

13th ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE SSF Excellence Awards & Recognition

December 5th & 6th, 2024 | MAHABALIPURAM | INDIA

A WHOLE NEW WORLD OF GCC & ENTERPRISE SERVICES Elevating from Good to Great – *Now, Next and New*

- ✓ **LALIT AHUJA** FELICITATED – 'PIONEERING BUSINESS & ENTREPRENEURIAL LEADER IN GCC'
- ✓ **AJAY WADHWA** FELICITATED – 'BPM ACHIEVER IN GLOBAL INDIA'
- ✓ **'ENTERPRISE EXCELLENCE'** – FIRST-OF-IT'S- KIND, COFFEE TABLE BOOK RELEASED
- ✓ **'TIES'** – A SELF-ASSESSMENT TOOL FOR GCCs LAUNCHED
- ✓ **A COLLABORATIVE RESEARCH REPORT** BY EVEREST GROUP & SSF GLOBAL RELEASED
- ✓ **INSPIRING WOMEN LEADERS & HIGHLY INFLUENTIAL IMPACT LEADERS** ANNOUNCED
- ✓ **9** ORGANIZATIONS WON SSF EXCELLENCE AWARDS & RECOGNITION
- ✓ **15+** HOURS OF INSIGHTFUL, BRAINSTORMING SESSIONS & PEER NETWORKING
- ✓ **40+** INDUSTRY LEADERS & EXPERTS SHARING THOUGHT LEADERSHIP & CASE STORIES
- ✓ **150+** GCC/ BUSINESS SERVICES PRACTITIONERS & LEADERS FROM ACROSS THE GLOBE
- ✓ **2** BIG LEAGUE INDUSTRY PARTNERS – **US-INDIA STRATEGIC PARTNERSHIP FORUM (USISPF)**
& **AUSTRALIA-INDIA CHAMBER OF COMMERCE (AICC)**

CONCLAVE 2024 REPORT

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A WHOLE NEW WORLD OF GCC & ENTERPRISE SERVICES

Elevating from Good to Great – Now, Next and New

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

SSF Global, a 'Pioneering' Industry association for GCC, Global Enterprise Services, Technology & Corporate Function Leaders, celebrated a significant milestone with the successful culmination of its 13th Annual Global Enterprise Services Conclave. Held on **December 5th & 6th, 2024**, at The WelcomHotel by ITC Kenses Palm Beach in **Mahabalipuram**, the 2-day conclave saw participation from over 120 CXOs/ senior practitioners from GES, 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.

The exclusive forum, 'of Practitioners, by Practitioners, for Practitioners' in the Enterprise Services space – executed interactive brainstorming sessions on multiple topics, and insightful presentations & discussions –based on the innovative umbrella theme of:

A WHOLE NEW WORLD OF GCC & ENTERPRISE SERVICES

Elevating from Good to Great – *Now, Next and New*

Over 40 distinguished industry leaders participated as speakers who shared their experiential insights and thought leadership through success stories, deliberations, and case presentations.

The conclave featured special addresses, inspirational session, and expert panels on topics ranging from sustainability, data, and mental wellness, to the growing role of AI and technology in transforming industries. The recognition of excellence through awards, including the Inspiring Women Leaders and Highly Influential Impact Leaders in GCC & Enterprise Services, promises to inspire the next generation of business leaders.

In a rapidly changing digital landscape, where AI, automation, and data-driven strategies are redefining business operations, this conclave aims to provide participants with the tools, insights, and strategies required to stay ahead.

Across two days of thought-provoking sessions, participants will engage with visionary leaders and practitioners who will share real-world success stories, new technology trends, and future-ready strategies that elevate organizations from being good to truly great.

The Conclave was attended by 120+ senior executives and experts from across India, USA and Europe, with very eminent industry leaders as Speakers.



Inaugural Ceremony & Welcome Address

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



Mr Rakesh Sinha

In his Welcome Note, **Mr Rakesh Sinha**, Co-Founder & Member – Governing Council, SSF, mentioned that the objective of SSF's Global Enterprise Services Conclave 2024 is to bring the focus of GES leaders to reflect and crystalize on both the art and science of achieving the strategic objectives of being profitable, sustainable and socially relevant.

Thiru. Jayant Kumar, Additional Chief Secretary of IT & Digital Services Department – Government of Tamil Nadu spoke highlighted the critical role of technology and innovation in shaping the future of enterprise services. He emphasized the importance of collaboration between the government and private sectors to drive digital transformation and enhance India's position as a global hub for IT-enabled services.

He outlined the state government's strategic initiatives to foster a conducive ecosystem for IT and digital services. Tamil Nadu aims to position itself as a leader in adopting emerging technologies and creating opportunities for global businesses.

Thiru. Jayant spoke about the potential of technologies like artificial intelligence (AI), machine learning, blockchain, and automation in revolutionizing enterprise services. He urged organizations to integrate these technologies to achieve scalability and agility.



