



7TH ANNUAL WORLD BPO/ITO FORUM

June 2–3, 2014 | New York, NY USA



Conference Guide

Re-Inventing Global Sourcing: Cloud, Mobile and Social



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Is your BPO services provider or the contract stuck in the past ?

Function point-level process improvement and cost savings resulting from labor arbitrage won't help you anymore to break ahead of the pack. Improving your competitive position requires wide-scale transformation of business processes through greater use of technology, analytics, and higher level skills.

We were one of the first to kick off a revolution in the industry by delivering an integrated technology and operations services that heralded technology-enabled KPO. Our four tier global delivery model combined with our domain expertise, flexible pricing models, analytics, platform and BPaaS capabilities, not only enable you to leverage the benefits of today's age but also get you future ready.

Contact us on our toll free number 877 924 4283 or write to us at results@igate.com to schedule a no obligations meeting to discuss your transformation initiative.



Insurance & Healthcare, Banking & Financial Services, Manufacturing, Retail & CPG, Finance and Accounting, Human Resource Outsourcing, Customer Interaction Services, Work Force Management and Analytics

IGATE
Speed. Agility. Imagination

The fast changing business landscape is poised to have a lasting impact on the traditional ways of sourcing business processes services. Savvy clients are no longer satisfied with gains originating from labor arbitrage associated with first generation of BPO services. Organization wide transformation of processes and technology is a key priority. Clients need to seize technology advantages to automate processes, develop analytical insights and build innovation capabilities required to drive higher degree of efficiencies and productivity gains. The need to carefully ensure compliance with stringent legal, regulatory, and accounting requirements is forcing clients to look at the integrated network of onshore, near shore and offshore delivery locations. The session will give insights to enterprises that are willing to embark upon a journey to transform their BPO engagements. Key takeaways from the session will include how to make transition to new-age BPO services, which give clients control over end-to-end processes and harness the power of emerging technologies which include social media, mobility, analytics, and cloud computing.



Keynote session:

Anil Bajpai

SVP, BPO services, IGATE

Date: Monday, June 2

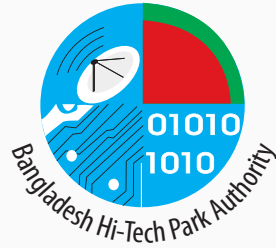
Timing: 1:30 - 2:20 PM

IGATE

Speed.Agility.Imagination



Make a
leap forward with
technology powered
BPO services



Bangladesh

the Right



ICT

DESTINATION



Bangladesh System Technology Ltd.



accuracy | efficiency | reliability



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realise excellence





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MESSAGE FROM THE CHAIRMAN

Dear Colleagues,

We are living through a sea of change in sourcing strategy. While it has taken longer than we anticipated for web services and a Service-Oriented Architecture (SOA) to become a practical reality, the impact is proving to be quite extraordinary. And where ITO goes today, BPO will surely follow. The impact of this shift can be truly game changing – business agility through faster outcomes, less capital investment, greater flexibility, escape from the treadmill of software version upgrades, and a technology catalyst for introducing business process best practices.

The buyer has to be even smarter – orchestrating multiple boutique suppliers. Hybrid solutions are becoming commonplace. Your partner / supplier companies each have their own operating system that they want to leverage across their multiple customers, so your organization has to act as a sort of “hypervisor” in order to get them all to work together.

This is where the World BPO/ITO Forum makes a real difference — by enabling buyers and sellers of services to meet each other, and by encouraging experts to share insights in a friendly environment.

Why this event is important for the industry:

Many companies are seeking the right commercial partnerships and operating model to reap the full potential from a successful global sourcing arrangement. It is vital for companies to get this right the first time around, and cannot afford to make strategic missteps which can cost millions of dollars. Companies cannot afford to make mistakes, and must learn quickly from the experience of others in order to gain and retain competitive advantage. The World BPO/ITO Forum facilitates these important discussions by enabling buyers and sellers of BPO and ITO services to meet each other, and hear best practices and lessons learned from experts and global leaders in a friendly environment.



Jim Noble

Chairman, The World BPO/ITO Forum.

Author: Former CIO of GM, AOL Time Warner, Merrill Lynch, BP & Philip Morris



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CIO DECISIONS E-ZINE



Guiding technology decision makers in the enterprise

Since launching CIO Decisions magazine in April 2005, our team of experts has been singularly focused on helping IT and business leaders alike to strategically identify, implement, and evaluate the most appropriate tools and techniques for driving value from IT to the business.

Visit SearchCIO.com to download this month's issue now and enjoy reading this great monthly publication, completely free to you, and set yourself up for anytime/anywhere access to vendor-neutral advice from industry thought leaders, senior IT executives, and business advisors on positioning IT as catalyst for innovation within your organization.



CONFERENCE-AT-A-GLANCE




DAY ONE | MONDAY JUNE 2

SPONSORED BY: 

8:00 – 8:40 AM	REGISTRATION & NETWORKING BREAKFAST BUFFET		
8:40 – 8:45 AM	OPENING REMARKS: Kartik Kilachand, Co-Founder, World BPO/ITO Forum; Babu Lal Jain, Co-Founder, World BPO/ITO Forum, India; Chairman, WICS		
8:45 – 9:10 AM	WELCOME ADDRESS: Jim Noble, Author; Former CIO of GM, AOL Time Warner, Merrill Lynch, BP & Philip Morris		
9:10 – 10:10 AM		OPENING KEYNOTE: Seeing Systems...The Key to Agility Marv Adams, COO, TD Ameritrade Holding Corp.	
10:10 – 10:20 AM	SPECIAL PRESENTATION: Feel the Outsourcing Beat of the Heart of Europe In Katowice Piotr Uszok, Mayor, City of Katowice and Jolanta Jaworska, Director of Public Programs, IBM Poland		
	 CHARTING YOUR BPO/ITO ROADMAP	 INDUSTRY TRENDS	 SPECIAL SESSION
10:30 – 11:20 AM	Panel: Five Key Risks in Developing and Executing a SmartSourcing Strategy Moderator: Beppe Urso, Leo Burnett Worldwide Speakers: John Gleason, formerly P&G; Andrew Wasser, Carnegie Mellon University	Panel: The Rapidly Changing Landscape of Global Sourcing – Again! Moderator: PK Agarwal, TiE Global Speakers: Dilara A Khan, Bangladesh; Racquel Moses, investT; Malaysia – Speaker TBA	
11:30 AM – 12:20 PM	Fireside Chat: Convergence of Cloud, Social & Mobile Speakers: Hasan Dewan, BNY Mellon; Harvey Koeppel, Pictographics Inc.; Raj Patil, aSpark & LiquidHub; Sasi Pillay, University of Wisconsin	Going Vertical Panel: Strategies & Emerging Business Models in 2014 and Beyond — the New Normal in Financial Services Moderator: Vishal Ahuwalia, UBS Speakers: Kapil Khetan, Morgan Stanley	Poland: Where Multi-lingual Talent, Thriving European Economy and Investment Security Create Opportunities in Katowice, Lublin, and Poznan Moderator: Anne Duncan, Lumiu France Speakers: Armand Angeli, European Outsourcing Association; IBM European Operations - Speaker TBA; Marcin Nowak, City of Katowice; Mariusz Sagan, Municipality of Lublin; Piotr Sawinski, City of Poznan
12:20 – 12:45 PM	BREAK: Networking in the Sponsor Showcase & Country Pavilion		
12:45 – 1:30 PM	NETWORKING LUNCH		
1:30 – 2:20 PM		KEYNOTE: Leap Forward with Technology Powered KPO Services Anil Bajpai, SVP and Global Head of Business Process Outsourcing (BPO), IGATE	
2:20 – 3:30 PM		SPEED NETWORKING SESSION	
	 CHARTING YOUR BPO/ITO ROADMAP	 INDUSTRY TRENDS	 SPECIAL SESSION
3:40 – 4:30 PM	Panel: Strategic Mobility: Harnessing Outsourcing to Drive a Mobile Enterprise Speaker: Chip Wagner, Alsbridge	Panel: New Delivery Models: Shared Service vs. Outsourcing – Nearshore vs. Onshore or Offshore Moderator: Armand Angeli, European Outsourcing Association Speakers: Robert Jannsen, Outsource Brazil; Nazrul Islam Khan, Bangladesh; Ernesto Galindez, CESSI Argentina; Colombia – Speaker TBA	Panel: From Outsource to Crowdsourcing: The New Digital Workforce Moderator: Carl Esposti, Crowdsourcing.org Speakers: Alex Kass, Accenture; Stephanie Leffler, CrowdSource.com; Matt Swanson, Silicon Valley Software Group
4:40 – 5:05 PM		KEYNOTE: TBA	
5:05 – 5:30 PM		KEYNOTE: The BPO Automation Myth Tanvir Khan, Vice President and Global Head - BPO, Dell	
5:30 – 6:30 PM		CLOSING KEYNOTE: Strategic Partnerships for Value Creation Filippo Passerini, Group President – Global Business Services; and CIO, Procter & Gamble	
6:30 PM	CLOSING REMARKS: Jim Noble, Author; Former CIO of GM, AOL Time Warner, Merrill Lynch, BP & Philip Morris		
6:30 – 8:30 PM		EXECUTIVE NETWORKING RECEPTION: Admittance by Conference Badge	

CONFERENCE-AT-A-GLANCE

DAY TWO | TUESDAY JUNE 3

8:00 – 9:00 AM	REGISTRATION & NETWORKING BREAKFAST BUFFET
9:00 AM	OPENING REMARKS: Jim Noble, Author; Former CIO of GM, AOL Time Warner, Merrill Lynch, BP & Philip Morris
9:00 – 9:30 AM	 KEYNOTE: “Why Not Cloud?” A Practitioner’s Guide to Staying Grounded...While Going into the Cloud Bask Iyer, CIO, Juniper Networks
9:30 – 10:00 AM	 KEYNOTE: Leo Burnett Worldwide - Institute of Behaviour Carol Foley, EVP, Director of Knowledge, Leo Burnett Worldwide and Michael Peters, Global Director of Corporate Strategy, Leo Burnett Worldwide
	 CHARTING YOUR BPO/ITO ROADMAP
10:00 – 10:50 AM	Panel: The Business Case for Impact Sourcing Moderator: Nish Acharyra, Northeastern University; Speakers: Jon Browning, Microsoft; Pumela Salela, Global Sourcing Council; Kartik Kilachand, Head Held High; Dan Lang, Sutherland Global Services
10:50 – 11:10 AM	BREAK: Visit Sponsor Showcase & Country Pavilion
	 CHARTING YOUR BPO/ITO ROADMAP
11:10 – 12:00 PM	Panel: SMAC Strategies in Outsourcing: Driving Organizational Success Moderator: Raj Mahale, Cozen O’Connor Speakers: Shiv Kumar, EXL Service; Keith Zecchini, Parsons Brinckerhoff
12:00 – 12:50 PM	Panel: Effective Vendor Management: Maximizing Value in a Multi-Sourcing Environment Moderator: Soumitra Rathod, New York Life Insurance Speakers: Nathan Ayres, Merck; Chirs Lord, HGS; Fred Mapp, formerly AMD and Honeywell Industrial Controls; Tina Merry, Electronic Arts
12:50 – 1:00 PM	CLOSING REMARKS: Jim Noble, Author; Former CIO of GM, AOL Time Warner, Merrill Lynch, BP & Philip Morris
1:00 – 1:50 PM	NETWORKING LUNCH

**TWEET FROM THE WORLD BPO/ITO FORUM
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KEYNOTE PRESENTATIONS

DAY ONE | MONDAY JUNE 2



Opening Keynote: Seeing Systems... The Key to Agility

MONDAY JUNE 2 / 9:10 - 10:10 AM



Marv Adams
COO

TD Ameritrade Holding Corp.

Few institutions today operate in a truly independent way. Most are interdependent, be it with firms within their industry ecosystem, government regulators or technology firms. The density of these interdependencies has increased, and continues to increase. So what does that mean? In today's world, companies must build a new set of beliefs, methods and tools that help them see bigger systems. Those who do it well can be nimble and experience less disruption from the unintended consequences of their strategies and actions. Those who focus too much on rapid execution, without taking the time to understand the implications of those actions will not be successful over time. This has significant implications on how relationships are built with services firms and strategic suppliers. Building agility into these relationships can be the difference maker. Learning to see bigger systems and leverage the insights for greater agility will be the focus of this talk.

BIOGRAPHY:

Marv Adams is currently an Executive Vice President, and Chief Operating Officer of TD Ameritrade. His career in technology & operations has spanned over 30 years. Past roles have included SVP, Global CIO & Head of Corporate Strategy for Ford Motor Company, SVP & CIO of Citigroup and President of Shared Services for Fidelity Investments. He uses system's thinking, insights from complexity, Learning Organization & LEAN methods to inspire organizations to pursue being better, every day. Mr. Adams holds a Bachelor of Science in Electrical Engineering from Michigan State University.



Leap Forward with Technology Powered KPO Services

MONDAY JUNE 2 / 1:30 - 2:20 PM



Anil Bajpai
SVP and Global Head of Business
Process Outsourcing (BPO)

IGATE

The fast changing business landscape is poised to have a lasting impact on the traditional ways of sourcing business processes services. Savvy clients are no longer satisfied with gains originating from labor arbitrage associated with first generation of BPO services. Organization wide transformation of processes and technology is a key priority. Clients need to seize technology advantages to automate processes, develop analytical insights and build innovation capabilities required to drive higher degree of efficiencies and productivity gains. The need to carefully ensure compliance with stringent legal, regulatory, and accounting requirements is forcing clients to look at the integrated network of onshore, near shore and offshore delivery locations. The session will give insights to enterprises that are willing to embark upon a journey to transform their BPO engagements. Key takeaways from the session will include how to make transition to new-age BPO services, which give clients control over end-to-end processes and harness the power of emerging technologies which include social media, mobility, analytics, and cloud computing.

BIOGRAPHY:

Anil Bajpai is a Senior Vice-President and Global Head of Business Process Outsourcing (BPO), he is responsible for driving growth and strategy of the company. He is a member of the Management Council which has leaders representing diverse functions and regions within the organization. Anil has over 30 years of experience in Financial Services Operations and Information Technology field. This experience has driven him in introducing multiple technology innovations in the Indian banking sector. He has been with IGATE for over 13 years. Post IGATE—Patni merger, Anil was heading the Research and Innovation (R&I) and Emerging Practices. Earlier, he had initiated and led the BPO and Infrastructure Management practices which exhibited stellar growth. Before IGATE, Anil was the Chief Operating Officer (COO) at Ideaspace where he was responsible for the technology transformation of ING India including introduction of multiple delivery channels. He has served in senior positions heading technology for organizations like HDFC Bank, Times Bank, Canara Bank and Indaiinfo.com.

Anil holds his Master's degree in Mathematics from Lucknow University and Graduate Diploma in Technology Management from Deakins University, Australia. His interests include transformational innovation, disruptive technologies and poetry. He believes that everyone is a leader and can perform up to their true potential with the right level of motivation.



The BPO Automation Myth

MONDAY JUNE 2 / 5:05 - 5:30 PM



Tavnir Khan

Vice President & Global Head – BPO
Dell

Growing businesses are always looking for more way to be competitive, infuse agility and improve business outcomes. Across the BPO landscape, automation is the buzzword of the day. Promises of productivity improvements that double and triple your BPO volume are commonplace. What is really possible, and what should you really expect? While it would seem that an automation myth has permeated the BPO space, how much of this “automation” creates true advantage and is really transformative? Although much of today’s touted automation is actually just repackaging or recycling, you’ll hear some concrete ways to identify BPO automation that can truly transform.

BIOGRAPHY:

Tanvir Ali Khan serves as the vice president and global head of Dell BPO. Tanvir is a veteran of the BPO industry and has spent more than 23 years in IT and outsourcing. Tanvir is a hands-on BPO practitioner who drives process transformation combining technology, process optimization, analytics and automation. Tanvir’s approach to Dell BPO is based on a foundation of vertical industry-specific platforms layered with workflow and automation to maximize straight-through processing and continuously drive down human touch in transaction processing. Prior to joining Dell, Tanvir led Strategy and Global Sales at Wipro BPO, where he was responsible for the transformation office, leading the analytics practice and driving global sales. Tanvir also led sales and account management at Aditya Birla Minacs and was part of the leadership team that undertook a major acquisition and integration of the acquired company. Over the years, Tanvir has consistently delivered growth through large deals, developing leading-edge service offerings and thought leadership in Business Process Outsourcing. Tanvir earned his Master of Management Studies (MMS) from BITS Pilani in India.



Closing Keynote: Strategic Partnerships for Value Creation

MONDAY JUNE 2 / 5:30 - 6:30 PM



Filippo Passerini

Group President, Global Business Services & CIO
Procter & Gamble

In his more than 30 years at P&G, Filippo has transformed the way business is done, with strategic partnerships playing a key role in that transformation. He will share his secrets for creating successful partnerships that lead to a virtuous cycle of value creation for the business and benefits for the partner.

BIOGRAPHY:

Mr. Filippo Passerini has been the Chief Information and President of Global Business Services at Procter & Gamble Co., since July 1, 2004 and since 2008 respectively. Mr. Passerini served as Global Services Officer at Procter & Gamble Co. since July 1, 2004. He served as Global Business Services Officer at Procter & Gamble Co., from 2003 to July 2004. He served as Systems Analyst, Management Systems, Italy since 1981; Design Manager of Management Systems, Italy since 1986; Manager of Management Systems, Turkey since 1989; Manager, Management Systems, U.K. since 1991; Director of Management Systems at Procter & Gamble Latin America since 1994; Vice President, Management Systems of Procter & Gamble North America since 1997; Vice President of Information Technology for Global Beauty Care and North America since 1999; Vice President-Information Technology of Global Beauty Care and Global Health Care since 2000; Vice President-Marketing, Operations Team & Corp. Mktg. Leader, Western Europe-Greece since 2001; Vice President-Business Process Sourcing Study Transition Leader since 2002 and Global Business Services Officer since 2003. He serves as a Director of United Rentals (North America), Inc. He has been a Director of United Rentals, Inc. since January 22, 2009. Mr. Passerini holds a Degree at University of Rome, Doctorate in Statistics & Operating Research.



