

EMRG'S 14TH ANNUAL SOURCING SUMMIT JULY 8TH, 2014 LONDON

08.30am – 09.30am REGISTRATION TEA & COFFEE

ROOM 1

09.30am – 09.35am CHAIRPERSON'S INTRODUCTION



Amit Badami
Founder & Director



Cristina Bizzi
Vice President
Strategic Sourcing



09.30am – 11.00am VALUE CREATION: EXTRACTING THE MAXIMUM VALUE FROM THE NEXT GENERATION OF OUTSOURCING DEALS

As outsourcing deals come to fruition and contract renewal and supplier change are discussed, the agenda of driving greater value from existing deals comes into focus and what can be done to drive greater process improvement, cost reduction and operational efficiency.

- Creating a collaborative approach: releasing 20%-40% of additional value from the deal
- Timing: At what stage in the contract should this value be released?
- Collaborative relationship vs contractual relationship – Managing the trade offs
- Generating additional synergies and better client - supplier alignment
- Best practices in value creation - getting more for less



Examples from real-life contracts on value creation, the how, the what, and the results



Stephen Hayers
Head of Global BPO



Nimesh Akhauri
Corporate Senior Vice President
& Head of Sales – Europe



James Cuthell
Finance Services &
Transformation Manager



Sean Charlton
Head of Global Contact Centre
Platforms, CIO Barclaycard
Operations & Technology



11.00am – 11.30am NETWORKING BREAK



ROOM 1**STREAM A: SERVICE INTEGRATION & MANAGEMENT (SIAM) SESSION 1**

Better supplier integration leading to an acceleration in delivering, governing and assuring in a multi-sourced, hybrid service delivery environment continues to be a key challenge in managing many of today's outsourced contracts. The why, the how and the results of new developments in SIAM.

- Integrating SIAM into an outsourced deal – challenges
- Designing an optimal service integration function – transparency, delineation, relationship
- Driving standardisation across all processes

Results to date and impact on:

- Optimising delivery, reducing risk & improving governance
- Decrease time to market & better business & IT alignment
- Agile: Making IT more responsive and business-aligned
- Lesson learnt, best practices and future trends



Peter Hurst
Vice President Information Systems & Strategy (Europe)



Mike Henley
Head of Shared Services and Outsourcing



Roger Camrass
Founder & CEO



Mark Sherratt
Business Transformation Consulting Partner

**IMPROVING CORPORATE AGILITY THROUGH IT ENABLED INNOVATION SESSION 2**

Strategic and organisational change are accelerating faster than many IT solutions ability to keep up. The resulting gaps cause many issues including a loss of organisational agility. The answer: Process orchestration and integration.

- What is Process Orchestration & Integration



Runmyprocess & Interstage Business Orchestration Platform



Andrew Fuller
Business Director Data Analytics

**ROOM 2****STREAM B: THE NEW DIGITAL AGENDA: CONVERGENCE - DISRUPTION - EMPOWERMENT**

- The Digital Agenda: Transforming technology platforms and solutions to enable better channel integration and embrace the digital opportunity
- Engaging with digitally empowered customers & enhancing customer experience
- The growing convergence of Social Media Cloud

Analytics & Mobility and how they are combining to create competitive advantage for corporates

- Integrating disruptive technologies to drive operational efficiency
- Ensuring a business aligned IT infrastructure



Jon Wood
CIO



Niall Quinn
Former Head of IT Management



Alex Mead
Group Customer Experience Director



Mukesh Pherwani
Senior Vice President

**ROOM 3****STREAM C: SHARED SERVICES & BACK OFFICE TRANSFORMATION THROUGH BPO**

- What new tools, technologies and innovations are available to drive process improvement, greater operational efficiency and further cost reduction
- What processes have lent themselves better for BPO

- Transformation through technology enabled innovation
- Platform based BPO – Has the Utility based model come of age?



Jamel Ziani
Global Order to Cash Process Owner



Roy Barden
Director Shared Services Efficiency & Reform Group



Mark Payne
Head of Shared Services (Europe)



ROOM 1**STREAM A: GLOBAL BUSINESS SERVICES: THE NEXT EVOLUTION FOR OUTSOURCING & SHARED SERVICES?**

As organisations strive to generate greater value from their shared service operations and 3rd party outsourced contracts, a new and evolving business model is coming into focus.

- What is Global Business Services and what are its drivers
- What organisations are best suited for a GBS approach and which aren't
- How to create incremental business impact with minimal organisational disruption and cost
- Structuring the business case, scoping the deal, measuring the value
- Integration - People, Process, Technology & Governance challenges



Srinivas Krishna
Director Strategic Deals

Microsoft



Gary McGaghey
**Vice President Finance,
Enterprise & Technology
Solutions**



Shyan Mukerjee
Director

**ROOM 2****STREAM B: INNOVATIVE PRICING MODELS, MULTI-SOURCING & CONTRACT MANAGEMENT**

As outsourcing contracts become ever more complex, managing multiple suppliers takes up increasing amounts of management time with an on going need to extract maximum value, the session looks at lessons learnt in pricing, contract and relationship management.

