

presents

15th

ANNUAL GCC CONCLAVE 2026

&

GCC EXCELLENCE AWARDS & RECOGNITION

THE INTELLIGENT ENTERPRISE

AI, TALENT & THE FUTURE OF GLOBAL CAPABILITY LEADERSHIP



December 14 & 15, 2026



BENGALURU



#SSFGlobal

www.ssfglobal.in

THE INTELLIGENT ENTERPRISE

AI, TALENT & THE FUTURE OF GLOBAL CAPABILITY LEADERSHIP





BANGALORE

INDIA

India has emerged as the world's leading GCC destination.

GCCs are evolving from cost-focused centres to strategic hubs for innovation, R&D, and core business functions. With the presence of **2100+** GCCs/ GBS, the market is projected to grow at a **CAGR of around 15%, and surpass US\$200 billion**. India's GCC ecosystem is entering a defining phase of scale, sophistication and strategic influence.

This transformation extends well beyond established metropolitan hubs. Mumbai, Delhi NCR, Bengaluru, Hyderabad, Kolkata, Pune and Chennai continue to anchor India's GCC growth. Emerging destinations such as Ahmedabad, Jaipur, Mohali, Kochi, Coimbatore, Bhubaneswar and Indore are expanding the opportunity, bringing new talent markets, regional strengths and fresh possibilities for enterprise expansion into focus.



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ABOUT SSF GLOBAL

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

SSF Global is a Pioneering Industry Community for GCCs and Enterprise Services, since 2011

In the last **15 years**, SSF has evolved into a leading, practitioner-led leadership community advancing the growth and maturity of GCCs and Enterprise Services. Built on collective intelligence and real-world practitioner insight, SSF enables leaders to collaborate, learn, and shape the future of global capability models.

Our Knowledge Partner, **Quintes Global** – a GCC Catalyst firm, specializes in GCC setup, scale, and transformation. Its experiential insights integrate deep advisory, operational, and industry expertise into SSF's community programs, enabling organizations to build strategic, future-ready global capability centres. Acumens from the SSF community continuously helps Quintes to evolve capability frameworks, and innovate differentiated operating models and enterprise solutions, that it brings to organizations worldwide. Together, SSF Global and Quintes Global have built a powerful ecosystem where experience, innovation, and execution converge to strengthen India's position as a global hub for enterprise excellence.

SSF curates multiple platforms for the community members to stay abreast with the **latest trends, success stories & practitioner's perspective**, thereby enabling creation of '**best-in-context**' practices for their respective organizations. The platform brings together leaders with the strategic intent, inter alia, to include the following purposes:

1. **GCC & Enterprise Transformation Strategy:** Help adopt capability and innovation centres for enterprise transformation across private/public sector, large/ medium/ small enterprises for any domain/ vertical.
2. **Winning Practices:** Enable exchange of best and next practices, and adapt global practices to apply to requirements of GCCs.
3. **Community Network:** Build industry network of leaders and help nurture and innovate capabilities to become successful.
4. **Excellence Awards & Recognition:** Honor, recognize and promote transformative strategies for Shared Services as well as Leaders who enable such transformation.

FOCUS AREAS & MILESTONES

Key Focus Areas

Comprehensive Thought Leadership

- ❑ Published 10+ Pioneering Research Reports
- ❑ Established 30+ Capability Frameworks
- ❑ Built a credible Benchmarking Repository
- ❑ Assimilated 500+ Case Studies
- ❑ Published Knowledge Papers on Trends & Best to Next Practices
- ❑ Published [Process Edge Journal](#) – 20 print editions (2012 –18)

Community Impact

- ❑ Recognized 'Enterprise Excellence' with ~100+ GBS/ GCC/ BPM Awards
- ❑ Felicitated 23 Pioneering Leaders/Visionaries
- ❑ Recognized 20 credible 'Capability Catalysts' in India redefining the GCC landscape
- ❑ Recognized [10 Inspiring Women Leaders](#)" and [10 "Highly Influential Impact Leaders"](#) in GCC & Enterprise Services

Innovative Growth Platform

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

Extensive Community Engagement

- ❑ 14 Annual Global Conclaves
- ❑ 500+Leadership Interactions & Summits, 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: 1000+ Leaders** have presented **500+ case stories**
- ❑ **SSF Global Coffee Table Books** (first of its kind)
 - ❑ [Enterprise Excellence](#) was released in 2024 – a testimony of hard work, thought leadership and stellar work of the enterprise services & GCC practitioners.
 - ❑ [Capability Catalysts](#) was released in 2025 to recognise India's GCC accelerators.
- ❑ **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 Research Desk (2024-25)**
 - ❑ ['THE NANO GCC REVOLUTION'](#) – prepared with **Quintes Global**
 - ❑ ['Beyond Boundaries: GCCs Shaping Tomorrow's Enterprises'](#) – prepared with **Everest Group**
 - ❑ ['Strategic by Architecture, Transformative by Outcomes'](#) – prepared with **Everest Group**
 - ❑ ['The next big focus for Japanese Companies'](#) – prepared with **NRI**
 - ❑ [SSF Global Knowledge Papers](#) – published periodically collating insights and wisdom of GCC & Enterprise Services leaders on burning topics & latest trends

OUR IMPACT

In Shaping the Future of Enterprise Services



3 FOCUS AREAS



Cutting-Edge Tech Enablement: *To help build innovative, scalable, Tech-integrated Enterprise Services/ GBS & GCCs by harnessing AI, automation, cloud, advanced analytics that drive measurable value.*



Future-Ready Talent Transformation: *To cultivate the diverse, agile workforce with continuous upskilling & relevant curriculum-blending hands-on projects, mentoring & classroom learning.*



Collaborative Thought Leadership: *To facilitate high-impact discussions with industry leaders & practitioners, and curate actionable insights – turning collective expertise, innovative ideas into guidelines, tools and best-practice frameworks that leads the GCC/GBS community forward.*

BUILDING GCCs AS STRATEGIC ASSETS

Enabling the shift from delivery excellence to **enterprise value creators**.

Where decisions get made

GCC leaders shape the next mandate for enterprise transformation.

Practitioner-led

Strategy rooms, Regional GCC Leadership Councils and *closed-door* peer interactions.

From dialogue to action

Translating conversations into actionable insights and collaborative initiatives for GCC advancement.

Knowledge that shapes strategy

Practitioner insights, industry research that inform strategic priorities and leadership decisions.

A trusted platform

Since 2011, SSF Global has convened India's GCC, GBS and enterprise-services community.

Driving what's next

Connecting leadership, knowledge, ecosystem partnerships to accelerate growth and strategic impact.

Benchmarking Maturity/Progress

Helping GCCs assess evolution across capabilities, performance, talent, tech and strategic contribution.

Strengthening Industry Influence

Creating channels for collective leadership perspectives and policy dialogue.

Advancing GCC Maturity

Supporting structured assessment, benchmarking and capability development.

Sustaining Engagement

Building continuity through leadership councils, regional roundtables & focused cohorts.