“Why Not Cloud?” A Practitioner’s Guide to Staying Grounded ... While Going into the Cloud

TUESDAY JUNE 3 / 9:00 - 9:30 AM



Bask Iyer
CIO

Juniper Networks

The cloud is creating new and lucrative opportunities for BPO providers. As companies begin to understand the business benefits of the cloud and move into it, BPO providers must be ready with established cloud-based offerings. BPO providers with offerings that support emerging technologies – especially cloud and mobile – will emerge as winners of market share. Providers without a technology vision and continued reliance on offerings developed around a pure labor arbitrage play will lose. For BPO providers then, there’s no question that getting to the cloud quickly is important. But how is it done? Juniper CIO, Bask Iyer, who has experienced the evolution to cloud-based architecture first-hand, will share his practitioner’s perspective. In less than 20 months, Iyer merged Juniper’s 250+ applications into a single, standardized platform and consolidated more than 18 data centers to just one – all thanks Juniper’s “why not cloud?” strategy. What’s the “why not cloud?” strategy? Iyer evaluates every service and every application as a case study, asking questions such as: “What are the advantages?”, “What’s the real cost?”, “What’s the security plan?”, and, “Is a great cloud provider available?” At each step in the journey to the cloud, Iyer asks not just if there is a good a reason for moving into the cloud, but also if there is a good reason for not moving into the cloud. Weighing the pro’s and the con’s carefully, and with a laser focus on return on investment, Iyer has created a disciplined approach to realizing the value of the cloud. The result of his strategy? Iyer lowered operational costs by 30%, improved efficiencies, and streamlined operations. His practical experience is invaluable for any BPO provider moving to cloud.

BIOGRAPHY:

As Chief Information Officer and Senior Vice President, Bask Iyer oversees Juniper Networks’ Technology and Business Operations that support a \$4.4 billion global networking innovation company. With more than 25 years of experience in international business and IT management, Mr. Iyer has strategically applied his business and technical expertise across large global companies, using technology as a transformational catalyst and growth driver. Since joining Juniper in mid-2011, Iyer sponsored two key programs to champion enterprise IT needs and better support the business, including Juniper on Juniper and Customer #1. Iyer’s role was recently expanded to include business transformation, global business services, IT, and real estate workplace services, all critical services for Juniper’s long-term success.

Iyer joined Juniper from Honeywell, where he served as company-wide CIO, responsible for the overall IT operations and strategy that supported 120,000 employees globally. A member of the executive leadership team, Iyer drove the IT vision, strategy, and operating plan and led the transformation program for all global functions, including IT, finance, human resources, real estate, and procurement. Previous Honeywell roles included CIO, Transportation Systems and General Manager, Asia Pacific, where Iyer lived and worked in China for 1.5 years. Earlier in his career, Iyer served as CIO at GlaxoSmithKline Beecham for consumer healthcare research and development and was the corporation’s e-commerce leader. He also held senior positions at Johnson & Johnson, CTS Corporation, and ran a retail business in India.

Iyer holds a bachelor’s degree in mechanical engineering from Annamalai University in India and a master’s degree in computer science from Florida Institute of Technology.

KEYNOTE PRESENTATIONS



Leo Burnett Worldwide – Institute of Behaviour

TUESDAY JUNE 3 / 9:30 - 10:00 AM



Carol Foley
Executive Vice President, Director of Knowledge
Leo Burnett Worldwide



Michael Peters
Global Director of Corporate Strategy
Leo Burnett Institute of Behaviour

BIOGRAPHIES:

Carol Foley: In her 39 years at Chicago's leading advertising agency, the Leo Burnett Company, Carol Foley has worked on virtually every Leo Burnett USA client and many global clients across all major product categories, including such wide-ranging industry leaders as Disney, General Motors, Hallmark, McDonald's U.S. Army, 7Up, Minute Maid, Coca-Cola, American Girl, Marlboro, Pillsbury, and Nintendo. Through the first half of her career, Carol worked on and later led a range of Burnett's client-devoted research teams, where she became an expert in a diverse array of qualitative and quantitative research methodologies on the subject of persuasion, advertising research, brand positioning, brand personality, targeting, new product development, tracking, and campaign development. More recently, Carol has focused on continuing Leo Burnett's long-term industry leadership in communications- and brand-related R&D and quantitative research tool development and analysis. Her early work with packaged good scanner data led to the discovery and development of the Buyer Strategy Detection approach to understanding consumer buying patterns, an approach now widely copied in the research industry. Most recently, she has created new models for advertising effects in the age of fragmented media, as well as a powerful connections planning tool that optimizes brand contact points. In her current role, Carol directs Leo Burnett's Human Lab, where she leads a cutting edge quantitative research group in the design, execution and analysis of a multi-million dollar annual research function serving both current Leo Burnett clients and, on a consultancy basis, other companies looking for growth-driving human insight. For the past decade, she has also partnered with Starcom MediaVest Group to apply her team's tools and techniques to the media side of the marketing equation, helping to develop proprietary new ways to measure and assess the value of media properties through a "brand-minded" lens.

Michael Peters: Throughout his 25-plus year career at Leo Burnett/Arc, Michael's thought leadership and love for challenges have inspired clients and their marketing. Michael crafts marketing solutions from a 360° perspective gained from creating advertising, promotions, direct marketing and database programs for Philip Morris, Miller Beer, McDonald's and Hallmark Cards to name just a few. Michael's depth of experience working on one of the world's most successful brands of all times, Marlboro, led him to build one of the most effective and sophisticated global data-driven marketing programs ever. It demonstrates that database marketing can truly refresh and reenergize a brand, connecting with people around the world in a way that translates into profitable sales and long-term loyalty. In meeting clients' changing needs, Michael built an international database marketing capability that now serves 18 markets around the world. Michael leads the group of over 80 professionals in servicing global clients that include Philip Morris, Diageo and P&G from Moscow to Tokyo to Mexico City to Munich. In his non-spare time, Michael creates chaos with design and construction projects.

FACULTY LIST | AS OF MAY 7, 2014

Nish Acharya

Senior Advisor, Northeastern University;
Most Recent Director of Innovation & Entrepreneurship,
Obama Administration

Marv Adams

COO
TD Ameritrade

P.K. Agarwal

CEO
TIE Global

Vishal Ahluwalia

Head Offshoring/Outsourcing, Americas
UBS Group

Armand Angeli

Co-Founder & European President
European Outsourcing Association

Nathan Ayres

Executive Director - Global IT Procurement & BPO
Merck

Anil Bajpai

SVP and Global Head of Business Process
Outsourcing (BPO)
IGATE

Raju Bhatnagar

Chief Evangelist, BPO Platforms
Head Held High

Jon Browning

Director, Global Sourcing Strategy
Microsoft

R. Lee Coulter

CEO
Ascension Health Shared Services

Hasan Dewan

Head of Enterprise Delivery Services & Architecture
BNY Mellon

Anne Duncan

Director
Lumiu France

Carl Esposti

Publisher
Crowdsourcing.org

Carol Foley

Executive Vice President & Director of Knowledge
Leo Burnett Worldwide

Ernesto Galindez

Board of Directors
CESSI Argentina

John Gleason

Formerly Procter & Gamble

Steve Hufford

CEO
SIM International

Bask Iyer

CIO
Juniper Networks

Babu Lal Jain

Co-Founder, The World BPO/ITO Forum
Chairman, WICS

Robert Janssen

Managing Partner
Outsource Brazil

Jolanta Jaworska

Governmental Programs Director
IBM Poland

Alex Kass

Computer Scientist & Social Collaboration Expert
Accenture

Dilara A Khan

BPO/IT Sectors
Bangladesh

Nazrul Islam Khan

Secretary, Information and Communication
Technology Division
Bangladesh

Tanvir Khan

Vice President and Global Head – BPO
Dell

Gopal Khanna

Senior Fellow, University of Minnesota
former CIO, State of MN

Kapil Khetan

CFA, FRM, Executive Director,
Emerging Markets Trading
Morgan Stanley

Kartik Kilachand

Board Member, Head Held High
CEO & Co-Founder, The World BPO Forum, Inc.

Harvey Koepfel

President
Pictographics, Inc.

Natalia Kory

CIO, Wealth Management
Thomson Reuters

Shiv Kumar

Global Head – Strategic Growth Initiatives
EXL Service

Dan Lang

Worldwide Customer Relations
Sutherland Global Services

Stephanie Leffler

CEO & Co-Founder
Crowdsourcing.com

Wanda Lopuch

CEO
MDA Associates, Inc.

Chris Lord

Senior Vice President
HGS – Hinduja Global Solutions

Raj Mahale

Partner
Cozen O'Connor

Fred Mapp

Author;
former CIO, AMD and Honeywell Industrial Controls

Tina Merry

Group Development Director
Electronic Arts

Karen Morris

Former Chief Innovation Officer
AIU Holdings

Racquel Moses

President
invesTT

Jim Noble

Author
Former CIO of GM, AOL Time Warner, Merrill Lynch,
BP & Philip Morris

Marcin Nowak

Delivery Centre Director Eastern Europe at Captergini
City of Katowice

Filippo Passerini

Group President, Global Business Services and CIO
Procter & Gamble

Raj Patil

CEO, aSpark;
President & COO, LiquidHub

Michael Peters

Global Director of Corporate Strategy
Leo Burnett Institute of Behaviour

Dr. Sasi Pillay

CIO
University of Wisconsin

Soumitra Rathod

Corporate Vice President, Vendor Governance
New York Life Insurance

Mariusz Sagan

Head of the Investment Services
Municipality of Lublin

Pumela Salela

Board Member
Global Sourcing Council

Julia Santos

COP, Chair Executive Markets Advisor
Ernst & Young

Piotr Sawinski

Managing Director, Ciber Delivery Center
Poznan Poland

Matt Swanson

Founding Partner
Silicon Valley Software Group

Sarah Troup

Associate Director of Portfolio Management
& Organizational Performance
The Rockefeller Foundation

Beppe Urso

Executive Vice President, Global Director Client
Compensation & Strategic Sourcing
Leo Burnett Worldwide

Piotr Uszok

Mayor
City of Katowice, Poland

Bobby Varanasi

OM Exco & Head, Marketing & Branding
Outsourcing Malaysia;
Chairman/CEO, Matryzel Consulting, Inc.

Chip Wagner

CEO
Alsbridge

Andrew Wasser

Associate Dean, School of Information Systems
& Management
Carnegie Mellon University

Keith Zecchini

CIO
Parsons Brinckerhoff



OPENING KEYNOTE: Seeing Systems...The Key to Agility

JUNE 2 / 9:10 – 10:10 AM



Marv Adams
COO
TD Ameritrade Holding Corp.

Few institutions today operate in a truly independent way. Most are interdependent, be it with firms within their industry ecosystem, government regulators or technology firms. The density of these interdependencies has increased, and continues to increase. So what does that mean? In today's world, companies must build a new set of beliefs, methods and tools that help them see bigger systems. Those who do it well can be nimble and experience less disruption from the unintended consequences of their strategies and actions. Those who focus too much on rapid execution, without taking the time to understand the implications of those actions will not be successful over time. This has significant implications on how relationships are built with services firms and strategic suppliers. Building agility into these relationships can be the difference maker. Learning to see bigger systems and leverage the insights for greater agility will be the focus of this talk.

BIOGRAPHY:

Marv Adams is currently an Executive Vice President, and Chief Operating Officer of TD Ameritrade. His career in technology & operations has spanned over 30 years. Past roles have included SVP, Global CIO & Head of Corporate Strategy for Ford Motor Company, SVP & CIO of Citigroup and President of Shared Services for Fidelity Investments. He uses system's thinking, insights from complexity, Learning Organization & LEAN methods to inspire organizations to pursue being better, every day. Mr. Adams holds a Bachelor of Science in Electrical Engineering from Michigan State University. Marv and his wife Lynn, have 3 daughters and 2 grandchildren.



SPECIAL SESSION

Feel the Outsourcing Beat of the Heart of Europe in Katowice, Poland

JUNE 2 / 10:10 AM – 10:20 AM

SPEAKERS:

Piotr Uszok, Mayor, City of Katowice, Poland

Jolanta Jaworska, Director of Public Program, IBM Poland

2014 is a special year in Poland : 25th anniversary of freeing economy in 1989; 15th anniversary of NATO accession; 10th anniversary of EU Accession

Situated in the heart of Europe with strong trade links to both West and East, and endowed with a highly literate and well educated work force, Poland and Katowice have the potential to become a powerhouse of advanced services & innovation. And both Poland and Katowice are executing this vision consequently. Katowice is at the heart of one of the largest urban agglomerations in Europe inhabited by 2 million people. Katowice is a perfect destination for new investment projects and has been appreciated by many global companies. The favorable investment climate in Katowice is created mainly by: highly skilled employees, attractive investment incentives, support from local administration, modern infrastructure & central geographical location. Poland is leading location of business process outsourcing in Eastern Europe, grows much faster than entire CEE market and tripled size within the last 5 years.



CHARTING YOUR BPO/ITO ROADMAP

Panel: Five Key Risks in Developing & Executing a SmartSourcing Strategy

JUNE 2 / 10:30 – 11:20 AM

MODERATOR:



Beppe Urso
EVP, Global Director Client
Compensation & Strategic Sourcing
Leo Burnett Worldwide

SPEAKERS:

John Gleason, formerly P&G

Andrew Wasser, Associate Dean, School of Information Systems & Management, Carnegie Mellon University

...Innovation Collaboration, Information Processing, Business Intelligence, Offshore/Nearshore, Rapidity in execution, Inclusive Growth, Agility, Relationship Management, Efficiency Programs, Process Improvement, Effectiveness, Cost Savings, Contract Management, Supplier Performance Measurement, Risk Mitigation Methodology, these are few “key areas” always considered when developing and executing SmartSourcing strategy but what are:

- The top 5 risks any organization should eliminate (or at least mitigate)..?
- The FOCUS and KNOW-HOW an organization should have/build to successfully execute a Smart-sourcing strategy

KEY LEARNING POINTS:

- Learn the CEO, CIO and CPO point of view on Smart-sourcing
- Understand what FOCUS and KNOW-HOW your organization needs to have/develop
- Learn from supplier/client perspective on how to build in the capability for risk mitigation
- Gain insight into how you can drive the strategic conversation within your own organization to minimize risks while Smart-sourcing strategy is developed and executed



INDUSTRY TRENDS

Country Panel: The Rapidly Changing Landscape of Global Sourcing – Again!

JUNE 2 / 10:30 – 11:20 AM

MODERATOR:



P.K. Agarwal
CEO, TiE Global
Former CTO, State of California

SPEAKERS:

Dilara A Khan, BPO/IT Sectors, Bangladesh

Racquel Moses, President, investTT

Malaysia – Speaker TBA

A recent industry report indicated that 73% of midsize companies plan to expand existing offshore business processes over the next 18-36 months, up from 55 percent in 2011 and 41% of large companies are planning to expand their offshoring of business processes in the same time frame.

A large number of companies, however, are planning to shift work between countries and are starting to look at the newest word, re-shoring. All in all it is evident at a third or more of the estimated \$480 billion market will be up for grabs in the next 2-3 years. The offshoring/nearshoring still a growing business area but each service provider is being compelled to think hard about their business models and their accompanying value propositions. Status quo is not an option.

In this exciting panel, the speakers will share information on these seismic shifts which are taking place and how the industry is adapting to new realities.

KEY LEARNING POINTS:

- Discover what is shifting in the market
- Gain insights into the emerging integrated global sourcing model
- Learn how to reshape your value proposition



SPECIAL SESSION

Poland Session: Where Multi-lingual Talent, Thriving European Economy and Investment Security Create Opportunities in Katowice, Lublin, and Poznan

JUNE 2 / 11:30 AM – 12:20 PM

MODERATOR:



Anne Duncan
Director
Lumiu France

SPEAKERS:

Marcin Nowak, Director of Capgemini Delivery Center, Poznan

Mariusz Sagan, Head of the Investment Services, Municipality of Lublin

Piotr Sawinski, Managing Director, Ciber Delivery Center - Poznan, Poland

IBM European Operations – Speaker TBA

Armand Angeli, Co-Founder, European Outsourcing Association

Why does the business services sector in Poland continue to grow even as other locations have stagnated or are losing ground? This panel takes a 360° view of investor experiences with Shared Services, BPO, ITO, in the cities of Katowice, Lublin and Poznan. Here we find multilingual, multi-function global business delivery centers are thriving, and an increasing number of highly complex services are being delivered, thanks to an optimal combination of multi-lingual talent, cost effectiveness, and a sector that enjoys strong support and security in one of Europe's most successful economies.



CHARTING YOUR BPO/ITO ROADMAP

Fireside Chat: The Convergence of Cloud, Social & Mobile in the Enterprise

JUNE 2 / 11:30 AM – 12:20 PM

SPEAKERS:

Hasan Dewan, Head of Enterprise Delivery Services & Architecture, BNY Mellon

Sasi Pillay, CIO, University of Wisconsin

Harvey Koeppel, President, Pictographics, Inc.

Raj Patil, CEO, aSpark; President & COO, LiquidHub

An emerging pattern of interactions and inter-dependencies can be seen in the way cloud, social and mobile technologies are transforming the nature of computing in business and within the social context. An underlying factor in this trend is the increasing feasibility of Big Data analytics driving deeper understanding of the forces that shape business activity and social interactions. Interestingly, the scale and "connect-anywhere" nature of the Cloud is a major factor, as this enables analytics as a service, accessible to a large family of social and business applications in a commercially viable manner. The result is increasing sophistication and intelligence in the way applications are designed and used.

KEY LEARNING POINTS:

- Discover why cloud is a provider of scale in terms of cost and capability, enabling widely accessible commercial grade analytics
- Uncover the trend of embedding more and more analytics in applications, marking a clear path to increasingly intelligent applications and consumer services
- Learn about how the Social aspect provides the validation environment leading to application architectures that improve outcomes for consumers and businesses
- Hear about the profound implications for the data management paradigm, as it shifts to become more dynamic and "on-demand"
- Learn about the important implications for BPO and ITO models, as the creation of these services require more agile methods



INDUSTRY TRENDS

Going Vertical Panel: Outsourcing Strategies & Emerging Business Models in 2014 and Beyond – the New Normal in Financial Services

JUNE 2 / 11:30 AM – 12:20 PM

MODERATOR:



Vishal Ahluwalia

Executive Director-UBS

Group Operations, Head Offshoring /

Outsourcing-Americas

SPEAKERS:

Kapil Khetan, Executive Director, Emerging Markets Trading, Morgan Stanley

The session seeks to establish a baseline on the emerging trends within Banking /Financial Services sector as Buyers, Suppliers and Advisors grapple to find the magic formula for alignment between all functions, deriving maximum value from outsourcing while managing the regulatory guidelines. This session will explore which businesses are most impacted by new approaches and how outsourcing can be the catalyst for transformative change within financial institutions.

