

PRESENTS

14th ANNUAL GCC CONCLAVE & SSF EXCELLENCE AWARDS & RECOGNITION

August 21 & 22, 2025
ITC KAKATIYA | HYDERABAD

BUILDING GCC AS THE STRATEGIC ASSET FOR ENTERPRISE GROWTH



Annual Conclave – The Flagship Event of SSF Global

SSF Global is a pioneering association of Interactive Excellence for business process management through Tech, GCC & Enterprise Services. The participants at the SSF Global conferences & Leadership Interactions, 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 13 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 CONCLAVES...



SSF Global's 14th Annual GCC Conclave

SSF Global welcomes you to the **14th Annual GCC Conclave** – an insightful two-day event focused on shaping the future of global enterprise services.

Global Capability Centers (GCCs) in India have transcended their origins as captive service hubs to become strategic engines of enterprise growth and competitive edge. Last counted, with **over 1700 GCCs**, alongside numerous Global Business Services (GBS) and Shared Services Organizations (SSO/SSC), the landscape is richer, and more complex than ever. The **Conclave** brings together the key decision-makers of this expanding ecosystem to reflect, evaluate and learn from the real-world successes and failures of the past year, and to chart the future of enterprise services from here.

Theme of the Conclave 2025:

BUILDING GCC AS THE STRATEGIC ASSET FOR ENTERPRISE GROWTH

Bringing together top leaders from GCCs, GBS and Enterprise Services to engage in candid, high-impact dialogues, this conclave agenda/ topics have been designed to enable an exchange of best & next practices by exploring critical areas such as workforce management, AI adoption, and value delivery for future-proofing and rebuilding sustainable GCCs/ GBS.

This year's theme will cover key areas crucial for the success of Enterprise Services. The conclave will feature special addresses, and expert panels on topics that will include – talent management with the focus on attracting, retaining, and upskilling employees, while fostering continuous learning; AI adoption to examine how to unlock value by understanding relevant technologies, solving business challenges, and establishing effective implementation roadmaps with measurable impact to business; delivering value emphasizing on aligning enterprise services/ operations with business objectives through defined KPIs, innovation, and clear stakeholder communication; and digital workforce strategies that address future-proofing GCCs/ GBS organizations via digital transformation, AI integration, and effective change management, ensuring these centers remain agile and competitive in a rapidly evolving market.

And, as every year, this year's conclave too shall be the platform to announce **the SSF Excellence Awards and Recognition for 2025!**

BUILDING GCC AS THE STRATEGIC ASSET FOR ENTERPRISE GROWTH

Why “Building a Strategic Asset”?

- **Growth Catalyst:** GCCs now incubate new revenue streams by embedding data-driven insights, scalable processes and innovative solutions into core business workflows.
- **Competitive Edge:** Integrating AI, Gen AI and Agentic AI isn't just a technology play, it's a differentiator. GCCs that move from pilot to production & integration, accelerate innovation, enhance customer experiences and outpace competitors.
- **Resilience & Agility:** In an era of disruption, GCCs that align swiftly with evolving enterprise priorities, whether scaling for new markets or reengineering operations, become linchpins of organizational adaptability.

What to Expect?

Over two focused days at ITC Kakatiya, Hyderabad on “Building a Strategic Asset for Enterprise Growth & Competitive Edge”, you will join peers in:

1. **Grounded Tech Dialogues:** Cut through the AI hype: candid sessions on real-world roadmaps, pitfalls to avoid and the ROI of Gen AI and Agentic AI at scale.
2. **Workforce Imperatives:** Honest conversations about career-pathing frameworks, Gen Z aspirations, targeted upskilling strategies and the cultural shifts required to sustain a future-ready talent base.
3. **Leadership & Governance:** Examine decision-rights, performance metrics and operating models that elevate GCCs from cost centers to strategic partners.
4. **Case-Journey Deep Dives:** Learn from multiple use-case presentations: the wins, the setbacks and the key takeaways, offering replicable insights drawn from real-world deployments across industries.
5. **Interactive Brainstorming:** Harness collective wisdom in facilitated interactive sessions, co-creating actionable frameworks for embedding GCCs as strategic assets.

