models for process consolidation, process maturity, people practices, digital transformation, future readiness, customer experience, etc. RvaluE has been listed and awarded as 'India's Greatest Brands 2017-18 – Pride of the Nation', by AsiaOne Magazine & URS Media – Process Reviewers PricewaterhouseCoopers PL". Very recently, Ravi has been recognized as 'Global Asian of the Year' by AsiaOne

Ravi uniquely combines exposure to Manufacturing & Services sectors, setup 17+ SSCs, 140+ transformational assignments, various structuring/ operating models, delivering over \$ 400 Mn saves to clients. He works with CXO leaders of India/ Global Corporations, GBS Centres and BPO Ecosystem, translating BPM strategies into business performance drivers. At Eicher Group, as CFO & Member, Group Management Committee he was associated with many strategic initiatives including turnaround & merger of Royal Enfield Motors.

Ravi is a Chartered, Cost Accountant & Company Secretary and trained at Carnegie Mellon University, USA for implementing eSCM. He is passionate about people, practices, leadership and organizational capability development.

Dr Sanjeev Rastogi
Chief Executive Officer - GCC
Adani Group



Sanjeev possesses over 27 years of extensive experience in setting up and managing large operations in the shared services and business process outsourcing (BPO) industries, in the areas of finance, insurance and procurement. He is currently the Chief Executive Officer with the Adani Group and heads the company's Global Capability Centres [GCC] .

In his previous role, he was a Partner at Deloitte India and headed their Global Capability Enhancement Centres [CEC]. He was the Operations Director at Metro GBS and had also led the controllership function for Hewlett Packard (HP). He has also held senior leadership roles at Xerox, Accenture, Standard Chartered Bank, and American Express.

Sanjeev believes that desire, dedication and discipline are essential for success and as a leader you should always 'walk the talk' and treat everyone the way you wish to be treated.

He holds a Bachelor of Commerce (Honours) degree from Delhi University, and has recently completed his Doctorate (PHD) from Bharathiar University. He is also a Chartered Accountant, Cost Accountant and Company Secretary.

He has also attended various short-term courses at prestigious universities across the globe, including the likes of Insead, IMD and Temple university in Japan.

He is well connected within various industry forums like SSF Global, NASSCOM, IMA, CII, etc. and is a regular speaker at forums hosted by these bodies. He also conducts guest lectures at leading education institutes.

Sanjay Dora

Former Chief Operating Officer - India TESCO



Sanjay is a prominent executive in the retail and technology sectors, currently serving as the Chief Operating Officer (COO) of Tesco Business Services and the Country Operations Lead for Tesco Bengaluru. His extensive career spans over 25 years, during which he has developed a strong reputation for his leadership and operational expertise in global business services.

Sanjay's career at Tesco began with his previous role as Director of Tesco Business Services from 2011 to 2015. He returned to the company in November 2022, taking on the role of COO, where he is responsible for overseeing operations, compliance, governance, and strategic leadership within Tesco Bengaluru. His appointment was highlighted by Sumit Mitra, CEO of Tesco Business Services, who emphasized Dora's vast consumer knowledge and proven track record in delivering strategic outcomes. Before rejoining Tesco, Dora held significant positions at other major corporations. He served as the India Country Operations Executive at Telstra from April 2019 to June 2022, where he was instrumental in establishing a world-class technology and operations capability. Prior to that, he worked as COO for ANZ's group service centres across India, the Philippines, and China from January 2015 to March 2019. His early career included roles at IBM and Citigroup, where he managed large-scale operations and service delivery across Asia Pacific.

Sanjay's leadership at Tesco reflects a blend of operational acumen and a commitment to community development. His strategic insights into talent management and operational excellence continue to drive Tesco's objectives in India, positioning the company for future growth in an increasingly competitive retail landscape.

Gauri Chandra
Chief Executive Officer
RM India



Gauri Chandra is the Chief Executive Officer (CEO) of RM Education Solutions India Pvt. Ltd. (RM ESI), the Indian subsidiary of the UK-based RM Plc, a leading global supplier of technology and resources to the education sector.

A seasoned leader with over 30 years of experience in technology delivery & operations across global financial services organizations including American Express, JP Morgan Chase and Wells Fargo. In this journey, Gauri has led large global teams, operating in complex, multi-cultural environments to drive Business & Digital transformation, manage operational risk & compliance while driving strong operational delivery.

As CEO of RM India, the Global Capability center for a 50 yr old public listed Edutech Company, Gauri is driving organizational transformation, focusing on building an innovation DNA while strengthening the operational delivery capability of the organization.

Gauri loves to organise and solve large complex problems, cutting through the noise and working through ambiguity. She has spearheaded large transformation initiatives, developing and implementing technology products, delivering multimillion \$ efficiency saves and navigating complex regulatory and organizational challenges.

Gauri is a champion for Women in Leadership roles and has set up/chaired Women in Tech forums at JP Morgan Case, Wells Fargo & RM. She lives with her husband in Bangalore and their daughter is studying in UK

Mukta Arora
Former Managing Director
Eleanco



Mukta is an accomplished leader in the Pharmaceutical Industry and GCC space, having established and built up GCCs in India from scratch. During her career spanning across 25 plus years in a multinational, multicultural environment, She has had the opportunity to build and grow several brands and businesses, in India and Europe.

Mukta has prided herself for being an India Champion to bring the best of India for the global organisations. Besides building and growing the GCCs internally with the exceptional talent pool in India, She has also played a leading role in strategizing and leading Global External Alliances with Indian Industry partners, to foster leveraging of the broader and deeper expertise available in India. Complementing the huge value created through internal build-up of various capabilities at the GCCs, these External alliances have greatly helped us leverage Significant value in catalysing global innovation, by disrupting the current models, in a balanced way.

In her recent roles as the Managing Director at Elanco Innovation and Alliance centre, Bangalore and with Eli Lilly's GCC, She has also enjoyed her work as the Chief People Officer, allowing her the opportunity to explore her key interest in human capital development, showcasing India Talent pool and creating an engaging culture for our employees in India, while fostering a global work environment.

Her early business leadership experience spanning across multiple functional areas including Commercial Sales, Marketing, Human Resources, Operations-supply chain and Logistics, Manufacturing and Research, in India and Europe, has provided her with a well-rounded perspective on the entire business value chain. This has been foundational for GCC set ups and growth, influencing global stakeholders across the value chain.

A staunch follower of Steven Covey and as a champion of DE&I, She is fortunate to have created impact through her work in the space via the Championship of Global Women's networks and Global India Networks and has built awareness around the concept of interdependence to succeed in the global environment.

Sanket Sinha
Associate Vice President, Digital Process Operations
HCLTech



Sanket is an accomplished executive at HCL Technologies, currently serving as the Associate Vice President of Digital Process Operations for the EMEA region. With over a decade of experience in the technology and consulting sectors, Sinha specializes in transforming business operations through digitalization and innovative process management.

In his role as Associate Vice President, Sanket focuses on helping global enterprises adapt their business processes to meet evolving market demands. His expertise lies in enhancing operational efficiency and resilience through advanced methodologies such as process mining, business process management (BPM), and automation technologies. He emphasizes the importance of a human-centric approach to operations, particularly in the wake of the pandemic, which has fundamentally altered user interactions and business models across industries.

Sanket has successfully managed significant projects that demonstrate his capability to deliver substantial cost savings and operational improvements. For instance, he led a project for a global manufacturer that resulted in a \$2.1 billion reduction in base costs over seven years, achieving over 40% savings overall, including more than 30% savings from day one during an accelerated 90-day sprint. This initiative involved rebadging over 5,000 resources and consolidating operations from 30+ countries into six countries within 18 months.

Sanket holds a Master of Business Administration (MBA) with a specialization in Marketing from Pune University. He also has an academic background in Biotechnology.

Sanket's leadership at HCL Technologies showcases his commitment to driving digital transformation and operational excellence in a rapidly changing business environment. His strategic insights and ability to integrate technology with human ingenuity position him as a key player in enhancing client operations and delivering significant value across various industries.

Sanjay Gupta Chief Architect SSF Global



Sanjay has more than three decades of work experience in the fields of Management, Business Process, Finance & Human Resources. He comes with a blend of experience in global and domestic corporations, in private sector and public sector organizations in various capacities.

Sanjay combines extensive experience in strategic as well as operations roles, covering various domains in Off shoring, Financial Services, Insurance in Global Shared Services & BPO, with demonstrated execution and success.

At SSF Global, he has pioneered & published several research papers on BPM & Shared Services and also co – authored the first ever comprehensive book on BPM – “BPM in Global India – The Inflection Point for Competitive Advantage”. Sanjay is the Executive Editor of Shared Services Forum’s Journal, Process Edge and contributes immensely towards GICs/ Shared Services/ BPOs by knowledge capture, sharing and dissemination through articles, research and creating models for base lining and growth.