Mr Ravi S Ramakrishnan



Thiru. Jayant Kumar

'Beyond Boundaries: GCCs Shaping Tomorrow's Enterprises' – Unveiling of the Research Report by Everest Group & SSF Global

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Post Lamp lightening ceremony, 'Beyond Boundaries: GCCs Shaping Tomorrow's Enterprises' – Research Report by Everest Group & SSF Global.' This comprehensive research report, jointly prepared by Everest Group and SSF Global, was unveiled by distinguished leaders, including the Guest of Honor, Thiru. Kumar Jayant, Additional Chief Secretary of IT & Digital Services Department, Government of Tamil Nadu.

This report provides an in-depth analysis of the evolution of Global Capability Centers (GCCs) and their transformative impact on modern enterprises. It traces the journey of GCCs from their inception as cost-saving units to their current role as strategic hubs driving innovation and value creation.

The report emphasizes how GCCs have disrupted traditional enterprise processes by shifting from personalized support to shared services, thereby enhancing efficiency and fostering business model innovations. It provides an in-depth analysis of the evolution of Global Capability Centers (GCCs) and their transformative impact on modern enterprises.

The unveiling of this report at the AGES Conclave showcases the significance of GCCs in the global business landscape and provides a roadmap for organizations aiming to leverage these centers for strategic advantage.



'Enterprise Excellence' – First-of-its-kind Coffee Table Book by SSF Global Released

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SSF Global released '**Enterprise Excellence**,' a first-of-its-kind coffee table book celebrating leadership and innovation within GCCs and enterprise services. The book showcases:

- Inspiring Women Leaders: Visionary individuals driving change and excellence.
- Highly Influential Impact Leaders: Transformative thinkers making significant contributions to the GCC and enterprise services ecosystem.

Curated with precision, '**Enterprise Excellence**' highlights strategic insights, transformative ideas, and success stories that redefine leadership and innovation in the global GCC space. It serves as an essential resource and keepsake for global leaders, spotlighting the exceptional talent and ideas defining the next phase of enterprise services excellence.

CELEBRATING EXCELLENCE WITH SSF GLOBAL



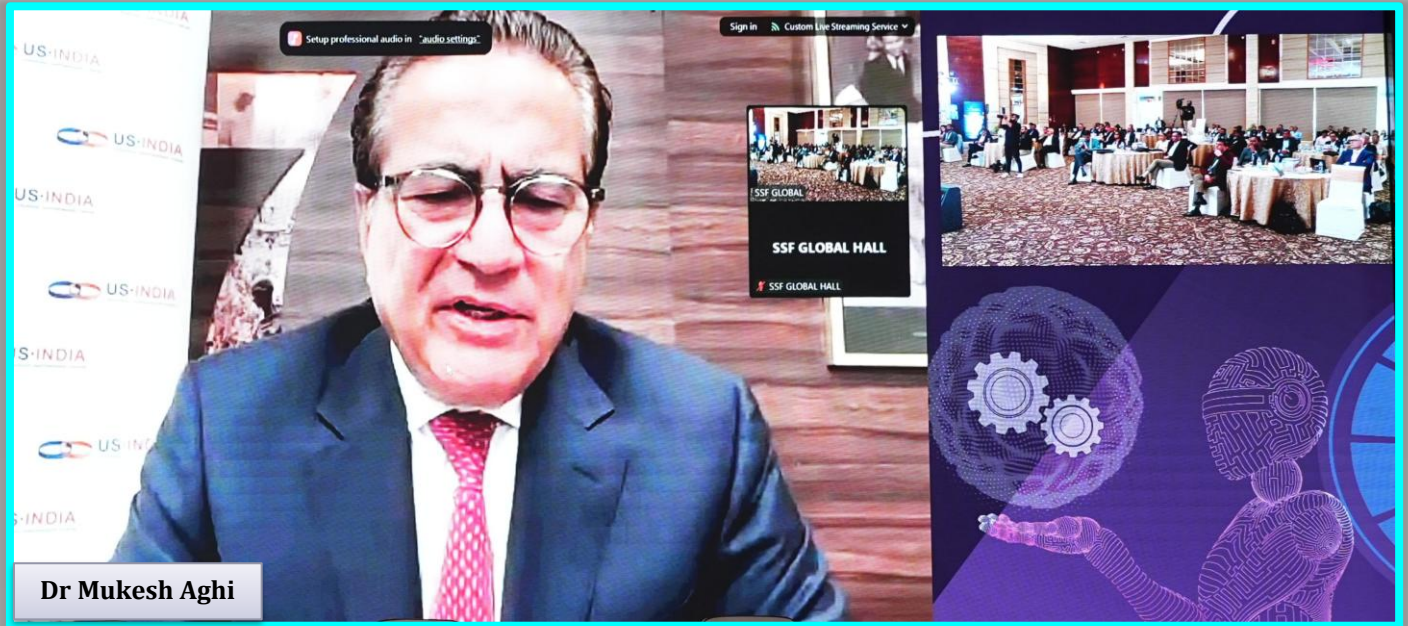
Inspiring Women Leaders and Highly Influential Impact Leaders in GCC & Enterprise Services