ABOUT THE 15th ANNUAL GCC CONCLAVE 2026

THE INTELLIGENT ENTERPRISE

AI, TALENT & THE FUTURE OF GLOBAL CAPABILITY LEADERSHIP

India's **2,100+ GCCs and Global Business Services centres** are redefining their role in the global enterprise. Moving beyond delivery excellence and operational scale, they are increasingly taking ownership of enterprise transformation, innovation, research and development, digital capabilities and strategic business outcomes.

At the heart of this evolution lies a defining question: **How will GCCs shape the Intelligent Enterprise of the future?**

Artificial Intelligence is changing how enterprises operate, innovate and compete. Yet technology alone will not determine the next phase of GCC leadership. The ability to translate AI into measurable business value, build future-ready talent, develop enterprise-wide capabilities and align GCC priorities with global business strategy will distinguish the next generation of high-impact GCCs.

SSF's **15th Annual GCC Conclave 2026** will bring together GCC/GBS leaders, enterprise decision-makers and ecosystem stakeholders to examine the opportunities, challenges and leadership imperatives shaping this transition.

The Conclave intends to create a space for substantive conversations on AI-led enterprise transformation, talent and leadership readiness, the evolution of GCC mandates, and the capabilities required to deliver sustained strategic value. It will bring practitioner perspectives and enterprise experiences to the forefront, connecting emerging possibilities with the realities of implementation and business impact.

As GCCs assume greater ownership of enterprise outcomes, the opportunity is to move beyond adopting new technologies towards building organisations that are intelligent by design, talent-powered and strategically integrated with their global enterprises.

The Intelligent Enterprise is not simply the enterprise that deploys AI. It is the enterprise that combines technology, talent and leadership to turn intelligence into enduring business advantage.

The **15th Annual GCC Conclave 2026** is where the leaders shaping that future come together.

Registration @ 15th Annual GCC Conclave

Join us. Reserve your seat.

Early-bird closes 31 October.

Two days of case stories, use cases, strategy rooms, interactions, workshops and networking with the peers who are shaping the next phase of GCCs.

Fee per person (plus 18% GST)	INR
EARLY BIRD FEE (valid till 31 Oct'26)	28,000/-
FEE (From 1 to 15 Nov'26)	32,000/-
FEE AFTER 15 Nov 2026	36,000/-

*Tickets are non-refundable but transferable; substitute participation is allowed.
Registration Fee (as applicable) must be fully paid for receiving confirmed tickets.*

30% off with the SSF Global App

Sign up on the SSF Global App to unlock a 30% discount on registration.

SSF Global Members

2 complimentary passes, plus 25% off on up to 3 add-on passes.

WHAT YOUR PASS INCLUDES

- ✓ Both conclave days: keynotes, panels, GCC case room and parallel tracks
- ✓ Community Connect hi-tea, lunch and cocktail dinner
- ✓ The 15th Annual GCC Excellence Awards & Recognition

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

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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

KEY INVITED SPEAKERS

1. [Abhishek Agarwal](#), Head – Global Capability Center | CFO & Director, **Syngenta**
2. [Abhishek Mendiratta](#), Director – India GBS Head, **The Magnum Ice cream Company**
3. [Ajay Wadhwa](#), CEO – TML Business Services, **Tata Motors**
4. [Anjali Singh](#), Global Business Solutions Head & India Centre Head, **General Mills**
5. [Aparna Rao](#), VP – CBS India & Malaysia | Global Head, Continuous Improvement, **Cencora**
6. [Binu John](#), Executive Director – Manufacturing Division Shared Services, **MSD**
7. [Dr Sanjeev Rastogi](#), Group Head, **Adani Enterprise**
8. [Dr Sumit Mitra](#), CEO Tesco Business Solutions & Tesco India, **Tesco**
9. [Gunjan Dhawan](#), VP Finance – Treasurer & Procurement Finance | Head – Business Shared Services, **Hindustan Coca Cola Beverages**
10. [Harish Kumar Chukka Bhasker](#), VP – HealthTrust, **HCA Healthcare India**
11. [Jaideep Agarwal](#), India GBS Leader, **Skydance**
12. [John Dawber](#), Corporate VP & MD, General Manager GBS, **Novo Nordisk**
13. [Kamal Sharma](#), GCC Leader (China, India and Mexico) & CDO AMEA, **Carrier**
14. [Lalitha Indrakanti](#), CEO – JLR Technology & Business Services India, **Jaguar Land Rover**
15. [Manish Harlalka](#), GCC Head, **Tata Consumer Product**
16. [Mukta Arora](#), Site Head & Managing Director – GCC, **Astellas Pharma**
17. [Priyaranjan Jha](#), Global Head of GCCs & Country President – India, **Sandoz**
18. [Ramit Gupta](#), Senior Partner & Vice President, **IBM Consulting, India/South Asia**
19. [Sankar Narayan](#), GBS India Head, **Smith & Nephew**
20. [Sharda Gupta](#), MD and Global Business Services Head India, **Bayer**
21. [Sheenam Ohrie](#), Managing Director, Broadridge Financial Solutions, **Broadridge India**
22. [Sirisha Voruganti](#), CEO and Managing Director, **Lloyds Technology Centre India**
23. [Sriram Gopalakrishnan](#), Director Global Shared Services, **V.Group**
24. [Sudhir Dasamantharao](#), Chief Executive Officer, **Adani Enterprise GCC**
25. [Tarun Aahi](#), Vice President and Head – Jindal GCC, **Jindal Steel**
26. [Venkat Sriramagiri](#), Chief Executive Officer & MD – WGS, **Worldline**
27. [Vineet Dwivedi](#), Sr. Vice President, Gilead Capabilities Centers, **Gilead Sciences**

Program Schedule 2026 – DAY ONE | 10th Dec

Time [IST]	Session Details
1:30 PM onward	Welcome & Registrations
2:00 – 3:00 PM	SSF Community Connect Hi-Tea + Structured Networking
3:00 – 3:25 PM	Inaugural Session - Opening Remarks and SSFG & Conclave Overview - Lamp Lighting & Unveiling of Publications - Inaugural Address by the 'Chief Guest'
3:30 – 3:40 PM	Opening Session The GCC Mandate Has Changed
3:45 – 4:15 PM	Keynote Address The Intelligent Enterprise – What Changes for the GCC?
4:20 – 5:00 PM	Special Session Unlocking Latent Value: The COPO Playbook
4:45 – 5:10 PM	GCC Leadership Council What Does the Enterprise Expect From Us Now?
5:15 – 6:00 PM	Insights from GCC Heads – CXO Panel What Should India Own Next?
6:05 – 6:30 PM	Evidence-led Practitioner Session From AI Pilots to Business Value
6:35 – 6:55 PM	Special Address The New Risk Equation: AI + Cyber + Resilience + Trust
7:00 – 7:25 PM	Motivational Session by a Special Guest
7:30 – 7:45 PM	15th Annual GCC Excellence Awards & Recognition
7:50 PM Onward	Group Photograph Networking Evening & Cocktail Dinner