Sanjay is a Chartered Accountant by qualification. During the initial 10+ years of his corporate career, he worked within the core Finance & Accounting functions in domestic companies such as Living Media and Indian Oil Corporation. He moved to American Express FRC where he first migrated and then serviced several groups of international financial services covering card and travel business.

Sanjay joined EXL Service Holdings, a New York based services company. His excellent operational insights and structured approach to find practical and innovative solutions made him the part of initial core team at EXL. As Operations Lead, he was instrumental in growing the BPO Business and Operations across multiple verticals, leading several business process initiatives, and developing frameworks connecting operational service delivery to business KPIs of clients. Having led large teams and given his focus on people and performance, Sanjay moved to become the Global HR Head for EXL (25000+ people), reporting to the CEO as well as the Compensation Committee of the Board. As the HR head, he played a key role in strategy development to achieve business goals.

Currently Sanjay divides his time between SSF activities and consulting for large corporates. He is also a passionate teacher of the English language and coaches the underprivileged children, youth and young adults.

Lalit Ahuja
Co- Founder & CEO
ANSR Inc.



Lalit is the founder and CEO of ANSR. Prior to founding ANSR, Lalit served as the CEO of several companies including Datamatics, LG Electronics and News Corporation (Star TV). Lalit was also Chairman and President of Target India.

Lalit started his career in the Indian Navy before retiring as a lieutenant commander. While in the Navy, he was head of the prestigious Naval Computer Applications Centre in Lonavla and Senior Engineer Officer of several warships.

Lalit earned his engineering degree from Birla Institute of Technology & Science, Pilani, and MS in Computer Science from Indian Institute of Technology, Mumbai.

In 2004, Lalit Ahuja co-founded ANSR Consulting, alongside D.P Narayana, Thomas W. Sisson, and David Reed. Under his leadership, ANSR has established over 125 GCCs, employing more than 125,000 professionals and facilitating over \$1.6 billion in investments to drive innovation and operational efficiency for global enterprises. The firm specializes in helping companies set up operations in India, leveraging local talent to enhance their global capabilities.

Before launching ANSR, Ahuja held several key positions in major corporations.

He was the Chairman and President of Target India from 2005 to 2012, where he oversaw significant growth initiatives. His previous roles also include CEO of Datamatics Ltd., LG Electronics' software operations in Bangalore, and News Corporation's STAR TV division. His diverse experience across various industries has equipped him with unique insights into business strategy and operations.

V.V. Ranganathan
Former Senior Partner – EY
Jury Chair SSF Excellence Awards



Ranga, as he is fondly called, is a highly accomplished Finance Professional with over 40 years of experience in India and overseas with a variety of portfolios, an Independent Director on Corporate Boards and Chairman of Audit Committee. He is an Author & promoter of young writers, and has also authored & published three Books.

He Co-Founded The Entrepreneur of the Year Programs in India & Monaco. He served EY India for over ten years as senior partner – Country Leader for Strategic Growth Markets & Country Head for Quality & Risk Management.

He is an advisor to independent directors and corporate boards/ Private Equity Firms. He is also actively engaged in Commercial Arbitration & Conciliation. He is an expert in dispute resolution of complex commercial contracts through conciliation process & has settled several cases/disputes of large enterprises with total claims of over 4 Billion US Dollars – INR 37,000 Crores +

He has co-founded many ventures with young talents which are at various stages of growth. Some of his ventures are social enterprises. He constantly strives to build Capacities & Accreditation for Social Entrepreneurs, and is involved with large foundations that run hundreds of schools all over India as well leading a focused program on supporting economically weak but academically strong students. Keen observer of the entrepreneurial community, he provides Entrepreneurial Insights, and has personally interacted with over two hundred entrepreneurs globally over the past several years. Has contributed significantly to the study and research on the subject of entrepreneurship. Has been a Strategic Investor in a number of start-ups. He is a Member of Governing Board of Bharti Airtel Foundation, established in 2000 with a vision “To help underprivileged children and young people of our country realize their potential” and its activities currently impacts the lives of 1.9 million students in rural India.

Ranga was presented The Sankara Ratna Award by Sankara Nethralaya, Chennai, the world famous charitable eye hospital. This award was instituted in 2002 to recognise and honour distinguished individuals/institutions with an impeccable record of supporting this great Eye Hospital & Research Centre and contributing significantly to its cause & philosophy.

Urs-Ulrich Katzenstein

Head, Business Development - Continental Europe

Quintes Global



Urs-Ulrich Katzenstein is a seasoned business leader with over 3 decades of international experience and about 20 years in global leadership/ management roles, including a pivotal role as the Managing Director of Metro Global Business Services where he led a team of 700 colleagues, achieved over 40% growth in 2.5 years, fostered leadership talents for succession planning, demonstrated mastery in automation, digitalization, and robotics, leading to increased efficiency by 25%.

He has led large digital transformation and strategic initiatives like group-wide migration to SAP HANA.

Over his long career, he had worked with some marquee companies across the globe like Bell Food Group AG, Metro AG and before joining Quintes Global, he co-founded Gallery Katzenstein a company that Promoted contemporary Chinese Artists to Europe. He brings comprehensive knowledge in areas ranging from large scale Transformation & Change Management, Governance & effective Program Mgmt., Offshoring & Shared Services, Digital Strategy & IT to Internal Audit, paired with a visionary approach & passion for innovation."

He is skilled at developing new approaches and building highly motivated teams, he is used to working in a multicultural environment with professional experience in different countries and with people from different backgrounds. He values teamwork, combined with an entrepreneurial spirit as well as to reach goals with a positive attitude.

Urs is based out of Basel, Switzerland, and has recently joined Quintes Global as a Senior Advisor and Head – Business Development & Transformation – Continental Europe.

Capt. Raghu Raman
Former CEO – NATGRID
INSPIRATIONAL SPEAKER



Capt. Raghu Raman has a unique career profile that has enabled him to learn, practice and teach first principles of organisational dynamics, strategy, transformations and the mindset shift that is needed to lead in a complex and ever-changing world.

He has operated in distinctively different environments of leadership. The authoritarian style within the Armed Forces, an incentive driven style predominant in corporates such as Mahindra and Reliance Industries and the procedure-driven, bureaucratic style in the government. He has founded and led companies as well as complex global JVs. Raghu has also raised a new hybrid organisation within the Government - which had personnel from the government and private sector working together, towards a common mission.

Raghu's intense exposure of working in large enterprises means he understands what it takes to bring about transformations. His concepts, writings and sessions on the subjects of leadership, strategy and entrepreneurship are sought after to trigger thought leadership and influence doctrine shaping. He has been a strategic advisor to both national and global level leaders.

Capt Raman has a strong presence in leading publications and platforms like TEDx and Josh as well as media - Hindustan Times, Mint, People Matters, Wired, and Indian Express. His talks have been watched over eight million times and used in several leadership forums as case studies.

He is associated with business schools & Govt Institutions including Indian School of Business, Duke Corporate Education, National Defence College, Army War College and Indian Institute of Public Administration.

Shankar Iyer

Director VBU, Transportation, Smart Cities, Sustainable Infrastructure, Johnson Controls



Shankar Iyer is the Director of Transportation, Smart Cities, and Sustainable Infrastructure, Johnson Controls, India. At Johnson Controls he leads the smart city and transport initiatives, promoting sustainable infrastructure across these verticals.

His vision and leadership are vital to transforming urban landscapes, ensuring they are efficient, innovative, and environmentally sustainable. With over 28 years of extensive professional experience, Shankar has established himself as a pivotal figure in various industries, consistently demonstrating leadership and strategic acumen for business.

Prior to Johnson Controls, Shankar was the Chief Marketing Officer and Regional Director - West and South at Indus Towers Ltd, a joint venture of Airtel and Vodafone Idea. He has held various strategic positions across leading companies like Titan, Diageo, Coca-Cola, Paramount Airways, and Vodafone and his broad experience spans sales, marketing, and business operations.

Shankar's professional journey is further distinguished by his academic achievements. He completed the Advanced Management Program at the prestigious Wharton School, University of Pennsylvania, in 2010.

Anil Radhakrishnan Chief Financial Officer Plant Lipids



Anil Kumar Radhakrishnan is a seasoned finance professional currently serving as the Chief Financial Officer (CFO) of Plant Lipids, a leading player in the spice and flavor industry based in Kochi, Kerala. In this critical role, he is responsible for overseeing the financial operations of the company, ensuring robust financial management, strategic planning, and compliance with regulatory requirements.

Anil joined Plant Lipids in December 2020, bringing with him a wealth of experience from various leadership positions in finance. Prior to his current role, he served as the Finance Director at DFE Pharma India from June 2012 to December 2020, where he played a pivotal role in driving financial strategies and enhancing operational efficiencies. His earlier career includes significant roles at Premier Farnell (Farnell India) and APC MGE India Pvt Ltd, where he honed his skills in financial control and management. Anil is a qualified Chartered Accountant, having completed his education from the Institute of Chartered Accountants of India. This strong foundation in accounting principles equips him with the analytical skills necessary to navigate complex financial landscapes and drive informed decision-making within the organization.