Special Address by Dr Mukesh Aghi

India Emerging as a Global Tech Leader – An Imperative Toolkit to the Vision of Viksit Bharat@2047

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



Dr Mukesh Aghi, President and CEO of the U.S.-India Strategic Partnership Forum (USISPF), delivered a compelling address titled **"India Emerging as a Global Tech Leader – An Imperative Toolkit to the Vision of Viksit Bharat@2047: Building on the Strong Foundation of the US-India Strategic Partnership."**

Dr Aghi emphasized India's ambitious goal to become a developed nation by 2047, marking its centenary of independence—a vision encapsulated in the term "Viksit Bharat@2047." He highlighted the critical role of technology and innovation as catalysts for this transformation, positioning India as a global tech leader.

Dr Aghi also underscored the importance of the Indian diaspora in the U.S., which serves as a bridge enhancing bilateral relations and contributing to India's development through investments, knowledge exchange, and cultural ties.



Dr Aghi concluded his address by articulating the strategic roadmap for India's journey towards becoming a global tech leader by 2047. He called for sustained collaboration between India and the United States, leveraging shared values and complementary strengths to achieve the vision of 'Viksit Bharat.'

Masterclass: The Indigenization & Barbell Strategy

Unleashing the Power of Collaboration & the Growing Ecosystem – Shop Made and Bought Out to Co-exist

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Mr Ravi S. Ramakrishnan, Founder – SSF Global, and Foudrer & Executive Chairman of RvaluE Group, conducted a masterclass titled **"The Indigenization & Barbell Strategy: Unleashing the Power of Collaboration & the Growing Ecosystem – Shop Made and Bought Out to Co-exist."**

He introduced the **"Barbell Strategy,"** advocating for a dual approach that combines robust internal development with strategic collaborations.

He also discussed the growing ecosystem of partnerships, stressing that collaboration between in-house teams and external entities can lead to superior outcomes. By integrating internal and external resources, organizations can achieve a harmonious coexistence that leverages the strengths of both approaches.

He highlighted the significance of indigenization—developing and utilizing local resources and talent—to enhance self-reliance and adaptability in the evolving global market.

His insights provided a strategic framework for organizations aiming to navigate the complexities of modern enterprise services, emphasizing that a balanced approach can lead to sustainable growth and innovation.



Mr Ravi S Ramakrishnan



Charting the Course Reinventing the New Transformation Frontiers in the World of AI

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Next in the agenda was an insightful panel discussion titled “**Leadership Perspectives – Charting the Course Reinventing the New Transformation Frontiers in the world of AI**”

This session was moderated by **Mr Sanket Sinha**, and featured **Dr Sanjeev Rastogi**, **Mr Sanjay Dora**, and **Ms Gauri Chandra**. In the discussion, the panelists spoke about the transformative potential of Artificial Intelligence (AI) in reshaping enterprise services and Global Capability Centers (GCCs).

1. Creating Centre of Expertise or Center of Competence for Value Creation
2. Strategic Principles of AI Adoption – Where to draw the line? Success/ failure, ROI
3. Challenges of Integrating existing legacy tech & ERP with Adoption of AI

The session emphasized the importance of developing a comprehensive strategy for AI integration, ensuring alignment with organizational goals and readiness for technological advancements.

Discussions centered on identifying optimal areas for AI application, considering factors such as return on investment, potential challenges, and the balance between automation and human intervention.

The concept of creating dedicated centers of expertise or competence was discussed as a means to drive value creation, foster innovation, and ensure effective AI implementation within organizations



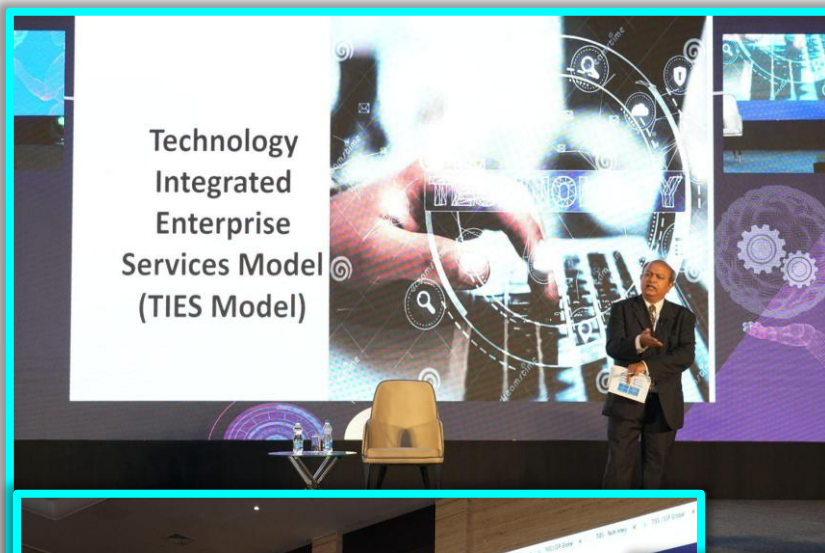
L to R : Ms Gauri Chandra, Mr Sanjay Dora, Mr Sanket Sinha

The Next & New in GCC

Unveiling of Self-Assessment Tech-Integrated Enterprise Services – ‘TIES’ Tool

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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’.