Program Schedule 2026 – DAY TWO | 11th Dec

Time [IST]	Session Details
8:30 – 9:00 AM	Welcome Tea-Coffee & GCC Peer Exchange
9:05 – 9:25 AM	Industry Pulse The GCC in 2027 – What Has Changed Since Last Year?
9:25 – 9:55 AM	SSF Global Research Report The Intelligent GCC – 2026 GCC Leadership Pulse
10:00 - 10:45 AM	Panel Session 1 The AI Value Gap – Why Some GCCs Are Scaling AI While Others Are Still Running Pilots
10:45 – 11:00 AM	Tea/Coffee Break
11:05 AM – 12:00 PM	Demonstrating the Success – GCC Stories Show me the Value – Journey of AI Innovation & Delivering Actual Business Value Problem → Intervention → Investment → Adoption → Outcome → Lesson
12:05 – 12:45 PM	Panel Session 2 The Agentic GCC – What Happens When AI Agents Become Part of the Workforce?
12:45 – 1:30 PM	Networking Lunch

Program Schedule 2026 – DAY TWO | 11th Dec

Time [IST]	Session Details
1:35 – 2:25 PM (Parallel Tracks)	Track 1 – GCC HEADS' BOARDROOM The Mandate Negotiation – <i>What Should Your GCC Own in the Next 24 Months?</i>
	Track 2 – TALENT LEADERSHIP LAB The Workforce After AI – <i>Skills, Roles, Career Paths & Leadership</i>
	Track 3 – AI IMPLEMENTATION ROOM From Use Case to Production – <i>Why AI Pilots Die and What Makes Them Scale</i>
2:30 – 3:15 PM	Panel Session 3 The Talent Equation Has Changed – <i>From Hiring for Skills to Building for Adaptability</i>
3:20 – 4:20 PM (Parallel Tracks)	Track 1 – Strategic RoundTable <i>Beyond Cost: How Will the GCC Prove Its Value to the Enterprise?</i>
	Track 2 – The Strategy Room <i>The Next GCC Map: Where Will the Next Wave of Capability Come From?</i>
	Track 3 – The GCC Leadership Commitment <i>Beyond the Hybrid Model: Designing the GCC of Tomorrow</i>
4:25 – 4:50 PM	15th Annual GCC Excellence Awards & Recognition
4:50 – 5:00 PM	Group Photograph Concluding Remarks & Vote of Thanks

CONCLAVE 2025 - HIGHLIGHTS

100+

Leaders from GCCs
and GBS

2

Days of dialogue &
recognition

2

Landmark
publications unveiled

19

Organizations &
Leaders honoured

The **leaders** who shaped the conversation.

From the Hon'ble Governor of Telangana to GCC heads and international chambers, the 2025 Conclave brought policy, enterprise and global perspectives onto one stage.



VISIONARIES



GOVERNMENT



GCC LEADERS



INTERNATIONAL

The 14th Annual Conclave Advisory Board members comprised **Sanjay Gupta**, Chief Architect, SSF Global; **Dr Sanjeev Rastogi**, CEO-GCC, Adani Group; **Sri Atluri**, President & CEO, QEF; **Dr Patricia Connolly**, CEO, SMC Squared, a part of Hexaware; **Ramit Gupta**, Sr Partner & VP, IBM Consulting; **Geetha Ramamoorthi**, Managing Director- India, KBR Inc.; **Seshadri Vangala**, Group CEO, IFIN Global Group; **Bharath M Sundaram**, VP, GBS/GCC Advisory, Everest Group; **Sudhir Banerjee**, Former SVP & Country Head GBS, Teva Pharmaceutical; **Atul Pratap**, Founder, FnShift Solutions; **Anand Chandrashaker**, Head - GCC Services, Infosys BPM; and **Santosh Kumar Yamsani**, Co-Founder & COO, QEF.

Sponsors & Partners at the 14th Annual GCC Conclave included leading GCC catalysts like [Quintes Global](#), our **Knowledge Partner**; [Hexaware Technologies](#), our **Principal Sponsor**; our **Industry Partners**, [Australia India Chambers of Commerce \(AICC\)](#), [Quality Engineering Foundation \(QEF\)](#), and [US-India Strategic Partnership Forum \(USISPF\)](#); our **Corporate Sponsors**, [Hindustan Coca-Cola Beverages \(HCCB\)](#), [Adani GCC](#), and [Britannia](#); [IBM Consulting](#), our **Transformation Partner**; our **Associates Sponsors**, [Infosys BPM](#) and [Standard Chartered Bank](#); [Everest Group](#), our **Research Partner**; [Hans India](#), our **Media Partner**; our **Academic Partners**, [Vedica Scholars](#), [Osmania University](#) and [Sri Indu Institute of Engineering & Technology](#).

CONCLAVE 2025 - HIGHLIGHTS

SSF Global held the 14th Annual GCC Conclave 2025 in Hyderabad on 21-22 Aug'25 on the theme *"Building GCCs as Strategic Assets for Enterprise Growth"* – 2 days of thought leadership, strategic dialogues and recognition of excellence, bringing together more than 100 leaders from GBS/GCCs – spotlighting India's growing role in the global economy and the transformation of GCCs into engines of innovation and enterprise value. The lamp lighting ceremony was accompanied by prayers sung by the famous vocal Carnatic music duo – **Dr TK Saroja & Dr TK Sujatha**. Joining as the Guest of Honour on day one, **Shri Sanjay Kumar**, IAS, Special Chief Secretary for ITE&C (Information Technology, Electronics & Communications) and Industries & Commerce Departments, Government of Telangana, spoke of the state's deep commitment to nurturing the GCC and technology ecosystem in Hyderabad, positioning it among the world's fastest-growing hubs for enterprise capability centers. **Shri M. Dana Kishore**, IAS, Principal Secretary to Governor (FAC), Telangana, was the Guest of Honour on Day Two. He reaffirmed the Government's strong support for the GCC community. His presence at the conclave carried immense significance, reflecting the state's recognition of GCCs as engines of innovation, employment, and enterprise transformation.

Ravi S. Ramakrishnan, Founder SSF Global & Executive Chairman Quintes Global, brought a masterclass on the *"Ingredients to make GCCs Strategic Assets for Enterprise Growth."* He shared 7 ingredients while highlighting how the GCCs are the Strategic Assets and how they drive Enterprise Growth. He recommended to redefine the GCC as Global Capability & Collaboration Hub.



**Ravi S
Ramakrishnan**

Spotlighting Australia's growing engagement with India's GCC ecosystem, **Nikita Chopra**, CEO of the Australia India Chamber of Commerce (AICC), shared how international partnerships and global collaborations in innovation or capability development can strengthen India's GCC ecosystem. Expert panels delved into the **strategic role of GCCs in delivering business outcomes**, starting with "Insights from Experts" on – *The Strategic Role of GCCs in Delivering Business Outcomes – What are the Accelerators, Gears, Levers & the Brake!* – With leaders including **Ananth Rao Rudravaram, Chirag Buch, Geetha Ramamoorthi, Ramit Gupta, Dr Sanjeev Rastogi, and Sri Atluri**, with Abhinav Goel as the session moderator, debating the accelerators and brakes for transformation.