KEY LEARNING POINTS:

- Hear about the driving forces behind decisions to outsource, and the impact they are having on financial institutions
- Learn how to turn your shared services centers into a financial asset
- Understand which services should be provided from an outsourcing provider vs. an internal shared services center
- Hear which mistakes have been made along the way and learn how to avoid these pitfalls



KEYNOTE: Leap Forward with Technology Powered KPO Services

JUNE 2 / 1:30 – 2:20 PM



Anil Bajpai

SVP and Global Head of Business Process Outsourcing (BPO)

IGATE

The fast changing business landscape is poised to have a lasting impact on the traditional ways of sourcing business processes services. Savvy clients are no longer satisfied with gains originating from labor arbitrage associated with first generation of BPO services. Organization wide transformation of processes and technology is a key priority. Clients need to seize technology advantages to automate processes, develop analytical insights and build innovation capabilities required to drive higher degree of efficiencies and productivity gains. The need to carefully ensure compliance with stringent legal, regulatory, and accounting requirements is forcing clients to look at the integrated network of onshore, near shore and offshore delivery locations. The session will give insights to enterprises that are willing to embark upon a journey to transform their BPO engagements. Key takeaways from the session will include how to make transition to new-age BPO services, which give clients control over end-to-end processes and harness the power of emerging technologies which include social media, mobility, analytics, and cloud computing.

BIOGRAPHY:

Anil Bajpai is a Senior Vice-President and Global Head of Business Process Outsourcing (BPO), he is responsible for driving growth and strategy of the company. He is a member of the Management Council which has leaders representing diverse functions and regions within the organization. Anil has over 30 years of experience in Financial Services Operations and Information Technology field. This experience has driven him in introducing multiple technology innovations in the Indian banking sector. He has been with IGATE for over 13 years. Post IGATE – Patni merger, Anil was heading the Research and Innovation (R&I) and Emerging Practices. Earlier, he had initiated and led the BPO and Infrastructure Management practices which exhibited stellar growth. Before IGATE, Anil was the Chief Operating Officer (COO) at Ideaspaces where he was responsible for the technology transformation of ING India including introduction of multiple delivery channels. He has served in senior positions heading technology for organizations like HDFC Bank, Times Bank, Canara Bank and Indiainfo.com.

Anil holds his Master's degree in Mathematics from Lucknow University and Graduate Diploma in Technology Management from Deakin University, Australia. His interests include transformational innovation, disruptive technologies and poetry. He believes that everyone is a leader and can perform up to their true potential with the right level of motivation.





Networking Session

JUNE 2 / 2:20 – 3:30 PM

The Speed Networking Session is our formalized matchmaking process whose purpose is to encourage our attendees to meet a large number of new business contacts, who are embedded in the World BPO/ITO Forum. Participants will get a one hour structured session containing a series of brief exchanges to meet fellow buyer delegates, as well as suppliers and country delegations, to discuss various BPO/ITO business goals. This session is sure to be the most fun and valuable session in the entire summit.



SPECIAL SESSION

Panel: From Outsource to Crowdsourcing: The New Digital Workforce

JUNE 2 / 3:40 – 4:30 PM

MODERATOR:



Carl Esposti
Publisher
Crowdsourcing.org

SPEAKERS:

Alex Kass, Computer Scientist & Collaboration Expert, Accenture Technology Labs

Stephanie Leffler, CEO, CrowdSource.com

Matt Swanson, Founding Partner, Silicon Valley Software Group

Crowdsourcing is changing the way work is performed, problems are solved, and markets engage. Year-on-year, participation in crowdsourcing is doubling. Leading enterprises are disrupting traditional “captive labor” based models by distributing work via specialized platforms that provide on-demand access to labor and expertise. This development has implications for how companies get work done, find solutions, interact with their lead customers, and validate their R&D outputs, as well as for how Governments set jobs’ policy, frame economic development programs, and leverage public investments. Crowdsourcing offers access to a truly scalable, online and on-demand workforce that can be tapped for a range of tasks from simple to complex. Rather than a direct replacement for outsourcing, crowdsourcing is a complementary sourcing option that provides higher levels of throughput, at increased levels of accuracy and at lower cost.

KEY LEARNING POINTS:

- How leading providers are developing enterprise-grade crowdsourcing solutions
- How to design, test and implement crowdsourcing strategies
- How to develop hybrid Private Crowd and Public Crowd models
- Learn which enterprise processes can be transformed via crowdsourcing



CHARTING YOUR BPO/ITO ROADMAP

Panel: Strategic Mobility: Harnessing Outsourcing to Drive a Mobile Enterprise

JUNE 2 / 3:40 – 4:30 PM

SPEAKER:



Chip Wagner
CEO
Alsbridge

In today's workplace, you must stay ahead of the rapid changes in enterprise mobility to take advantage of global business drivers. Mobile devices, big data and analytics are changing the way business builds profits, enhances agility, allows innovation and collaboration while building enterprise value. Mobility is a core element to IT infrastructure, but with the prevalence of heterogeneous devices, the challenges of security, effective governance and corporate stability exist. Enterprises are being forced to reassess the cost / benefit analysis of their mobile initiatives while running a profitable organization.

This session will explore mobility strategies that will help your organization create new ways of delivering value - both within your organization and outside.

KEY LEARNING POINTS:

- Reassess your in-house vs. outsourced mobile initiatives to find the "right mix"
- Learn ways to leverage your mobile initiatives to increase business value
- Learn how to unlock increased partner collaboration
- Hear best practices and insights from the client perspective



INDUSTRY TRENDS

Panel: New Delivery Models: Shared Service vs. Outsourcing - Nearshore vs. Onshore or Offshore

JUNE 2 / 3:40 – 4:30 PM

MODERATOR:



Armand Angeli
Co-Founder & European President
European Outsourcing Association

SPEAKERS:

Nazrul Islam Khan, Secretary, Information and Communication Technology Division, Bangladesh

Robert Jannsen, Managing Partner, Outsource Brazil

Ernesto Galindez, Board of Directors, CESSI Argentina

Colombia – TBA

The maturity of the market, technology (such as automation and Cloud), new entrants (such as SME's), competition between regions and countries, limited talent pools, the need to tap new markets, have reshaped the Outsourcing and Shared services landscape. Motivations have evolved from pure cost arbitrage to a search for effectiveness, efficiency, business continuity, transformation and innovation. Hybrid models have emerged balancing between delivery inside or outside an organization and between local services and remote services. Our panel of experts and operational leaders will discuss some of these new directions for Business Services.

KEY LEARNING POINTS:

- Evolving motivations and requirements
- Balancing Outsourcing vs. SSC's vs. Hybrid model
- Center of Expertise vs. Transactional centers
- Rightshoring: Onshore vs. Nearshore vs. Offshore



KEYNOTE: TBA

JUNE 2 / 4:40 – 5:05 PM



KEYNOTE: The BPO Automation Myth

JUNE 2 / 5:05 – 5:30 PM



Tanvir Khan

Vice President & Global Head – BPO
Dell

Growing businesses are always looking for more way to be competitive, infuse agility and improve business outcomes. Across the BPO landscape, automation is the buzzword of the day. Promises of productivity improvements that double and triple your BPO volume are commonplace. What is really possible, and what should you really expect? While it would seem that an automation myth has permeated the BPO space, how much of this “automation” creates true advantage and is really transformative? Although much of today’s touted automation is actually just repackaging or recycling, you’ll hear some concrete ways to identify BPO automation that can truly transform.

BIOGRAPHY:

Tanvir Ali Khan serves as the vice president and global head of Dell BPO. Tanvir is a veteran of the BPO industry and has spent more than 23 years in IT and outsourcing. Tanvir is a hands-on BPO practitioner who drives process transformation combining technology, process optimization, analytics and automation. Tanvir’s approach to Dell BPO is based on a foundation of vertical industry-specific platforms layered with workflow and automation to maximize straight-through processing and continuously drive down human touch in transaction processing. Prior to joining Dell, Tanvir led Strategy and Global Sales at Wipro BPO, where he was responsible for the transformation office, leading the analytics practice and driving global sales. Tanvir also led sales and account management at Aditya Birla Minacs and was part of the leadership team that undertook a major acquisition and integration of the acquired company. Over the years, Tanvir has consistently delivered growth through large deals, developing leading-edge service offerings and thought leadership in Business Process Outsourcing. Tanvir earned his Master of Management Studies (MMS) from BITS Pilani in India.



CLOSING KEYNOTE: Strategic Partnerships for Value Creation

JUNE 2 / 5:30 – 6:30 PM



Filippo Passerini

Group President
Global Business Services & CIO
Procter & Gamble

In his more than 30 years at P&G, Filippo has transformed the way business is done, with strategic partnerships playing a key role in that transformation. He will share his secrets for creating successful partnerships that lead to a virtuous cycle of value creation for the business and benefits for the partner.

BIOGRAPHY:

Mr. Filippo Passerini has been the Chief Information and President of Global Business Services at Procter & Gamble Co., since July 1, 2004 and since 2008 respectively. Mr. Passerini served as Global Services Officer at Procter & Gamble Co. since July 1, 2004. He served as Global Business Services Officer at Procter & Gamble Co., from 2003 to July 2004. He served as Systems Analyst, Management Systems, Italy since 1981; Design Manager of Management Systems, Italy since 1986; Manager of Management Systems, Turkey since 1989; Manager, Management Systems, U.K. since 1991; Director of Management Systems at Procter & Gamble Latin America since 1994; Vice President, Management Systems of Procter & Gamble North America since 1997; Vice President of Information Technology for Global Beauty Care and North America since 1999; Vice President-Information Technology of Global Beauty Care and Global Health Care since 2000; Vice President-Marketing, Operations Team & Corp. Mktg. Leader, Western Europe-Greece since 2001; Vice President-Business Process Sourcing Study Transition Leader since 2002 and Global Business Services Officer since 2003. He serves as a Director of United Rentals (North America), Inc. He has been a Director of United Rentals, Inc. since January 22, 2009. Mr. Passerini holds a Degree at University of Rome, Doctorate in Statistics & Operating Research.



NETWORKING RECEPTION

JUNE 2 / 6:30 – 8:30 PM

CARD ROOM & TERRACE, 9TH FLOOR

Keynoters, speakers, conference delegates and sponsors will gather to enjoy hors d'oeuvres and cocktails at the end of the World BPO/ITO Forum's first day. Relax after a productive and information-packed day, or continue your valuable peer-to-peer networking.

If you are looking to make connections and build relationships, you won't want to miss this event.



KEYNOTE: "Why Not Cloud?" A Practitioner's Guide to Staying Grounded ... While Going into the Cloud

JUNE 3 / 9:00 – 9:30 AM



Bask Iyer
CIO

Juniper Networks

The cloud is creating new and lucrative opportunities for BPO providers. As companies begin to understand the business benefits of the cloud and move into it, BPO providers must be ready with established cloud-based offerings. BPO providers with offerings that support emerging technologies – especially cloud and mobile – will emerge as winners of market share. Providers without a technology vision and continued reliance on offerings developed around a pure labor arbitrage play will lose. For BPO providers then, there's no question that getting to the cloud quickly is important. But how is it done? Juniper CIO, Bask Iyer, who has experienced the evolution to cloud-based architecture first-hand, will share his practitioner's perspective. In less than 20 months, Iyer merged Juniper's 250+ applications into a single, standardized platform and consolidated more than 18 data centers to just one – all thanks Juniper's "why not cloud?" strategy. What's the "why not cloud?" strategy? Iyer evaluates every service and every application as a case study, asking questions such as: "What are the advantages?", "What's the real cost?", "What's the security plan?", and, "Is a great cloud provider available?" At each step in the journey to the cloud, Iyer asks not just if there is a good a reason for moving into the cloud, but also if there is a good reason for not moving into the cloud. Weighing the pro's and the con's carefully, and with a laser focus on return on investment, Iyer has created a disciplined approach to realizing the value of the cloud. The result of his strategy? Iyer lowered operational costs by 30%, improved efficiencies, and streamlined operations. His practical experience is invaluable for any BPO provider moving to cloud.

BIOGRAPHY:

As Chief Information Officer and Senior Vice President, Bask Iyer oversees Juniper Networks' Technology and Business Operations that support a \$4.4 billion global networking innovation company. With more than 25 years of experience in international business and IT management, Mr. Iyer has strategically applied his business and technical expertise across large global companies, using technology as a transformational catalyst and growth driver. Since joining Juniper in mid-2011, Iyer sponsored two key programs to champion enterprise IT needs and better support the business, including Juniper on Juniper and Customer #1. Iyer's role was recently expanded to include business transformation, global business services, IT, and real estate workplace services, all critical services for Juniper's long-term success.

Iyer joined Juniper from Honeywell, where he served as company-wide CIO, responsible for the overall IT operations and strategy that supported 120,000 employees globally. A member of the executive leadership team, Iyer drove the IT vision, strategy, and operating plan and led the transformation program for all global functions, including IT, finance, human resources, real estate, and procurement. Previous Honeywell roles included CIO, Transportation Systems and General Manager, Asia Pacific, where Iyer lived and worked in China for 1.5 years. Earlier in his career, Iyer served as CIO at GlaxoSmithKline Beecham for consumer healthcare research and development and was the corporation's e-commerce leader. He also held senior positions at Johnson & Johnson, CTS Corporation, and ran a retail business in India.

Iyer holds a bachelor's degree in mechanical engineering from Annamalai University in India and a master's degree in computer science from Florida Institute of Technology.



KEYNOTE: Leo Burnett Worldwide - Institute of Behaviour

JUNE 3 / 9:30 – 10:00 AM



Carol Foley
Executive Vice President, Director of Knowledge
Leo Burnett Worldwide



Michael Peters
Global Director of Corporate Strategy
Leo Burnett Institute of Behaviour

BIOGRAPHIES:

Carol Foley: In her 39 years at Chicago’s leading advertising agency, the Leo Burnett Company, Carol Foley has worked on virtually every Leo Burnett USA client and many global clients across all major product categories, including such wide-ranging industry leaders as Disney, General Motors, Hallmark, McDonald’s U.S. Army, 7Up, Minute Maid, Coca-Cola, American Girl, Marlboro, Pillsbury, and Nintendo. Through the first half of her career, Carol worked on and later led a range of Burnett’s client-devoted research teams, where she became an expert in a diverse array of qualitative and quantitative research methodologies on the subject of persuasion, advertising research, brand positioning, brand personality, targeting, new product development, tracking, and campaign development. More recently, Carol has focused on continuing Leo Burnett’s long-term industry leadership in communications- and brand-related R&D and quantitative research tool development and analysis. Her early work with packaged good scanner data led to the discovery and development of the Buyer Strategy Detection approach to understanding consumer buying patterns, an approach now widely copied in the research industry. Most recently, she has created new models for advertising effects in the age of fragmented media, as well as powerful connections planning tool that optimizes brand contact points. In her current role, Carol directs Leo Burnett’s Human Lab, where she leads a cutting edge quantitative research group in the design, execution and analysis of a multi-million dollar annual research function serving both current Leo Burnett clients and, on a consultancy basis, other companies looking for growth-driving human insight. For the past decade, she has also partnered with Starcom MediaVest Group to apply her team’s tools and techniques to the media side of the marketing equation, helping to develop proprietary new ways to measure and assess the value of media properties through a “brand-minded” lens.

Michael Peters: Throughout his 25-plus year career at Leo Burnett/Arc, Michael’s thought leadership and love for challenges have inspired clients and their marketing. Michael crafts marketing solutions from a 360° perspective gained from creating advertising, promotions, direct marketing and database programs for Philip Morris, Miller Beer, McDonald’s and Hallmark Cards to name just a few. Michael’s depth of experience working on one of the world’s most successful brands of all times, Marlboro, led him to build one of the most effective and sophisticated global data-driven marketing programs ever. It demonstrates that database marketing can truly refresh and reenergize a brand, connecting with people around the world in a way that translates into profitable sales and long-term loyalty. In meeting clients’ changing needs, Michael built an international database marketing capability that now serves 18 markets around the world. Michael leads the group of over 80 professionals in servicing global clients that include Philip Morris, Diageo and P&G from Moscow to Tokyo to Mexico City to Munich. In his non-spare time, Michael creates chaos with design and construction projects.

NEW! THE WORLD BPO/ITO FORUM WEBCAST SERIES – Recordings Available

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PRESENTED BY:



Jim Noble
Author;
Former CIO of GM, AOL Time Warner, Merrill Lynch, BP & Philip Morris

Tips to Build a Successful Shared Service Organization

PRESENTED BY:



R. Lee Coulter
CEO Shared Service Organisation
Ascension Health Ascension Health Shared Services

Making the Case for Impact Sourcing

PRESENTED BY:



Nish Acharya
Senior Advisor, Northeastern University;
Most Recent Director of Innovation & Entrepreneurship,
Obama Administration

The Rapidly Changing Landscape of Global Sourcing

PRESENTED BY:



P.K. Agarwal
CEO, TiE Global
Former CTO, State of California



Arjun Malhotra
Co-Founder
HCL Technologies

Effectively Leveraging a Globally Distributed Development Team (The FIFA Street Story)

PRESENTED BY:



Tina Merry
Group Development Director
Electronic Arts

Efficiency Programme in an International-Global Landscape: How to Build Better Agency-Client Relationships

PRESENTED BY:



Beppe Urso
EVP, Global Director Client Compensation & Strategic Sourcing
Leo Burnett Worldwide



CHARTING YOUR BPO/ITO ROADMAP Panel: The Business Case for Impact Sourcing

JUNE 3 / 10:00 – 10:50 AM

MODERATOR:



Nish Acharya
Senior Advisor, Northeastern University;
Most Recent Director of Innovation &
Entrepreneurship, Obama Administration

SPEAKERS:

Kartik Kilachand, Board Member, Head Held High; CEO & Co-Founder, The World BPO Forum Inc.