As a leader, Anil is known for his strategic vision and commitment to fostering a culture of transparency and accountability within the finance team. He emphasizes the importance of aligning financial goals with the broader business objectives of Plant Lipids, ensuring that financial strategies support the company's mission to deliver innovative and high-quality products to its customers.

Ankit Gupta
President
Brookfield Properties



Ankit is the President of our India business. A seasoned leader with nearly two decades of experience in real estate, he drives all aspects of the business, including Corporate Strategy, Growth and Business Development, Finance, and provides strategic guidance required to achieve business objectives.

Previously, Ankit served as a Partner at McKinsey & Co. and as CEO of OYO's India business, where he consistently delivered revenue and profitability growth, built strong organizations, and enabled process efficiency.

Ankit is an IIT Bombay graduate, who brings a powerful blend of leadership, business acumen, financial expertise, and strategic approach. His real estate experience spans across Offices, Retail, Housing, Hotels, Co-working spaces, and Student Housing. His expertise encompasses the entire life cycle of a real estate project, from investment planning and design to development, leasing, marketing, asset management, and operations.

He is driven by a passion for exceptional customer experiences through advancement in innovation and technology. Ankit is actively involved in the industry, serving as a member of the CII Startup Council and the FICCI Real Estate Committee.

Abhinav Goel
Vice President – Strategic Initiatives
SSF Global



Abhinav is a qualified Chartered Accountant, Abhinav's corporate journey cuts across over two decades. He has spearheaded large business critical teams in some of the world's most respected organizations like KPMG and Google in both India and the US. His last corporate stint was with American Express, where he held the position of Vice President, responsible for leading a large financial vertical within the organization.

Abhinav is an acclaimed motivational speaker, a Mindfulness Practitioner, Success and Leadership coach and author of two bestselling novels. He has been trained and certified as a Coach and a Trainer by Dr. Marshall Goldsmith and Jack Canfield, two of the world's leading coaches and speakers. In addition to that, he holds a certificate in Leadership Excellence with The Harvard Business School, a Fellowship of the Startup Leadership Program, Boston and is an active trained coach with the International Coach Federation.

Sunil Kumar
Center Head
World Bank Group



Sunil is the Center Head of the global center of the World Bank Group at Chennai, responsible for providing overall strategic leadership to the office. As the Center Head, he has played a pivotal role in the transformation of the center from an accounting hub to a center that delivers a wide spectrum of business process services, including Finance & Accounting, HR, IT, knowledge management, and business process excellence.

Sunil is a chartered accountant with over 30 years of experience in financial and shared services domain. Before joining the Bank Group in 2001, Sunil worked as a Sr. Manager with American Express Financial Center at Delhi. Besides his expertise in financial and shared services, Sunil has valuable experience in the manufacturing sector from his stints with companies such as Ranbaxy Laboratories, Intercraft, and the Saraswati Industrial Syndicate.

Sunil is the recipient of several awards for his leadership to the Chennai center and spearheading initiatives on continuous improvement. During his tenure in American Express, he was honored twice with the Chairman's Award for Quality.

Besides his career at the Bank Group, Sunil actively participates in various social causes. He lives in Chennai with his wife and two children.

Jaideep Agarwal India GBS Leader Warner Bros. Discovery



Jaideep is the leader of the GCC of Warner Bros. Discovery (WBD) in Hyderabad, India. This is a relatively newer setup for WBD in India and has been established as the 1st greenfield office globally after the merger of Warner Media with Discovery Communications. His responsibilities include building a robust team, setting up operational frameworks, and managing real estate and infrastructure related to GCC in India.

Jaideep has over 25+ years of experience in leading and transforming GCCs across multiple industries including Banking and Financial Services, Life sciences, Professional Services and Media & Entertainment. Prior to WBD, Jaideep has served in various roles at firms including American Express, IBM, Deloitte and Goldman Sachs covering areas across F&A, HRO, Benefits Administration, Pharmacovigilance among others.

Jaideep loves to travel and has been to over 30+ countries in the Americas, Europe, Asia, Africa and Australia. He loves his food, and likes reading and listening to music in his free time.

Sandeep Kulkarni
Senior Vice President & Head
Worley Enterprise Services



Sandeep is the Head of Worley Enterprise Services. He heads the initiative to lead Worley's Global Business Services operations globally with centers located in India, Malaysia, Brazil and Columbia. As an industry veteran, over the last 25+ years, Sandeep has led set-up and management of 15+ GCCs/Shared Services, outsourced and off-shore centers in US, UK, Europe, Africa, Middle East and India.

He has extensive experience in strategy, set-up and management of In-house, Outsourced & Hybrid operations. Over his career, he has successfully led GCC/shared services functions at BEA, VeriSign, Symantec, Yahoo, Tata Motors, Jaguar Land Rover and the IFFCO Group before joining Worley.

Sandeep frequently speaks at several international forums and is featured in national and international media as a thought leader in the area of GCCs, Shared Services and Outsourcing. He also serves on the Advisory Boards of Shared Services & Outsourcing Network (SSON), HFS Research and High Radius Corporation. He also mentors and advises Start-ups and other organizations setting up their GCCs globally.

Sandeep did his Engineering and MBA from India and is a Certified Outsourcing Professional.

Sriram Gopalakrishnan
Director - Global Shared Services
V.Group



Sriram is a strategic leader in the field of Global Shared Services, currently serving as the Director of Global Shared Services at V. Group, a leading provider of ship management and maritime services. In this pivotal role, he is responsible for driving operational excellence and delivering high-quality services across various business functions, ensuring that V. Group remains at the forefront of innovation in the maritime industry.

With over two decades of experience, Sriram has developed a robust expertise in building and managing global outsourcing operations across both captive and third-party centers. His career includes nine years at IBM, where he collaborated closely with clients in sectors such as FMCG, Oil & Gas, and Technology. His extensive background also encompasses work with renowned brands like Target, Dell, and American Express, where he successfully delivered business solutions tailored to meet complex client needs.

Dr S Venkat Kumar

Principal Consultant , Business Support for the Asia Pacific , Middle East region
KONE Elevators India



Dr. S Venkat Kumar is associated with KONE Elevators India as a Principal Consultant , Business Support for the Asia Pacific , Middle East region. Dr.Venkat joined KONE in 2016 as Director and Head, KONE Business Services , responsible for reliable service delivery and unified service management for all business services covering 50+ KONE units across the globe.

Dr. Venkat has over 36 years of industry experience out of which 27 years are in the Global Business Service (GBS) , Shared Services & BPO industry. Venkat's areas of expertise includes strategizing business growth, driving transformative change , delivering operations and service delivery excellence coupled with Lean, digitalisation initiatives. He has strong focus on establishing new service verticals and building cost effective global capability centres.

His key competencies also include man management and leading high performance teams in matrix structures across multiple locations. Dr.Venkat had served as Chief Operating Officer of Rural Shores Business Services Pvt Ltd: World's largest Impact Sourcing and Inclusive Destination. Earlier he was Senior Vice President at Reliance BPO and Unit Head, Chennai – the BPO Services Company of Reliance Group, heading Pan India BPO Operations. He has also been the General Manager, Indian Operations and Director of Indian Board with Hays plc UK. Head of Offshore Shared Services Centre, Chemoil Corporation – largest bunker fuel distributor in the United States and Finance and Project Manager with Facit Asia :: a TATA group Company.

Dr.Venkat having acquired Ph.D in Management Studies from Sri Venkateswara University, Tirupathi, is also a university topper in MBA from the same institution. A very active player in the Industry, Dr.Venkat was Vice Chairman for NASSCOM captive forum (TN & KRL circle) and President of Chennai District Chess Association. With keen interest in people practices , knowledge development and public relations, he has spoken at several key seminars and conferences conducted by professional bodies such as National Association of Software and Service Companies (NASSCOM) , Shared Services and Outsourcing Network (SSON) , Shared Services Forums .

He actively participates in academia as guest lecturer and external examiner for various management colleges. Outside of work Venkat is greatly involved in social service and religious activities and follows his key mantra: "work with simple living and high thinking." Married to Aruna, a Physiotherapist, he is blessed with two sons Sai Kiran and Sai Pavan pursuing career interests in Engineering.

Hemamalini Venkatraman

Head of GBS Service Delivery FLSmidth



Hemamalini heads the Global business services delivery for FLSmidth from India. She has over 27 years of experience across GBS and Outsourcing organizations like GE Capital International Services, Hewlett Packard, Accenture, DXC Technologies (former CSC), Rolls Royce. She is a Professional Cost Accountant & Company secretary by qualification; and also a Black belt.