SSF Global's 14th Annual GCC Conclave

BUILDING GCC AS THE STRATEGIC ASSET FOR ENTERPRISE GROWTH

Key Focus Areas for this Conclave will include end-to-end Enterprise Services value impact to business & sustainability including:

Delivering Value Impact to the Business: GCCs as Value Drivers: Strategies for Success

- Defining value metrics and KPIs for GCCs
- Aligning GCCs with business objectives and strategy
- Building a culture of innovation and experimentation
- Communicating value to stakeholders and leadership

AI Adoption and Relevant Use Cases: Unlocking Value through AI in GCCs

- Understanding AI technologies and their applications
- Identifying business problems that can be solved with AI
- Developing a roadmap for AI adoption and implementation
- Measuring ROI and impact of AI initiatives

Strategic Workforce and Future-Proofing GCCs: Building Future-ready Workforce

- Understanding the impact of digital transformation on GCCs
- Building a digital workforce and integrating AI-powered tools
- Developing strategies for future-proof GCCs to stay ahead of the curve
- Managing change and cultural shifts in GCCs

Talent Management and Development: Retaining & Upskilling for GCCs

- Strategies for talent retention and development
- Managing Gen Z workforce and their expectations
- Bridging skill gaps and upskilling employees for digital roles
- Building a culture of continuous learning and innovation

You will gain:

- **Actionable Frameworks** for anchoring GCC investments in enterprise value.
- **Peer Perspectives** on tackling “niggling” challenges and overcoming organizational inertia.
- **Community Connections** to forge alliances with the ecosystem to elevate beyond “transactional services” into “strategic services.”

WIP Program Schedule DAY ONE (*indicative*)

Time [IST]	Session
2:00 – 3:00 PM	Community Connect Hi-Tea & Networking
3:00 – 4:00 PM	Inaugural Session <ul style="list-style-type: none"> - Opening Remarks & Conclave Overview - Lamp Lighting - Address by the 'Guest of Honour'
4:00 – 4:45 PM	Fireside Chat India's Growing Significance – The Major Hub of Tech & Innovation GCCs (<i>Tackling the Impact of Tariffs and Geo-Political Situation</i>)
4:45 – 5:45 PM	Insights from Experts The Strategic Role of GCCs in Delivering Business Outcomes – What are the Accelerators, Gears, Levers & the Brake!
5:45 – 6:10 PM	Masterclass The Ingredients to make GCC as the Strategic Asset for Enterprise Growth
6:10 – 7:10 PM	Inspirational Address ELEVATING YOUR LEADERSHIP – GOOD TO GREAT
7:10 – 7:25 PM	14th Excellence Awards & Recognition
7:25 - 7:30 PM	Assemble for Group Photograph
7:30 PM Onward	Gala Dinner & Networking

WIP Program Schedule DAY TWO (*indicative*)

Time [IST]	Session
8:30 – 9:00 AM	Welcome Tea/ Coffee
9:00 – 10:00 AM	Spiritual Dialogue – Healing yourself by a Spiritual Guru
10:00 – 10:30 AM [Main Hall]	Industry Insights: Research Report: Key Takeaways
10:30 – 11:30 AM [Main Hall]	Demonstrating the Success (<i>Respective GCC Stories – A case study presentation</i>) Journey of Innovation & Delivering Business Value
11:30 – 12:00 PM	Tea/Coffee Break
12:00 – 12:25 PM [Main Hall]	Point of View Leading through AI Disruption & Unlocking Value
12:25 – 1:10 PM (Parallel Tracks)	Co-creating Together – Leadership Workshop <i>Creating AI ‘Centre of Expertise’ for Long-term Value Impact</i>
	Fireside Chat <i>Smart Tech-Powered Workplaces not a Privilege any more</i>
	Focused Deliberations: Leadership RoundTable <i>Thriving in the New World – Redefining Career Path & the Culture</i>
1:10 – 2:00 PM	Networking Lunch
2:00 – 2:30 PM	Leadership Perspectives Leveraging the combined power of Cloud, Data and AI platform – Charter for the GCC success
2:30 – 3:15 PM	Case Stories <i>From Hype to Reality – Success Stories of AI Adoption (Gen AI/ Agentic AI) to deliver Business Impact</i>
3:15 – 4:00 PM (Parallel Tracks)	Co-creating Together – Leadership Workshop <i>Power of Collaboration as a springboard for fast-tracking the value impact</i>
	Fireside Chat <i>Cyber Resilience in the AI Era</i>
	CXOs Strategy Room –Most Impactful Brainpower Together* <i>Outlook for next 12 -18 months</i>
4:00 – 4:20 PM	Tea/Coffee Break
4:20 – 5:25 PM	Inspirational Address EVOLVE TO THRIVE – OWN THE UNKNOWN
5:25 – 5:45 PM	14 th Excellence Awards & Recognition
5:45 – 6:00 PM	Concluding Remarks, Vote of Thanks & Group Photo
6:00 – 7:00 PM	Networking Over Cocktails & Nibbles