L to R: Abhinav Goel, Ananth Rao Rudravaram, Chirag Buch, Geetha Ramamoorthi, Ramit Gupta, Dr Sanjeev Rastogi, Sri Atluri

CONCLAVE 2025 - HIGHLIGHTS

Recognizing India's GCC accelerators.

■ COFFEE TABLE BOOK · CAPABILITY CATALYSTS



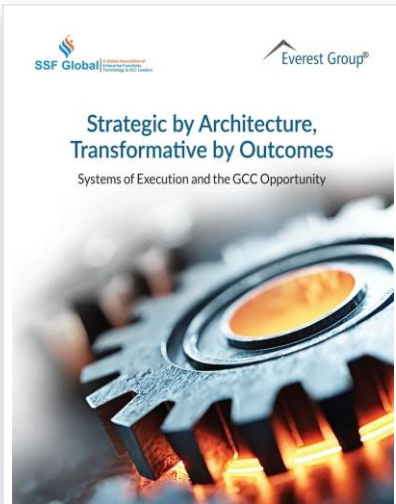
The unveiling with Sri Atluri, Rakesh Sinha, Hon'ble Governor of Telangana, Shri Jishnu Dev Varma Garu, Shri BVR Mohan Reddy, Anand Maheshwari

A coffee table book recognizing 20 of India's most sought after pure-play GCC accelerators and the AI innovators reshaping the global services ecosystem. Unveiled by the Hon'ble Governor of Telangana at the very start of the conclave.

CONCLAVE 2025 – HIGHLIGHTS

From AI hype to **business outcomes.**

■ RESEARCH REPORT · EVEREST GROUP × SSF GLOBAL



Strategic by Architecture, Transformative by Outcomes

Systems of Execution and the GCC Opportunity

Prepared by Everest Group and SSF Global, the report shows how GCCs can evolve into enterprise-wide enablers of automation, service-delivery optimisation and global workflow transformation.

The message: AI adoption has moved from hype to real business outcomes.

[Read the report →](#)



Unveiling of the Research Report

L to R: Sri Atluri, Rakesh Sinha, Hon'ble Governor of Telangana, Ashish Sehdev, Shri Jishnu Dev Varma Garu, Shri BVR Mohan Reddy, Anand Maheshwari

Report discussions by **Bharath M. Sundaram** and **Abhinav Goel** at the Conclave covered AI adoption having moved from hype to real-world business outcomes – exploring how GCCs become enablers of automation strategy, service, delivery optimization, and global workflow transformation, providing a roadmap for GCC to operationalize to deliver enterprise impact.



Abhinav Goel & Bharath M. Sundaram

CONCLAVE 2025 - HIGHLIGHTS



Dr Sanjeev Rastogi

Redefining the GCC Mandate at Enterprise Scale – Dr Sanjeev Rastogi, then CEO of Adani Group GCC, shared the Group's transformational GCC journey spanning 11 major businesses, from ports and airports to power, cement and media, and 20+ business units. His perspective offered a compelling view of how GCCs can unify capabilities across diverse businesses, scale enterprise impact and shape the next chapter of India's GCC growth story.



Abhinav Goel, Rakesh Sinha, Jaideep Agarwal, Dr Subramani Ramakrishnan, Anjali Singh, John Dawber

The Conclave covers business storytelling sessions featuring CXOs from leading GCCs like **Anjali Singh, John Dawber, Jaideep Agarwal and Dr Subramani Ramakrishnan**. In sessions like these, leaders demonstrate strategic initiatives translating into measurable business impact, with their success stories and lessons from setbacks, creating a substantive exchange of ideas, practical insights and actionable takeaways for the GCC community.



Vineet Dwivedi, Balasubramanian Sankaranarayanan, Wolfgang Jastrowski, Ankur Razdan, Abhinav Goel

Parallel sessions created deep engagements – Leadership RoundTables, Fireside Chats and workshops provided actionable takeaways

“Thriving in the New World: Redefining Career Path & Culture” – topic of the brainstorming session with Abhinav Goel, Ankur Razdan, Wolfgang Jastrowski, Balasubramanian Sankaranarayanan and Vineet Dwivedi.



Kenneth K Vamshi, Kamal Sharma, Sudhir Dasamantharao, Sankar Narayan, Ajay Wadhwa, Divesh Singla, Gunjan Dhawan, N Santhosh Murthy, Harish Kumar Chukka Bhasker, and Workshop Facilitator, Vinayak Sastri

Co-creating Together – Leadership Workshop on the topic – *“Creating AI ‘Centre of Expertise’ for Long-term Value Impact”* with several heads of GBS & GCCs and Tech Experts.

CONCLAVE 2025 - HIGHLIGHTS

■ VISIONARY LEADER · FIRESIDE CHAT

Shri BVR Mohan Reddy

Founder Chairman & Board Member, Cyient · Founder Director, T-Hub



Fireside chat: Rakesh Sinha in conversation with Shri BVR Mohan Reddy

THE SESSION

India's Growing Significance: Major Hubs for Tech & Innovation GCCs



KEY TAKEAWAY

GCCs are fast becoming value creators for global enterprises.

CONCLAVE 2025 - HIGHLIGHTS

■ GOVERNMENT PARTICIPATION

A state that backs its GCC ecosystem.



CHIEF GUEST

Shri Jishnu Dev Varma Garu

Hon'ble Governor of Telangana

The Hon'ble Governor applauded Rakesh Sinha and the SSF Global team for their pivotal role in convening this GCC community and catalyzing the dialogue that is shaping the next leap of the GCC ecosystem. He also spoke of shaping the future of enterprise innovation, positioning India as a global hub of talent and technology and contributing meaningfully to both the state's progress and the nation's growth story.



GUEST OF HONOUR · DAY 1

Shri Sanjay Kumar, IAS

Special Chief Secretary, ITE&C and Industries & Commerce, Govt. of Telangana



GUEST OF HONOUR · DAY 2

Shri M. Dana Kishore, IAS

Principal Secretary to Governor (FAC), Telangana

CONCLAVE 2025 - HIGHLIGHTS

■ VISIONARY LEADER · FELICITATION

Shri J A Chowdary

Former Special Chief Secretary & IT Advisor to the Chief Minister of Andhra Pradesh
Founder, International Startup Foundation



Felicitation conferred by the Hon'ble Governor of Telangana

L to R: Sri Atluri, Rakesh Sinha, Hon'ble Governor of Telangana, Shri Jishnu Dev Varma Garu Shri J. A. Chowdary, Shri BVR Mohan Reddy and Anand Maheshwari

FELICITATED AS

Visionary and Pioneering Architect of the Indian Tech Ecosystem

STPI · Bangalore, Hyderabad, Chennai

HITEC City

Cyberabad

His vision helped turn Hyderabad into a global tech powerhouse.