- Driving business value in a multi vendor ecosystem through creative deal structuring
- Creating innovative outcome based pricing models: Ticket, user based, platform & component
- Structuring contracts: driving maximum value, synergies & supplier inter-dependencies
- Creating an optimal multi sourcing mix, due diligence & risk management issues
- Best practices in contract termination, renewal and supplier change management



Aswatha Amarnath
**Vice President & Global
Head Strategic Initiatives**



Simon Lake
**Executive Director &
Head of Vendor Team**



Andre Duminy
Partner

**CLIFFORD
CHANCE**



Tony Cavaldoro
**Head of IT Vendor
Management**

**ROOM 3****STREAM C: INNOVATION: A CHOICE OR A BUSINESS IMPERATIVE?**

Innovation is no longer a choice but a business imperative. It's often held back by 3 fundamental challenges: a lack of clarity around what it is, poorly structured incentives, and ignorance of the enablers required.

- Creating & funding innovation – what are the key commercial barriers to innovation, and what incentives and mechanisms are best suited to promote it?
- Unlocking funds from “run the business activities”, and channelling them into business transforming initiatives
- Enabling innovation – what else needs to be in place to promote innovation, in terms of contractuals, governance, idea creation and implementation?
- What are the top 5 most important tools and technologies driving innovation (such as robotics, analytics and multi-channel engagement), and what impact are they having on outsourcing?



Case studies where innovation in outsourcing has had a major impact.



Jamie Liddell
Editor



Stuart Drew
**Executive Vice President
& Head of FS Europe**



Paul Morrison
Partner



ROOM 1**STREAM A: MOVING UP THE VALUE CHAIN: LEVERAGING ANALYTICS TO DRIVE REVENUE & PROFIT**

- Identifying new cross selling opportunities, developing new products, entering into new markets and businesses, improving customer retention and profitability per client
- Driving performance and profit improvement in collections, claims and CRM through the use of advanced analytics
- Leveraging offshored quantitative analysis and investment research for competitive advantage
- Accessing 24/7 credit decision-making & risk management facilities
- Leveraging analytics and creating quality MIS to enable better decision making
- Working Capital, Customer, Social Media & Spend Analytics



Sanjiv Somani
Managing Director

**ROOM 2****STREAM B: ROBOTIC AUTOMATION: THE NEXT WAVE IN DRIVING OPERATIONAL EFFICIENCY & COST REDUCTION**

The coming storm: How robotic automation is set to transform back offices globally, disrupt traditional business models and result in dramatic cost reductions.

- Robotic FTE's: Creating a "Virtual Back Office" at a lower cost, at a greater speed and unlocking the next generation of BPO service models
 - How can robots be seamlessly and profitably integrated into your organisations back office
 - What are the challenges, risks, technological and operational issues
- An overview of the benefits:**
- (a) Robotic FTE's are 1/3 of the price of off-shored FTE's and can work 24/7 without errors
 - (b) Speed to automation and speed to profit - days and weeks to automate processes
 - (c) "Self Build" and no costly integration and expensive process re-design needed
 - (d) Secure and audited platform managed within an IT corridor of governance
 - (e) Rapid scalability up and down on demand and operating in any jurisdiction



James Hall
Managing Director



Adrian Quayle
Managing Partner (Europe)



Pat Geary
Chief Marketing Officer

**ROOM 3****STREAM C: BPO – ITO INTEGRATION**

Integrating process and technology to drive the next level in operational efficiency.

- Integrating end-to-end global processes such as Order to Cash across various functions
- Consolidating transactional activities and standardizing processes globally
- The future: New cloud-based applications and ERP enhancements, creating end-to-end technology suites, providing a single modular platform for managing global F & A functions
- Case studies: How technology & process integration can generate process improvement and greater efficiency



Ravi Rao
Financial Director



VENUE:

The event will be held at Clifford Chance's state-of-the-art conference facilities which provide panoramic views across London and the Olympic Village.



Clifford Chance Building, 10 Upper Bank Street, London, E14 5JJ

DELEGATE FEE: COMPLIMENTARY FOR END USER / BUYER ORGANISATIONS

Complimentary invitations are available for senior executives from end users/ corporates from industry sectors which include: **Banking / Financial Services / Insurance / Telecoms / Pharma & Life Sciences / Consumer Products / Manufacturing / Retail / Media / Energy / Healthcare / Travel**

A limited number of sponsorship opportunities are available for Suppliers / Inward Investment Agencies / Others please email: sponsorship@emrgind.com for more details

TO REGISTER GO TO: http://www.emrgind.com/register_sourcingsummit.php

FOR MORE INFORMATION EMAIL: info@emrgind.com