Indicative List of Esteemed Speakers

1. [Ashish Vidyarthi](#), Actor-Traveller-Communicator & Co-Founder, Ashish Vidyarthi & Associates, **Avid Miner**
2. [Captain Raghu Raman](#), Strategic Coach, Inspirational Speaker & Founding CEO, **NATGRID**
3. [Ajay Wadhwa](#), CEO – TML Business Services, **Tata Motors**
4. [Anjali Singh](#), Global Business Services Head, **Ericsson**
5. [Chirag Buch](#), Global Service Delivery Leader, **Mercer**
6. [Geetha Ramamoorthi](#), Managing Director – India, **KBR Inc.**
7. [Jaideep Agarwal](#), India GBS Leader, **Warner Bros. Discovery**
8. [Jaspreet Bindra](#), Co-Founder and CEO, **AI&Beyond**
9. [John Dawber](#), Corporate VP & Managing Director and General Management GBS **Novo Nordisk**
10. [Kamal Sharma](#), Global Digital Hubs Leader, **Carrier**
11. [Kaustubh Deshpande](#), Managing Director – India Centre, **SAP Pioneer**
12. [Lalitha Indrakanti](#), CEO, **Jaguar Land Rover TBSI**
13. [Nikita Chopra](#), CEO, **Australia-India Chamber of Commerce (AICC)**
14. [Sandeep Kulkarni](#), Senior VP & Head, **Worley Enterprise Services**
15. [Sanjay Mathur](#), Finance Director, Shared Service Organization and Controllershship, **Avery Dennison**
16. [Dr Sanjeev Rastogi](#), CEO – GCC, **Adani Group**
17. [Sankar Narayan](#), GBS India Head, **Smith & Nephew**
18. [Sharda Gupta](#), MD & GBS Head – India, **Bayer**
19. [Sudhir Dasamantharao](#), Chief Operating Officer, **FourthSqaure**
20. [Sunil Modi](#), Director – Finance & Head of FSSC Global Center, **Vanderlande Industries**
21. [Urs-Ulrich Katzenstein](#), Head of Business Development & Transformation Continental Europe & Senior Advisor, **Quintes Global**
22. [Vineet Dwivedi](#), Global Head – Alcon Global Services (AGS) & Head – AGS India, **Alcon**
23. [Vinika Yadav](#), CSS & India Centre Head, **Hitachi Energy**
24. [Venkat Kumar S](#), Principal Consultant – Business Support, Former Director – Head GBS, **KONE**
25. [Tarun Aahi](#), VP & Head SSC, **Jindal Steel & Power**

And more...

Registration @ 14th Annual GCC Conclave

	For One Delegate (INR per person)	For 2-5 Delegates (INR per person)	For 5+ Delegates (INR per person)
EARLY BIRD (Valid till 15-May'25)	25000/-	20000/-	15000/-
Fee (15-May'25 to 30-Jun'25)	28000/-	22000/-	17000/-
Fee (01-Jul'25 to 31-Jul'25)	30000/-	25000/-	20000/-
Fee (After 31-Jul'25)	35000/-	30000/-	25000/-
Discount upon SSF Global App Sign Up	Additional 10% Discount		
SSF Global PLATINUM Members	2 Complimentary Passes & 10% off on 3 add-on passes		
SSF Global GOLD Members	1 Complimentary Pass & 10% off on 3 add-on passes		
SSF Global CORPORATE Members	50% Discount on 2 passes & 10% off on 3 add-on passes		
NOTE: 18% GST will be charged on Registration Fee. GSTIN: 07ABNCS4099Q1Z7			
Tickets are non-refundable. However, they are transferable & participation by substitute is allowed.			