CONCLAVE 2025 - HIGHLIGHTS



L to R: Mukta Arora, Sandeep Prakash, Sankar Narayan, Tarun Aahi, Atul Pratap

Success Stories on the theme of “*Delivering Business Impact through Data & Analytics powered by Emerging Tech*” – shared by **Mukta Arora, Sandeep Prakash, Sankar Narayan, Tarun Aahi, and Atul Pratap.**



L to R: Tarun Aahi, Anandi Krishnan, Anand Chandrashaker, Venkat Kumar S, Anand Maheshwari, Ritesh Chhabra, Geetha Ramamoorthi, Senon, Vivek Sheel Mehta, Pankaj Goyal, Vinika Yadav, Sandeep Prakash, Kiran Shetty, RoundTable Deliberations in progress at Conclave 2025: “*Power of Collaboration as a Springboard for Fast-tracking the Value Impact – Develop & leverage the Ecosystem – Academia, Startups, Specialized skills, GCC Enablers, Govt. & Industry Forums*” with 20 senior GBS & GCC Leaders, during the conclave.

The CXO Strategy Room – “*Most Impactful Brainpower Together*” – debated on the outlook for the next 12 -18 months – with Rakesh Sinha, Vineet Dwivedi, Dr Subramani Ramakrishnan, Jaideep Agarwal, Damian Jordan, John Dawber, Ajay Wadhwa, Anjali Singh, Sreedevi Hegde, Sudeep Mishra, and Urs-Ulrich Katzenstein.



CONCLAVE 2025 - HIGHLIGHTS

Voices from industry and across borders.



AICC • AUSTRALIA

Nikita Chopra

CEO, Australia-India
Chamber of Commerce

*Opened Day 2 on global
partnerships.*



USISPF • USA

Dr. Mukesh Aghi

President & CEO, US-India
Strategic Partnership Forum

*Closed Day 2 on US-India
ties and GCCs.*



QEF

Sri Atluri

EVP & Chief Information
Officer

*Shared the Adani GCC
journey across 11 businesses.*



HEXAWARE

Damian Jordan

Senior Vice President,
Hexaware Technologies

*Cloud, Data and AI platforms
for GCC success.*



NATGRID

Capt. Raghu Raman

Inspirational Speaker &
Founding CEO, NATGRID

*"Selling the Wheel": influence,
trust and storytelling.*



LEADERSHIP

Ashish Vidyarthi

Actor-Traveller-
Communicator

*Two leadership sessions
across both days.*

CONCLAVE 2025 - HIGHLIGHTS



Bharath M Sundaram, Pawan Sachdeva, Kaustubh Deshpande and Sunil Modi

Leadership Workshop on the topic – “Co-creating Together: Playbook for AI Adoption & Continuous Innovation in GCCs driving Enterprise Transformation” with experts, **Kaustubh Deshpande, Sunil Modi, Pawan Sachdeva, and Bharath M Sundaram** from Everest Group.



Renowned actor and leadership coach **Ashish Vidyarthi** conducted two engaging sessions across the two days – “Evolve to Thrive – Own the Unknown” and “Sit Down Ashish.” Drawing on anecdotes from everyday life, he urged leaders to embrace uncertainty and transform challenges into growth opportunities. On day two, he blended humour with leadership lessons on resilience, adaptability, and transformation.

Together, these sessions reminded participants that leadership wisdom often comes not from management playbooks, but from real-world experiences, human stories, and history itself – making the lessons instantly relatable for GCC leaders navigating today’s complexities.

GCC EXCELLENCE AWARDS & RECOGNITION

Since its inception in **2011**, **SSF Global** has recognized the innovative initiatives, benchmarks and winning practices of organizations. In order to acknowledge, celebrate, recognize and honour exemplary achievements in transformative strategies and process management by organizations and by individuals, SSF Global has been conferring **GCC Excellence Awards & Recognition** for the last **14 years**. These awards, considered as an industry benchmark, are designed to recognize contributions by Companies & Individuals that are broadly comparable. The **GCC Excellence Awards & Recognition** are an integral part of the flagship Annual Conclave. This year, the nominations can be submitted for the following categories:

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

FELICITATION

'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.

**LAST DATE TO SEND IN YOUR NOMINATIONS FOR 10th ANNUAL GCC EXCELLENCE AWARDS:
15th NOVEMBER 2026**

GCC EXCELLENCE AWARDS & RECOGNITION

INDEPENDENT JURY PANEL

■ VV RANGANATHAN – JURY CHAIR

Industry Expert & Governance Advisor; Independent Director on multiple Company Boards (Brigade Enterprises, Bharati Axa Life Insurance, formerly with Indus Towers & BirlaNu); Bharti Airtel Foundation, NHAI; Former Senior Partner EY – Country Leader for Strategic Growth Markets



Ranga, as he is affectionately called, is a Finance Professional, an Entrepreneur and an Author. Formerly, he was a Senior Partner with E&Y for many years and led several initiatives of the firm including co – founding & steering the Marquee Global Program – The World Entrepreneur of the Year Awards, both in India and Monaco. He has co-founded many ventures with young talents which are at various stages of growth. Some of his ventures are social enterprises. He also works with large foundations that run hundreds of schools as

well, leading a focused program on supporting economically weak but academically strong students.. He has been awarded ‘Sankara Ratna Award’ in recognition of his immense contributions towards the good work supporting the social missions of The Medical Research Foundation & The Vision Research Foundation that run the famous Eye Hospital Sankara Nethralaya.

■ RAM S RAMASUNDAR

Management Advisor & Industry Veteran; Formerly – MD Blue River Capital; Sr ED DLF Hotel; President & CFO Ranbaxy; MD & CEO Electrolux Kelvinator, ED PepsiCo



Ramsundar is a Finance & Governance Professional. He has over 4 decades of experience in organizations such as HUL (as CFO), PepsiCo India (as Director – Operations), Electrolux (as MD/CEO), Ranbaxy Laboratories Limited (as President & CFO) , DLF Hotels (as Senior Executive Director) and Jindal ITF Limited (as Group Director – Finance & Strategy), Blue River Capital (as MD), Unilever Exports (UK) and PepsiCo (USA & Greece). After his superannuation from Jindal ITF Limited, he has been associated with Blue River Capital (a

Capital (a Mauritius registered Private Equity Firm) as MD for the last four years and involved in managing the operations of the portfolio companies and administration of the private equity fund. Prior to this, he has also worked at Unilever Exports (UK) and PepsiCo ((USA and Greece). He is a commerce graduate (Madras University), Chartered Accountant, Company Secretary and a Management Graduate (Indian Institute of Management, Ahmedabad), having qualified with distinction and merit rank.

■ CHANDRASEKAR THYAGARAJAN

CFO – Birlasoft; Ex CFO, Greaves Electric Mobility; VP Finance & CFO, India/South Asia – IBM



Chandrasekar (Chandru) Thyagarajan has 35+ years of experience in automobile, financial services and IT industries, in varied areas like financial planning, statutory and management accounting, costing of products & services, business controls, financial risk management, procurement, administration, resource and capacity management, strategy, etc. Chandru was with IBM for over 20 years and held several finance and operations leadership positions including that of CFO, IBM India/ South Asia Domestic Business, COO

for Global Business Services, IBM Growth Markets based in Singapore, CFO for IBM Daksh Business Process Services and finance lead for IBM’s global delivery missions located in India. Post the IBM tenure, he joined Birlasoft as the CFO for 2+ years and then moved to Greaves Electric Mobility. He is now back with Birlasoft as the CFO. He has worked for almost 12 years in several Indian companies in the automobile, financial services and IT industries. He loves challenges and enjoys working with high performance teams.