Jon Browning, Director, Global Sourcing Strategy, Microsoft

Dan Lang, Worldwide Customer Relations, Sutherland Global Services

Pumela Salela, Board Member, Global Sourcing Council

Impact Sourcing burst onto the scene several years ago as a promising tool for economic development, job creation and to bring technology to a broader swath of the world's societies. Over the last few years, we have seen several companies and non-profits enter this space, and to various extents provide proof of concept that rural communities in the developing world can provide sourcing services to major corporate and government clients. These firms select and train their employees, and secure work that has traditionally gone to large IT companies to manage call centers, provide online customer support, provide back office functionality and quality assurance testing, to name a few tasks. But while the concept has been proven, we have seen very few of these organizations to scale beyond their initial geographic area. The reasons for this include management challenges, hesitation from larger companies to use impact sourcing firms, and the lack of a defined pathway for these firms to secure contracts and scale their organizations.

This session addresses challenges that Impact Sourcing is facing. Discuss ideas on creating a scalable model which can significantly make a social and economic impact.

KEY LEARNING POINTS:

- Hear who has been the most successful at scaling to date
- Discover the business models that are succeeding in this space – for profit, hybrid or non-profit
- Learn what can be done to convince larger companies to use impact sourcing
- Understand the role Governments play in enabling a policy that converts Islands of Excellence into mainstream successes



CHARTING YOUR BPO/ITO ROADMAP Panel: SMAC Strategies in Outsourcing: Driving Organizational Success

JUNE 3 / 11:10 – 12:00 PM

MODERATOR:



Raj Mahale
Partner
Cozen O'Connor

SPEAKERS:

Shiv Kumar, Global Head — Strategic Growth Initiatives, EXL Service

Keith Zecchini, CIO, Parsons Brinckerhoff

Social, Mobile, Analytics and Cloud (SMAC) has become a game changer. The integrated SMAC stack has a multiplying effect, paving the way for organizations to become more innovative and deliver maximum value to its customers. Social Networking had allowed business to find new ways to interact with internal and external stakeholders. Mobility enables business to improve their agility and efficiency. Big Data Analytics has turned information into insights and Cloud is reshaping traditional business models, allowing them to scale. Combined, the SMAC stack is driving exponential change.

This session will explore ways to capitalize on the unique opportunities presented by SMAC and the impact it will have on delivering end-to-end value in your organization.

KEY LEARNING POINTS:

- Revolutionize the consumer engagement process using innovative technology and social media
- Learn how big data and analytics can create business value and innovation through improved decision making
- Increase profits by integrating the SMAC stack (the sum is greater than the parts)



CHARTING YOUR BPO/ITO ROADMAP

Panel: Effective Vendor Management: Maximizing Value in a Multi-Sourcing Environment

JUNE 3 / 12:00 – 12:50 PM

MODERATOR:



Soumitra Rathod

Corporate VP, Vendor Governance

New York Life Insurance

SPEAKERS:

Nathan Ayres, Executive Director – Global IT Procurement & BPO, Merck

Fred Mapp, Author; former CIO AMD and Honeywell Industrial Controls

Tina Merry, Group Development Director, Electronic Arts

Chris Lord, Senior Vice President, HGS – Hinduja Global Solutions

IT plays a critical role in driving competitive advantage. Balancing efficiency with effectiveness built on real business needs and value based outcomes is the key to finding the right mix of sourcing for your organization. The days of the “mega deal” are long gone, and now the buyer has to be even smarter - orchestrating multiple boutique suppliers with specific skill sets to form a best of breed model. Your partner / supplier companies each have their own operating system that they want to leverage across their multiple customers, so your organization has to act as a sort of “hypervisor” in order to get them all to work together. Attend this panel and hear valuable lessons learned and insights from CIO’s and leading experts.

KEY LEARNING POINTS:

- Monitor the balance of trust and control between multiple suppliers/partners.
- Define an effective collaboration strategy that starts with an evaluation of your organization’s internal collaborative culture and extends out to suppliers/partners.
- Incorporate business based metrics for managing and evaluating value and performance of your suppliers/partners.

blueprism

“We concluded that **robotic automation** has the potential to be highly disruptive and to be a transformative technology for buyers and BPO service providers that will **change the BPO marketplace.**” HfS Research

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www.blueprism.com

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Pumela Salela
Board Member, Global Sourcing Council
African Ambassador — Sustainable and
Socially Responsible Sourcing



Julia Santos
COP, Chair Executive Markets Advisor
Ernst & Young



Sarah Troup
Associate Director of Portfolio Management
& Organizational Performance
The Rockefeller Foundation



Bobby Varanasi
OM Exco & Head, Marketing
& Branding, Outsourcing Malaysia
Chairman/CEO, Matryzel Consulting, Inc.



Andrew Wasser
Associate Dean, School of Information
Systems & Management
Carnegie Mellon University



ATTENDEE CONNECT

NEW!

The World BPO/ITO Forum Attendee Connect is a social network application built around all participants of the upcoming Forum. It allows registered attendees to maximize their event experience.

With Attendee Connect you:

- Find out who is attending and request to connect.
- Receive personalized recommendations of other attendees with matching interests.
- Communicate with attendees and sponsors securely.
- Coordinate pre-event for one-on-one meetings at event.
- Access your profile through the Forum website or mobile app.
- Reach out to your colleagues to let them know you are attending and invite them to register as well – a great way to reconnect.
- View the program agenda, and receive event updates/ announcements.

This application integrates/syncs with LinkedIn to create a directory of searchable, attendee profiles for those registered for the World BPO/ITO Forum. It makes personal recommendations for you to network with the right people by making suggested matches based on shared interests. It shows which contacts from LinkedIn will be at the Forum and offers a built-in, secure messaging system to communicate with them, and to schedule one-on-one meetings.

CONNECT ONLINE FROM THE ATTENDEES PAGE AT WORLDBPOFORUM.COM.

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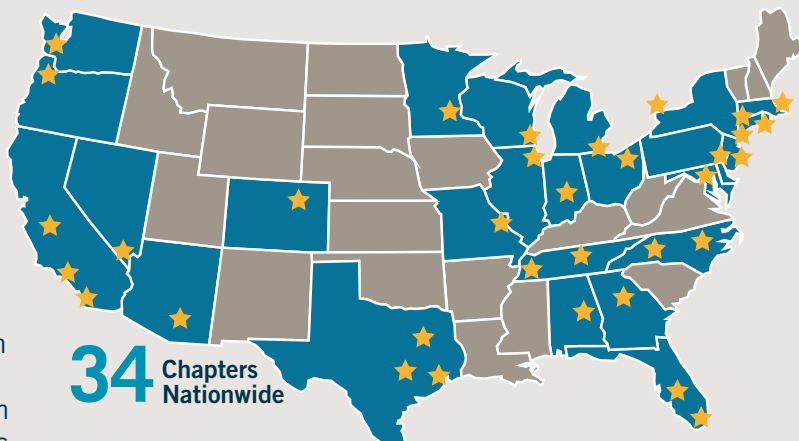
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Local chapters and national programs like **Regional Leadership Forum**, **Advanced Practices Council** and **Members in Transition** provide tools to grow your leadership skills and open the door to new opportunities.



★ **SIM is** a forum to discuss **actionable solutions to your most difficult challenges**

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-Jeffrey Skulsky - CIO, Regeneron Pharmaceuticals, Inc.

★ **SIM is** a community that leverages its experience to **give back to the next generation of IT leaders**

In 2013 SIM members raised over \$250,000 and volunteered **thousands** of hours towards STEM Education initiatives.



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Dave Chatterjee - Associate Professor, MIS Dept., The University of Georgia



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BIOGRAPHIES



Nish Acharya

Most Recent Director of Innovation & Entrepreneurship, Obama Administration;
Principal, Equal Innovation, LLC
Senior Advisor, Northeastern University

Nish Acharya is currently a Principal at Equal Innovation, LLC, a strategy consulting and investment group working with universities, governments, foundations and companies to assist them with innovation, entrepreneurship and globalization strategies. He is currently advising Northeastern University on its global education strategy and is a Senior Fellow with the Center for American Progress. Nish just left the Obama Administration, where he was appointed by President Obama as the Director of Innovation & Entrepreneurship and Senior Advisor to the Secretary of Commerce, where he led the President's efforts to nurture economic growth through innovation, entrepreneurship and commercialization. As part of his work, Nish managed the President's National Advisory Council on Innovation and Entrepreneurship – a group of nationally known investors, entrepreneurs and university presidents. Nish also engaged with twenty-six federal agencies to provide over \$100 million in funds to universities, research centers and companies to increase the commercialization of federally-funded research. Prior to joining Commerce, Nish served as Executive Director of the Deshpande Foundation, a prominent American philanthropy focused on innovation, entrepreneurship and scalability around the world. Under his leadership, the Foundation's "Sandboxes" – centers of innovation and entrepreneurship have become a leading international model for regional economic development. During his tenure, the Foundation created a Sandbox in India, which supported innovation and entrepreneurs to reach over one million people. Nish has also led the Foundation's venture philanthropy, working to help scale Indian NGO's like Akshaya Patra and Agastya and the United Way throughout India. It also created Sandboxes to boost the economies of the Merrimack Valley cities of Lowell, MA and Lawrence, MA and New Brunswick, Canada. Nish serves as a Member of the Council on Foreign Relations, the Bretton Woods Committee, The Indus Entrepreneurs, and the Clinton Global Initiative



Marv Adams

Executive Vice President & Chief Operating Officer
TD Ameritrade

Marv Adams is currently an Executive Vice President, and Chief Operating Officer of TD Ameritrade. His career in technology & operations has spanned over 30 years. Past roles have included SVP, Global CIO & Head of Corporate Strategy for Ford Motor Company, SVP & CIO of Citigroup and President of Shared Services for Fidelity Investments. He uses system's thinking, insights from complexity, Learning Organization & LEAN methods to inspire organizations to pursue being better, every day. Mr. Adams holds a Bachelor of Science in Electrical Engineering from Michigan State University. Marv and his wife Lynn, have 3 daughters and 2 grandchildren



P.K. Agarwal

CEO, TiE Global
Former CTO, State of California

P.K. Agarwal is the CEO of TiE Global, a non-profit dedicated to entrepreneurship. Prior to this, P.K. served as Governor Schwarzenegger's Chief Technology Officer for the State of California. During his tenure, he successfully consolidated multiple IT organizations saving taxpayers over \$60 million dollars. He has over 25 years of experience in IT in the positions of VP at ACS Inc., CIO and EVP for NIC Inc., and the CIO for the California Franchise Tax Board. He helped pioneer the use of Internet in government and shaped the national and state policy in this area, dating back to Al Gore's National Information Infrastructure Advisory Council in 1995. He has the unique distinction of having a U.S. national annual award named as the "P.K. Agarwal Award for Leadership in Electronic Government". He also served as the president of National Association of State CIO's and the National Electronic Commerce Coordinating Council (ec3). He also serves as a fellow of the National Academy of Public Administration and a member of the Harvard Policy Group. P.K. has a Bachelor's in Engineering from IIT, New Delhi, and Master's Degrees from California State University, Sacramento and UC, Berkeley.



Vishal Ahluwalia

Executive Director-UBS Group Operations
Head Offshoring/Outsourcing-Americas

Vishal is currently ED (Executive Director) UBS Americas and the Head for Outsourcing & Offshoring in UBS Group Operations (WMA, IB and AM – Americas). He is responsible for delineating services outsourcing strategies for the Bank. Prior to joining UBS Vishal has held executive roles in global organizations including Head-Global Sourcing at Credit Suisse (IT & Operations) Americas) and Director-Head Global Sourcing at Unisys. Vishal is an accomplished leader in conceptualization and implementation of global sourcing strategies, development of delivery organizations and integration of corporate cultures that impacts enterprise profitability. A change agent and catalyst to deploy 'right-sourcing' strategies resulting in best-in-class service and superior cost-arbitrage. Strong track record in evangelizing global sourcing strategies in high-change organizations as well as driving enterprise transformation to highly optimized service delivery; implemented unique "one-sourcing" initiatives for consolidation and to achieve better enterprise ROI. Vishal has significant Program Management and Business Transformation leadership experience driving several large scale productivity enhancement programs, extensive experience in establishing vendor management framework for optimized delivery – including center set-up, program management and service level agreement based vendor performance management. A passionate speaker recognized by the China Outsourcing Commerce Bureau as a Subject Matter Expert on off-shoring and outsourcing institute, nominated as an Honorary Ambassador for the Bureau; also recognized as industry specialist by IAOP and Outsourcing Institute.

BIOGRAPHIES CONTINUED



Armand Angeli

President

IAFEI, Europe, Middle-East & Africa (EMEA)

Armand Angeli is an internationally recognized expert in the fields of international business development, finance & accounting transformation, outsourcing and shared services. He is a strategic business advisor to a number of private and public organizations. Armand left in 2012, Grant Thornton, the global audit and accounting network, after 8 years serving in a variety of roles. As Partner and Director Global Outsourcing Services Armand headed business development for Finance Transformation and Outsourcing, and served as Global Lead for Travel, Tourism and Leisure sectors, as well as head of Payroll Outsourcing Services. Armand was previously European Business Development Director BPO for Price Waterhouse Coopers (PwC), responsible for business development for shared services, outsourcing and consulting businesses. Prior to joining the global audit and accounting networks, Armand held senior level international roles over a 15 year period with multinational corporations, mainly IBM and General Electric. He has successfully lead numerous financial re-structuring, IT, consulting, shared services and BPO projects. Armand is active in key professional and leadership organizations. He is co-founder and European President of EOA (European Outsourcing Association), President Europe, Middle-East and Africa for the International Association of Financial Executives Institutes (IAFEI), and President of DFCG International group (the French CFO organization).



Nathan Ayres

Executive Director - Global IT Procurement & BPO

Merck

Nathan J Ayres is Executive Director – Global IT & BPO Procurement at Merck & Co. He joined Merck in 2005 and has held positions of increasing responsibility within global procurement across logistics, marketing and telecoms as well as leading country procurement and integration roles. Nathan is based in Whitehouse Station, NJ. In his current role Nathan is focused on creating customer focused sourcing strategies that enable the business to react and adapt to the constantly changing external market and enable Merck to drive value from supplier partner networks. With more than 20 years' experience in procurement he has held positions within Thomson Consumer, Motorola, Xyratex Seagate and Raytheon prior to joining Merck. Nathan holds a master's degree in Business Administration from Ashridge Business School and is a qualified member of the Chartered Institute of Purchasing & Supply both in the UK.



Anil Bajpai

SVP & Global Head BPO

IGATE

Anil Bajpai is a Senior Vice-President and Global Head of Business Process Outsourcing (BPO), he is responsible for driving growth and strategy of the company. He is a member of the Management Council which has leaders representing diverse functions and regions within the organization. Anil has over 30 years of experience in Financial Services Operations and Information Technology field. This experience has driven him in introducing multiple technology innovations in the Indian banking sector. He has been with IGATE for over 13 years. Post IGATE – Patni merger, Anil was heading the Research and Innovation (R&I) and Emerging Practices. Earlier, he had initiated and led the BPO and Infrastructure Management practices which exhibited stellar growth. Before IGATE, Anil was the Chief Operating Officer (COO) at Ideaspace where he was responsible for the technology transformation of ING India including introduction of multiple delivery channels. He has served in senior positions heading technology for organizations like HDFC Bank, Times Bank, Canara Bank and Indiainfo.com. Anil holds his Master's degree in Mathematics from Lucknow University and Graduate Diploma in Technology Management from Deakins University, Australia. His interests include transformational innovation, disruptive technologies and poetry. He believes that everyone is a leader and can perform up to their true potential with the right level of motivation.



Raju Bhatnagar

Chief Evangelist, BPO Platforms

Head Held High

Raju Bhatnagar is Vice President - BPO and Government relations at NASSCOM, the premier trade body and the 'Chamber of Commerce' for the IT-BPO industry in India and is responsible for providing leadership for the activities and initiatives for various NASSCOM Forums including BPO, labour, HR and CFO forums. He also offers his expertise to NASSCOM initiatives like the National Skills Registry (NSR) and in developing the Domestic BPO initiative. The Government focus includes Ministries, quasi-government organizations and Government relations at both the centre, and State levels. Raju joined NASSCOM in May 2008. Prior to this he has been associated with the ITBPO industry for over 8 years, and has been involved in the third party BPO operations having worked with companies including eFunds International, Cognizant Technology Solutions, ICICI OneSource and most recently with Tata Business Support Services. Before this, he spent 20 years with ANZ Grindlays bank, where he started his career. He worked in several functional areas including Forex Dealing, Retail Banking and Corporate Lending, heading Country Operations for the Bank; spearheading the Business Process Re-Engineering project (BPR); conceptualizing and setting up the first set of shared services centers for handling centralized operations for the Bank in India etc. Raju Bhatnagar has been an advisor to State Governments on ITES related matters and also been a part of several think tanks for the industry segment. He is an accomplished speaker; he has been a frequent invitee at several National and International Conferences both in India and overseas. He has also authored several papers, articles and reference documents. Raju holds an M.Sc (Hons.) in Mathematics from BITS Pilani, and has completed Post Graduate studies in International Trade from IIFT New Delhi. He is based in Delhi.



Jon Browning
 Director, Global Sourcing Strategy
 Microsoft

Jon Browning is a Director with Microsoft responsible for the global sourcing strategy for Customer Support Services. He co-founded the Contact Center Buyers Forum, a network established for companies who outsource large-scale businesses to share best practices and leverage their collective buying power. Members of the Buyers Forum represent 21 companies that together manage more than 325,000 outsourced contact center seats, 20% of the outsource activity globally. He is actively involved in Impact Sourcing initiatives at Microsoft and works closely with NGOs and suppliers to promote job creation opportunities. He is a member of the Rockefeller Foundation stakeholder group to promote Impact Sourcing in Africa.



R. Lee Coulter
 CEO Shared Service Organisation
 Ascension Health

Lee joined Ascension Health in September 2010 and is currently leading shared services for the Symphony transformation as CEO of the new Ministry Service Center based in Indianapolis. Lee Coulter is an internationally recognized expert and sought after speaker in Shared Services, Information Technology, Business Process Outsourcing (BPO) and Business Process Transformation. Lee is an industry analyst with HfS Research, a senior advisor with Frontier Strategy Group, and serves on the Global Steering Team of the Shared Services and Outsourcing Network. He has consulted and advised many of today's largest companies in shared services, outsourcing, and business process transformation. Lee has more than 24 years of experience in shared services. He spent 15 years as a commercial service provider with General Electric in healthcare and hospital services as well as IT services. In the last 9 years, he has built and led multi-function shared services internally for companies such as AON and Kraft. Lee also has been deeply involved with the emerging market regions for more than 15 years having lived in Asia and Latin America. Mr. Coulter holds a BS in Electronics Engineering from DeVry University and has completed all course work for a BS in Electrical Engineering and a Master's Degree in Biomedical Engineering at California State University at Long Beach.