She has managed global teams across Procurement, Finance and HR functions. Her experience includes handling multiple integrations, transformations and System implementations. She has led Operations excellence by simplification and standardization of operations and managed multiple transitions to low-cost countries and Tier 3 cities within India.

With innovative ways of working within teams and empowering leaders, she has successfully ramped up organizations. Her passion for people has made her lead multiple Inclusion and Diversity and CSR events for the organization. Hemamalini is passionate about Music and Alternate Therapies. She was born and brought up in Chennai; is married to Sandeep Chakravarthy for over 13 years & is blessed with Dheekshitha who is 6 years old.

Nilesh Bhatia
Senior Vice President - Head Customer Delivery & Operations
Quintes Global



Nilesh comes with close to three decades of experience in manufacturing and finance service industry with progressive responsibilities, Nilesh has worked with best companies in the respective industry like Citi Bank, India Glycol, General Motors, American Express, Fidelity Investments, Deutsche Bank and Macquarie. He has served on the board of a private limited company.

Nilesh has led teams in multi-cultural organizations spread across geographies. Nilesh has managed large global transformational programs strengthening process controls, clearing reconciliations, setting up Accounting Operations and establishing Transitions team. He has worked in the areas of Financial Accounting, Financial Reporting, Financial Operations, Risk Management, Project Management, Internal Audit, Financial controller, Risk, Transformation program and Relationship Manager. He is passionate about managing the Human Resource Capital to generate maximum value for the organizations. To satiate his entrepreneur hunger, he founded a consulting company in 2011.

Nilesh is a Chartered Accountant by education and is a Certified Internal Auditor ISO 9000. He is TPQA and Six Sigma Green Belt trained.

At Quintes Global EBS, he is responsible for leading the Operations and Customer Delivery. He has made significant contributions in bringing continuous improvements in the processes by introducing innovative ideas as also and infusing technology in the processes.

He loves to listen to retro Hindi movie songs, draw, paint, drive, travel, and mentor. He has unsatiable curiosity about the vast Space and mysterious Universe.

Tanmay Agarwal

Vice President & Head at Global People Operations Wipro



Tanmay is a seasoned professional in the realm of Global People Operations, currently serving as the Vice President & Head of Global People Operations at Wipro. In this pivotal role, he leads a large Global Capability Center (GCC) that focuses on enhancing employee experience for over 260,000 employees across more than 60 countries. His strategic vision encompasses driving initiatives that foster a positive work environment and optimize talent management processes within the organization.

With a robust background in various operational functions, Tanmay has amassed significant experience in analytics, finance, supply chain, and business shared services. Prior to joining Wipro in April 2023, he held leadership roles at prominent organizations such as The Coca-Cola Company, Genpact, and CEAT Tyres Limited. During his tenure at Coca-Cola, he managed business shared services, where he was instrumental in implementing processes that improved operational efficiency and enhanced service delivery.

Tanmay holds an MBA from the S.P. Jain Institute of Management & Research and a Bachelor of Engineering in Mechanical Engineering from Malaviya National Institute of Technology Jaipur, where he graduated as a gold medalist. This strong educational foundation has equipped him with the analytical and strategic skills necessary to drive transformative initiatives within large organizations.

Sankar Narayan S

GBS India Head Smith & Nephew



Sankar is a distinguished leader in the field of Global Business Services (GBS), currently serving as the GBS India Head for Smith & Nephew, a global medical technology company specializing in advanced surgical devices and wound management. In this pivotal role, he oversees the strategic direction and operational excellence of the GBS division in India, ensuring high quality service for Smith and Nephew.

With a robust background in establishing and scaling global business operations, Sankar has demonstrated expertise in driving transformation initiatives that enhance service delivery and operational efficiency. His leadership is characterized by a commitment to fostering innovation and leveraging technology to streamline processes across various functions. He is recognized for his ability to navigate complex organizational landscapes and implement best practices that contribute to sustainable growth.

Geetha Ramamoorthi
Managing Director
KBR Inc.



Geetha Ramamoorthi is a seasoned leader with varied experience in The Engineering, Science, Technology & Consultancy space. Geetha has diverse experience of leading Finance, Operations, Business verticals, Business Change and Digital Transformation in India and overseas.

As the India Managing Director of KBR, a Fortune 500 company, she is leading the business on a transformative growth journey.

She is a firm Believer in Growth Mindset and has a passion for intentional learning. She is an active speaker in forums on topics ranging from Digital transformation, Shared services and Women in Engineering and leadership.

She was a finalist in Women in IT Asia Awards 2021 in the category of Digital Transformation Leader of the year. She has been named in the Top 10 Winners at the Her Rising Awards 2022 in the category Women Leaders.

A member of Thinkers360, she actively blogs on Diversity & Inclusion, Technology, and innovation and how the intersection of Digital technology with business strategy is changing the game for corporates and their workforce.

She is a C.A and ICMA and holds Certifications from top-ranking Business Schools, such as MIT Sloan School of Management and UCL School of Management.

Dr Durga Prakash
Former Managing Director - GCC India
Elevance Health Inc



Dr. Durga Prakash Devarakonda is a distinguished leader in the technology and healthcare sectors, most recently serving as the Managing Director of the Global Capability Center (GCC) for Elevance Health Inc. In this role, he was instrumental in driving digital transformation initiatives and leveraging artificial intelligence to enhance healthcare services. His leadership significantly contributed to Elevance Health's mission of improving global health through innovative solutions.

With over 27 years of experience, Dr. Devarakonda has held senior leadership positions at several prominent organizations, including Accenture, Oracle, and Tech Mahindra. His expertise spans software development, digital platforms, artificial intelligence, and machine learning. At Elevance Health's GCC, he led a team of approximately 700 AI professionals and was responsible for developing the healthcare industry's first scalable Generative AI platform, Clinical Review Assist. Under his guidance, the center achieved operational savings of \$200 million over four years and generated a remarkable \$2 billion in operational gains from 2019 to 2023.

Dr. Devarakonda is not only recognized for his technical acumen but also for his commitment to societal impact. He has been honored with several prestigious awards, including the Mahatma Gandhi International Leadership Award from the UK Parliament and recognition as one of Asia's Most Influential Business Leaders. His passion for promoting Indian talent on a global scale is evident in his efforts to create job opportunities and support educational initiatives.

As a thought leader, Dr. Devarakonda actively engages in discussions about the future of technology in healthcare and emphasizes the importance of cultural sensitivity in building diverse teams. He believes that every challenge presents an opportunity for growth and innovation.

Atul Kulshreshtha
Senior Vice President - Strategic Growth and AI Solutions
Quintes Global



Atul is an Enterprising business leader & Tech enthusiast with over 35 years of experience in IT/ITeS industry with global companies like Capgemini, Colt Technologies, Genpact, eFunds, Amex, Gillette and Tatas. He has a strong expertise in Business Transformation, building and leading large global teams; managing B2B Account Relationships with responsibilities for P&L and business growth.

Atul has worked with clients across different industry domains - Manufacturing, Pharmaceutical, Financial Services, FMCG, Energy, Telecom, Hospitality, IT & IT Services domains. He has been in senior leadership roles - finance, operations, business, CXO, board advisor, strategy coach, mentor and an entrepreneur (started GroByz Partners in 2020, a boutique professional services firm, offering specialist advice to businesses as they navigate the new digital era)

He is an expert in futuristic Tech solutions, and is associated with several AI/ML companies such as KYP.ai, Kringle.ai, ChoiceWORX, Ascent Business Technologies, and Integra Tech Services, where he serves in advisory/consulting roles and is a member of numerous Angel investment networks. His interests extend beyond the business world and include behavioural sciences, disruptive technologies, and talent development. He strongly believes that success hinges on building the right team and executing flawlessly.

Atul is a Fellow member of The Institute of Chartered Accountants of India and certified practitioner on Six Sigma, Account Management, Power selling, Digital Leadership, Cybersecurity, and Artificial Intelligence.

Koushik Krishnan

Director - Process Transformation Bunge



Koushik Krishnan is a specialist in Digitisation, Shared Service setups, designing business processes, and building high performing teams. Currently serving as the Director of Process Transformation at Bunge, he has a track record of delivering large, complex programs like setting up and scaling Shared Service Centers, ERP implementations, Business continuity plans etc.

Koushik is a seasoned professional with over 20 years of experience in transforming finance and allied organizations within large, multinational corporations such as Tetra Pak, Mondelez, Ikea, and Honeywell. Throughout his career, he has successfully reduced the cost to serve by nearly 50%, improved operational efficiency by approximately 30%, and delivered significant business outcomes amounting to millions of dollars.

His early career provided him with a strong foundation in functional finance, where he was responsible for key areas such as accounting, reporting, commercial finance, treasury, and tax. This extensive experience has equipped him with a deep contextual understanding that is invaluable when driving transformation initiatives.