The TIES Framework, initially introduced by SSF Global in 2023, serves as a comprehensive blueprint for integrating advanced technologies into enterprise services. It emphasizes operational efficiency, innovation, and strategic value creation, providing organizations with a structured approach to modernizing their capabilities.

The launch of the TIES Self-Assessment Tool is a testament to the growing importance of technology in shaping the future of enterprise services.



SSF Excellence Awards & Recognition – For Organizations and Individuals (Part 1)

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“Companies of excellence go the extra mile to achieve what's distinct and valuable.”



SSF Global, acknowledges and honors organizational achievements and excellence, thus setting benchmarks and encouraging organizations to adopt an effective Shared Services strategy. These awards have become an integral part of the annual conclave series. They are designed to recognize contributions by organizations and Individuals/Professionals that are broadly comparable. With this objective, the 13th Annual SSF Excellence Awards, Recognitions & Felicitations has the following Categories.

AWARD CATEGORIES (PART 1)

CATEGORY 1: For In-house Business Services - One or Multiple Service Functions. Such as Finance & Accounting (F&A), Human Resource (HR), Supply Chain Management, Operations, Customer Life Cycle Management, IT Services, etc.

1. **OUTSTANDING BUSINESS SERVICES CENTRE– INDIA SERVICING**
2. **OUTSTANDING BUSINESS SERVICES CENTRE – INTERNATIONAL SERVICING**

LEADER FELICITATIONS

To Recognize and honor Steller contributions of Distinguished Individuals who are the key leaders to build the Shared Services & Business Process Transformation at the Company level as well as create impact at the Industry Level:

1. **PIONEERING BUSINESS AND ENTREPRENEURIAL LEADER**
– For Creativity Vision And Leading The Mission Of Global Capability Centre In India
2. **BPM ACHIEVER' IN GLOBAL INDIA**
– For Stellar Contribution in a Transformational, Strategic Leadership and Operations Role in Global India, Delivering Value and Business Impact

Lalit Ahuja enters SSF Global 'Hall of Fame' with Excellence Award: PIONEERING BUSINESS & ENTREPRENEURIAL LEADER IN GCC

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SSF Global felicitated **Mr Lalit Ahuja, Co-founder & CEO, ANSR Inc.** with the prestigious Annual SSF Global Excellence Felicitation –

"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."

In his Special Address on the topic – **India as a GCC Capital** – at the Conclave, Mr. Ahuja highlighted India's position as the hub for GCCs, hosting over 1,500 centers that contribute significantly to the global operations of multinational corporations. He elaborated on how India has transformed into the "Capital of GCCs," offering unmatched scalability, cost efficiency, and access to highly skilled talent.

He shared insights into the broader impact of GCCs on India's socio-economic landscape. He pointed out their role in job creation, skill development, and supporting the country's vision of becoming a global technology leader.

Mr Ahuja shared his insights on how GCCs in India have evolved from cost centers to value drivers, enabling businesses to innovate, optimize processes, and deliver strategic outcomes. Ahuja stressed that India's GCCs are now at the forefront of fostering innovation in areas like artificial intelligence, data analytics, cybersecurity, and cloud computing.



He articulated his vision for the continued growth of GCCs in India, calling for greater collaboration between industry, academia, and government to further enhance India's position.

SSF Global Felicitates Mr Ajay Wadhwa with the Prestigious Award: 'BPM Achiever in Global India'

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L to R: Mr V.V. Ranganathan, Mr Rakesh Sinha, Mr Ajay Wadhwa, Mr Ajay Seth, Mr Urs Ulrich Katzenstein, Mr Ravi S Ramakrishnan

Mr Ajay Wadhwa, CEO – TML Business Services (Tata Motors), was felicitated with the prestigious award:

"BPM ACHIEVER IN GLOBAL INDIA"

– In Recognition of their Stellar Contribution in a Transformational, Strategic Leadership and Operations Role in Global India, delivering Value and Business Impact.