Payment Terms: Registration Fee (as applicable) must be fully paid for receiving confirmed tickets.

Online Payment to the Bank Account of **SSFGlobal Private Limited'**

- Bank: ICICI Bank, Nehru Place, New Delhi - 110019
- Bank Account: Current A/c No. 629405048663
- RTGS/NEFT IFSC Code – ICIC0006294

Credit Card/ Debit Card Give us a call at +91-9899990344 for the PayZapp link. Please note that this payment mode will incur an additional 2.5% on the total Fee



Participation @ 14th Annual GCC Conclave

Who are attending the 2025 Conclave?

- Senior leaders from India/ Global Corporates – CXOs, Finance Controllers, Function CXOs (CFOs, CHROs, CIOs, CTOs,); Heads of HR/ IT/ Supply Chain
- Leaders/ Heads of GBS & GCCs, ITes & Tech
- Business Leaders & Senior Managers from functions like Process Excellence, F&A, Corporate Compliance, Procurement & Logistics, etc.
- CPC Managers of Banking/ Financial Services/ Insurance operations.
- Leaders form Industry Domains: Healthcare, Pharma & Life Sciences, Media & Entertainment, Banking & Financial Services, Auto & Auto components, Hospitality, Academic Institutions, and more...

Conclave 2024 Participation [A Glimpse]

					
					
					
					
					
					
					
					
					
					
					
					
					

13th Annual Global Enterprise Services Conclave 2024 – Key Highlights

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

The 13th Annual Global Enterprise Services Conclave, held on December 5th & 6th, 2024, at The WelcomHotel by ITC Kenses Palm Beach in Mahabalipuram, saw participation from over 100 CXOs/ senior practitioners from GBS, SSC, GCC, ERD and all models of in-house captive or enterprise services organizations, Corporate Functions, and Tech Experts from various cities across India and overseas.

Key highlights:

- **Conclave Inauguration by Thiru. Kumar Jayant:** The conclave was flagged-off with a traditional lamp lighting ceremony by Thiru. Kumar Jayant, Additional Chief Secretary of IT & Digital Services Department – Government of Tamil Nadu and SSF Governing Council. Thiru. Kumar Jayant shared his inspiring thoughts and set the context in his inaugural address.



- **A comprehensive research report – 'Beyond Boundaries: GCCs Shaping Tomorrow's Enterprises'** – jointly prepared by Everest Group & SSF Global, was unveiled by the distinguished leaders of Everest Group, SSF Global and 'Guest of Honor' – Thiru. Kumar Jayant.

13th Annual Global Enterprise Services Conclave 2024 – Key Highlights

- This year's conclave witnessed the release of the *first of its kind – Coffee Table Book*, titled '**Enterprise Excellence**' – a testimony of the hard work, thought leadership and stellar work of the business services practitioners. The Coffee Table Book celebrates 'Inspiring & Impact Leaders, Transformative Ideas, and Strategic Insights in GCCs & Beyond' through the listing of "Inspiring Women Leaders" and "Highly Influential Impact Leaders" in GCC & Enterprise Services.



L-R: Rakesh Sinha, Ravi S Ramakrishnan, Thiru. Jayant Kumar

- **Awards & Recognitions:** SSF Global presented the 13th SSF Excellence Awards to 9 organizations for various categories –

- ❖ Bharti Airtel
- ❖ Alcon Laboratories
- ❖ Smith+Nephew
- ❖ EY GDS Enablement Services
- ❖ Hitachi Energy
- ❖ Tata Motors Limited Business Services
- ❖ Northern Trust Corporation
- ❖ Warner Bros. Discovery
- ❖ Britannia Industries



L-R: Rakesh Sinha, Ajay Wadhwa, Ravi S Ramakrishnan, Urs-Ulrich Katzenstein

- We were honored to have the presence of **V.V. Ranganathan, Jury Chair – SSF Excellence Awards & Recognition; Former Senior Partner – EY** along with, **Urs-Ulrich Katzenstein, Jury Member – SSF Excellence Awards & Recognition; Head BD Continental Europe – Quintes Global**, on Day-1 of the Conclave.
- **Ajay Wadhwa** (CEO, TML – Business Services) was felicitated with the '**BPM Achiever in Global India**' award for his outstanding contribution.