Hasan Dewan
 Head of Enterprise Delivery Services and Architecture
 BNY Mellon

Hasan Dewan is head of Enterprise Delivery Services and Architecture at BNY Mellon. Prior to BNY Mellon, he was head of Global Technology and Operations (GT&O) at Russell Investments responsible for establishing and implementing the overall technology and operations strategy for Russell in close alignment with all Russell businesses. Hasan joined Russell in 2010 as the Global Head of IT Applications. In this role, Hasan was responsible for all IT application and data initiatives as well as maintenance and support functions. As a senior technology executive in financial services, Hasan has a track record in envisioning, executing and delivering new business-enabling platforms for high-frequency electronic trading, e-business, data management, risk management, and process automation. He has experience in partnering closely with line businesses to plan, design and deliver effective and cost-efficient IT platforms. In many cases, his work has been integral to major business launches as well as transformations, and has provided him with opportunities to advise and influence strategy at the CEO level of major business lines. Prior to Russell, Hasan held global line roles at the Managing Director level at Merrill Lynch and Deutsche Bank. He was also a Principal at Morgan Stanley, and has held an adjunct Professorship at Columbia University. He received a BA, Computer Science and Physics, Brandeis University, MPhil, Computer Science, Columbia University and a PhD, Computer Science, Columbia University.



Anne Duncan
 Director
 Lumiu France

Anne Duncan is Director of LUMIU, a London-based strategy, marketing and location advisory services firm with specialization in the global business services sector, which was recently shortlisted "Best Advisory Services Firm" at the 2014 CEE Shared Services and Outsourcing Awards. She is an experienced facilitator and international marketing executive having worked on both sides of the aisle, promoting cities and regions for economic development, and supporting organizations and other investors to make and implement the right choice. Anne was previously NatWest Fellow at London Business School in the Strategy and Organizational Behaviour departments, where she earned her master's degree and conducted doctoral research on business, government and civil society collaboration, and where she won the ECCH corporate social responsibility award for her work. Currently based in Paris, Anne is originally from Washington DC where she began her career working in regional economic development (Washington DC, Atlanta and Dallas/North Texas) later becoming a leader in the sports industry, helping spearhead successful international marketing campaigns and events production such as Olympic Games bids for Atlanta and London, FIFA World Cup, NFL SuperBowl in roles such as President & CEO of the Dallas International Sports Commission, Executive Director of the Atlanta Sports Council, and Director of Sports for the Atlanta Organizing Committee for the Olympic Games. She has served on numerous boards and commissions in the US and Europe, including North Texas Commission Board, Vice Chairman of Forum UK, Global Membership Chairman of the International Women's Forum, Co-chair of the joint World Economic Forum (WEF) - IWF conference in London, Vice President Slow Food France, Founder & Vice President of Euro Gusto.

BIOGRAPHIES CONTINUED



Carl Esposti

Publisher
Crowdfunder.org

Carl is the Founder and CEO of Massolution and Publisher of Crowdfunder.org, two of the leading properties in the crowdsourcing and crowdfunding arena. He is also the creator of the CAPS program (Crowdfunding Accreditation for Platform Standards) for crowdfunding portal best practices and a thought leader in crowd-strategy and crowd-adoption models. Over the past four years he has played a central role in pioneering and developing crowdsourcing and crowdfunding internationally, not only putting Crowdfunder.org at the center of the nascent industry but also, developing Massolution as an industry Think Tank, helping to develop standards, accountability and implementation models for crowdsourcing and crowdfunding. Crowdfunder.org, founded in 2010 is the leading information and communications website for the fast growing crowdsourcing and crowdfunding industries. Carl has grown it from inception to a six figure monthly audience and a position of respect in the industries. Massolution is the only dedicated management advisory and research firm with crowd at the heart of its business. It advises at a Governmental level, in the banking and finance sector, and to enterprises on the use of crowd strategies in job creation, SMB development, entrepreneurship, public sector service improvement, leveraging corporate R&D portfolios and enterprise process improvement. Carl has also been an active campaigner for children's rights.



Carol Foley

Executive Vice President, Director of Knowledge
Leo Burnett Worldwide

In her 39 years at Chicago's leading advertising agency, the Leo Burnett Company, Carol Foley has worked on virtually every Leo Burnett USA client and many global clients across all major product categories, including such wide-ranging industry leaders as Disney, General Motors, Hallmark, McDonald's U.S. Army, 7Up, Minute Maid, Coca-Cola, American Girl, Marlboro, Pillsbury, and Nintendo. Through the first half of her career, Carol worked on and later led a range of Burnett's client-devoted research teams, where she became an expert in a diverse array of qualitative and quantitative research methodologies on the subject of persuasion, advertising research, brand positioning, brand personality, targeting, new product development, tracking, and campaign development. More recently, Carol has focused on continuing Leo Burnett's long-term industry leadership in communications- and brand-related R&D and quantitative research tool development and analysis. Her early work with packaged good scanner data led to the discovery and development of the Buyer Strategy Detection approach to understanding consumer buying patterns, an approach now widely copied in the research industry. Most recently, she has created new models for advertising effects in the age of fragmented media, as well a powerful connections planning tool that optimizes brand contact points. In her current role, Carol directs Leo Burnett's Human Lab, where she leads a cutting edge quantitative research group in the design, execution and analysis of a multi-million dollar annual research function serving both current Leo Burnett clients and, on a consultancy basis, other companies looking for growth-driving human insight. For the past decade, she has also partnered with Starcom MediaVest Group to apply her team's tools and techniques to the media side of the marketing equation, helping to develop proprietary new ways to measure and assess the value of media properties through a "brand-minded" lens.



Ernesto Galindez

Board of Directors, CESSI Argentina
President and Founder of TGV

Ernesto Galindez is a Member of the Board of Directors of the Chamber of Business for Software and Information Services of Argentina (CESSI). He also founded his own company in 1992, TGV, and serves as the President of this company. Prior to this, he was a professor of Elemental Informatics at the Municipality of Amsterdam, Netherlands (1984) and in IT responsible for the Dutch brand of the German company - Schering AG in Weesp, Netherlands 1982/1985. Mr. Galindez was also the manager of Coritel, a business unit of Accenture from 1986/1992. He studied Informatics in Amsterdam, Netherlands from 1978/1982 and is married with 4 sons.



John Gleason

Formerly Procter & Gamble

Throughout a rewarding career at Procter & Gamble that spanned more than 2 decades, John's global responsibilities in operations, international trade, strategic sourcing, and design, touched every business unit and every region. In his most recent P&G role, John was the first executive dedicated to leading P&G's external design and innovation relationships. He did so throughout the initial, and critical early stages of P&G's journey to elevate design and design-thinking in its business and embed it into its DNA. John carried his left-brained skills and experiences into this right-brained world. His approach was atypical of traditional sourcing practices in this space - striving first to improve internal expectation-setting and decision-making processes. He also turned his attentions toward helping P&G's agencies become better businesses and better partners, while also seeking additional exceptional talent across the design, innovation, creative, and insights spectrum for P&G's businesses. Inspired by these experiences, observations from ~400 agency interfaces and a variety of Fortune 500 connections... and armed with new design-thinking skills and more than 20 years of world-class operations and strategic sourcing experiences, John saw the opportunity to help re-shape and re-frame client/agency relationships in the marketing and creative services space... to help drive and create value for BOTH "sides" of these relationships.



Steve Hufford
Chief Executive
Society for Information Management

Steve Hufford is the Chief Executive of the Society for Information Management (SIM). SIM is proud to have 34 chapters and more than 3,000 members worldwide. Steve is a career IT leader, and has held various IT management roles in the public and private sector, including Portland General Electric and Portland Public Schools. Steve has long had a focus on IT improvement and transformation, including BPO. Steve is a graduate of SIM's Regional Leadership Forum program and has an MBA from Western Governors University.



Bask Iyer
Chief Information Officer and Senior Vice President
Juniper Networks

As Chief Information Officer and Senior Vice President, Bask Iyer oversees Juniper Networks' Technology and Business Operations that support a \$4.4 billion global networking innovation company. With more than 25 years of experience in international business and IT management, Mr. Iyer has strategically applied his business and technical expertise across large global companies, using technology as a transformational catalyst and growth driver. Since joining Juniper in mid-2011, Iyer sponsored two key programs to champion enterprise IT needs and better support the business, including Juniper on Juniper and Customer #1. Iyer's role was recently expanded to include business transformation, global business services, IT, and real estate workplace services, all critical services for Juniper's long-term success. Iyer joined Juniper from Honeywell, where he served as company-wide CIO, responsible for the overall IT operations and strategy that supported 120,000 employees globally. A member of the executive leadership team, Iyer drove the IT vision, strategy, and operating plan and led the transformation program for all global functions, including IT, finance, human resources, real estate, and procurement. Previous Honeywell roles included CIO, Transportation Systems and General Manager, Asia Pacific, where Iyer lived and worked in China for 1.5 years. Earlier in his career, Iyer served as CIO at GlaxoSmithKline Beecham for consumer healthcare research and development and was the corporation's e-commerce leader. He also held senior positions at Johnson & Johnson, CTS Corporation, and ran a retail business in India. Outside of Juniper, Iyer is an active member with several organizations: Center for Corporate Innovation, Fisher Silicon Valley CIO Roundtable, Sierra Ventures CIO Board, and Silicon Valley CIO Roundtable. He recently joined Sutter Hill Ventures Customer Advisory Board. Iyer holds a bachelor's degree in mechanical engineering from Annamalai University in India and a master's degree in computer science from Florida Institute of Technology.



Babu Lal Jain
Co-Founder, The World BPO Forum
Chairman, WICS

Babu Lal Jain has enjoyed an extensive career in international business, consultancy and entrepreneurship. He has run, guided and nurtured world-class businesses. As part of his career as a business consultant, he has conducted risk management seminars for various public sector and private sector banks and officials of the Finance Ministry of India. His reputable consultancy services in the fashion, pharmaceutical, gem and jewelry industries have added value to clients in Europe, the United Arab Emirates and the US. Some of the positions he currently holds in the private sector are:

- President, World BPO Forum
- Co-Chair, Entrepreneurship Committee of the Associated Chamber of Commerce and Industry of India (ASSOCHAM)
- Senior Member, Managing Committee, ASSOCHAM
- Director, Biomantra
- Member of the Advisory Board, Kins Group, New York
- CEO, Eaar Consultancy Services

In recognition of his services to business, Mr. Jain has been appointed Senior Advisor to the United Nations Office for Partnerships (UNOP). He advises the UN on forging key partnerships and alliances with the private sector to promote the United Nations' Millennium Development Goals (MDGs) to which all the member countries are signatories. Mr. Jain is the only Indian Senior Advisor appointed to achieve the MDG goals.

BIOGRAPHIES CONTINUED



Robert Janssen
Managing Partner
Outsource Brazil

Robert Janssen, a dual citizen of the United States and Brazil, having lived equal amount of time in both countries and graduated from the College of Business Administration from San Diego State University, began his career in the information technology sector in 1986. Robert is a Senior Advisor to the Softex program since 1998. The program is designed to help Brazilian indigenous IT companies penetrate different markets around the world. Currently, as one of the Senior Advisors, Robert is directly responsible for the Outsourcing Group, providing guidance at designing and overseeing the market penetration strategies. During this period, Robert has also provided international market entry strategy expertise and advised other country governmental agencies, such as the US DOC, from the U.S., Kotra and Kippa from South Korea and Enterprise Ireland. Currently, he is a managing partner in the advisory company Outsource Brazil, which is focused in providing tailored intelligence for companies wanting to establish profitable business alliances and penetrate the Brazilian market. He has extensive experience in international business, and great understanding how the cultural differences impact the business environment and the final expected results outcome.



Jolanta Jaworska
Governmental Programs Director
IBM Poland & Baltics

Responsible for IBM cooperation with government and public administration mainly in areas of business development policy, smarter cities, investments policy, social & labour market policy and projects in Global Delivery Centers in Poland and CEE, as well as improving cooperation between business and education/academia. Co-author of many significant IBM investments in Poland – BPO in Krakow, R&D Tivoli Software Laboratory in Krakow as well as IT Delivery Center with Cyber Security Operations Center in Wroclaw, 2010, and newest IT Delivery in Katowice in 2013 . Expert in different areas of public support for new investments. For many years holding HR Director positions in international corporations Pan American, Delta Air Lines and Siemens. Author of innovative projects in area of CSR and HRM like – teleworking, strategic outsourcing, motivation & benefits, work life balance, diversity, IBM Executive Service Corps and IBM Smarter Cities Challenge. Local and EU Expert in area of business development & social policy for Polish employers confederations. Coordinator of IBM Central Europe Middle East and Africa Woman Leadership Council , Chairman of American Chamber of Commerce , Employee & Labor Relations Committee in Poland . Board member of Association of Business Service Leaders in Poland. Member of KIGEIT National Chamber of Commerce for Electronics and Telecommunications Advisory Board , Founder of Polish Professional Woman Network – woman NGO in Poland.MA in Economy of Warsaw School of Economics and HRM of Henley Management College, UK.



Alex Kass, Ph.D.
Computer Scientist & Collaboration Expert
Accenture Technology Labs

Alex Kass has over 25 years of experience working at the intersection of technology, human cognition, and human performance. For the last 10 years, he has worked at Accenture Technology Labs, where he currently leads the Digital Workforce Innovation Initiative. Alex and his team, in Silicon Valley and Bangalore, develop thought leadership and proof-of-concept prototypes, and support client pilots that illustrate how digital technology can transform work activities. Through social collaboration, remote presence, intelligent assistants, workforce analytics, and other digital technologies, his group crafts approaches that improve the way individual and teams execute, and the way that employees are utilized and engaged. His group sees digital talent sourcing – combining various forms of external crowdsourcing with techniques that leverage internal crowds - as one of the most exciting and complex opportunities that large enterprises have to transform the way that they get work done. Before joining Accenture in 2004, Alex led R&D and product-development teams in both academia and industry. He worked as a Research Professor at Northwestern University, and Executive Vice President of Cognitive Arts, and a Senior Systems Scientist at Carnegie Mellon. His clients and sponsors in those positions included major manufacturing, services and retail companies as well as government agencies. Alex has an M.S. and Ph.D. from Yale, and a bachelor's degree from Brown, all in computer science.



Dilara Khan
Lecturer, Finance & Strategic Management
North South University, Bangladesh

Dilara Khan is a Lecturer for Finance and Strategic Management in the School of Business at North South University in Bangladesh (2005-current). In addition, she currently is the Chairman for MARS Solutions Ltd and Mars Caltech as well as director of Orion Edutech India and Swisspro Investment Ltd. Prior to this, she was COO, Prothom Alo Jobs; VP, IBM Credit Union; and an Engineer, IBM Corp, NY, USA. She received a Master degree in Business Administration (May 2005) and a Bachelor of Science in Electrical Engineering (May 2001) from the State University of New York.



Nazrul Islam Khan

Secretary, Information and Communication Technology Division
Bangladesh

Md. Nazrul Islam Khan is the Secretary, Information and Communication Technology Division, Ministry of Posts, Telecommunication and Information Technology, and National Project Director Access to Information, Prime Minister's Office of Bangladesh. His academic records include top positions in both honors' and masters' levels. He joined as a member of Bangladesh Civil Service through a nationwide competitive examination in which he again came out on top. Among his important assignments are (i) Private Secretary to the Prime Minister and Leader of the Opposition (ii) Director General Primary Education and (iii) Joint Secretary (Secondary) Ministry of Education. Mr. Khan has been playing a pivotal role for transforming the country into "Digital Bangladesh" within the framework of Government's Vision 2021. The program envisages participation of both the public and the private sectors to turn Bangladesh into a knowledge-based society and middle income country. He is known for his innovative approaches to address critical problems to find cost effective simple solutions. Among his insightful innovations "Multimedia Classroom and teacher led Content Development" that made the learning process easier at one-tenth cost within a shorter time frame. Another initiative "Learning and Earning" generated self-employment for many unemployed people. "Elected Students Council" at the Primary School level, first of its kind in Bangladesh aims at inculcating democratic values at the early stage of life with a hope to continue up to the end of the life as political being. He was General Secretary "Swandipon", a literacy movement participated by hundreds of thousands people. He has been rewarded with National Award for Primary Education for outstanding contribution to Primary and Mass Education and Care IFFD gold Medal for infrastructure development. He is a frequenter speaker and is a profound lover of nature and travel and promoter of "Education for Sustainable Development".



Tanvir Ali Khan

Vice President and Global Head
Dell BPO

Tanvir Ali Khan serves as the vice president and global head of Dell BPO. Tanvir is a veteran of the BPO industry and has spent more than 23 years in IT and outsourcing. Tanvir is a hands-on BPO practitioner who drives process transformation combining technology, process optimization, analytics and automation. Tanvir's approach to Dell BPO is based on a foundation of vertical industry-specific platforms layered with workflow and automation to maximize straight-through processing and continuously drive down human touch in transaction processing. Prior to joining Dell, Tanvir led Strategy and Global Sales at Wipro BPO, where he was responsible for the transformation office, leading the analytics practice and driving global sales. Tanvir also led sales and account management at Aditya Birla Minacs and was part of the leadership team that undertook a major acquisition and integration of the acquired company. Over the years, Tanvir has consistently delivered growth through large deals, developing leading-edge service offerings and thought leadership in Business Process Outsourcing. Tanvir earned his Master of Management Studies (MMS) from BITS Pilani in India.