Mr Ajay Wadhwa



SSF Excellence Awards & Recognition 2025 Outstanding Business Services Centre

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

OUTSTANDING BUSINESS SERVICES CENTRE – INDIA: BHARTI AIRTEL



L TO R: Mr Rakesh Sinha, Mr Pankaj Aggarwal, Mr V V Ranganathan, Mr Urs Ulrich Katzenstein, Mr Vikas Kapoor, Mr Ravi S Ramakrishnan



Mr Vikas Kapoor

OUTSTANDING BUSINESS SERVICES CENTRE – INTERNATIONAL: SMITH+NEPHEW



L TO R: Mr Rakesh Sinha, Mr V V Ranganathan, Mr Ravi S Ramakrishnan, Mr Sankar Narayan S, Mr Urs Ulrich Katzenstein



Mr Sankar Narayan S

Inspirational Address by Capt. Raghu Raman Three Diseases That Are Killing Organizations

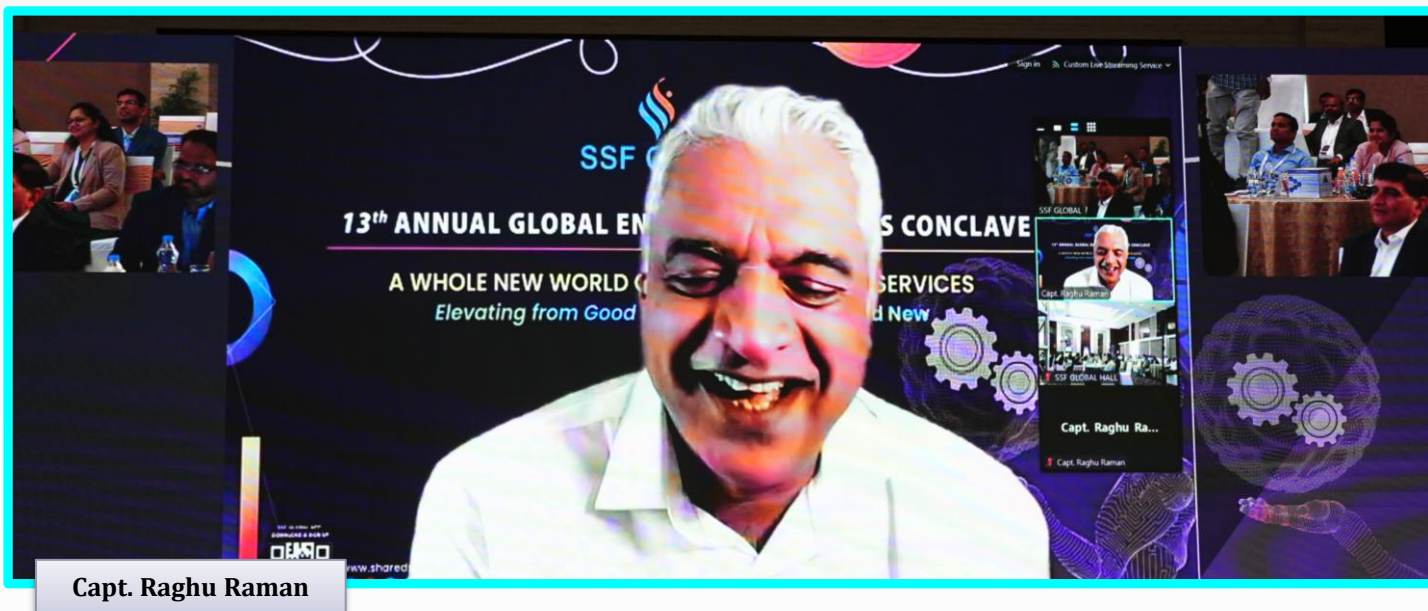
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Day two of the 13th Annual Global Enterprise Services Conclave kicked off with a captivating and inspirational address by **Capt. Raghu Raman**, a distinguished leadership expert and former CEO of the **National Intelligence Grid (NATGRID)**.

This session, regarded as one of the highlights of the two-day event, mesmerized the audience with its engaging storytelling format, leaving participants with profound insights into organizational dynamics. Capt. Raman's session was centered on the thought-provoking topic, **"Three Diseases That Are Killing Organizations."**

Capt. Raman employed his trademark storytelling style, drawing from his vast experiences in the armed forces, corporate leadership, and the government sector. His narratives seamlessly combined humor, wit, and hard-hitting truths, making the session both entertaining and deeply impactful.

The session resonated deeply with the audience, as Capt. Raman's ability to weave complex concepts into relatable stories made his lessons both memorable and actionable. Participants were left inspired to take a closer look at their organizational culture and leadership practices, with a renewed commitment to fostering healthier and more dynamic workplaces.