GCC EXCELLENCE AWARDS & RECOGNITION

INDEPENDENT JURY PANEL

■ S Y SIDDIQUI

Former Executive Advisor, Chief Mentor and COO (F&A, HR, IT, Legal) at Maruti Suzuki India



S.Y. Siddiqui is one of India's most respected voices in the areas of leadership, human resources, and enterprise transformation. With more than four decades of distinguished experience in the automotive and manufacturing sectors. He joined Maruti Suzuki India in September 2003 and served for 20 years in landmark leadership roles—including DVM HR, Executive Director of HR, and COO overseeing HR, Finance, IT, and Legal. From 2014 to 2018, he added strategic depth as Chief Mentor, retiring in July 2023 as Executive Advisor and Head of Realty Business. Dr Siddiqui served as Special Invitee to Maruti Suzuki's Board since 2006 and as a part-time Director at Suzuki Motorcycles until September 2023. With a postgraduate degree in HRM, Dr Siddiqui's 44-year career spans HR and business leadership across Escorts, DCM Group, New Holland Tractors, and Maruti Suzuki. He advises select private and public-sector firms. He has held key industry positions including Chairman of AIMA's HR Committee and Trustee of Dr Pritam Singh Foundation.

■ URS-ULRICH KATZENSTEIN

Interim Director IT Transformation; Former – MD, Metro GBS; and Head, IT Bell Foods Switzerland



Urs-Ulrich Katzenstein, former MD Metro Global Business Services, India, and Head of IT, Bell Food Switzerland, is an international, operational and result orientated leader in General Management & Internal Audit with extensive experience in Import/Export, Wholesale (Cash & Carry) and Shared Services business (+20 years). Equipped with short & long term vision and a strong customer focus (internal & external), used to managing teams up to 700 people with full budget and P&L OpCo. 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. I value teamwork, combined with an entrepreneurial spirit as well as to reach goals with a positive attitude.

■ RAGHAV RAO

CEO, Strelitzia Consulting; & Formerly – COO, Kriscore Capital; COO, Deutsche Bank; CAO, Lazard, Director Fidelity Investments



Raghav Rao, an accomplished senior banker with over 25 years of experience in the Banking & Financial services, across the competency landscape of Investment Banking, Global In-House Center (Captive), KPO's, has led organizations through strong leadership, effective governance, seamless execution and achieved sustained growth in value and size, in an evolving global regulatory environment. He has set up greenfield sites, platforms and teams, research & analytic hubs, incubating new ideas and backing it up with enhanced delivery teams, and driving rapid growth through innovation. A CA with a rich and diverse professional background, Raghav has worked with renowned organizations, such as Ford Motors, General Motors, HSBC Investment Banking, Fidelity Investments and Lazard. Most recently, he served as COO and member of the board in Deutsche Bank, managing 17,000+ employees and revenues of US\$700 mn across technology, operations, financial control and Risk at 4 locations.

GCC EXCELLENCE AWARDS & RECOGNITION

INDEPENDENT JURY PANEL

■ DANIEL WOCIAL

Co-Founder & Managing Partner Helprise, & Former – CEO, Adecco Grp; MD, COO, Head Ops & Tech, Marsh Continental Europe; Partner & Head GDC Warsaw Mercer Services; HR MD AXA; HR L&D, HP



Daniel Wocial is an accomplished leader in global business services and operational excellence. He currently serves as Co-Founder and Managing Partner at Helprise (since February 2022), where he spearheads strategy and operations for a consulting and outsourcing firm. Previously, Daniel held key leadership roles across Europe's shared services sector. He was Cluster Head & CEO for Poland, Czechia & Slovakia at Adecco Group, driving performance for these markets from March 2021.

Prior to Adecco, he led operational excellence initiatives as COO/Managing Director at Marsh Continental Europe, covering 34 countries, and earlier helmed Mercer's Global Business Services (GOSS) in Warsaw. Daniel's background includes leadership experience at AXA Direct Poland, HP GBS, and T-Mobile Polska. His academic credentials include a Master's degree in Social Psychology, an EMBA from University of Quebec in Montreal (UQAM) in partnership with Warsaw School of Economics, and postgraduate specialization in Insurance from the Academy of Finance in Warsaw. He is also a co-founder of the Association of Business Services Leaders and a contributor to the Knowledge Management Association, demonstrating his commitment to industry development and leadership excellence.

■ SUDHIR BANERJEE

Wellness Leader and & Formerly – SVP, Country Head Teva Pharmaceutical India & GBS Teva-India & Croatia; SVP & Head GBS, ABB; & Sr Leader – Honeywell, GE, Eicher Motors



With over three decades of experience, Sudhir Banerjee is a leading expert in global business transformation, Lean Six Sigma, and Large-Scale Interaction Process (LSIP). He began his career at Eicher Mitsubishi, mastering total quality management and JIT manufacturing under Japanese mentorship. He then played a pivotal role in launching shared services for GE during its BPO startup phase, growing the team from 70 to over 12,500 members. At Honeywell and ABB, Sudhir led transformation across service verticals and helped establish

ABB's GBS hub in Bangalore. More recently, he served as Head of Teva India and its Global Business Services until April 2025. Today, Sudhir consults on organizational and individual transformation with an emphasis on holistic well-being and strategic change.

■ ROHIT GUPTA

MD, RKG Stratedge LLP; and Former CFO & Sr. Finance Leader, ZEE Entertainment; Brightstar; NIIT; Virgin Mobile; Airtel



Rohit Gupta brings over 25 years of leadership experience in finance, strategy, and investor relations across multinational and promoter-led organizations. A Commerce graduate from Delhi University and a Chartered Accountant, he is currently serving as CFO at Zee Entertainment Enterprises, where he oversees financial operations, treasury, mergers & acquisitions, and corporate governance. In his previous roles with companies such as ZEE Entertainment, Bharti Airtel, Hutchison Max, Virgin Mobile India, and the Chaudhary Group,

Rohit played a pivotal role in leading greenfield telecom rollouts and financial transformations. Rohit is known for driving strategic finance initiatives and ensuring alignment between financial planning and business growth. His career reflects consistent excellence in delivering transformational performance across diverse industry contexts.

GCC EXCELLENCE AWARDS & RECOGNITION

Process Intended for Determining Awards and Recognition

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 **10th November 2026**
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 15th GCC Excellence Awards & Recognition will start immediately after the Sessions during the 15th Annual GCC & Enterprise Services Conclave.