Gopal Khanna

Senior Fellow, Technological Leadership Institute
The University of Minnesota

Gopal Khanna is Senior Fellow at the Technological Leadership Institute at the University of Minnesota; founder & CEO of Winsarr, Inc., a Hi-Tech start-up venture providing cloud based enterprise tools set to further innovation in business and government; and Chair of The Khanna Group, LLC. From 2005 to 2010, Khanna was a member of Governor Tim Pawlenty's Cabinet and served as the First CIO for the State of Minnesota. Prior to that, Khanna served in the administration of President George W. Bush from 2002 to 2005, where he held several senior executive positions including CIO and CFO of the United States Peace Corps and CFO of the EOP/Office of Administration. Prior to his service in government, Khanna held C-Suite and executive positions in the insurance industry and founded and led start-up ventures. Khanna currently serves as a member of the Health Information Technology (HIT) Policy & Standards Committees' Enrollment Workgroup, chaired by President Obama's Chief Technology Officer at The White House, which has been tasked to develop a set of standards to facilitate enrollment in federal and state health and human services programs. An active member of the community-at-large, Khanna currently serves a member of the Chicago Council on Global Affairs task force on building a "Midwest Coalition on Immigration and the Region's Future." He is also the president of TiE – Minnesota; member of the Nobel Peace Prize Forum; and member of the board of trustees of the Hindu Society of Minnesota. Khanna earned his Bachelor of Arts degree in economics, mathematics, and political science from Christ Church College Kanpur, India, and holds an MBA from the University of Maine.



Kapil Khetan CFA, FRM

Adjunct Professor
New York University

Kapil Khetan has worked on market and credit risk measurement of financial products at leading investment banks including Morgan Stanley, Citibank and Barclays. He has developed training programs in credit risk assessment and held workshops in Europe and the USA to help bankers identify industry factors that play a role in credit assessment. Prior to that he helped setup one of the first offshore center for Morgan Stanley that provide fixed income expertise. His recent responsibilities have included Executive Director at Morgan Stanley for Emerging Markets Trading, Director for Educational Programs at S&P Capital IQ, Director for Analytics and Operations at Markit. He is currently working on implementing Basel III Advanced and Standard at a prominent Investment Bank. As an avocation he teaches courses at New York University (SCPS) on Quantitative Techniques and Financial Management. Further he has been elected as a member of the CFA Institute's Capital Market Policy Committee and works on papers identifying uneven investing opportunities for average investor. He has a Masters in Computer and Information Sciences from Dartmouth College.

BIOGRAPHIES CONTINUED



Kartik L. Kilachand

Co-Founder, The World BPO Forum
Board Member, Head Held High
CEO & Co-Founder, Magnus Gyan

Mr Kilachand is the CEO & Co-Founder of Magnus Gyan (www.magnusgyan.com) a US based technology company formed to spread knowledge to under-privileged youth in growth economies — the digital and affordable way. The company has collaborated with one of the world's leading engineering institutes in India to introduce high quality low-cost internet devices (LCIDs) bundled with interactive-adaptive education for K6-K12 public school students in the Amazon region in Brazil. In parallel, he has also initiated a social entrepreneurship venture in India www.head-held-high.com to provide 'skills' training to 1 million underprivileged youth in the poorest villages in rural India to learn English and basic BPO skills (data entry, digitizing of records, scanning etc.) so they can be employed in Village BPO micro-centers. Mr. Kilachand is on the Board of the South-South Innovation Summit – a premier event focused in developing a collaboration platform in IT & Education between Brazil, India and South Africa.

An engineer by training (I.I.T., Bombay), Mr. Kilachand holds an MS in electrical engineering from Cornell University; an MBA in international finance from U.C. Berkeley & the Advanced Management Program degree from INSEAD, France



Harvey Koeppel

President
Pictographics, Inc.

Harvey Koeppel is the President of Pictographics, Inc., a management and technology advisory and consulting services firm. The firm has provided executive-level support to the financial services industry since inception in 1979. Harvey recently served as Executive Director of the Center for CIO Leadership. He set the Center's strategy and directed internal and external operations in support of a global community serving more than 3,000 CIOs and other C-level executives interested in acquiring and developing the skills and good practices required to further leverage enterprise investments in information technology. From May 2004 through June 2007, Harvey served as the Chief Information Officer and Senior Vice President of Citigroup's Global Consumer Group (GCG). In that role, Harvey set the strategic direction for the GCG's operations and technology and actively supported the development and growth of the operations and technology community across all GCG lines of business globally. Harvey served as the Chairperson of the Offshore Program Office Steering Committee and provided strategic input to GCG's offshore and outsourcing practices. He additionally provided executive oversight to the Information Security and Data Protection programs for the Group. Prior to taking on the CIO role, Harvey provided consulting services to CitiFinancial, Citibank and other Citi affiliates from 1986 to 2004. He was heavily involved in supporting the planning and integration of many of Citi's major acquisitions, including Travelers Insurance, Associates First Capital, European American Bank and Golden State Bank Harvey has a distinguished record of IT innovation in the financial services industry. He designed the first graphical user interface for the NASDAQ trader workstation. He was the architect and designer of FxNet, a software program that revolutionized the way large financial institutions manage settlement risk within FX portfolios. He was also a primary contributor to the development of the Maestro platform at CitiFinancial, the online interface between customers, the sales force and the back office, which fundamentally changed the loan sales and approval process and significantly streamlined branch workflow. Harvey is the named inventor on the Citibank patent of the "Recommendation Engine", a software component that advises sales and service staff about products and services to discuss with clients based upon their financial goals and objectives. Harvey holds Bachelor degrees in Psychology and Computer Science from the University of Pittsburgh.



Natalia Kory

CIO, Wealth Management
Thomson Reuters

Natalia Kory is an accomplished executive with an MBA in Finance and 21 years of demonstrated success in building strategies, managing global IT organization, and directing technology innovation to improve profitability. In her position as the CIO for the Wealth Management Division at Thomson Reuters she is responsible for building the Development organization to deliver value through alignment of business priorities with IT capabilities. She is an expert in the definition and implementation of Transformation Programs integrated across business strategy, IT architecture, and organizational change management. Her systematic cross-domain, multi-disciplinary approach ensures that the IT organization creates a competitive advantage by transforming data assets into business intelligence critical in a decision making process. In her past career as Director of Operations at Misys, Natalia was responsible for alignment of resources and capabilities with corporate strategy and development roadmaps and served as a liaison between Product Management, Business Development, and Product Development groups to expedite time to market for new functionality. Natalia also spent a number of years working for major financial institutions including Nomura, Merrill Lynch, and Smith Barney. She is a regular, active participant and panelist at major industry forums including Regulatory, IT Innovation, Big Data and Cloud Computing.



Shiv Kumar

Global Head – Strategic Growth Initiatives
EXL

Shiv, an entrepreneurial Business leader with over 25 years of experience in the IT Outsourcing & BPO sectors, is the Global Head of Strategic Growth Initiatives at ExService Holdings, Inc (NASDAQ:EXLS). Shiv also serves as a Board Member in SAI SEVA BPO (a 'for-benefit' social venture that seeks to create employment thru BPO in rural India) and Dreamcricket.com (a multi-channel business for the global cricket community). Prior to his entrepreneurial ventures in BPO/KPO over the last

6 years, Shiv headed the global sales & marketing for EXL - after his 16 year tenure at HCL Technologies in a variety of progressive roles in sales leadership across IT & BPO businesses, including Acquisitions and Joint Ventures. Shiv is an alumnus of Harvard Business School's Advanced Management Program and is also a founding member of HBS Social Enterprise Alumni Association. He also serves as a Trustee of Prasanthi Trust, a 501©3 entity that raises and deploys philanthropic capital in Education & Healthcare programs in emerging economies including India. Shiv works out of New York and resides with his family in Stamford, CT.



Dan Lang

Senior Vice President, Worldwide Customer Relations
Sutherland Global Services

Dan Lang, Senior Vice President, Business Development, has been with the corporation since inception 26 years ago. He currently leads Sutherland's new business relationships in the United States, Mexico and Canada. He also heads the company's community affairs investments. Previous to this assignment, he was President of The Sutherland Group, Ltd. Dan has been called upon by governments, universities, and the media for his expertise and viewpoint on the subject of corporate cost reduction, customer management strategies and leveraging high opportunity labor markets around the globe. He has been quoted in the New York Times and recognized by Gartner, Frost & Sullivan other industry analysts In 2011 he was named by Microsoft Community Affairs as "Creative Capitalist" of the year for his leadership in building a number of Digital Literacy & Social Responsibility Centers and the graduation of 10,000 students 8th grade and above, without the use of tax-payer dollars and at no cost to the qualifying individual or the community.



Stephanie Leffler

CEO and Co-Founder
CrowdSource

Stephanie Leffler is CEO and cofounder of CrowdSource, a full-service crowdsourcing solutions company. Leffler first established herself as an e-commerce pioneer in 2002 by founding MonsterCommerce, a leading ecommerce platform that was sold to Network Solutions in 2006. With her wealth of expertise and knowledge, Leffler has built CrowdSource to a workforce of 500,000 specialized workers. Using a distributed workforce, CrowdSource provides Fortune 500 retailers, online publishers and media companies with high-quality content at unprecedented speed. Stephanie has been featured in the 2012 St. Louis Business Journal's 40 under 40, was honored in St. Louis Business Journal's Most Influential Business Women and was a nominee in the Ernest and Young Entrepreneur of the Year 2013. CrowdSource is headquartered in St. Louis and backed by Highland Capital Partners.



Wanda Lopuch, Ph.D.

CEO
MDA Associates, Inc.

Wanda Lopuch, Ph.D., is the CEO of MDA Associates, Inc., a consultancy, which concentrates on global expansions, risk assessment, and performance-driven sustainable growth strategies. With 20 years of experience in the US, Europe, and Asia, Ms Lopuch and her team assist companies, municipalities, and other organizations in developing and executing plans for sustainable growth in the crisis-ridden global marketplace. In the last decade, Wanda and her team have been working closely with Polish outsourcers and municipalities and supporting them in their outreach efforts, as well as supporting investors expanding into the Central Europe. In her non-profit executive role, Wanda R. Lopuch, Ph.D., serves as the Chairwomen of the Board of the Global Sourcing Council (GSC), a global association of businesses, government institutions and academia, advocating sustainable global development and socially responsible sourcing. GSC promotes best practices in sustainable and socially responsible sourcing (3S) through such programs as 3S Awards, 3S Executive Leadership Boot Camp, Gender Equality, GSC certification and others. Dr. Lopuch lectures on various aspects of international business in the US and abroad. She authored and coauthored more than a dozen articles on social responsibility, innovation and global development. She relentlessly pursues developments in new fields that emerge from the convergence of life sciences, information technology and materials science. Mother of three adult children, in her spare time, Wanda is a marathoner, triathlete and a white water rafter. She lives in NY.



Chris Lord

Senior Vice President, Global Sales Strategy and Marketing
HGS – Hinduja Global Solutions

With over 25 years experience in IT and BPO services, Chris has led organizations to significantly higher performance including Wipro (Canadian Country Head), Accenture (Partner, Financial Services outsourcing practice), EDS (SVP Canadian Financial Services Practice) and Xerox. Chris is part of the Global leadership team at HGS – a \$360M BPO company that is controlled by the Hinduja Group, a \$15B diversified international conglomerate. Chris is accountable for the all aspects of the company's growth including external marketing, capabilities, analyst and advisor relationships and sales operations globally. Through management consulting company Strategic Business Insight, Chris has been an advisor to CEO's and executive leadership teams on outsourcing transactions across industries, launching new business divisions, M&A activities, as well as developing and executing strategic growth initiatives. Recently, Chris was the Canadian Country Head of Wipro Technologies with overall responsibility for Wipro's business nationally across all products and services. Wipro's revenues dramatically grew based on enabling value for clients with integrated operations in India, Philippines and Canada. While BPO represents about 9% of Wipro's global revenue, BPO represented over 50% of the Canadian business.

His vast BPO insight and perspectives have been developed with deep client relationships providing strategic business services and through extensive business travel to India, approximately 25 times, and significant international experience including the Philippines, South East Asia, UK, and throughout Canada and the USA. This experience includes partnership facilitation, government incentives, business term negotiation, value creation, risk management, strategic and tactical planning relationships with third party advisors and industry analysts.

BIOGRAPHIES CONTINUED



Raj Mahale
Partner
Cozen O'Connor

Raj Mahale joined Cozen O'Connor's Corporate Law Department in 2013 from Kelley Drye. Raj is a member practicing in the firm's New York office. He has extensive experience regarding emerging market matters, particularly in South Asia and the Middle East. Raj's experience includes representing investment funds (including hedge funds, fund of funds, feeder funds, offshore investment funds, private equity funds, family offices and other pooled investment vehicles), venture capital, growth capital, mezzanine capital and leveraged buy-out funds in their fundraising and formation, investments, acquisitions, dispositions, restructurings and other activities. In addition, Raj works with numerous manufacturing, engineering and chemical companies. Raj also advises clients as to fund structuring and formation, preparation and review of fund offering documents and marketing materials, formation and registration of SEC and state registered investment advisers and broker-dealers, FINRA membership and other licensing matters, development and implementation of compliance programs and procedures, ongoing compliance matters and regulatory examinations, preparation and negotiation of marketing/introduction agreements and investment-related and other matters. Raj has structured several mergers & acquisitions, private equity and venture capital deals in the manufacturing, engineering and chemical industries. His clients include Fortune 1000 companies, emerging growth technology companies, Tier 1 BPO/ITES companies, sovereign wealth funds and private equity firms. Raj was ranked as one of the top Corporate M&A attorneys in the USA and India in Chambers Global, 2013. Raj earned his J.D. from Quinnipiac University School of Law and his undergraduate degrees from the University of Texas. He is fluent in Marathi and Hindi.



Fred Mapp
Former CIO
AMD & Honeywell Industrial Controls

Mr. Mapp has an extensive amount of experience in the area of information technology systems, applications and services developed over 40 years working with organizations and corporations such as BestIT, the World Congress on Information Technology, AMD, Honeywell, American Express, InfoSpan Corporation, IBM and his own consulting company, Quality Service Solutions. He is experienced in developing strategic business plans and defining IT objectives and in the selection and implementation of the necessary supporting technology to enable business growth. He also has expertise in areas such as project management, mergers and acquisitions, process management, RFP generation, six sigma, ITIL, quality deployment, outsourcing, e-business development, call center management, sales and marketing, technical support and services business development. Aligning business processes and requirements with technology is just one of Fred's strengths. He is also called upon to be a guest speaker and has presented regularly to technology and business forums on how corporations can improve business processes and implement technology tied to business strategies to achieve a sustained competitive edge. Mr. Mapp attended the University of New Haven and majored in electrical engineering. In addition, he was selected to attend the Executive Program at Colgate University and the Executive Program at the Tuck School of Business, Dartmouth College.



Tina Merry
Group Development Director
EA Sports

Tina is a Group Development Director at Electronic Arts (EA SPORTS™) with a proven track record delivering award winning AAA video game titles including FIFA Soccer and FIFA Street. She has a passion for collaboration and sharing knowledge, especially around lessons learned while trying to effectively leverage culturally diverse, globally distributed development teams. Prior to joining EA in 2003, Tina worked as a Project Manager with Pivotal Corporation – a customer relationship management (CRM) enterprise software and services company.



Karen Morris
Former Chief Innovation Officer
AIU Holdings

As the former Chief Innovation Officer for AIU Holdings, Karen Morris specialized in innovation strategy and execution in order to identify new growth platforms with special emphasis on speed to market, disruptive innovation and embedding innovation as a broad organizational capability. Karen is deeply involved in analyzing and interpreting the implications of globalization for 21st Century leaders, in particular, the ever-flattening and hyper-connected nature of global economies, the globalization of human capital, and ethics and sustainability across international value-chains. In her private capacity, Karen is writing a book on the challenges legacy organizational and management models face in adapting to the challenges of exponential change. An English barrister, Karen began her legal career with the international law firm, Morgan Lewis & Bockius. She then became General Counsel for a leading global FMCG company, Scott Paper Company which later merged with Kimberly Clark. Karen is a member-elect of the International Association of Defense Counsel and of The European Corporate Governance Institute. She is a nominated Guardian Leader of the diversity-focused leadership network, The Global Athenaeum and of the executive women's network Guru Nation. She serves on the Advisory Board of The Howe School of Business at The Stevens Institute of Technology and teaches Strategic Innovation at The Graduate School of Business Administration at Fordham University. Karen is co-founder and director of The Global Sourcing Council, a not-for-profit committed to economic, social and sustainable best practice in global sourcing. She also serves on the advisory boards of several for-profit organizations focusing on sustainable yet scalable new technologies and services. Karen is among the roster of innovation leaders of The ILO Institute (The Institute for Innovation in Large Organizations) and she holds

graduate and post-graduate qualifications in English, French and Law obtained in Scotland (The University of Edinburgh); in England, (The City University, London; The University of London QMW and The Inns of Court School of Law); in France (The University of Lyons II), and as visiting scholar in the United States (The University of Pennsylvania). She is a frequent speaker on innovation, sustainability, ethics and leadership.



Racquel Moses
President
investTT

Racquel Moses began her career as a paralegal in Atlanta, Georgia, where she managed municipal bond issuances exceeding USD 500 million. Since then, Racquel has held several executive-level positions at large multinational organizations - including Regional Director of JP Morgan Chase (Atlanta), Regional Vice President of Cable & Wireless (Jamaica), and Vice President of Fujitsu (Jamaica). Under her stewardship, Fujitsu's Strategic Account business doubled the size of the Caribbean division. Racquel was also the founder and Managing Director of iDaedle Consulting Limited which provided consultancy services to the C Suite. Clients included large multinational firms as well as foreign franchises. Racquel is a graduate of Morris Brown College and Georgia Institute of Technology. Racquel currently serves on the Board of Jamaica Education Television, a project aimed at improving the educational achievement of Caribbean children through the use of technology. She also serves as advisor on numerous other projects. She has been a Toastmaster Area Governor and pursues a healthy lifestyle through recreational and marathon running.



Jim Noble
Author
World BPO/ITO Forum Chair
Former CIO of Talisman Energy, GM, AOL, GE, BP, & Altria
Principal, The Advisory Council

Jim Noble is considered to be one of the world's foremost IT thought leaders. He has held a series of Global CIO roles in multiple industry sectors. Some of the highlights have included CIO at General Motors, AOL Time Warner, Altria, (Phillip Morris, Kraft Foods, Miller Brewing), Merrill Lynch, Talisman Energy, John Brown Engineering & Construction, and General Electric UK; Chief Strategy Officer at BP and GM; and the Global Head of IT Consulting at CapGemini. Mr. Noble was also a leader at the Society for Information Management; Chairman of World BPO/ITO Forum (2008-2013); a board member of a leading VDI company; and a co-founder of a social networking company. He received the Accenture Award for innovation in IT and was voted #7 in the Most Influential Technology Executives in the USA. Mr. Noble's passion for coaching is legendary. He helped launch in-house IT Academies at GM, BP and Talisman Energy and is an adjunct professor and visiting lecturer at three universities. His book *The CIO's Secret Playbook* is scheduled to be published in the summer of 2013. He has recently launched a CIO coaching business, The Advisory Council (www.tac-int.com).