Expert Views: Driving holistic Sustainability Agenda – GBS & GCCs as Agents of Change

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This expert panel on the topic “*Driving holistic Sustainability Agenda – GBS & GCCs as Agents of Change*”, was moderated by **Mr Abhinav Goel**, Vice President – Strategic Initiatives – SSF Global, and featured industry experts – **Mr Anil Kumar Radhakrishnan**, CFO – Plant Lipids; **Mr Shankar Iyer**, Director VBU – Johnson Controls; **Mr Ankit Gupta**, President – Brookfield Properties. The conversation focused on the key areas of:

- *Embedding Sustainability into Core Business Processes*
- *Leveraging Technology for Impactful Sustainability*
- *Leverage Financial Insights to model cost benefits of sustainable practices*
- *Driving holistic sustainability and Workplace ecosystem development*



L to R: Mr Abhinav Goel, Mr Ankit Gupta, Mr Anil Kumar Radhakrishnan, Mr Shankar Iyer



Mr Prag Mehta & Mr Shankar Iyer



Mr Abhinav Goel & Mr Ankit Gupta



Mr Suresh Vasudevan & Mr Anil Kumar Radhakrishnan

Leadership Challenge Building the multi-dimensional next line

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Next leadership panel of the day was – ***“Developing the Next Generation Business Services Leaders with Global Outlook”*** The key points of the deliberation included:

- *Building a Resilient and Agile Talent Pipeline*
- *Driving Purpose-Led Leadership, focusing on sustainability, ethical practices, and social impact*
- *AI-driven talent analytics and global leadership simulations to identify, nurture, and track the development of high-potential talent*
- *promote a mindset of innovation, empowering emerging leaders to experiment, fail fast, and embrace continuous learning in navigating global market dynamics*

This leadership conversation amongst **Mr Urs-Ulrich Katzenstein**, Head Business Development – Continental Europe – Quintes Global; **Mr Sunil Kumar**, Center Head, World Bank Group; **Mr Sandeep Kulkarni**, Senior VP & Head – Worley Enterprise Services; **Mr Jaideep Agarwal**, India GBS Leader – Warner Bros. Discovery; covered all the crucial elements required for Building a Resilient and Agile Talent Pipeline. The session was moderated by **Mr Sanjay Gupta**, Chief Architect, SSF Global. Few key touch-points of the discussions deliberated on AI-driven talent analytics and global leadership simulations to identify, nurture, and track the development of high-potential talent. The audience were very interactive in sharing their experiences and queries w.r.t. implementation journey, roadblocks and how roadblocks are handled by experts.



Mr Ram Narasinga Rao &
Mr Urs Ulrich Katzenstein



Mr Sanjay Gupta &
Mr Sandeep Kulkarni



Mr Gaurav Malik &
Mr Jaideep Agarwal



Mr Ajay Wadhwa &
Mr Sunil Kumar

Success Stories of Value Delivery – Discover the Differences

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The case presentation and panel discussion session moderated by **Mr Nilesh Bhatia**, SVP, Head Customer Delivery & Ops – Quintes Global, focused on “*Redefining the Value Markers & KPIs – Becoming an Enterprise Partner and Realizing Enterprise Level Business Outcomes*” and featured GBS/ GCC Leaders – **Mr Sriram Gopalakrishnan**, Director Global Shared Services – V.Group; **Ms Hemamalini Venkataraman**, Head GBS Service Delivery – FLSmidth; and **Dr S Venkat Kumar**, Principal Consultant – Business Support (Asia Pacific & Middle East) – KONE Elevators India. The session speakers presented and brainstormed on the nuances for Evolving from Cost Centers to Strategic Partners, which included:

- Evolving from Cost Centers to Strategic Partners
- Embedding End-to-End Ownership and Accountability
- Redefining Value Metrics
- Building Collaborative Models for Value Creation
- Leveraging Data & Insights



Mr Tarun Aahi &
Mr Sriram Gopalakrishnan



Mr Sachin Jadhav &
Mr Venkat Kumar S



Mr Koushik Krishnan &
Ms Hemamalini Venkataraman



Mr Bharath M
Sundaram & Mr Nilesh
Bhatia

Listening from Practitioners – Higher, Faster & Stronger Achieving Business Impact through Gen AI Adoption

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

The next panel session of the day was a discussion focused on the “Achieving Business Impact through GenAI Adoption.” The key points of the deliberation included:

- *Strategic Use Cases Driving Business Outcomes*
- *Overcoming Implementation Challenges such as data quality, privacy concerns, and resourcing*
- *Shaping the Future with Gen AI to build a foundation for long-term business transformation and decision-making*

This was a very dynamic conversation amongst **Mr Tanmay Agarwal**, VP & Head Global Shared Services – Wipro; **Mr Sankar Narayan S**, GBS India Head – Smith & Nephew; **Ms Geetha Ramamoorthi**, Managing Director – KBR Inc.; and **Atul Kulshreshtha**, SVP, Strategic Growth & AI Sol. – Quintes Global (Session Moderator) – who also moderated the session, on behalf of SSF Global.