General Entry Rules

- ✓ Any organization – India Corporates, Multinationals, Business Services Organizations (Shared Services & IT Services), Global-In-House Centres, (GICs), and Outsourcing Services Provider organizations, as per applicable category are eligible to submit entries.
- ✓ All submissions should correspond to information and projects on-going in the current Financial Year.
- ✓ All companies are allowed to submit applications in one or more categories.
- ✓ If a company is submitting in more than one category, please make sure it is tailored to the specific criteria and requested information in the application form.
- ✓ **Each award entry application form must be accompanied by a unique business case presentation and available testimonials showcasing tangible value delivery.**
- ✓ Please include visuals where applicable.
- ✓ Please provide your corporate presentation for reference along with the Entry forms.
- ✓ **An entry form is required** for each submission. Please supply all data requested in the entry form. The more complete data you provide, the better the Jury Panel can evaluate your entry.
- ✓ All submissions will be treated as confidential and used only for evaluating purpose.
- ✓ **The Jury Panel's decision is final.**

LAST DATE TO SEND IN YOUR NOMINATIONS FOR 15th ANNUAL GCC EXCELLENCE AWARDS:

10TH NOVEMBER 2026

GCC EXCELLENCE AWARDS & RECOGNITION

Process Intended for Felicitation of Individuals – Exemplary Leaders & Achievers

1. **Jury Review:** The Jury Chair and Panel will apply the parameters for short listing of Individuals as Exemplary Leaders & Exemplary Achievers for Felicitation.
2. **Information:** The particulars relating to the short listed individuals are drawn from primary and secondary sources of published information available as well as previous interactions with such leaders and collated for discussion with the Jury Panel for selection.
3. **Selection:** Based* on the chosen parameters and the above particulars, the Jury Chair & Panel will select the 'Key Leaders and Key Achievers for Enterprise Excellence in Global India' for Felicitation.
4. **Communication:** The Leaders are individually communicated of their Selection for Felicitation and are requested to honour their presence at the Conclave for Felicitation.

Parameters for Selection

SSF Felicitations are applicable to exemplary leaders and achievers who have made stellar and unique contribution for Enterprise Excellence in Global India. The selection of Exemplary Achievers is based on their focus on excellence in six parameters for any particular Company in India, namely:

1. GCC & Enterprise Services Leadership
2. Individual Contribution to Company on Strategic Execution
3. Sustained Focus to Enhance Business Services Strategy
4. Transformation Orientation
5. Team Management & Governance
6. Organizational & Business Impact

Parameters for Judgement

The GCC 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.

For more details or any other queries about Awards and/ or SSF Global, write to the following email id: **awards@sharedservicesforum.in**

**LAST DATE TO SEND IN YOUR NOMINATIONS FOR 15th ANNUAL GCC EXCELLENCE AWARDS:
10TH NOVEMBER 2026**

14th GCC EXCELLENCE AWARDS & RECOGNITION

Recognizing Leaders and Organizations

4

leaders were honoured for their stellar contribution at the 14th GCC Excellence Awards.

19

organizations recognized and won the 14th GCC Excellence Awards, including Adani Group Capability Centre and Ericsson Global Business Services as Outstanding GCCs of the Year (India and International).



Shri J A Chowdary

Visionary and Pioneering Architect of the Indian Tech Ecosystem



Dr Sanjeev Rastogi

Achiever in Global India – Most Impactful GCC & Enterprise Services Leader



Geetha Ramamoorthi

Achiever in Global India – Highly Influential GCC & Enterprise Services Leader



Jaideep Agarwal

Achiever in Global India – Highly Influential GCC & Enterprise Services Leader

WINNERS AT 14th ANNUAL GCC EXCELLENCE AWARDS & RECOGNITION

14th GCC EXCELLENCE AWARDS & RECOGNITION

1. **Adani Group Capability Centre** – OUTSTANDING GCC OF THE YEAR – INDIA



2. **Ericsson Global Business Services** – OUTSTANDING GCC OF THE YEAR – INTERNATIONAL



3. **Harman International India** – DELIVERING BUSINESS IMPACT THROUGH EFFECTIVE EMERGING TECH-POWERED TRANSFORMATION



4. **Bharti Airtel** – DELIVERING BUSINESS IMPACT THROUGH EFFECTIVE EMERGING TECH-POWERED TRANSFORMATION

WINNERS AT 14th ANNUAL GCC EXCELLENCE AWARDS & RECOGNITION

14th GCC EXCELLENCE AWARDS & RECOGNITION



5. **Hindustan Coca Cola Beverages –**
DELIVERING BUSINESS IMPACT
THROUGH INNOVATION &
EXCELLENCE IN SERVICES

6. **Hitachi Energy Technology Services –**
DELIVERING BUSINESS IMPACT THROUGH
INNOVATION & EXCELLENCE IN SERVICES
7. **Jindal Steel –** DELIVERING BUSINESS
IMPACT THROUGH EXEMPLARY
CUSTOMER EXPERIENCE MANAGEMENT



8. **UPS India Technology Centre –** DELIVERING
BUSINESS IMPACT THROUGH INNOVATIVE
PEOPLE PRACTICES



WINNERS AT 14th ANNUAL GCC EXCELLENCE AWARDS & RECOGNITION

14th GCC EXCELLENCE AWARDS & RECOGNITION



9. **Astellas Pharma** – In Recognition of SUCCESSFUL LAUNCH OF MULTI-FUNCTION GLOBAL CAPABILITY CENTRE IN INDIA



10. **Fourth Square** – In Recognition of SUCCESSFUL LAUNCH OF MULTI-FUNCTION GLOBAL CAPABILITY CENTRE IN INDIA

Special Recognitions:

1. **Tata Steel Business Delivery Centre** – In Recognition of SUCCESSFUL ADOPTION OF THE AGENTIC AI INITIATIVES



2. **Alcon Global Services** – In Recognition of SUCCESSFUL DEPLOYMENT OF HIGH-END VALUE CHAIN SERVICES AND CAPABILITY AUGMENTATION

3. **ABB Business Services** – In Recognition of LEADING EFFECTIVE DEPLOYMENT OF SUSTAINABILITY & HEALTH SAFETY ENVIRONMENT INITIATIVES

4. **PAR Technology** – In Recognition of DELIVERING BUSINESS IMPACT AND BECOMING AN INNOVATION & TALENT HUB



5. **British Council** – In Recognition of SUCCESSFUL IMPLEMENTATION OF HYBRID GBS (IN-HOUSE & OUTSOURCED PARTNER) DELIVERING EFFICIENCIES AND EFFECTIVE OPERATIONS