Marcin Nowak
Delivery Centre Director Eastern Europe at Capgemini and Head of ABSL Silesia
City of Katowice

Marcin's role in Capgemini involves supporting Polish and Romanian Rightshore operations and delivery from five Delivery Centers based in Eastern Europe. Through 1500+ employees, Marcin manages support delivered to Capgemini customers located across the whole world but mostly in North America and Europe. In addition, Marcin is member of Board of Directors for ABSL (Association of Service Business Leaders) representing community of Silesia region in Poland. The ABSL is a leading organization representing the business services sector in Poland. ABSL Members include companies which conduct business in the area of Shared Services Center (SSC), Business Process Outsourcing (BPO), Information Technology Outsourcing (ITO), Research and Development (R&D). ABSL Members are approximately 100 global investors. Marcin was graduated as Master of Science on Technical University in Krakow and Master of Business Administration on Capital Business University in Warsaw.



Filippo Passerini
Group President – Global Business Services & Chief Information Officer
Procter & Gamble

Mr. Filippo Passerini has been the Chief Information and President of Global Business Services at Procter & Gamble Co., since July 1, 2004 and since 2008 respectively. Mr. Passerini served as Global Services Officer at Procter & Gamble Co. since July 1, 2004. He served as Global Business Services Officer at Procter & Gamble Co., from 2003 to July 2004. He served as Systems Analyst, Management Systems, Italy since 1981; Design Manager of Management Systems, Italy since 1986; Manager of Management Systems, Turkey since 1989; Manager, Management Systems, U.K. since 1991; Director of Management Systems at Procter & Gamble Latin America since 1994; Vice President, Management Systems of Procter & Gamble North America since 1997; Vice President of Information Technology for Global Beauty Care and North America since 1999; Vice President-Information Technology of Global Beauty Care and Global Health Care since 2000; Vice President-Marketing, Operations Team & Corp. Mktg. Leader, Western Europe-Greece since 2001; Vice President-Business Process Sourcing Study Transition Leader since 2002 and Global Business Services Officer since 2003. He serves as a Director of United Rentals (North America), Inc. He has been a Director of United Rentals, Inc. since January 22, 2009. Mr. Passerini holds a Degree at University of Rome, Doctorate in Statistics & Operating Research.

BIOGRAPHIES CONTINUED



Raj Patil

CEO, aSpark
President & COO, LiquidHub

With over 20 years of experience in the Information Technology Solutions and Outsourcing space, Raj has successfully built and led global organizations. He brings a unique mix of entrepreneurship and managing large scale growth companies. Prior to joining aSpark, he spent over seven years with Mphasis, an HP company, playing several key roles in its growth to over a billion dollars in revenues. He was the President of Americas and the BPO division with over 17,000 employees and prior to that led global sales as the Chief Sales Officer. His experience includes, successfully co-founding two technology companies, one in the US, Health+Cast and the other, as the founding CEO of Max Ateev, a technology subsidiary for Max India. Raj received his BS in Computer Science from Mysore University, India, MS in Computer Science from Villanova University, Pennsylvania, and an MBA from The University of Chicago.



Michael Peters

Global Director of Corporate Strategy
Leo Burnett Institute of Behaviour

Throughout his 25-plus year career at Leo Burnett/Arc, Michael's thought leadership and love for challenges have inspired clients and their marketing. Michael crafts marketing solutions from a 360° perspective gained from creating advertising, promotions, direct marketing and database programs for Philip Morris, Miller Beer, McDonald's and Hallmark Cards to name just a few. Michael's depth of experience working on one of the world's most successful brands of all times, Marlboro, led him to build one of the most effective and sophisticated global data-driven marketing programs ever. It demonstrates that database marketing can truly refresh and reenergize a brand, connecting with people around the world in a way that translates into profitable sales and long-term loyalty. In meeting clients' changing needs, Michael built an international database marketing capability that now serves 18 markets around the world. Michael leads the group of over 80 professionals in servicing global clients that include Philip Morris, Diageo and P&G from Moscow to Tokyo to Mexico City to Munich. In his non-spare time, Michael creates chaos with design and construction projects.



Sasi Pillay

CIO, University of Wisconsin
Former, Chief Technology Officer, NASA; Former, CIO, NASA Glenn Research Center

Dr. Sasi Pillay serves as the Associate Vice President and Chief Information Officer of the University of Wisconsin System comprising 26 campuses. In this role, he is responsible for the leadership and guidance for a broad portfolio of enterprise technology operations including broadband networking, major academic and business applications, library automation and adoption of strategic new technologies that will add value to the University of Wisconsin System for instruction, research, learning and public service. Prior to his current role, he served as the Chief Technology Officer for Information Technology (IT) at National Aeronautical and Space Administration (NASA). In this capacity, he directed how promising technologies are developed, evaluated and integrated into mainstream IT services at the Agency. To facilitate innovation, he set up two programs, Open Innovation and IT Labs. These programs have been heralded as a model in government and have received several national awards. He also has the responsibility for managing Enterprise Architecture, Open Government activities and the dissemination of Scientific and Technical Information for the Agency. Previously, he served as the Chief Information Officer at the NASA John H. Glenn Research Center for 15 years. In this regard, Dr. Pillay had a broad scope of responsibility including managing administrative telecommunications, networking, desktop computing, several key administrative applications, computer modeling and simulation, and high-end computing and visualization. Under his leadership, NASA Glenn served as the lead for NASA for the development of Agency-wide standards and architecture for end user devices and systems with a focus on security, interoperability, and collaboration. He was also responsible for NASA Glenn saving nearly \$80 million in the last decade through standardization, consolidation and outsourcing of end user devices and services while improving customer satisfaction and other service metrics. He also implemented and promoted a collaboration environment resulting in improved productivity and reduced expenses across multiple disciplines comprising of over 200 workgroups.



Guy Pujol

Managing Director
JP Morgan Chase

Guy joined JPMorgan in July of 2010 and is currently the CTO for Application Development Shared Services and Chief Architect for Corporate Technology. Guy is responsible for guiding the standards and designs for systems covering Finance, Human Resources, Information & Risk Management, Legal & Compliance, Real Estate & General Services and Security Investigations. These platforms operate globally in 35 cities and 9 countries. Prior to joining JPMorgan, Guy was a Managing Director and CTO for Architecture of Global Wealth Management for Merrill Lynch where he led the development and deployment of the Wealth Management Technology Platform, and led Client Data Management, Data Warehousing efforts as well. Guy holds a patent for an Integration Framework using SOA and received the Microsoft Innovation award in 2007 for the Data Services Framework.



Soumitra Rathod

Corporate Vice President, Vendor Governance
New York Life Insurance Company

Soumitra Rathod has over two decades of experience with the global delivery model. His early career was with captive centers, tier-1 and mid-tier services providers, in a career spanning 6 countries across 3 continents. More recently, Mr. Rathod has helped Fortune 500 corporations such as the McGraw-Hill Companies define and execute their IT sourcing initiative. He is currently with the New York Life Insurance Company where he focuses on managing offshore engagements. He is frequent invited to speak at events on globalization, in various countries. Mr. Rathod has an undergraduate degree in Accounting and a graduate degree in Management, both from the University of Bombay.



Mariusz Sagan, Ph.D.

Head of Strategy and Investor Services Department
Municipality of Lublin

Mariusz Sagan, Ph.D. - Head of Strategy and Investor Services Department at the Municipality of Lublin, Poland and plenipotentiary of the Mayor of Lublin for the special economic zone. Lecturer at the Warsaw Schools of Economics, expert and practitioner in enterprise development and strategic management, including city strategies. Author and co-author of more than 70 publications in regional development and city development, international business and enterprise management.



Pumela Salela

Board Member, Global Sourcing Council
African Ambassador, Sustainable and Socially Responsible

Pumela Salela is an Independent Consultant providing strategic advisory and programme facilitation in: BPO and O, ICT enabled Services, Trade in Services, Policy Making, Investment Promotion, Strategy Development, Marketing and Media. Prior to her role, she was a BPO/ITeS Consultant for the World Bank, based at the organisations United States headquarters in Washington D.C., and a Director: BPO and O (Business Process Outsourcing and Offshoring) and Information Communications Technology (ICT) Enabled Services at the Department of Trade and Industry (the dti), Industrial Development Division, South Africa, where she was responsible for drafting strategies and policies to create an enabling environment for the BPO and ICT sectors in South Africa. Before that Pumela, held the position of Deputy Director for Investment Promotion at Trade and Investment South Africa (TISA - within the dti), where she was responsible for attracting and negotiating with potential foreign investors to set up BPO operations in South Africa. Prior joining the dti Pumela worked for a number of years in various marketing roles in FMCG multinationals and media organisations in South Africa and the United Kingdom. Salela is a Board member of the Global Sourcing Council, an Ambassador for Sustainable and Socially Responsible Outsourcing in Africa, and sits on the Executive Committee of the Tri-Sister City Alliance (TriSCA), the first Sister City Alliance between BRICS cities in order to create jobs for knowledge workers. Pumela manages her own blogsite <http://sourcingafrica.blogspot.com>. Salela studied to complete her MBA with distinction (cum laude) in England through a Nelson Mandela Scholarship, has completed a course in Telecommunications Policy Regulation and Management (TPRM) at Wits Graduate School of Public and Development Management (P and DM) and has been trained by various agencies in the area of Services Sector Development.



Julia V. Santos

Executive Advisory Council, World BPO/ITO Forum

Former Johnson & Johnson Executive and Executive Markets Advisor for Ernst & Young developing strategic Business Models with potential and existing clients to ensure sustainable long-term client relationships, while promoting trust and influence to support top-line growth. Julia is helping build a "Center of Excellence" to influence Markets strategy, drive profitable business growth, and improve the economics of new pursuits and existing client work. She is a Certified Outsourcing Professional with 20+ years of global delivery experience - Buyer and Provider/Advisor perspectives. Julia has the Cross-Cultural Aptitude to lead and influence global teams in highly matrix environments through Change Management initiatives. Julia is a Global Outsourcing Industry Leader. Julia's most recent awards include International Outsourcing Professional of the Year, Powerhouse 25, and #20 in the Power 50 of Most Influential Executives in Nearshore Outsourcing.



Piotr Sawinski

Managing Director, Ciber Delivery Center
Poznan, Poland

Piotr Sawinski, graduate of Clermont Graduate School of Management in Clermont, France, has gained his experience in IT management while working in Europe, North America and South East Asia. While with Total Petrochemicals (TP), Piotr managed TP operations (24/7 operability, helpdesk, backups and high performance) of European Industrial and Document Management Applications: 24/7 operability, helpdesk, backups and high performance. Prior to that, while in Singapore, he organized all aspects of Asian IT department administration including budgeting, recruiting, helpdesk outsourcing, software and hardware purchasing and communication with senior management while implementing long-term strategy projects thanks to a good method and efficient organizational skills. After joining Ciber in 2010, Piotr was instrumental in launching Ciber Global Delivery Center in Poznan, Poland. Over the period of 24 months, the Ciber Delivery Center under Piotr's leadership grew up from a start-up to a 15 languages, 120 seats multi-tier global organization, with proven experience, world-class credentials and wide range of technology expertise. Ciber is a global information technology company with nearly 40 years of IT experience, world-class credentials and a wide range of technology expertise.

BIOGRAPHIES CONTINUED



Matt Swanson

Founding Partner, Silicon Valley Software Group
Chief Architect, Enablevue, LLC Email

Matt Swanson has a background as a technologist in the fields of machine learning and crowdsourcing. As a graduate student in the Robotics Institute at Carnegie Mellon University, Matt developed software for some of the first industrialized autonomous agriculture vehicles. Applying similar research techniques, Matt founded SpeakerText in 2010 and created a crowdsourcing platform called Humanoid to generate closed captions for large online video publishers including ESPN and TechCrunch. With backing from Google Ventures, the Humanoid platform extended into other categories of work including data entry and content generation among others. The Humanoid platform was acquired in August 2012 by a Nepali based outsourcing company. Matt currently manages Silicon Valley Software Group which is an engineering firm building custom machine learning and crowdsourcing solutions for companies ranging from early stage startups to fortune 500s. Using the latest techniques in quality assurance and game dynamics, SVSG provides end-to-end solutions that allow companies to scale both public and private crowds.



Sarah Troup

Associate Director of Portfolio Management and Organizational Performance
The Rockefeller Foundation

Sarah Troup joined the Rockefeller Foundation in 2006. Sarah has two primary jobs at the Foundation.

As Associate Director, Portfolio Management, Ms. Troup supports the Director of Portfolio Management and Organizational Performance, providing a strategic management role in facilitating decisions related to our work and progress toward institutional goals. She designs key decision-making meetings, leading the development of analytic tools to inform portfolio-level choices and providing counsel on what teams are learning in order to identify linkages across our work and help ensure the Foundation's success. Ms. Troup also supports the Foundation's work on Digital Jobs Africa. In this capacity, she manages relationships with current and prospective grantees throughout the grantmaking process, coordinates Foundation work with partners, and conducts research in support of the strategic development and execution of Foundation work. Ms. Troup received a bachelor's degree from New York University and received a master's degree in International Educational Development from Columbia University.



Beppe Urso

Executive Vice President
Global Director Client Compensation & Strategic Sourcing
Leo Burnett Worldwide

Beppe joined Leo Burnett Worldwide in May 2010 as Executive Vice President, Global Director Client Compensation and Strategic Sourcing to establish a Global Procurement Function and a Client Compensation Team that supports the agency's multinational account teams, who are also the agency's largest clients. Beppe will implement the Demand Management Model to contribute to the achievement of agency's long-term goals. During his 20+-year career, both on client and on supplier sides, he has learned that a trusted relationship is one of the most important assets to businesses today. He always focuses on quality, long-term collaboration and sustainable efficiency. Prior to joining Leo Burnett, Beppe worked at Philip Morris International as the Director of Operations Center Procurement, which was a new function created under his leadership. He also served as the Global Account Director for Atos Origin – an international business consulting company – where Philip Morris International was his main client. Additional previous roles that shaped Beppe's career include, serving as the Business Development and Sales & Marketing Director at Primeur and spending 10 years at IBM, leading Information Technology Multinational Company. Beppe was born in Italy, but resides in Switzerland. Running marathons, cooking and reading are a few of his passions coupled with travelling where Leo Burnett's business needs take him.



Piotr Uszok

Mayor of Katowice
Katowice City Hall

The Mayor of Katowice (since November 1998). In 1990 he was elected the Councillor of the Katowice City Council. In the years 1994-1998 he performed the function of the Deputy Mayor of Katowice. Additionally, from 1999 to 2006 he performed, respectively, the duty of the President of the Association of Polish Cities and the Board President of the Union of Polish Metropolises, and till April 2011 he co-chaired also the Joint Commission of the Government and the Territorial Self-Government. In the years 2007-2011 he was the Chairman of the Metropolitan Association of Upper Silesia. At present, he is a member of the Polish Delegation to the Congress of the Local and Regional Authorities of the Council of Europe in Strasbourg. Piotr Uszok graduated from the Faculty of Electrical Engineering, Automatics and Electronics at the AGH University of Science and Technology in Cracow (1980), where he also completed postgraduate studies at the Faculty of Mechanical Engineering (1988). He also completed postgraduate studies on European Funds at the Silesian University of Technology (2005).



Bobby Varanasi

OM Exco & Head, Marketing & Branding, Outsourcing Malaysia
Chairman/CEO, Matryzel Consulting, Inc.

Ramaprasad "Bobby" Varanasi is the Chairman & CEO of Matryzel Consulting Inc, a strategy consulting, sourcing advisory and management firm headquartered in New York. He brings with him over 15 years of experience in consulting and management across IT, Business Process services and building offshore operations. He served in various positions within Strategy Consulting, Country Market Development, Program & Risk Management, Service Delivery and Customer Relationship Management. He advises federal governments across four continents on ICT sector development with particular emphasis on policy development, industry-government partnerships aimed at creating GDP growth and enabling positive economic impacts. Bobby also advises Fortune 500 customer organizations on Strategic Planning, Mergers & Acquisitions, JVs, Private Capital Investment Evaluations, Process Reengineering, Pricing Strategies, Sourcing Relationships, Business & Financial Modeling et al, contributing immensely to global sourcing for clients. His international experience across various markets – Europe, USA, Middle East, Caribbean, Latin America, Africa and Asia Pacific – has enabled him develop expertise in services globalization. Having managed full life-cycle consulting and global sourcing programs for multinational clients involving large teams, his experience richly contributes to development and management of global sourcing relationships.



Chip Wagner

CEO
Alsbridge

Chip Wagner was appointed CEO of Alsbridge in June 2013 after having served as Managing Director and Senior Managing Director his previous five years at Alsbridge. Mr. Wagner has 25 years of Professional Services, IT Outsourcing, and Business Process Outsourcing experience. He has worked with 100s of companies in a variety of industries and countries, with direct involvement in over \$15B in sourcing transactions. Mr. Wagner began his career in the Financial Management Program (FMP), at GE's Lighting Business Group. He joined EDS's Marketing Development Program (MDP) in 1986 and held progressive responsibilities at EDS over the course of 10 plus years. He was a lateral Member of the Board of EDS Germany GmbH and President-- Manufacturing Division. Mr. Wagner subsequently was SVP -- US for Netherlands based IT services provider Origin. He became SVP-- Americas for MSI, a London based software and services provider to the mobile industry which was sold to Marconi plc. He was President of North America and then CEO of Marconi Wireless until the sale of Marconi to Ericsson. Mr. Wagner was recruited to be President of Adea Systems, a staffing and Indian offshore services company. His last assignment before Alsbridge was as Vice President of Process Engineering and Business Transformation of USAA.