L to R: Mr Sankar Narayan, Mr Tanmay Agarwal, Ms Geetha Ramamoorthi, Mr Atul Kulshreshtha



Mr Sushil Kedia &
Mr Sankar Narayan S



Mr Sanjay Dora & Ms Geetha
Ramamoorthi



Mr Avinash Gambhir &
Mr Atul Kulshreshtha

Fireside Chat: Solving the Data Puzzle – What, When, How?

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The first fireside chat of the day was a discussion focused on the “Solving the Data Puzzle – What, When, How?” The key points of the deliberation included:

- *Driving towards the Single Source of Truth – Challenges & learnings*
- *Driving Value Creation and Innovation much beyond Cost saves*
- *Balancing between Legacy Technology and new age solutions – Why and How?*
- *Leveraging data for Moving Up the Partnership value chain to become Enterprise Partner*

A power packed, charged conversation amongst industry leaders **Mr Koushik Krishnan**, Director - Process Transformation – Bunge; **Ms Geeta Gadekar**, CEO, India – Publicis Re:Sources; **Mr Vijay Samuel**, VP & Head Ops – Annalect India (Omnicom Media Group Co); and **Mr Bharath M Sundaram**, Vice President – Everest Group, who also moderated the session on behalf of SSf Global.

What, When, How?



L to R: Mr Koushik Krishnan, Ms Geeta Gadekar, Mr Vijay Samuel, Mr Bharath M Sundaram



Mr Sanjay Gupta & Mr Bharath M Sundaram



Mr Vishal Bathla & Mr Vijay Samuel



Mr Rakesh Sinha & Mr Koushik Krishnan



Ms Geeta Gadekar & Mr Rakesh Sinha

Leadership Insights: Catalyzing Transformation through Business Services Operations for India HQ companies

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The last panel session of the conclave was a discussion focused on the “Catalyzing Transformation through Business Services Operations for India HQ companies” – where key points of the deliberation included:

- *What are the key Challenges and Opportunities?*
- *How to gain Board/ Top Management Sponsorship for contemporizing the operations*
- *How to be better positioned as the ‘Transformation Leaders’ or Center of Expertise/ Capabilities and not getting diluted as a back-office processing department?*

The panel included industry leaders and experts – **Mr Kaleeswaran Arunachalam**, Group CFO & Head of Strategy – Crompton Greaves Consumer Electricals; **Mr Ajay Wadhwa**, CEO – TML Business Services (Tata Motors); **Mr Sushil Kedia**, COO, Business Delivery Centre – Tata Steel; **Mr Tarun Aahi**, VP & Head of Shared Services Centre – JSPL; **Mr Richard Alvares**, VP and Head Program & Business Transformation - Shared Service – UltraTech Cement; and **Mr Anand Maheshwari**, Founder Director & Chief Commercial Officer – Quintes Global, who moderated the session.



L to R: Mr Kaleeswaran Arunachalam, Mr Ajay Wadhwa , Mr Tarun Aahi, Mr Sushil Kedia, Mr Richard Alvares, Mr Anand Maheshwari



Mr Kaleeswaran Arunachalam & Mr Anand Maheshwari



Mr Sandeep Kulkarni & Mr Ajay Wadhwa



Mr Abhinav Goel & Mr Tarun Aahi



Mr Jaideep Agarwal & Mr Sushil Kedia



Mr Shiddalingesh S. & Mr Richard Alvares

SSF Excellence Awards & Recognition ESTEEMED JURY PANEL

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



A Global Association of
Enterprise Functions,
Technology & GCC Leaders

A Pioneering Industry Association for Enterprise Functions,
Technology, GCC and Business Services Leaders.



OUR ESTEEMED JURY PANEL



JURY CHAIR RANGANATHAN V V

*Former Senior Partner - EY
Independent Director on Leading Boards;
Governing Board Member - Bharti Airtel
Foundation; Advisory Board Member -
Institute of Public Policy - ISB Mohali*



RAM S RAMASUNDAR

*Former CFO - Hindustan Unilever;
Partner - Alexander Hughes*



CHANDRASEKAR THYAGARAJAN

*CFO, Greaves Electric Mobility;
Former CFO - IBM; Former CFO - Birlasoft*



VIKRAM TANDON

*Advisor Human Resources;
Former Group CHRO, Adani Group*



URS-ULRICH KATZENSTEIN

*Former MD Metro GBS, India;
Head of IT, Bell Food Switzerland*



RANJEEV LODHA

*Former Executive Director &
CFO, Huhtamaki*



RAGHAV RAO

*CEO, Strelitzia CPL;
Former COO, Deutsche Bank*

SSF Excellence Awards & Recognition – For Organizations and Individuals (Part 1)

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

“Companies of excellence go the extra mile to achieve what's distinct and valuable.”



SSF Global, acknowledges and honors organizational achievements and excellence, thus setting benchmarks and encouraging organizations to adopt an effective Shared Services strategy. These awards have become an integral part of the annual conclave series. They are designed to recognize contributions by organizations and Individuals/Professionals that are broadly comparable. With this objective, the 13th Annual SSF Excellence Awards, Recognitions & Felicitations has the following Categories.