13th Annual Global Enterprise Services Conclave 2024 – Key Highlights



- **Dr Mukesh Aghi, President & CEO, US-India Strategic Partnership Forum**, delivered a Special Address on the topic 'India emerging as a 'Global Tech Leader – An Imperative Toolkit to the Vision of Viksit Bharat@ 2047'
- **New Initiatives:** Mahabalipuram witnessed the unveiling of a Self-assessment Tool for evaluating Tech-Integrated Enterprise Services – 'TIES' – as a part of the "The Next & New in GCC" agenda. This tool is based on the efficient capability framework 'TIES' – unveiled by SSF Global in 2023.
- **Panel Discussions:** Engaging and interactive deliberations covered topics such as Value Delivery, Building the Multi-Dimensional Next Line, GBS & GCCs as Agents of Change, Gen AI Adoption and more.
- **Sponsors & Partners:** The conclave's success was aptly supported by our esteemed partners and sponsors, **RvaluE Group; HCLTech; US-India Strategic Partnership Forum (USISPF), Australia-India Chamber of Commerce (AICC); Quintes Global; , Everest Group; , Brookfield Properties; , ICICI Prudential AMC; UpGrad, Hindustan Coca-Cola Beverages, WorldatWork, Britannia Industries; , SRM Institute of Science; , Muniwar Technologies.**

Captured Moments

13th Annual Global Enterprise Services Conclave

13th ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE, December 5 & 6, 2024



Captured Moments

13th Annual Global Enterprise Services Conclave

13th ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE, December 5 & 6, 2024





Shaping the Future of Enterprise Services A Growing Community 'For Practitioners, Of Practitioners, By Practitioners'

Key Focus Areas

Comprehensive Thought Leadership

- Focused Research Reports
- 25+ Capability Frameworks
- Benchmarking Repository
- 500+ Case Studies
- Articles on Latest Trends & Best to Next Practices
- [Process Edge Journal](#) – 20 editions (2012 –18)

Community Impact

- Recognizing 'Enterprise Excellence' with ~100 GBS/GCC/ BPM Awards
- Felicitating 23 Pioneering Leaders/ Visionaries
- [Inspiring Women Leaders](#)" and "[Highly Influential Impact Leaders](#)" in GCC & Enterprise Services

Innovative Growth Platform

- SSF Global App
- [SSF Global Times](#) – The only Newsletter dedicated to Enterprise Services, GBS/ GCC
- Assessment Tools for Evaluation & Transformation Roadmaps

Extensive Community Engagement

- 13 Annual Global Conclaves
- 100+ Summits
- 200+Leadership Interactions, RoundTables, Workshops & Webinars

Key Milestones

- **Community of 1000+** GCC & Enterprise Services Practitioners
- **Global Engagement:** Leadership RoundTable Meets in **North America** and Webinars in multiple cities across **Europe**
- **Industry Insights: 350+ Leaders** have presented & **300+ case stories**
- **Enterprise Excellence** – first of its kind–**SSF Global Coffee Table Book** was released in 2024 – a testimony of hard work, thought leadership and stellar work of the enterprise services & GCC practitioners.
- **SSF Global Assessment Tools** – Self-Assessment Tools built from the insights of our data lakes:
 - ✓ **TIES' Self-Assessment Tool** for evaluating the digital readiness of enterprise services.
 - ✓ **PMA (Process Maturity Assessment) Tool** to assess processes within enterprise functions (like F&A, HR, SCM, IT, CLM etc.,) in any sector/ domain, and classify them into five levels of maturity.
- **SSF Global Research Desk (2024-25)**
 - **A Comprehensive Research Report** – '[Beyond Boundaries: GCCs Shaping Tomorrow's Enterprises](#)' – jointly prepared by **Everest Group & SSF Global**
 - **SSF Global Knowledge Papers** – published periodically collating insights and wisdom of GCC & Enterprise Services leaders on burning topics & latest trends

Annual SSF Excellence Awards & Recognition



SSF Global, has been acknowledging and honoring organizational achievements – innovative initiatives, benchmarks and winning practices, by conferring SSF Excellence Awards & Recognition for the last 13 years. The awards are considered as an industry benchmark by the past recipients who have leveraged the win to showcase it to their clients, HQs, to peers and to the industry. The awards are an integral part of our flagship Annual Conclave held in different cities across the country every year.