Koushik possesses a broad understanding of business drivers and industry best practices, having worked across various sectors including pharmaceuticals, engineering, construction, packaging, and financial services. This diverse background enables him to bring a well-rounded perspective to his work in process transformation.

Known for his open and decisive leadership style, Koushik excels at working collaboratively with teams. He is passionate about empowering individuals to achieve comprehensive success and firmly believes in the power of technology to unlock competitive advantages for organizations. His commitment to innovation and excellence continues to drive impactful transformations within the companies he serves.

Geeta Gadekar
Chief Executive Officer-India
Publicis Re:Sources



Geeta Gadekar is a seasoned executive in the shared services and operations domain, currently serving as the Chief Executive Officer of Publicis Re:Sources India. In this pivotal role, she leads a dynamic team focused on enhancing operational efficiencies and driving digital transformation initiatives across the organization, which is a key component of Publicis Groupe, one of the world's largest communications groups.

With extensive experience spanning over two decades, Geeta has held various leadership positions that showcase her expertise in setting up and managing shared services operations. Prior to her current role, she was the Head of Global Capability Centre at Essar UK Services Pvt. Ltd, where she successfully established and led the GCC to bolster business capabilities across multiple functions and verticals. Her strategic vision and operational acumen were instrumental in enhancing service delivery and optimizing processes during her tenure.

As a people leader, Geeta is known for her collaborative approach and commitment to fostering an inclusive workplace culture. She emphasizes the importance of talent development and continuous learning, ensuring that her teams are well-prepared to meet the challenges of an evolving industry landscape.

Vijay Samuel
Vice President & Head of Operations
Annalect India



Vijay Samuel is a highly accomplished global operations executive with over 20 years of experience across diverse industries. Renowned for his expertise in establishing and scaling Global Capability Centers (GCCs), Global Business Services (GBS), and Shared Services Centers (SSC), he has played a pivotal role in transforming these centers into engines of innovation, operational efficiency, and growth for leading global organizations.

With deep expertise in digital transformation, process optimization, and governance, he is widely recognized as a thought leader in the global services ecosystem. His strategic leadership consistently delivers high-impact results, enabling organizations to drive efficiency, elevate service delivery, and achieve sustainable growth.

Currently, Vijay serves as the Vice President and Head of Operations & Governance for Omnicom Global Solutions (OGS), the Global Capability Center for Annalect and Omnicom Media Group (OMG) with Centers of Excellence (COEs) across six strategic locations in India, delivering a robust, scalable, integrated platform that combines advanced technologies, skilled talent, and streamlined processes to deliver cost-efficient, value-driven solutions, elevating the service offerings of Omnicom-owned companies and global stakeholders.

Bharath M Sundaram

Vice President

Everest Group



Bharath M. Sundaram is a prominent leader in the field of Global Business Services (GBS), currently serving as the Vice President at Everest Group. In this strategic role, he spearheads the GBS charter for key sectors including healthcare and life sciences, retail, consumer packaged goods (CPG), and professional services.

Before joining Everest Group, Bharath gained valuable experience as an Assistant Manager at Genpact, where he contributed to various strategic initiatives. His career also includes a role as a Research Analyst at Frost & Sullivan, where he developed a strong foundation in market analysis and industry trends.

Bharath holds a master's degree in business administration from the Sri Sathya Sai Institute of Higher Learning and a bachelor's degree in Mechanical Engineering from Anna University. This academic background equips him with both technical knowledge and strategic insight, enabling him to address complex business challenges effectively.

Kaleeswaran Arunachalam
Group CFO & Head of Strategy
Crompton Greaves Consumer Electricals



Kaleeswaran is a dynamic finance executive currently serving as the Group CFO and Head of Strategy at Crompton Greaves Consumer Electricals Limited. In this pivotal role, he is responsible for steering the financial strategy and operational efficiency of the organization, ensuring sustainable growth and profitability in a competitive market.

With over 20 years of experience in finance and strategic management, Kaleeswaran has developed a strong expertise in financial planning and analysis, mergers and acquisitions, and corporate finance. His career includes significant roles at well-known companies such as Eicher Motors Limited, Future Group India, and Mondelēz International, where he successfully led initiatives that enhanced financial performance and operational capabilities.

Kaleeswaran is a qualified Chartered Accountant and holds a Master of Business Administration (MBA) from Universitas 21, which equips him with the analytical skills necessary to navigate complex financial landscapes effectively. His educational background complements his extensive professional experience, allowing him to apply best practices in financial management.

Kaleeswaran Arunachalam's expertise in finance and strategic leadership at Crompton Greaves Consumer Electricals Limited exemplify his dedication to driving operational excellence and innovation within the consumer electricals sector, positioning the organization for sustained success in an evolving marketplace.

Ajay Wadhwa
Chief Executive Officer
TML Business Services (Tata Motors)



Ajay Wadhwa is the Chief Executive Officer for TML Business Services, a subsidiary of Tata Motors. Ajay is an achievement driven enterprising business leader with over 20 years of experience in business & process transformation, delivering value added services across end-to-end processes, change management across geographies, system implementation (SAP, ARIBA etc), project management, financials and

controllershship & compliance. He is experienced in improving processes through LEAN culture deployment and innovative solutions/ cutting edge technologies and has demonstrated capability of building high performance teams.

Ajay has worked with different companies and worked with teams across different cultures prior to joining TML which include Genpact, JP Morgan Chase, Aegis, Clariant Chemicals, Johnson Controls and AkzoNobel. Ajay is a Chartered Accountant by profession

Tarun Aahi
VP & Head - Group SSC
Jindal Steel & Power Limited



Tarun is a Chartered Accountant by profession and a Change Leader, by nature. He is an Enterprising Business Leader with a perfect blend of Consulting and Operation.
– Strong expertise in Disruption Management, Business Transformation, Digital enablement. Currently, he is the Vice President and Heads the Group's Shared Services Centre of Jindal Steel & Power Limited, in Gurugram.

Prior to this he was in Senior Leadership role and set up multiple GCC's for global and Indian companies in business of Steel, Energy, Cement, Chemical, Infra, Paint business and responsible for Heading Finance SSO, Transformation, Digitization and driving change in group through GBS.

He assists CXOs in elevating automation and enterprise value, in their respective organisation, to the next level while keeping a close eye on the data integrity and controls. Expertise in Setting up Global Business Centre and HumBot organization from Vision to Maturity with Tangible and Intangible Business Case Realization.

Advising and Setting up Operations service delivery in domains spanning across Controller-ship, Record to Report, Reporting, Payables, Procurement, Receivables, Change Management, KPI, Dashboards. Transforming Business through Technology and Digitization Enabling technology implementation (workflows, ticketing tool, OCR, dashboards, leading ERPs etc.) enterprise performance management, enterprise risk management, shared services implementation, robotics process automation.

Sushil Kedia
Chief Operating Officer - Business Delivery Centre
Tata Steel



Sushil is a prominent figure in the realm of Global Business Services, currently serving as the Chief Operating Officer (COO) of Tata Steel Business Delivery Centre Limited. In this strategic role, he is responsible for overseeing the operational framework and driving efficiency across the organization, ensuring that Tata Steel maintains its competitive edge in the steel manufacturing industry.

With over 18 years of professional experience, Sushil has developed a robust skill set that encompasses financial management, process re-engineering, business finance and digital transformation. He is a Chartered Accountant by training, which provides him with a solid foundation in finance and accounting principles. Throughout his decade-long tenure at Tata Steel, he has spearheaded numerous transformation initiatives that have significantly enhanced operational capabilities and service delivery. He also has a strong reporting experience having worked with a leading Big4 organisation.

In addition to his operational leadership, Sushil has a keen interest in business storytelling and creating visual experiences that enhance communication within teams and improves experience across the organization. This unique approach not only facilitates deeper insights into business domains but also fosters a culture of collaboration and innovation.

Richard Alvares
VP, Head Program & Business Transformation - Shared Service
UltraTech Cement



Richard is a seasoned executive with over 26+ years of experience, currently serving as the Vice President, Head Program & Business Transformation – Shared Service, at Ultratech, part of Aditya Birla Group. In this strategic role he was instrumental in setting up the centre, grounds up from conceptualization, to defining the business case, to its realization, which has now grown to accommodate over 750+ people.

Before joining Ultratech, Richard held key positions in global organizations. His experience includes leading the finance and treasury function for a large manufacturing organization, leading cross-country projects for global technology leaders and delivering strategic initiatives for a group's microfinance and educational institution.

He has successfully delivered full life cycle implementations of global ERP systems, including SAP and Oracle, which have streamlined operations and improved service delivery.

Richard is a Chartered Accountant by profession and has completed an Accelerated Management Program from the Indian School of Business (ISB). This strong educational background and the exposure to global organizations equips him with the ability to build scalable institutions delivering impact.

