Future of Work with Changing Technology Landscape
– A Brief Report on SSF's Digital Leadership e-Summit 2020

August 27-28, 2020: Shared Services Forum (SSF) India held the first edition of **Digital Leadership e-Summit 2020** with **18 leading business and IT leaders of the industry as honoured speakers** and over **125** senior and eminent industry leaders and practitioners from over **100+ organizations** participating **LIVE** for 2 days under the umbrella theme:

Future of Work with Changing Technology Landscape

The **key takeaways** to apply and contextualise by the IT leaders/ practitioners to envision long-term impact on the future of work from the Digital Leadership e-Summit 2020 were:

✓ Organizational sensitivity; priority; culture; deep-rooted philosophy of the people; connectedness – of people, assets, process operations, customers, transactions, and decision-making; and the digital script – all put together play a key role in digital metamorphosis

✓ To meaningfully diagnose the digital deployment conundrum – one has to: re-purpose across the value chain; become disruption agnostic; develop blind spot thinking, beyond the traditional blue sky thinking; use excellence as an input rather than output; treat information as currency; be preventive and proactive rather than corrective and reactive; have an enterprise-wide or end-to-end view; hire the right talent who are ready to quickly unlearn and relearn as a part of change; and use statistical modelling

✓ Mix of top-down approach and bottoms-up collaboration, empowering people for a 360-degree awareness, as well as using the 'co-create model' by blending skillsets of new talent and the SMEs of the organization – are enablers to balance between driving the digital transformation within organizations and innovating

✓ Drive to embrace digital as a frame of mind; being aware, informed, aligned and prepared to secure information; and embedding security into innovation design – are the key to cyber resilience in the current context

The opening panel session of the summit was on the topic: **Creating Holistic Readiness for Process Automation and Digitalization – An Imperative for Metamorphosis**

The esteemed speakers of this panel, experts in the global business services industry included:

▪ **Sarajit Jha**, Chief Business Transformation & Digital Solutions, Tata Steel;

▪ **K Harishankar**, VP, IT – Architecture, Engineering & Corporate Functions, Kimberly Clark;

▪ **Amar Hunjan**, Former CIO – Director IS & T, Compass Group (Australia);

▪ **Pramod Agarwal**, VP & Regional CTO, Automation Anywhere Inc; and

▪ **Rakesh Sinha,** Co-Founder, SSF and Executive Director & COO, RvaluE Group, moderated this panel session.

The esteemed speakers shared their insights on various aspects of holistic readiness for an organization before undertaking the digital transformation journey, for instance, the importance of aligning with organizational priorities ensuring it is integral to corporate strategy; the need to link process maturity & inefficiencies and organizational culture; to establish a business case, which is real and much beyond the belief case.

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The second session of the day had some insightful experiences shared by four business leaders, on the topic – **Deployment Conundrum of Digital transformation – New Rules of the Game.** Our esteemed speakers for this panel session were:

- **Nalin Tripathi,** SSF Leader - Group Finance, Al-Futtaim (UAE)
- **Sameer Madan,** Director – Finance, Agilent Technologies
- **Ramit Gupta,** CPS Leader and Partner, Cognitive Process Services, IBM
- **Anand Maheshwari,** Founder & Chief Corporate Officer, Quintes Global, moderated this session.

The panellists shared not just the success stories but also the pointers/ guidelines to ensure the success in deployment of the digital agenda amidst the challenges. The session proved to be very informative and helped to understand the importance of translating the strategic intent to execution – the imperative to unlearning the past rules and relearn the new/ contextual ones; responding to rapidly shrinking payback cycle & digital acceleration; as well as the inevitable and a strategic shift from CapEx to OpEx – 'pay-as-you-use'.

Day two of the DLeS 2020 again had two powerful sessions taking a deeper dive into the impact on future of work due to the rapidly changing technology landscape. The first session of the day was on the topic – **From the Lens of CIOs & Senior IT Leaders – Strike the Right Balance to Accelerate and Innovate**

The eminent speakers at this session were:

- **V V Balaji,** Chief Technology Officer, ICICI Bank;
- **Rajesh Mishra,**   SVP, Corporate Process & IT and Chief Digital Officer, VE Commercial Vehicles;
- **Urs-Ulrich Katzenstein,** Head of Business Development Shared Services IT, Bell Food Group;
- **Dr Puneet Kaur Kohli,** Global CTO & CIO, Manappuram Finance;
- **Rahul Bishnoi,** Program Director Manufacturing and Comms Europe, Wipro Technologies, was the moderator for this panel.

The speakers shared their perspectives on how to strike the right balance winning through series of disruptions and meeting growing customer expectations; building on the exclusive technologies or go for embracing the ecosystem; and the immediate benefits as well as the long-term impact.

The next panel was the last panel session at the DLeS 2020, on the topic **Cyber Resilience – Contemporary once again for Managing Data Protection post-Pandemic.** Four prominent leaders of the industry were the speakers at this session.

- **Dharmender Kapoor,** Chief Executive Officer & Managing Director, Birlasoft;
- **Imran Ali,** Group Chief Information Security & Technology Officer, Compass Group – UK;
- **Pervez Workingboxwalla,** Chief Risk Officer, WNS Global Services; and
- **Sanjay Gupta,** Chief Architect, Shared Services Forum, who moderated this panel.

The esteemed panellists deliberated on the topic of being cyber resilient today and discussed various aspects including information security risks due to wider network, bringing tighter controls; responding to risks, striking the right balance between compliance and flexibility; and the rapidly evolving global guidelines.

The participants at the e-Summit also contributed to make the content more enriching and relevant by raising questions that encouraged the panelists to provide further insights. Some of the questions enabled the speakers to deep-dive during the deliberations and provide further insights, such as:

- *"Using tech to transform requires all the CXOs to pull together. How do you ensure that all of them are abreast of technology and so speak one language and be on the same page during implementation?"*
- *"Do we see knowledge of statistics getting more traction as a hot-skill in the future with Analytics and AI being talked about?"*
- *"How do CIOs allocate resources required for business operations vs support functions like F&A HR etc.?"*

The online polls helped to obtain a larger audience perspective, and threw-up some interesting viewpoints, such as:

- **39% of practitioners stated that defining an effective Intelligent automation strategy linked to business focus & priorities** *is the Key to unlock the true value of automation.*
- **Only 3% practitioners think that building controls around possible erosion to business/ compliance/ customer experience** *can best accelerate full deployment of new and cutting-edge technologies*
- **A whopping 56% of practitioners firmly believe that building a 360-degree awareness program highlighting the risk and exposure areas** *is a good strategy to improve cyber resilience during the current pandemic*

More on the online poll results, presentations and the video recording of all the sessions are available to view on the link: https://sharedservicesforum.in/digital-leadership-e-summit--2020/. The event was duly supported by our partners – Knowledge Partner**, RvaluE Group;** Event Partner, **Automation Anywhere;** and Technology Partner, **Muniwar Technologies. SSF**