AWARDS

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

- a. **Outstanding GCC/ GBS / ER&D – India Servicing**
- b. **Outstanding GCC/GBS/ER&D/Offshore Delivery Unit – International Servicing**

CATEGORY 2 – For Delivering Business Impact Through GCC/GBS/ER&D / Offshore Delivery Unit by:

- a. **Effective Emerging Tech powered Transformation**
- b. **Innovative People Practices**
- c. **Innovation & Excellence in Services**
- d. **Exemplary Customer Experience Management**

CATEGORY 3 – For Outsourcing Service Providers (BPM or IT)

- **Effective Transformation for a Client Organization Delivering Business Impact**

RECOGNITION

Successful Launch of GCC/ GBS/ ER&D/ Offshore Delivery Unit through In-house or Outsourced or Hybrid Strategy

FELICITATIONS

'Pioneering Leader' and 'Enterprise Excellence Achievers' in Global India – to recognize and honor stellar contributions of distinguished leaders, who are key to the GCC/GBS/ER&D Strategy & Business Transformation implementation at the Company as well as at the Industry Level

- **'Pioneering Leader'**
- **'Enterprise Excellence Achievers' in Global India**

Annual SSF Excellence Awards & Recognition

Parameters for Judgment:

The Excellence Awards & Recognition is applicable to **GCC/GBS/ER&D** 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 are invited from companies/ institutions who have their **GCC, GBS, SSC, ER&D, Team Extension, IT Services** strategy established within the Indian Subcontinent
2. **Award Entry Form:** The award entry form as applicable needs to be duly filled and submitted by **JULY 25, 2025**
3. **Additional Information:** Any supplementary information, if required, will be sought and received from specific nominees through a telephonic conversation.
4. **Jury Evaluation:** An independent panel of judges will evaluate and score each application. The panel comprises leading experts and practitioners in the BPM and business services space. Supporting sponsors who helped to make the awards possible have been in no way involved in determining award criteria.
5. **Final Selection:** The Jury will decide upon various stated parameters and ensure comparability of the scores for final selection of winners. A telephonic conversation will be held with the award entrants for any specific clarifications required before final selection.
6. **Workshop on GCC & Enterprise Services:** The conclave will include various eminent leaders from the GCC, GBS, Enterprise Services & Outsourcing Services provider domain, Business Leaders from India corporates and multinationals, sharing their perspectives on the day of the Conclave and Excellence Awards.
7. **Awards & Felicitation Ceremony:** The 14th Annual SSF Excellence Awards & Recognition will start immediately after the Sessions during the 14th Annual GCC & Enterprise Services Conclave.



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

2024 Lalit Ahuja (CEO of ANSR), Under his leadership, ANSR has established over 125 GCCs, employing more than 125,000 professionals was felicitated as the **'PIONEERING BUSINESS & ENTREPRENEURIAL LEADER IN GCC'** for *Creativity, Vision & Leading The Mission of Global Capability Centre in India, Delivering Value and Impact to Industry, Business and Society*



Lalit Ahuja



Dr WILLIAM HEFLEY



VINEET NAYAR



BVR MOHAN REDDY



PRIYAN FERNANDO



RAKESH KUMAR GUPTA



D SUNDARAM



AKHIL GUPTA



RAMAN ROY

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



AJAY WADHWA



PRIYARANJAN JHA



ROMI MALHOTRA



Dr SUMIT MITRA



NAVNEET BANSAL



NAVNEET KAPOOR



RAMESH SHARMA



SHYAMA BIJAPURKAR



PRADEEP KAPUR



PANKAJAM SRIDEVI



RAHUL SINGH



K RAMESH

100+ 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 (2011-2024)

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
2024	Bharti Airtel, Alcon Laboratories, Smith+Nephew, EY GDS Enablement Services, Hitachi Energy, Tata Motors Limited Business Services, Northern Trust Corporation, Warner Bros. Discovery, Britannia Industries

Our Partners

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

Notes

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