Sunil Sayal

Former Region CFO & Advisor GBS Nokia



Sunil is an alumnus of SRCC, University of Delhi. He is a Fellow Member of both, The Institute of Chartered Accountants of India and The Institute of Company Secretaries of India. He also holds a bachelor's degree in law from the University of Delhi.

Sunil's tryst with the Finance functions spans almost four decades and is spread between some well-known Indian and Global Multinationals. He has worked in different facets of the Finance function starting with organizations like, Voltas, HCL Group, Ranbaxy Group. Over the last two and half decades he has been engaged in the Telecom Infrastructure Industry having worked as the CFO for Ericsson India and then Nokia Networks India. During the last two years he moved into a Global role with Nokia-Global Business Services (GBS). In his last assignment at Nokia, he was the Operations Advisor to the Chief of GBS.

Sunil has been a regular speaker and panelists on various events organized by the financial media, Chambers of Commerce, Business Schools and Consulting firms sharing his views on topics of current interest with the industry. He is currently the President of the Shared Services Forum. He was till recently the Chairman of the Finance Committee of Delhi Management Association (DMA) a position he held for five years.

He was also on the "Direct Taxes Committee" and the "Committee for Members in Industry of the Institute of Chartered Accountants of India (ICAI) for two years as the industry representative.

He was also actively associated with a well-known NGO (Seva Mandir) in Udaipur advising them on financial matters

He has been awarded the 'Top CFO awards' multiple times and has been admitted to the CFO League of Excellence during 2020 as a recognition of his achievements in the Profession and the Telecom Industry.

Anand Maheshwari
Founder & Chief Commercial Officer
Quintes Global



Anand is a meritorious Chartered Accountant and a veteran CFO. He comes with nearly four decades of extensive work experience with a blend of senior management & entrepreneurial roles, within India and UK. He is the Founder Director of Quintes Global, a new business entity, promoted by RvaluE to offer an innovative solutions & capabilities in Business Process Management to a niche segment – both in India as well as globally.

Anand's experience includes controllership/ CFO responsibilities, business and finance leadership across domains: Offshoring & Domestic Business Services, Financial Services, Oil, Petrochemicals & Chemicals, IT & related services. Anand has worked in corporations like Jubilant Organosys, Kanorias, American Express and Venture Infotek (now Atos Worldline).

Over the last 13 years, Anand has been a serial entrepreneur, starting as a co-founder for Intrust Global in Business Services space, Chairman of Suprawin Technologies and then co-promoted Pegasus Oil & Gas Services. Intrust Global was recognized as one of the 10 fastest growing LPO companies by the Black Book of Outsourcing. He has worked on significant strategic initiatives with large global organizations like Solvay Business Services in Europe, and many others in UK, USA and Asia Pacific.

Anand was earlier instrumental in setting up the first-ever Global In-house Captive (GIC) Financial Center of American Express in India in mid-90s as Shared Services for F & A and Operations processes. He handled multi billion dollars' business transactions, pioneered transitions of finance and operations processes, led multiple global projects like Y2K and BPR, bringing huge cost saves and value to various stakeholders and was deputed to UK on a global assignment. He received the **Chairman Award for Quality** six times. In his current role, Anand brings proven strategic execution capabilities, stakeholder collaboration and people management skills and focus on coaching and mentoring leaders. While detail oriented, he has an excellent strategic oversight and has a keen mind that breaks down complex issues into manageable chunks. He brings insight, global experience, expertise and a sense of humour to engagement, enabling him to collaborate well with clients, associates and colleagues.

Participation @Annual Global Enterprise Services Conclave

Who are attending 2024 Conclave?

- Senior leaders of India and Multinational Corporates – C-Suite Executives, Finance Controllers, Heads of HR/ IT/ Supply Chain
- Leaders/ Heads of Shared Services, IT Services and Outsourcing Services provider companies for F&A, HR, Supply-chain, Operations, etc.
- Business strategy Leaders/ Managers
- Senior functional managers from multiple functions like Process Excellence, Finance & Accounting, Corporate Compliance, Supply Chain & Logistics, Information Systems, Human Resources, IT, Human Resource, etc.
- People managing CPCs of Banking/ Financial Services/ Insurance operations

Conclave 2023 Participation [A Glimpse]

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12th Annual Enterprise Services Conclave 2023 – Key Highlights

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.

13th Annual Enterprise Services Conclave 2024 – Key Highlights

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



L-R: Rakesh Sinha, Anand Maheshwari, Ravi S Ramakrishnan, Sunil Sayal, Dr Manasa Nagabhushanam, and Susmita Ghosh

- **Awards & Recognitions:**
SSF Global presented the 12th SSF Excellence Awards to 9 organizations for various categories –
 1. Bharti Airtel
 2. Alcon Laboratories
 3. Hindustan Coca-Cola Beverages
 4. EY GDS Enablement Services
 5. Unilever
 6. Tata Motors Limited Business Services
 7. Northern Trust Corporation
 8. ekaterra Service India (A Lipton Teas & Infusions Grp Company)
 9. Welspun Transformation Services.



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 the prestigious **'BPM Achiever in Global India'** award.
- **Priyaranjan Jha** (COO – GBS, PepsiCo) was felicitated with the **'BPM Achiever in Global India'** award for his outstanding contribution.

13th Annual Enterprise Services Conclave 2024 – Key Highlights



Rakesh Sinha & Nirupa Shankar

- **Special Address:** An inspirational address by **Nirupa Shankar, Jt. Managing Director, Brigade Enterprises– 'Unleashing the Potential Leader in YOU.'**
- **Research Reports:** SSF Global released two comprehensive research reports. Industry 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 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 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.*

The 12th Annual Global Enterprise Services Conclave 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. Page | 61

A Cross-section of Past SSF Global Events

SSF conferences garner participation from business services practitioners and industry leaders as speakers & delegates, cutting across functions, domains and sectors, every year from: Multinational Corporations; Shared Services Centers – GBS/ GIC/ GCC; India Shared Services Centers; India Corporates; Public Sector Companies; and Services Provider Organizations.



Annual CONCLAVE – Our Flagship Event for Knowledge Exchange since Inception



A Cross-Section of Audience at the Annual Conclave



SSF Leadership Interaction Evenings – A Snapshot



About SSF Global

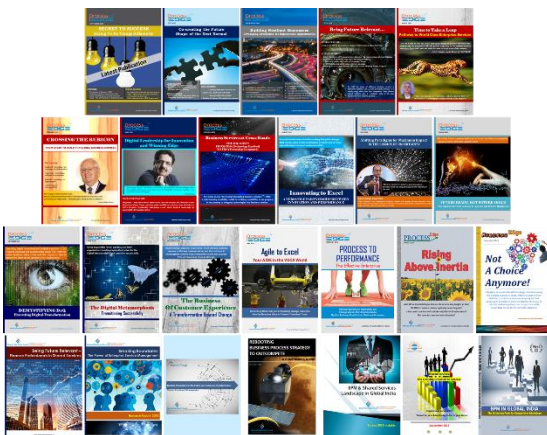
SSF Global is a pioneering, interactive platform of GCC/ GBS/ Business Process Practitioners & Experts, and Industry Veterans with a vision to create and disseminate knowledge for excellence in Business services, IT & Business Process Management (BPM).

We ideate and synthesize 'best in context' practices for successful transformation of business process in the corporate world. SSF began its journey in 2011 for the purpose of sharing of knowledge which was resident with a few leaders of the shared services and outsourcing industry. Over the years, SSF has grown from strength to strength and has built a strong network of thought leaders, experts, and change agents across all functions and several domains. In short, SSF's mission is:

- To spread awareness of Value-Delivering Strategies for effective transformation of business processes
- To establish Winning Practices that result from exchange of knowledge
- To acknowledge, award and showcase Organizational Achievements & Professional Excellence
- To build a strong network of thought leaders, experts, practitioners and change agents

Knowledge Dissemination Tools & Activities so far ...

| | |
|-------------|--|
| 21 | Pioneering Leaders & BPM Achievers Felicitated |
| 95+ | Organizations Awarded/ Recognized |
| 300+ | Speakers Shared their Expertise/ Experience |
| 100+ | Case Studies Presented |
| 30+ | SSF Publications |
| 10 | Pioneering & Exclusive Research & Survey Reports |
| 25+ | Capability Frameworks for Business Impact/ Value |
| 12 | Annual Conclave events |
| 50+ | Summits & Leadership Interaction Events across India |



SSF Global also disseminates knowledge through various publications, to share industry insights, best practices, shared services journeys, case stories on BPM adoption shared for enabling enhanced business outcomes. These knowledge & thought leadership articles and papers are reference points for pioneering thoughts in business services space and for BPM implementation in Global India. You can Publish your Thought Leadership in the SSF Journal – **Process Edge**.