Andrew Wasser

Associate Dean, School of Information Systems & Management
Carnegie Mellon University
H. John Heinz III College

Andrew Wasser is the Associate Dean of the School of Information Systems & Management at Carnegie Mellon University. He is responsible for three of the highest ranked graduate programs in applied business/information technology in the nation and is Executive Director of Carnegie Mellon's CIO Institute. Andrew teaches Global IT Sourcing and IT Architecture on campus, at the CIO Institute, and to students in Australia and Latin America. His career has centered on applying business technology in large financial service environments. Before entering academia, Andy served as the Director of Mellon Financial Corporation's Project Office, where he and his team achieved CMM Level 3 certification for over 1,000 software professionals. At Mellon, Andy established an enterprise-wide offshore IT outsourcing program, successfully implementing standard practices for workload selection, vendor management, compliance, and reporting. From 1995-2000, he served as the CIO of the Dreyfus Corporation, leading more than 200 technologists at one of the nation's leading mutual fund and retirement services companies. He has a degree in Economics from The University of Chicago and an MS degree in Industrial Administration from Carnegie Mellon University.



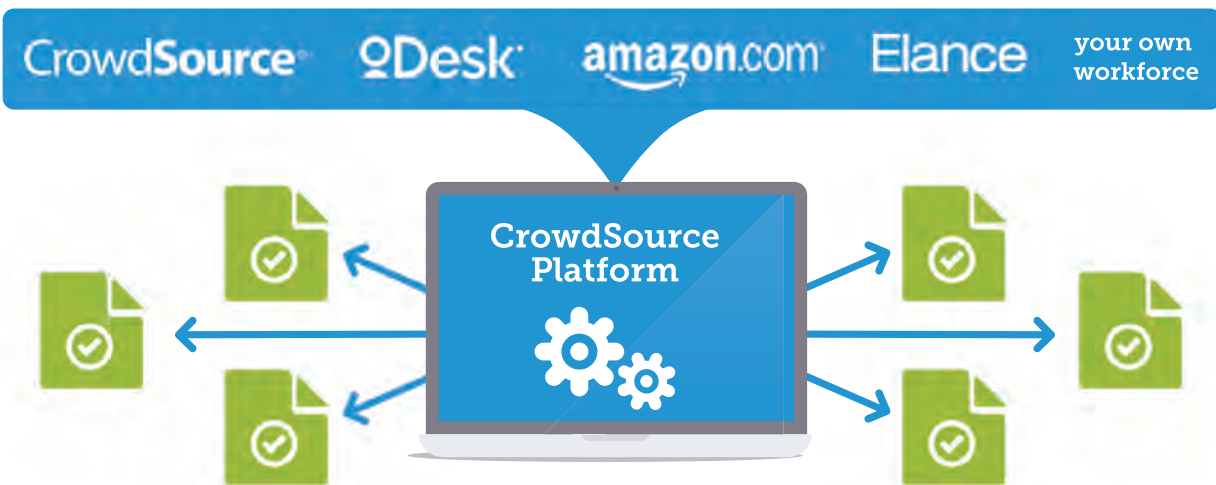
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As technology continues to break new ground, Dell is at the forefront — transforming and innovating business processes. Turn data into insight, accelerate speed-to-market and improve process automation with Dell Business Process Solutions.

We go beyond conventional service models to help you do more with less through our best-in-class global delivery network, industry expertise and intelligent, cloud-based technology.

Our Business Process Outsourcing (BPO) Services enable you to:

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- Improve straight-through processing using our proprietary Automated Full-Time Employee model (AFTE)
- Strengthen customer loyalty
- Prevent fraud and improve compliance
- Obtain insights from data
- Go digital
- Transform your shared services operations

To learn more, please visit Dell.com/bpo, email bpo@dell.com or contact a Dell representative.

Industries:

Healthcare | Life sciences | Insurance | Banking | Financial services | Travel | Telecom | Hospitality | Manufacturing | Retail

BPO Services

Finance and accounting | Customer service | Procurement | Online, web and social media | Front-office transformation | Process transformation consulting | Claims and policy administration | Healthcare revenue cycle management



InvesTT Fast Facts

TRINIDAD AND TOBAGO

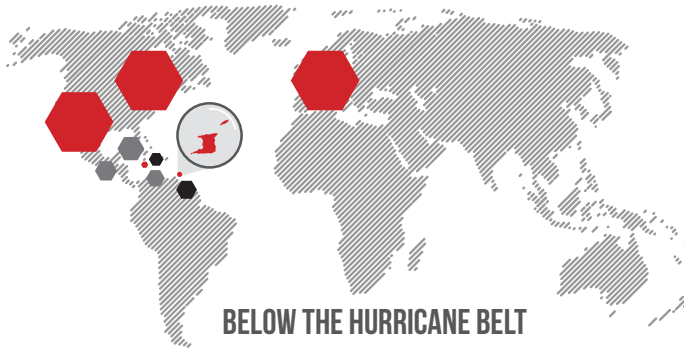
www.investt.co.tt

Trinidad and Tobago is home to abundant natural resources, talented people and robust infrastructure. Here are some more facts about this leading Caribbean location.

Sources: Central Statistical Office, Central Bank, Telecommunications Authority, fDi Magazine

LOCATION GMT - 4:00

Two islands located at the southern tip of the Caribbean island chain. Ideal location below the hurricane belt with access to North and South American markets

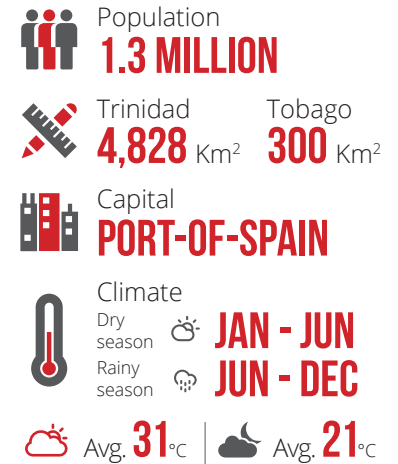


Trade Agreements with: USA, UK, Canada, Brazil, France, Columbia, Cuba, Denmark, Germany, India, Italy, Luxembourg, Spain, Sweden, Switzerland, Norway, Venezuela, Dominican Republic, Costa Rica, Panama and CARICOM.

TRINIDAD AND TOBAGO: MARKET ACCESS



Language **ENGLISH**



Politics
STABLE PARLIAMENTARY DEMOCRACY

Education
FREE TERTIARY EDUCATION
7,600 GRADUATES ANNUALLY

Legal System
INDEPENDENT JUDICIARY
Economic freedom and laws to protect investors

GDP	GDP BY SECTOR	% OF LABOUR FORCE	Labour Force
US\$ 23 BILLION	Oil/Gas 6%, Services 41%, Manufacturing 52%	9%, 5%, 60%	635,100
			GDP per capita US\$ 18,010
			Growth Q4 2013 ↑ 1.5%
			Electricity Rate US\$ 0.03/KWH
			Lowest business costs in Central America and the Caribbean

INFRASTRUCTURE	PORTS	TRANSPORTATION
<p>TELECOMMUNICATIONS Modern digital and fibre-optic telecommunications infrastructure</p> <p>80.1% Internet penetration</p> <p>5 FIBRE-OPTIC LINKS Redundant and diverse fibre-optic submarine cables</p> <p>139% Mobile penetration</p>	<p>Two major ports handling dry and general cargo plus two liquid terminals</p> <p>RANKED #2 in port capacity in the Caribbean</p>	<p>SECOND most developed road network in the Caribbean</p>

AIR TRAVEL | Piarco International is a modern airport on the island of Trinidad while Tobago is served by the ANR Robinson International airport. Direct flights to major international cities like New York, Toronto and London.

Approximate FLYING TIMES

BEIJING	ZURICH	BRAZIL	LONDON	TORONTO	HOUSTON	NEW YORK	MIAMI	PANAMA	CARACAS
25.1 HOURS	17 HOURS	15.1 HOURS	8.2 HOURS	5.5 HOURS	5.3 HOURS	4.5 HOURS	3.3 HOURS	3.25 HOURS	0.55 HOURS

For more information, please contact us at info@investt.co.tt

OUTSOURCING MALAYSIA

OPEN DOORS TO A COMPETITIVE LOCATION

A promising destination, a great head start. Outsourcing Malaysia (OM), an initiative of the outsourcing industry and a chapter of PIKOM - the country's national ICT industry association, is envisioned to promote and develop Malaysia's outsourcing services industry as a global hub for high-value outsourcing.

Supported by its founding partner – Malaysia's Multimedia Development Corporation (MDeC) – and spearheaded by a group of prominent industry leaders from the global services industry, OM focuses on enabling both buyers and providers to work together on addressing service needs within the aegis of global best practices and competencies.

OUR KEY CAPABILITIES

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- Logistics
- Telecommunications
- IT

For more information visit our website at www.outsourcingmalaysia.org.my or call +603 4065 0078

UPCOMING EVENTS

Asia Pacific Outsourcing Summit

As the Sourcing industry reaches its maturity, how can corporations sustain growth in increasingly competitive and uncertain times? One key strategy that is open to all corporations is regional integration.

Come watch and learn as the world's leading opinion-makers share the value of creating integrative, collaborative relationships with regional partners, and how corporations can develop best practices in the critical success factors.

From September 22 – 23, Outsourcing Malaysia, in strategic partnership with International Association of Outsourcing Professionals (IAOP), will host 300 delegates from over 15 countries for the APOS 2014 summit.

The event will be held at the Mandarin Orchard, Singapore. A prominent landmark in the heart of bustling Orchard Road, Mandarin Orchard is an acclaimed five-star luxury hotel boasting world class facilities and rich Oriental charm.

If you have any enquiry, log on to:

www.asiapacificoutsourcingsummit.com or contact event secretariat:
Sharon Sunita (sharonsunita@pikom.org.my)
Renee Preston (renee.preston@iaop.org)
Matt Shocklee (matt.shocklee@iaop.org)



Malaysia is ranked 3rd in the world as a global services location – 9 years in a row

(Source AT Kearney Global Services Location Index 2004–2012)

Malaysia is ranked 6th worldwide for "Ease of Doing Business"

(Source World Bank Report, 2014)

Over 200 multinational firms have chosen Malaysia as their shared services location.

Smart Sourcing Summit 2014

Outsourcing Malaysia is once again organising its annual Smart Sourcing Summit, a two-day event that will take place from Oct 27-28 in Kuala Lumpur.

The event will gather the industry's "who's who" and serving as the perfect platform for all to explore a plethora of issues and challenges in the local, regional and global sourcing industry.

The event will emphasise on Malaysia's endeavour in going global as a location that offers high value IT works and IT enabled services through its robust home-grown service providers.

Many inherent complexities with technologies and services associated with going global and embracing new practices have become intrinsic value discussions, which shall be addressed at this summit.

Please email us at info@outsourcingmalaysia.org.my for more information or updates.





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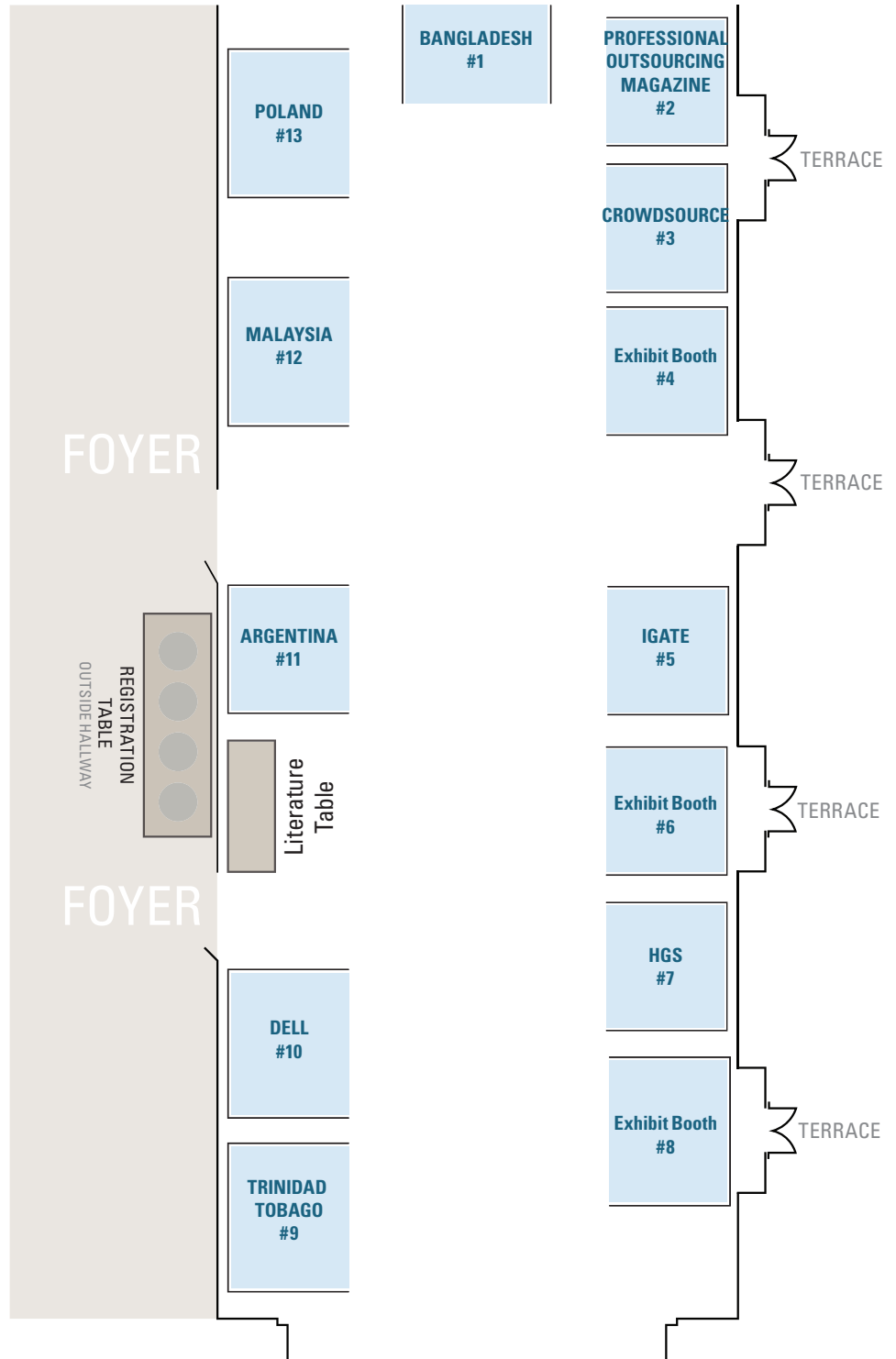
7TH ANNUAL WORLD BPO/ITO FORUM

June 2-3, 2014 | New York, NY USA

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Sponsor Showcase & Country Pavilion 9th Floor Card Room



Floor plan as of April 29, 2014 and subject to change.



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HGS is a focused global business services (BPO) company with proven ability to deliver sustainable results.

We combine operational excellence with in-depth domain expertise to bring about a transformation in our client's business performances and strengthen their customer experiences.

We have over **30 years** of experience in delivering industry specific business process services (back office, customer support and CRM solutions) and end to end multi-channel services (phone, e-mail, chat, and social media) to our client base worldwide.

In the last decade, HGS has grown ten-fold to a **\$400M business**, with **58 centers in 12 countries**.

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Customer Care & Product Support	Inbound Sales & Order Taking	Business Process Outsourcing	Analytics & Market Research	Product & Literature Fulfillment	Social Media Management
Customer service	Cross-sell & up-sell	Automated claims management	Satisfaction/loyalty surveys	Custom letters/brochures	Tracking and analysis
Outbound follow-up	Sales & ordertaking	Plan development	Brand loyalty analytics	Coupons & rebates	Response strategies
Pre- & post-sales product information	Service-to-sales	Data capture & records management	Competitive research	Product/accessory shipment	Online content hosting
IVR & web self service	Save-the-sale	Data mining & predictive analytics	Customer analytics		Content development
Store & product locator	Order status	Processing			
Operational & technical support		Data entry			



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*Smartsourcing
Strategies for Success*

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- Gain **valuable insights and best practices for driving innovation and growth** with technology trends, such as cloud, mobility and social networks.
- Discuss **strategic and operational challenges** you face in developing and/or managing a successful global sourcing arrangement.

2014 KEYNOTES



Filippo Passerini
Group President,
Global Business
Services & CIO
Procter & Gamble



Marv Adams
COO
TD Ameritrade
Holding Corp.



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7TH ANNUAL WORLD BPO/ITO FORUM

June 2–3, 2014 | New York, NY USA

Re-Inventing Global Sourcing: Cloud, Mobile and Social

Thank You

We extend special recognition to our Sponsors, Alliance Partners, and Speakers and most importantly to our Attendees for their valuable time.

Disruptive leaps in technology are irreversibly transforming the global marketplace. Throughout history, economies have been reshaped by revolutionary inventions. These breakthroughs — such as the telegraph, railroads and the automobile — each sparked a virtuous circle of growth for the economies that could take advantage of them. The difference with the Internet is that it is inherently global, benefitting both developed and developing economies.

The best description of the Internet, according to David Reed (one of its early framers), consists of three conceptual “clouds”: the connectivity cloud, for the transfer of information; the resource cloud, for the storage of data; and the social cloud, for networking and collaboration. These clouds provide the infrastructure for the digital economy. As a result, firms and individuals worldwide can participate in innovation, wealth creation and social interaction in ways never before possible.

Globalization and technological progress are making the old multinational structure obsolete. A multinational firm that simply links together a collection of national businesses under a global umbrella has become anachronistic. In its place, large international corporations are creating globally integrated organizations that can locate functions anywhere in the world to take advantage of low costs & availability of skills. Corporate growth and technology are now inextricably linked.

To stay competitive and thrive in the “new normal”, companies have to deliver more value at lower cost. Global sourcing has become a transformational lever that can empower businesses to take on new competition as well as develop new markets.

Over the past 6 years, the World BPO/ITO Forum has come to be recognized as the “Davos of Global Sourcing” and has brought together business leaders, academics, service providers and ‘thought leaders’ from around the world to share their ideas in a peer group environment. American jobs going overseas is an emotive subject, but there is widespread acceptance that the resulting productivity improvements will make US companies better equipped to spearhead innovation and maintain America’s position as the undisputed leader in the ‘post-industrial’ world.

Like it or not, the phenomenon of ‘Global Sourcing’ is here to stay. The challenge now is how best to manage it!



Kartik L. Kilachand
CEO & Co-Founder
The World BPO Forum



Babu Lal Jain
Co-Founder, The World BPO Forum;
Chairman, WICS

500 East 77th Street, Suite 509 • New York, NY 10162

For more information, please call 917.470.9022

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