

“Never waste a Crisis!”

Accelerating the Pace of Digital Transformation in Business Services

A Brief Report on SSF's Virtual RoundTable – June 2020

June 24, 2020: Shared Services Forum (SSF) India held its first-ever Virtual RoundTable meet with **12 leading business services leaders** from the Industry on the topic:

Accelerating the Pace of Digital Transformation in Business Services

The response received to this virtual meet was very forthcoming. Over **85 leaders and practitioners from the Business Services industry** participated in the roundtable held on June 24, 2020. The powerful deliberations and experiences shared by the esteemed speakers were very well received by the participants. Our esteemed speakers were:



- **Sudhir Banerjee**, SVP & Head – Global Business Services, ABB
- **Sanjay Dora**, Chief Operating Officer, Telstra India
- **Rakesh Sinha**, Co-Founder, SSF and ED & COO, RvaluE Group
- **Sudipto Mukherjee**, Site Director, Berkadia Services India
- **Sriram Gopalakrishnan**, Director Business Solutions Center, V.Group
- **Sudesh Jain**, Head- F&A Shared Services, Adani Group
- **Ajay Wadhwa**, Head - Global Business Services, Indorama Ventures PCL
- **Sandeep Poddar**, Global Business Services India Head, AkzoNobel
- **Dhiraj Sonawane**, Director – Center Head, Global Shared Services, Solenis
- **Deepak Kumbhat**, Director, Global Shared Service – Finance, Ramboll
- **Tarun Aahi**, AVP & Head – Finance SSO, Digitization & Transformation, JSW GBS
- **Sumeet Pathak**, Digital Workforce Evangelist – IMEA, Automation Anywhere

Rakesh Sinha moderated this powerful panel. The key topics for deliberations included:

- RPA as part of the DNA of your organisation
- Holistic digital process infusion to constantly move up the digital maturity
- Importance and measurement of DQ along with IQ and EQ

Some of the key takeaways from the session include:

- ✓ BCP has now become BAU, i.e. the new normal. Businesses may need to rethink BCP
- ✓ Need for fast-paced and accurate decision making has become crucial – especially for driving automation, data analytics and digital transformation
- ✓ More knowledge is now residing with the global in-house centres and therefore a need to optimize is all the more important
- ✓ Improvement in performance and customer satisfaction has become the key factor and has the highest impact on digital transformation
- ✓ Efficiency and cost-save are given; it is now an imperative for a shared services organization to deliver value impact to the business.
- ✓ Significant upsurge of customer experience, as improvement in performance and customer satisfaction have become the key factor that has the highest impact on digital transformation
- ✓ The organizations of today have become flat since everyone is now covid-driven, that adds to the value proposition and changes the game of value delivery

All the participants shared their insights through the online polls conducted during the discussions. They also put up their questions on challenges and future of the industry which were taken up by the speakers. The video recording of the entire discussion and the online poll results are available to view on the link: <https://sharedservicesforum.in/virtual-round-table/>

The event was duly supported by our partners – **Knowledge Partner, RvaluE; Gold Sponsor, Automation Anywhere and Technology Partner, Muniwar Technologies.** SSF