SSF Excellence Awards, Recognition & Felicitations



SSF Global, acknowledges and honors organizational achievements and excellence, thus setting benchmarks and encouraging organizations to adopt an effective Shared Services Strategy. These awards have become an integral part of the Annual Conclave series. They are designed to recognize contributions by organizations and Individuals/ Professionals that are broadly comparable. With this objective, the 13th Annual SSF Excellence Awards, Recognition & Felicitations has the following categories:

AWARDS

CATEGORY 1: For In-house Business Services Organizations (Shared Services and IT Services) – One or Multiple Service Functions, such as Finance & Accounting (F&A), Human Resource (HR), Supply Chain Management, Operations, Customer Life Cycle Management, Information Technology Services, etc.

- **Outstanding Business Services Centre – India Servicing**
- **Outstanding Business Services Centre – International Servicing**

CATEGORY 2: For Delivering Business Impact (within any Corporate Function or Business Services Centre) Through –

- Effective Digital Transformation
- Innovative People Practices
- Innovation & Excellence in Process
- Exemplary Customer Experience Management

CATEGORY 3: For Outsourcing Services Providers (BPM & IT) –

Effective Business Process Transformation for a Client Organization delivering Business Impact: Presenting a Client Case Study demonstrating value delivery

RECOGNITION

Successful Launch of Business Services Strategy through In-house or Outsourced Shared Services

FELICITATIONS

To recognize and honor stellar contributions of Distinguished Individuals, who are the key leaders to build the Shared Services & Business Process Transformation at the Company level as well as create Impact at the Industry Level

- **‘Pioneering Leader’**
- **‘Woman Achiever of Enterprise Services in Global India’**
- **‘BPM Achievers in Global India’**

SSF Excellence Awards, Recognition & Felicitations

Parameters for Judgment:

The Shared Services & BPM Excellence Awards & Recognition is applicable to SSCs & BPM Companies who have excelled in their category. The assessment is based on the strategy and goals of such Operations and how the key strategic drivers are identified/implemented to deliver value to all stakeholders – customers, employees and shareholders. The focus is on excellence in seven parameters, namely Effective Business Process Strategy, Establishing Customer Oriented Practices, Change, Culture & Communication, People & Talent Management, Knowledge Management, Automation and Value Orientation & Maturity.

Process for Determining the Awards:

The application process has been kept simple and involves the following steps:

1. **Initial Nomination:** Nominations were invited from companies/ institutions who have their Shared Service Operations or BPM strategy established within the Indian Subcontinent
1. **Award Entry Form:** The award entry form as applicable needs to be duly filled and submitted latest by the provided date.
1. **Additional Information:** Any supplementary information, if required, were sought and received from specific nominees through a telephonic conversation.
1. **Jury Evaluation:** An independent panel of judges evaluated and scored each application. The panel comprises leading experts and practitioners in the BPM and shared services arena. Supporting sponsors who helped to make the awards possible have been in no way involved in determining award criteria.
1. **Final Selection:** The Jury decided upon various stated parameters and ensured comparability of the scores for final selection of winners. A telephonic conversation held with the award entrants for any specific clarifications required before final selection.
1. **Workshop on Business Services:** The conclave will include various eminent leaders from the Business Services & Outsourcing Services provider domain, Business Leaders from India corporates and multinationals, sharing their perspectives on the day of the Conclave and Excellence Awards.
1. **Awards & Felicitation Ceremony:** The Awards, Recognitions & Felicitations will start immediately after the Sessions during the Annual Conclave in September.



HALL OF FAME – Felicitation of Pioneering Leaders in Global India...Since 2014

2022 Dr William (Bill) Hefley (Professor & Program Director at The University of Texas at Dallas), well known for evolving & co-authoring industry best practices models like CMM, CMMI, PCMM, eSCM-SP and eSCM-CI) was felicitated as the '**Pioneering Thought Leader**' for Creativity & Leading Global Best Practices Mission in IT & IT enabled Services, delivering Value and Impact to Business & Industry across Geographies.



Dr WILLIAM HEFLEY



HARRY ROBERTSON



VINEET NAYAR



BVR MOHAN REDDY



PRIYAN FERNANDO



RAKESH KUMAR GUPTA



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AKHIL GUPTA



RAMAN ROY

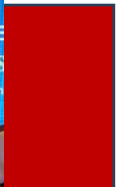
12 Felicitations of BPM Achievers in Global India...Since 2015



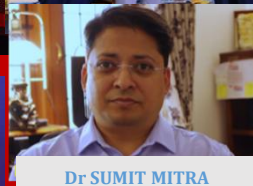
PRIYARANJAN JHA



NAVEEN GULLAPALLI



ROMI MALHOTRA



Dr SUMIT MITRA



NAVNEET BANSAL



NAVNEET KAPOOR



RAMESH SHARMA



SHYAMA BIJAPURKAR



PRADEEP KAPUR



PANKAJAM SRIDEVI



RAHUL SINGH



K RAMESH

95+ SSF Excellence Awards & Recognition to Organizations... Since 2011

Some Winning Moments...



SSF EXCELLENCE AWARDS 2020-21



DR REDDY'S
LABORATORIES



UNILEVER INDUSTRIES



OLAM GBS



SYNGENTA
SERVICES



JURY MEMBER, RAM RAMASUNDAR



PIRAMAL ENTERPRISES



V.GROUP LIMITED



HINDUSTAN COCA COLA BEVERAGES



ANZ BENGALURU HUB

SSF Excellence Awards, Recognition & Felicitations

Awards & Recognition for Excellence in Shared Services (2011-2023)

The Annual Conclave serves as the platform for recognizing and awarding Organizational Achievements and Professional Excellence, thus setting benchmarks for the industry, and to encourage organizations and individuals to innovate, adopt shared services or deploy best practices as an effective business strategy to deliver business value.

| Year | Organizations Awarded/ Recognized |
|---------|--|
| 2011 | nuFuture Digital India and Hindustan Unilever |
| 2012 | Bharti Airtel, Atlas Documentary Facilitators Company (ADFC), ICICI Prudential Life Insurance Company, Dr Reddy's Laboratories |
| 2013 | Tata Motors, Adani Enterprises, ICICI Bank, ONGC |
| 2014 | Reliance Industries, Vodafone Shared Services, Dabur India, Brandix Mercury Asia (Sri Lanka), ZEE Media Corporation, VE Commercial Vehicles, AHL Business Solutions |
| 2015 | Cipla, Hindustan Unilever Industries, Tata Motors, Infosys BPO, Piramal Enterprises, United Spirits, SRF |
| 2016 | Mahindra Integrated Business Services (Mahindra & Mahindra), TATA Motors, Ebex Services (Essel Group), Dr Reddy's Laboratories, ANZ Bengaluru Hub, Kuoni Travel Group |
| 2017 | Olam Information Services, Essel Business Excellence Services (Essel Group), Syngenta Services, Principal Global Services, Vodafone Shared Services India, Unilever Industries, Hindustan Coca-Cola Beverages, Intelenet Global Services, Raymond Lifestyle Business |
| 2018 | Ericsson GBS, JSW GBS, Syngenta Services, Essel Business Excellence Services, ANZ Bengaluru Services Centre, Adani Enterprises, Unilever Industries, Raymond, Piramal Enterprises, Hindustan Coca Cola Beverages, Compass Group UK&I, Teleperformance DIBS, VE Commercial Vehicles, and Akzo Nobel GBS |
| 2019 | Hindustan Coca Cola Beverages, Olam Global Business Services, V. Group Limited, Tata Motors Limited, Unilever Industries, Essel Business Excellence Services, JSW Global Business Solutions, IBM India and Avery Dennison India |
| 2020 | Hindustan Coca Cola Beverages, AB-InBev GCC Services, Bharti Airtel Ericsson, VE Commercial Vehicles, Unilever Industries, Monsanto Holdings (Bayer), Northern Trust India, Startek, State Street Corporate Services, Telstra Global Business Services |
| 2021-22 | Bharti Airtel, Anheuser-Busch InBev GCC Services, Adani Enterprises, JSW Global Business Solutions, Unilever Industries, Telstra Global Business Services, Olam Global Business Services, Novartis Healthcare, Hindustan Coca-Cola Beverages, Indorama Ventures |
| 2023 | Bharti Airtel, Alcon Laboratories (AGS), 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 |

Our Partners

Knowledge Partner

RvaluE Group



RvaluE Group is the Knowledge Partner for SSF's Annual Global Business Services Conclave. SSF leverages the immense global and India Business Services experience of RvaluE Group in multiple domains, across many functions and in all areas of Operations, Technology & Transformation services and solutions to make Captive Centres into Capability Centres.

The Founders, Leaders and Members are well recognized in the industry as Thought Leaders in BPM & Shared Services space for their pioneering research expertise, creating frameworks, business delivery and solution models. The Knowledge Partner brings immense expertise to identify and bring focus and deliberations on current topics, futuristic themes, emerging and new technologies, continuously updating process/ industry benchmarks, best and next practices and evolving proprietary frameworks and models. This thought leadership enables the global and local Captive Centres from being Cost Centres to transform into Value Centres.

