

Wednesday – 26th October, 2016

8.00am Registration

8.45am Welcome Address

Munirah Looi, Chair, Smart Sourcing Summit

Opening Address

Cheah Kok Hoong, Chairman, Outsourcing Malaysia

9.30am Featured Keynote: Opportunity, Innovation & Uncertainty

There are a myriad of opportunities for those willing to deal with uncertainty in the Global Business Services space. This featured session explores an environment where industry leaders face in the course of building their businesses in the Global Business Services environment. Hear how industry leaders can create an appetite to leap-frog their businesses as the saying “Fortune favors the brave”

Featured Speaker : Tan Sri Rafidah Aziz, Chairman, Supermax Corporation Berhad

10.00am Plenary Session 1:– GBS Innovation: Disruptive Transformation and business opportunities

Disrupt is an overused word. This has changed the way we do business these days. The impact of disruption transformed the way services are delivered to the client or end-user. Cost effectiveness, scalability, efficient business services and processes are the way to go. Organisations can choose to remain complacent with the changing trends or stay with the times and turn it into a business opportunity.

Moderator : Michael Warren, Managing Director, Emerio Malaysia
Panelists : Hazmi Yusof, MD & Senior VP - Frost & Sullivan Malaysia
Zulfiqar Zainuddin, MD, i2M Ventures
Jeevan Rajoo, Country Head, TATA Consultancy Services Malaysia SB
Shibu Vadaketh, Head Global Business Services, MDEC

10.40am Networking Break

11.00am Plenary Session 2: GBS Innovation & Sustainable Ecosystem

Having a world class infrastructure, a community of businesses, talent and lifestyle opportunity in an environment which enables innovation thus leading to growth of business is important in today’s world. Hear Industry players talk about the impact of innovation and a sustainable ecosystem that creates vibrant business environment and growth for organisations.

Moderator : Anthony Raja Devadoss, Managing Director & VP, Asia Pacific, Kelly|BTI Consultants
Panelists : Ross Mackay – Managing Director, DHL Asia Pacific Shared Services
Boonsiri Somchit-Ong, Co-founder & Partner, Xstrategize
Ken Deguchi, President & CEO, NTT MSC SB
Vinodh Krishnakumar, Head, Global Solution Center, Tech Mahindra ICT Services, Malaysia

11.40am Keynote 1 : Robotic Evolution- Separating Hype from reality

Robotic Process Automation (RPA) seems to be the buzz word and is gaining momentum which is creating possibilities in developing a new ecosystem, creating intelligence and reshaping the industry. The integration of automated business processes with artificial intelligence and cognitive processes that operate like humans signifies a paradigm shift in the manner in which work is carried out. These machines provide comprehensive financial advice or act as financial consultants. There are imposing challenges that is faced by organisations such as differentiating reality and hype, plotting out strategies to position vastly diverse IT and business processes for the coming transition. Organisations that do not prepare now for this revolution, risk being left behind.

Speaker : Manoj Gupta, Managing Director & CEO - Grid InfoCom Pvt Ltd.

12.10pm Keynote 2: Innovation through OPEX - You have to deliver the value

There is a tendency to focus on a bright side of innovation, i.e. disruptive innovation, etc. However, organisations tend to forget that now the disruptive innovation must be delivered, repeatedly every day at good levels. While reaffirming the importance of customer insight, etc., the importance of BMC (Business Model Canvas) explains the importance of operations to make the value proposition delivered to customers.

Speaker : Nobuyuki Ota, Partner, Valeocon Management Consulting

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12.50pm **Networking Lunch & Exhibit Visits**

2.30pm **Get Inspired**

“Don’t limit yourself. Many people limit themselves to what they think they can do. You can go as far as your mind lets you. What you believe, remember you can achieve.” **Mary Kay Ash**, Founder Mary Kay Cosmetics. Come listen to Melvin Thong share his life story about “Against All Odds”. Melvin suffered cancer and unfortunately had lost one of his legs but he never gave up on life. He climb Mount Kinabalu and Mount Everest and holding a world record. Today he’s one amazing young entrepreneur, doing a few businesses on his own such as cars & apartments rental & and giving motivation talk and schools and Uni’s. Lesson about life. Never give up.

.Speaker: Melvin Tong Founder, MLUX Hotels & Cars & Fleet Partner at Grab

**Pre-arranged
Structured B2B
Meetings
(by invitation only)**

12.50pm-2.30pm

3.00pm **Plenary Session 3: Key Technologies & Business Models Disrupting GBS**

This panel will explore technologies business models that is disrupting the Global Business Services industry. The fast and ever evolving technology is unfolding on many fronts. Understandably not all emerging technologies will alter the business or social landscape nevertheless a few of these have the potential to disrupt the way people live and work. Disruptive technologies will transform life, business and the global economy.

Moderator : Bobby Varanasi, Chairman & CEO - Matryzel Consulting

**Panelists : Paul Raymond Raj, CEO, Daythree Business Services
 Parameswaran Shanmugam, Asst. GM, Customer Service Depart., Tenaga Nasional Bhd
 Azizi Thaiyub Khan, Senior Vice President, Head of IS-Shared Services, AmBank Group
 Naguib Mohd. Nor, CEO, Strand Aerospace Malaysia**

3.40pm **Plenary Session 4: Cost Effective Management for GBS and Ensuring Seamless Customer experience**

The 21st century has ushered in vast and irreversible economic and labor trends that have forced companies to take a hard look at their operations and continue executing on the strategy of creating Global Business Services organisations, central operating centers and Shared Service Centers (SSCs). To build and run global business services that drive cost reductions, process improvements and customer satisfaction takes experience. Do we have what it takes? Learn from the experts.

Moderator : Munirah Looi, CEO, Brandt International

**Panelists : Divya Dutta, COO, Aegis BPO Services
 Kannan Rajaratnam, Head of Customer Experience, Zalora SEA
 Dato’ Sivanathan Shanmugam, VP & Country Head, Tech Mahindra, Malaysia**

4.20pm **Networking Break**

4.40pm **Plenary Session 5: Leading Disruptive Innovation & Change**

Hear from the experts in the disruptive world who have proved a powerful way of thinking about innovation-driven growth. Inopportunately the disruption theory is in danger of becoming a victim of its own success.

Moderator : Karamjit Singh, CEO- Digital News Asia

**Panelists : Cheah Kok Hoong, Group Chief Executive Officer, Hitachi-Sunway Information Systems
 Jerry Durant, President - Red Core Solutions
 Martyn van Wensveen, Seconded Partner, Management Consulting, KPMG Malaysia**

5.20pm **Lucky Draw**

5.30pm **End of Conference & Networking Session**