



**SSF Global** | A Global Association of  
Enterprise Functions,  
Technology & GCC Leaders

*Presents*

# LEADERSHIP INTERACTION SERIES – EUROPE

BASEL | PUNE | DEUTSCHLAND

15%  
28<sup>TH</sup> FEBRUARY 2024

1130 – 1230 Hours CET | 1600 – 1700 Hours IST

**BUILDING THE ROADMAP  
FOR TRANSFORMING  
BUSINESS FUNCTIONS –  
*Turning Business Process  
Automation and AI  
Challenges into Success  
Stories***



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**Knowledge Partner**



**Co-Sponsor**



**Technology Partner**



## Program Schedule & Speakers

Time	Session	Speakers
<b>1115 - 1125 Hours CET</b>	Login Time	
<b>1125 - 1135 Hours CET</b>	Introductory Session	- Urs-Ulrich Katzenstein
<b>1135 - 1250 Hours CET</b>	<b>Leadership Perspectives</b> – <i>on the interaction topic</i>	- Urs-Ulrich Katzenstein - Dr Oliver Wolff - Dr Sanjeev Rastogi
<b>1250 - 1300 Hours CET</b>	Concluding Remarks & Vote of Thanks	- Urs-Ulrich Katzenstein

### Our Speakers

- 1 **Dr Oliver Wolff**  
Senior Advisor, **Genpact**
- 2 **Dr Sanjeev Rastogi**  
Partner & CEC Head, **Deloitte India**
- 3 **Urs-Ulrich Katzenstein**  
Head – Business Development Continental Europe, **Quintes Global**

**Dr Oliver Wolff**  
**Senior Advisor**  
**Genpact**



**Oliver** acts as Senior Advisor to companies following-up on his role as Global Director in METRO GROUP and CEO of METRO SERVICES, its BPO organisation.

Since 2010 he has implemented a strong self-learning organization with four hubs in Germany, India, Poland and Russia to centralise administrative functions such as accounting, reporting, buying and several others across 20+ countries within METRO GROUP world-wide.

Previously he held the position as Group CFO of CWS-Boco International with presence in 18 countries.

Before that he had been working within METRO GROUP in senior finance roles, including investor relations as well as in restructuring the entire finance organisation across the Group.

Oliver started his career at PriceWaterhouseCoopers in Hamburg and New York.

He holds a degree in Business Administration and a doctorate in Economic Sciences from studies in Germany, Switzerland, France and Singapore.

He loves cooking and plays golf with enormous room for improvement.

**Urs-Ulrich Katzenstein**  
**Head of Business Development & Transformation**  
**– Continental Europe, Quintes Global**



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

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

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

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

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

**Dr Sanjeev Rastogi**  
**Partner & Head – Capability Enhancement Centre [CEC]**  
**Deloitte India**



**Sanjeev** possesses over 27 years of extensive experience in setting up and managing large operations in the shared services and business process outsourcing (BPO) industries, in the areas of finance, insurance and procurement. He is currently a Partner with Deloitte India and heads the company's Capability Enhancement Centre [CEC].

In his previous role, he was the Managing Director of Syngenta Services and prior to Syngenta, he was the Operations Director at Metro GBS and had also led the controllership function for Hewlett Packard (HP). He has also held senior leadership roles at Xerox, Accenture, Standard Chartered Bank, and American Express.

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

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

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

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



## About SSF Global

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

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

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

### Knowledge Dissemination Tools & Activities so far...

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



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

## Our Partners

### Knowledge Partner

#### RvaluE Group



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

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

### Co-Sponsor

#### 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](http://quintesglobal.com)





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