

SUMMIT PROGRAMME

"GBS Innovation: Disrupt or be disrupted"

Wednesday – 26th October, 2016	
8.00am – 8.45am	Registration
8.45am – 9.30am	<p>Welcoming Address Munirah Looi, Summit Organising Chair Cheah Kok Hoong, Chairman, Outsourcing Malaysia</p> <p>Opening Address YB Dato' Yasmin Mahmood, CEO, MDEC YB Dato' Sri Mustapa Mohamed, Minister of International Trade & Industry</p>
9.30am – 10.00am	<p>Featured Keynote: Opportunity, Innovation & Uncertainty <i>There are myriad opportunities for those willing to deal with uncertainty in the Global Business Services space. This featured session explores an environment where industry leaders face in the course of building their businesses in the Global Business Services environment. Hear how industry leaders can create an appetite to leap-frog their businesses as the saying "Fortune favors the brave"</i></p> <p>Featured Speaker : CP Gurnani, Chairman- NASSCOM, CEO & MD- Tech Mahindra</p>
10.00am – 10.30am	<p>Keynote 1 : Global Business Services- Journey to Excellence <i>The adoption of Global Business Services as the preferred service delivery model is a high priority for most large companies today. However, a survey of 482 global services practitioners conducted by HfS and KPMG LLP1 (KPMG) suggests that companies often reach a midpoint in GBS maturity and then pause. We have found that only those companies that continue on their GBS journey can reap the full rewards of their investment. This paper describes the importance of GBS, key factors that enable GBS maturity, and how companies can develop a GBS strategy based on their unique business models and objectives.</i></p> <p>Speaker : Rick Bertheaud, Principal- KPMG LLP Shared Services</p>
10.30am – 11.10am	<p>Plenary Session 1:- GBS Innovation: Disruptive Transformation and business opportunities <i>Disrupt is an overused word. This has changed the way we do business these days. The impact of disruption transformed the way the services are delivered to the client or end-user. Cost effectiveness, scalable, efficient business services and process are the way to go. Organizations can choose remain complacent with the changing trend or to stay with the times and turn it into a business opportunity.</i></p> <p>Moderator : Michael Warren, Emerio Panelists : Manoj Menon - Frost & Sullivan Malaysia Ivan Teh, Founder & Managing Director - Fusionex Syahrudin Samsudin, CEO - Touch 'n Go Hari Nair, Group Chief Strategy & Innovation Officer - Sime Darby Berhad</p>
11.10am – 11.30am	Networking Break
11.30am – 12.00pm	<p>Keynote 2: Leadership In Motion <i>Strategies change. They require new, innovative thinking. And seamless implementation of the new strategies. Here are some of the questions organizations are asking themselves: What is our business vision and how do we approach its execution? How can we learn to identify and explore new business opportunities? Has our strategy captured our stakeholders' most innovative thinking? What are the key steps for implementation? How can we ensure a seamless implementation?</i></p> <p>Speaker : Ernie Turner, President – LIM (Leadership in International Management)</p>
12.00pm – 12.40pm	<p>Plenary Session 2: Key Technologies & Business Models Disrupting GBS <i>This panel will explore technologies business models that is disrupting the Global Business Services industry. The fast and ever evolving technology is unfolding on many fronts. Understandably not all emerging technologies will alter the business or social landscape nevertheless a few of these have the potential to disrupt the way people live and work. Disruptive technologies will transform life, business and the global economy.</i></p> <p>Moderator : Bobby Varanasi, CEO - Matryzel Consulting, SB Panelists : Raja Teh Maimunah, CEO - Hong Leong Islamic Banking Scott Singer, Head of Global Business Services - Rio Tinto Ganesh Kumar, Founder & Executive Chairman - MOL Global. Inc.</p>
12.40pm – 02.00pm	Networking Lunch & Exhibit Visits

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02.00pm – 02.30pm	<p>Keynote 3 : Robotic Evolution- Separating Hype from reality <i>Robotics Process Automation (RPA) seems to be the buzz word and is gaining momentum which is creating possibilities in developing a new ecosystem creating intelligence and reshaping the industry. The integration of automated business processes with artificial intelligence and cognitive processes that operate like humans signifies a paradigm shift in the manner in which work is carried out. These machine provide comprehensive financial advice or acting as financial consultants. There are imposing challenges that is faced by organizations such as differentiating reality and hype, plotting out strategies to position vastly diverse IT and business processes for the coming transition. Organizations that do not prepare now for this revolution, risk being left behind.</i></p> <p>Speaker : Manoj Gupta, MD & CEO - Grid InfoCom Pvt Ltd.</p>
02.30pm – 03.10pm	<p>Plenary Session 3: Cost Effective Management for GBS and Ensuring Seamless Customer experience <i>The 21st century has ushered in vast and irreversible economic and labor trends that have forced companies to take a hard look at their operations and continue executing on the strategy of creating Global Business Services organizations, central operating centers and Shared Service Centers (SSCs). To build and run global business services that drive cost reductions, process improvements and customer satisfaction takes experience. Do we have what it takes? Learn from the experts.</i></p> <p>Moderator : Munirah Looi, CEO, BrandtInternational Panelists : Parag Jain, Vice President – APAC, Sutherland Global Services Opal Wu, Managing Director, HappyFresh HuiYong Sia, Co-Founder & Director, Trangolo Kannan Rajaratnam, Head of Customer Experience, Zalora SEA</p>
03.10pm – 03.50pm	<p>Plenary Session 4: Leading Disruptive Innovation & Change <i>Hear from the experts in the disruptive world who have proved a powerful way of thinking about innovation-driven growth. Inopportunely the disruption theory is in danger of becoming a victim of its own success.</i></p> <p>Moderator : Karamjit Singh, CEO- Digital News Asia Panelists : Anthony Tan, Co-founder, GRAB Azran Osman-Rani, CEO, iFlix Malaysia Viren Doshi, CEO, CatchThatBus Naresh Alagan, CEO- Air Asia Global Shared Services</p>
03.50pm – 04.10pm	Sponsored Networking Break
04.10pm – 04.50pm	<p>Plenary Session 5: Creating a Positive Culture, Effective Workforce Management and Engaging Employees in GBS <i>Workforce engagement is being talked about from across all industries, and businesses continue to struggle in delivering value in the services arena. Research has suggested that with increased level of engagement, corporations can expect higher levels of productivity, profitability as well as lower attrition rates. This panel reconnoiters thoughts of industry practitioner's thoughts and practices.</i></p> <p>Moderator : Sam Hagag, Director - Sales & MSP, Asia Pacific & Middle East at Manpower Group - Panelist : M. Pattabhiraman, Executive Director, UOB Centre of Excellence (M) SB Jason Crimson, Director, Kimberly Clark Regional Services (M) SB K. Raman, Managing Director – Microsoft Malaysia Ross Mackay – Finance & Business Transformation Leader- DHL Express</p>
04.50pm-05.10pm	Lucky Draw
05.30pm – 06.00pm	Sponsored networking cocktail