Event Partner

Quintes Global



Quintes Global (QG) is a venture of few pioneering leaders who have led the Business Process Management value story of India since mid 1990s, starting with American Express. The Company was established to provide transformation centric business process solutions under the Dedicated Captive (D-Cap™) model, with the objective of 'co-creating value'. QG draws upon the rich business services experience of the Founders in respect of setting up, managing and handing over Captive Shared Services across a spectrum of support functions and industry verticals and wide variety of business process transformation and automation assignments serving some of the marquee global and Indian companies. We are also pioneers in a way to spread the power and value of Captive Shared Services within India across manufacturing and services sectors, by creating the contextual business case through talent and skill arbitrage. In that way, we are a unique organization that can combine the expertise for India Domestic as well as Offshore Centre operations.

D-Cap™ Model, hence, is evolved out of the immense captive experience gained from similar such operations & expertise/ capabilities over the last 25 years. We have the vision to achieve significant growth of the organization, thereby providing relevant growth potential to the Client, Team, Partners and all other stakeholders.

Visit us at quintesglobal.com

Our Partners

Industry Partner

US-India Strategic Partnership Forum



The US-India Strategic Partnership Forum (USISPF) serves as a pivotal platform dedicated to enhancing the bilateral relationship between the United States and India. Established in 2017, USISPF operates as an independent, non-profit organization headquartered in Washington, D.C., with a mission that transcends mere trade promotion. Its core objective is to foster a robust strategic partnership that encompasses economic growth, innovation, and entrepreneurship, ultimately aiming to improve the lives of citizens in both nations.

USISPF plays a crucial role in bridging the gap between business and government sectors. With a network of over 400 global companies, it facilitates public-private partnerships that address various facets of the economy and society. The forum engages its member companies in sector-specific policy advocacy, ensuring an improved business environment and strengthening economic ties between the U.S. and India.

Principal Sponsor

HCL Tech



HCL Technologies Limited (HCLTech) is a prominent Indian multinational information technology (IT) services and consulting company, headquartered in Noida, Uttar Pradesh. Founded in 1976 by Shiv Nadar, HCLTech has evolved from its initial focus on hardware to become a leader in software services and IT infrastructure management. The company operates across 60 countries and employs over 219,000 professionals, delivering a diverse range of solutions tailored to various industries.

HCLTech has been recognized as a Global Top Employer for its commitment to employee development and well-being. The company emphasizes a culture of inclusivity and continuous learning, which is evident from its various awards for human capital management and workplace excellence. This focus on people-centric practices has positioned HCLTech as a desirable workplace across multiple regions.

HCL Technologies Limited stands out as a leader in the IT services sector through its innovative solutions, strategic growth initiatives, and commitment to fostering a supportive corporate culture. Its evolution from hardware manufacturing to becoming a global IT powerhouse exemplifies its adaptability and forward-thinking approach in an ever-changing technological landscape.

Our Partners

Research Partner

Everest Group



Everest Group is a leading global research firm that provides strategic insights and analysis focused on IT services, business processes, and engineering services. Established to assist business leaders in navigating complex market challenges, Everest Group leverages its deep expertise and extensive research capabilities to deliver actionable guidance tailored to the unique needs of organizations. The firm employs a problem-solving approach that synthesizes data from diverse sources, enabling clients to make informed decisions regarding technology strategies, sourcing, and digital transformation. Renowned for its proprietary frameworks such as the PEAK Matrix®, Everest Group evaluates service providers' capabilities and market success, helping clients benchmark against peers and identify opportunities for growth. By fostering a culture of innovation and continuous improvement, Everest Group empowers enterprises to enhance operational performance and achieve transformative outcomes in an increasingly digital landscape.

Workspace Partner

Brookfield Properties



Brookfield Properties India is a prominent player in the Indian commercial real estate sector, managing a portfolio of over 55 million square feet of Grade-A office spaces across ten major cities. As a subsidiary of Brookfield Asset Management, the company focuses on developing and managing high-quality, sustainable properties that enhance tenant experiences and support vibrant communities. Brookfield Properties India emphasizes a LIVE-WORK-PLAY ecosystem, integrating modern amenities and state-of-the-art infrastructure to foster productivity and well-being among its tenants. The firm is committed to sustainability, aiming for net-zero greenhouse gas emissions by 2040, and implements robust Environmental, Social, and Governance (ESG) practices throughout its operations. By leveraging its global expertise and local market knowledge, Brookfield Properties India not only transforms the commercial real estate landscape but also contributes significantly to India's economic growth and urban development.

Our Partners

Financial Wellness Partner

ICICI Prudential Mutual Fund



ICICI Prudential Mutual Fund is a leading asset management company in India, established as a joint venture between ICICI Bank and Prudential Plc in 1993. With a strong focus on bridging the gap between savings and investments, the fund aims to create long-term wealth for investors through a diverse range of mutual fund schemes, including equity, debt, and hybrid options. The company has garnered significant assets under management (AUM), reflecting its prominence in the Indian mutual fund industry. ICICI Prudential Mutual Fund is committed to providing innovative investment solutions that cater to various risk appetites and financial goals, supported by expert management and research capabilities. Its offerings include popular funds like the ICICI Prudential Bluechip Fund and the Multi Asset Fund, which have consistently delivered competitive returns. The firm emphasizes transparency, accessibility, and investor education, ensuring that clients can make informed decisions in their investment journeys.

Academic Partner

SRM Institute of Science and Technology



SRM Institute of Science and Technology (SRMIST), formerly known as SRM University, is a prominent deemed university located in Kattankulathur, Tamil Nadu, established in 1985. It offers a diverse range of undergraduate, postgraduate, and doctoral programs across various disciplines, including Engineering, Management, Medicine, Law, and Humanities. With over 52,000 students and more than 3,200 faculty members across multiple campuses in Tamil Nadu and Delhi NCR, SRMIST is recognized for its commitment to academic excellence and innovative research. The university is accredited with an 'A++' grade by the National Assessment and Accreditation Council (NAAC) and consistently ranks among the top institutions in India according to the National Institutional Ranking Framework (NIRF). SRMIST emphasizes a dynamic curriculum enriched by international collaborations, providing students with cutting-edge programs in emerging fields such as Artificial Intelligence and Genetic Engineering. The institution is dedicated to fostering a holistic educational environment that promotes both academic achievement and personal development through various extracurricular activities and industry partnerships.

Our Partners

Corporate Sponsor World at Work



WorldatWork is a renowned global association dedicated to advancing the practice of Total Rewards, which encompasses compensation, benefits, well-being, careers, and recognition strategies that organizations deploy to attract and retain talent. With over 65 years of experience, WorldatWork provides HR professionals with essential education, certification programs, and resources grounded in evidence-based research and real-world application. The organization serves a diverse membership base, including HR leaders from more than 93% of Fortune 500 companies, and focuses on developing the skills needed to create productive and engaged workforces. By promoting best practices in Total Rewards, WorldatWork helps organizations enhance employee experiences while driving overall performance and retention in an increasingly competitive labor market.

Corporate Sponsor Hindustan Coca Cola Beverages [HCCB]



We are a Rainbow of Beverages

Manufacturing India's favourite beverages since 1997. A top draw FMCG company that stands on the podium because it's led by people who inspire the extraordinary

Corporate Sponsor Britannia Industries



WE ARE A RESPONSIBLE GLOBAL TOTAL FOODS COMPANY



Our Partners

Corporate Sponsor **Upgrad Enterprise**



upGrad Enterprise is a leading online higher education platform in India, established in 2015, that specializes in providing industry-relevant programs designed to enhance the skills and employability of working professionals. Collaborating with top universities and industry experts, upGrad offers a diverse range of courses, including postgraduate degrees in fields such as Data Science, Machine Learning, Software Engineering, and Business Administration. The platform is committed to creating an immersive learning experience through cutting-edge technology and interactive content, enabling students to learn at their own pace while balancing their professional commitments. With a focus on practical knowledge and real-world applications, upGrad emphasizes peer-to-peer learning and mentorship, fostering a collaborative environment that enhances engagement and completion rates. As a pioneer in online education, upGrad aims to empower individuals to achieve their career goals and adapt to the rapidly evolving job market through continuous learning and skill development.

Technology Partner **Muniwar**



Muniwar Technologies is a full-service digital marketing agency with a focus on creativity, strategy, and technology. For our clients, we have developed a variety of strong brand experiences.

Technical SEO Audits, Search Engine Optimization Techniques, Google AdWords Advertising (Search Engine Marketing, Pay Per Click Management & Video Advertising), Social Media Techniques, and Creative Content are some of the services we provide as a Digital Marketing Company. These services produce fully managed and incredibly effective online marketing campaigns. Our aim is to generate web traffic and leads and increase sales for your business through innovative marketing strategies.

Notes

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A Global Association of
Enterprise Functions,
Technology & GCC Leaders



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