WINNERS AT 14th ANNUAL GCC EXCELLENCE AWARDS & RECOGNITION

GCC EXCELLENCE AWARDS & RECOGNITION

THE HALL OF FAME – Pioneering & Visionary Leaders in Global India



SHRI J A CHOWDARY

2025
**'VISIONARY AND PIONEERING
ARCHITECT OF THE INDIAN
TECH ECOSYSTEM'**



LALIT AHUJA

2024
**'PIONEERING
BUSINESS &
ENTREPRENEURIAL
LEADER IN GCC'**



Dr WILLIAM (BILL) HEFLEY

2022
**'PIONEERING
THOUGHT LEADER'**



HARRY ROBERTSON

2019
**'PIONEERING
TRANSFORMATION LEADER IN
GLOBAL SHARED SERVICES'**



VINEET NAYAR

2018
**'PIONEERING BUSINESS
LEADER'**



D SUNDARAM

2018
**'VISIONARY TRANSFORMATION
LEADER IN GLOBAL INDIA'**



PRIYAN FERNANDO

2017
**'PIONEERING BUSINESS LEADER' FOR
GLOBAL SHARED SERVICES**



BVR MOHAN REDDY

2016
'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



RAKESH KUMAR GUPTA

2015
'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



AKHIL GUPTA

2014
'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



RAMAN ROY

2014
'PIONEERING ENTREPRENEURIAL LEADER' IN GLOBAL INDIA

LAST DATE TO SEND IN YOUR NOMINATIONS FOR 15TH ANNUAL GCC EXCELLENCE AWARDS: 10TH NOVEMBER 2026

GCC EXCELLENCE AWARDS & RECOGNITION

BPM ACHIEVERS IN GLOBAL INDIA

In 2015, SSF launched 'BPM Achiever in Global India' – to felicitate achievers in the Business Services space for Creativity & Leading Enterprise-wide Shared Services & BPM Mission, Delivering Value & Business Transformational Impact



2025
Dr SANJEEV RASTOGI



2025
GEETHA RAMAMOORTHY



2025
JAIDEEP AGARWAL



2024
AJAY WADHWA



2023
PRIYARANJAN JHA



2022
NAVEEN GULLAPALLI



2020
Dr SUMIT MITRA

2020
NAVNEET BANSAL



2019
ROMI MALHOTRA



2018
NAVNEET KAPOOR



2018
RAMESH SHARMA



2017
SHYAMA BIJAPURKAR



2016
PRADEEP KAPUR



2016
PANKAJAM SRIDEVI



2016
RAHUL SINGH



2015
K RAMESH

LAST DATE TO SEND IN YOUR NOMINATIONS FOR 15TH ANNUAL GCC EXCELLENCE AWARDS: **10TH NOVEMBER 2026**

GCC EXCELLENCE AWARDS & RECOGNITION

Awards & Recognition for Excellence in Enterprise Services (2011-2025)

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 business services or deploy best practices as an effective business strategy to deliver business value.

The SSF Global Excellence Awards & Recognition have been conferred on the following:	
Award Year	Organizations Awarded/ Recognized
2011	nuFuture Digital India and Hindustan Unilever Limited
2012	Bharti Airtel Ltd, Atlas Documentary Facilitators Company (ADFC) Pvt Ltd (An Associate of HDFC), ICICI Prudential Life Insurance Company Ltd, Dr Reddy's Laboratories Ltd
2013	Tata Motors Ltd, Adani Enterprises Ltd, ICICI Bank Ltd, ONGC
2014	Reliance Industries, Vodafone Shared Services Ltd, Dabur India Ltd, Brandix Mercury Asia (Sri Lanka), ZEE Media Corporation Ltd, VE Commercial Vehicles Ltd, AHL Business Solutions Limited
2015	Cipla Ltd, Hindustan Unilever Ltd, Tata Motors Ltd, Infosys BPO Ltd, Piramal Enterprises, United Spirits Ltd, SRF Ltd
2016	Mahindra Integrated Business Services Pvt Ltd (Mahindra & Mahindra), TATA Motors Ltd, EBEX (Essel Group), Dr Reddy's Laboratories Ltd, ANZ Bengaluru Hub, and Kuoni Travel Group
2017	Olam Information Services Pvt Limited, EBEX (Essel Group), Syngenta Services Pvt Limited, Principal Global Services Limited, Vodafone Shared Services India, Unilever Industries Pvt Limited, Hindustan Coca-Cola Beverages Pvt Limited, Intelnet Global Services, and Raymond Lifestyle Business
2018	Ericsson India Global Services, JSW GBS, Syngenta Services, EBEX (Essel Group), ANZ Bengaluru Services Centre, Adani Enterprises, Unilever Industries, Raymond, Piramal Enterprises, Coca Cola, 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 Private Limited, EBEX (Essel Group), JSW Global Business Solutions, IBM India and Avery Dennison India Pvt Limited.
2020-21	Anheuser-Busch InBev GCC Services, Hindustan Coca Cola Beverages, Airtel Centre of Excellence, Ericsson, VEBS (VE Commercial Vehicles), Unilever Industries, Bayer (Monsanto Holdings), Northern Trust India, Startek, State Street Corporate Services, Telstra Global Business Services
2022	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, Smith+Nephew, Hitachi energy, Tata Motors, EY GDS, Alcon Global Services, Northern Trust Corporation, Britannia Industries, Warner Bros. Discovery
2025	Adani GCC, Ericsson Global Business Services, Harman International India, Bharti Airtel, Hindustan Coca Cola Beverages, Hitachi Energy Technology Services, Jindal Steel, UPS India Technology Centre, Tata Steel Business Delivery Centre, Alcon Global Services, ABB Business Services, Astellas Pharma, Fourth Square, PAR Technology, British Council.

LAST DATE TO SEND IN YOUR NOMINATIONS FOR 15th ANNUAL GCC EXCELLENCE AWARDS:

10TH NOVEMBER 2026

OUR KNOWLEDGE PARTNER



Ensuring 'ONE Enterprise' Focus, GCC well aligned with Strategic Goals of the Enterprise

Quintes Global is an **AI-first GCC Orchestrator and a Capability Catalyst** firm that integrates consulting, execution, talent, technology, and a best-in-context partner ecosystem to help enterprises build, scale, operate and transform GCCs into Enterprise Value Engines. We encompass:

- A team of pioneering leaders, practitioners and resultants, having global experience in GBS/ GCC space, starting with AMEX in the mid 90's.
- Credible Founding Team – Ravi Ramakrishnan, Rakesh Sinha, Anand Maheshwari. Backed by a solid Global Advisory Board of Industry Stalwarts. Rakesh is the CEO.
- Presence in the US by incorporating a 100% subsidiary company.
- Two ends of experience: 50 to 20,000 FTEs and \$70Mn to \$70Bn clients; Received several Awards as Thought Leaders & Game Changers
- Successful delivery of 200+ e2e BPM/ GCC/ Transformation engagements across F&A, HR, IT, SCM & Logistics, Procurement, CLM functions delivering close to USD 600mn savings
- With Quintes' strategy, our clients' GCCs have successfully scaled up ~150K FTEs. Our clientele includes marquee Global & India companies like Aviva, Ericsson, Diageo, Brandix, Trinity Biotech, Aptia, Essel Group, American Express, Volvo Eicher, Compass Group, etc.
- Offerings & expertise across various structuring models – Assist-Build Client Owned GCC, Build-Operate-Transform-Transfer (BOTTT), Company Owner Partner Operated (COPO), differentiated DCC/ D-Cap model, from Set up to Scale Up in India & Eastern Europe.

Our differentiated D-Cap™ Model or a Dedicated GCC, has evolved out of the immense captive experience gained from similar such operations & expertise/ capabilities over the last 25+ years.

Full Stack One-Stop Shop for GCC Solution & Services

Flexible Engagement Models to bring desired business Impact to Mid to Large Corporations





15th ANNUAL GCC CONCLAVE 2026

GCC EXCELLENCE AWARDS & RECOGNITION

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