AWARD CATEGORIES (PART 2)

CATEGORY 2: Delivering Business Impact (Within any corporate Function or Business Services Centre)
Through –

1. **Effective Digital Transformation**
2. **Innovative People Practices**
3. **Innovation & Excellence in Process**
4. **Exemplary Customer Experience Management**

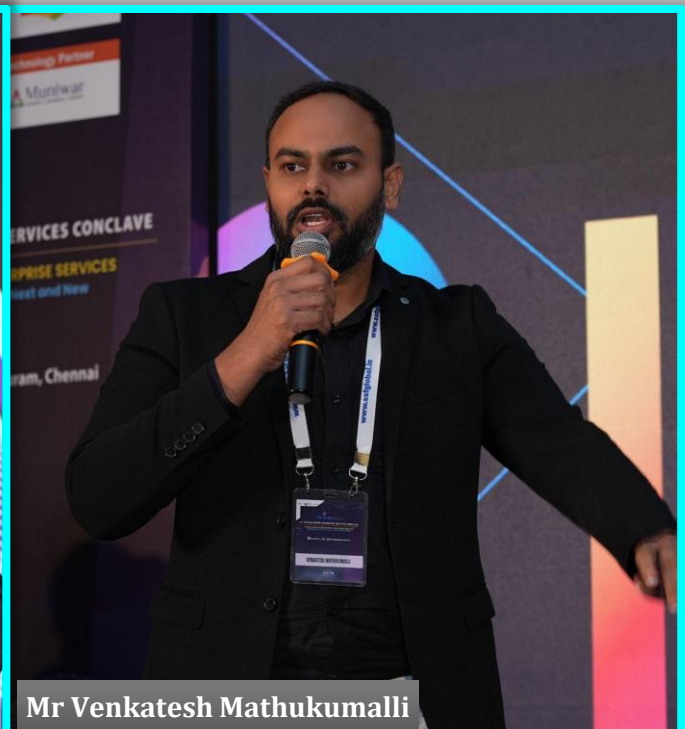
SPECIAL RECOGNITION

1. **Effective Business Services Implementation in India**
2. **Successful Launch of Business Services Centre in India**

HITACHI ENERGY

Delivering Business Impact Through Effective Digital Transformation (International)

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TATA MOTORS

Delivering Business Impact Through Effective Digital Transformation (India)

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



L TO R : Mr Rakesh Sinha, Mr Manish Narayane, Mr Urs Ulrich Katzenstein, Mr Ajay Wadhwa, Mr Ravi S Ramakrishnan



Mr Ajay Wadhwa



EY GLOBAL DELIVERY SERVICES

Delivering Business Impact Through Innovative People Practice

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





ALCON GLOBAL SERVICES

Delivering Business Impact Through Innovation & Excellence in Process

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



L TO R : Mr Ravi S Ramakrishnan, Ms Indhumathi Kartikeyan, Mr Rakesh Sinha, Mr Shiddalingesh S, Mr Urs Ulrich Katzenstein



Mr Shiddalingesh S & Ms Indhumathi Kartikeyan



NORTHERN TRUST

Delivering Business Impact Through Exemplary Customer Experience

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



L to R: Mr Reni Varghese, Ms Harshitha Shivashankar, Mr Subramanya Manjithaya, Mr Nooruddin Sufi T , Ms Khushboo Mehta , Mr Harsha T, Mr Shravan Pai

BRITANNIA INDUSTRIES Effective Business Services Implementation in India

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



Mr Sivarama Prasad Tumu

WARNER BROS. DISCOVERY Successful Launch of Business Services Centre in India

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



L TO R: Mr Urs Ulrich Katzenstein, Mr Sripathy S, Mr Ravi S Ramakrishnan, Mr Jaideep Agarwal, Mr Rakesh Sinha

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

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About SSF Global

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

SSF Global is a pioneering, interactive platform of GCC/ GBS/ Business Process Practitioners & Experts 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 adoption 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 built a strong network of thought leaders, experts, and change agents across all functions and several domains. In short, SSF Global's mission is :

- ❑ To spread awareness of Value-Delivering Transformational Strategies for effective transformation of BP
- ❑ 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..

100+	Organizations Awarded/ Recognized
500+	Speakers Shared their Expertise/ Experience
110+	Case Presentations
200+	Knowledge Articles
30+	Publications
100+	Theme-based Conferences

SSF Global also disseminates knowledge through various publications, to share industry insights, best practices, shared services journey, case stories on BPM adoption shared for enabling enhanced business outcomes, research reports and thought leadership articles. This knowledge & thought leadership articles and papers are reference points for pioneering thoughts in business services space and for BPM implementation in Global India.





conclave@sharedservicesforum.in
www.sharedservicesforum.in

