



Confederation of Indian Industry



SMART OUTSOURCE EXPO & SUMMIT
Enhancing Business Excellence Through Partnerships

29 – 30 July, 2014, The Lalit Ashok, Bangalore, India

Day 1 : Tuesday 29th July, 2014

1030-1130 Inaugural Session

1200-1330 hrs: Session I : The Talent Edge : Redefining Human Capital : Boosting Productivity

Human Capital is an essential partner in developing and executing organizational strategy. Companies are looking at new and effective way of managing talent in terms of leveraging the skill sets towards enhancement of operational efficiency and ease of management for lateral and out of box thinking.

The session would focus on:

- Transformation of HR's role from transactional to strategic
- Challenges and opportunities- Managing skill sets
- Address the challenges of Middle Management leadership
- Optimize service provider's performance
- Does deeper engagement lead to organic growth

Session Chairman **Mr. Soumitra Bhattacharya**
Immd. Past Chairman, CII Karnataka and
Joint Managing Director, Bosch Ltd

Speakers **Mr. Kamal Karanth**
MD & CEO Kelly Services, Malaysia and India

Ms. Rituparna Chakraborty
Vice President, Indian Staffing Federation

Mr. Aditya Narain Mishra
President Staffing, Randstad India Ltd.

Mr. Shriram Sethuraman
Director Human Capital Consulting, Deloitte Touche Tohmatsu India Pvt Ltd.

1330-1430 hrs Lunch



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1430-1600 hrs: Session II : The Competitive Edge : Digital Marketing Trends

New and innovative means and modes to stay ahead of competition by way of delivering what customer wants where and when to gain sustainable competitive advantage through outsourcing.

The session would focus on:

- *How digital marketing win over long term*
- *How does it manage costs as variable expenses*
- *How does it lead to focus insight and not operations*
- *Does flexibility fuel the engine*

Session Chairman

Ms. Jyllene Miller

Senior Vice President Client Engagement Strategy, Industry & Analyst Engagement, and Corporate Marketing, Concentrix Technologies

Speakers

Mr. Devangshu Dutta

CEO, Third Eyesight

Mr. Jai Menon

Group Director Technology, HT Media Limited

Mr. Ajay Kelkar

Co-Founder, Hansa Cequity Solutions Pvt. Ltd

Ms. Jessie Paul

CEO, Paul Writer

Mr. Mahesh Murthy

Founder, Pinstorm Ltd.

1600-1630 hrs

Visit to Expo / Tea & Coffee Break



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1630-1800 hrs Session III : The Operational Edge : Customized solutions to enable business functions with lesser gestation time towards creating a better working environment

The session would focus on

- *Improving business operation spending*
- *Maximize in-house employees business potential*
- *Increase operational flexibility*
- *Enhanced ease of operations*

Session Chairman Mr. Lakshmi Narayan M
Past Chairman, CII Southern Region and
Managing Director & Country Manager, Harman International India Pvt Ltd

Speakers:

Mr. Anshuman Magazine*
Managing Director, C B R E

Mr. M. Selvarasu
Director, Lead Consultancy and Engineering Services (India) Pvt. Ltd

Mr. Arun Bhalla*
Managing Director, RSP Design Consultants (India) Pvt. Ltd.

Mr. Vipin Abraham
General Manager, Recall Information Management Pvt. Ltd.

1800 hrs Day 1 of conference close



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Day 2 : Wednesday, 30 July 2014

1000-1200 hrs: Session I : The Technology Edge : How partnerships build new product and solutions

The next paradigm in share services to reduce complexity of global operation platform

The session would focus on

- *Adapt changes in Market place- quick to react*
- *Flexibility, scaling and cost saving*
- *Increase market share and revenue*
- *Accommodation of Peak load*
- *Reduce cycle time*

Speakers:

Mr. Anuj Kumar

GM India and South Asia, Concentrix Technologies India Pvt. Ltd

Mr. B V R Mohan Reddy

Founder and Executive Chairman, Cyient Limited formerly Infotech Enterprises Limited

Mr. Prashant Mascarenhas

Director, Customer Solutions Group, HCL Technologies

Mr. Sundi Balu

CIO, Telstra International Group

Mr. Sankarson Bannerjee

Managing Director, Technology, Products & Cloud India Lead, Accenture

1200-1230 hrs

Tea & Coffee Break



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1230-1400 hrs Session II : The Value Edge : Different models to drive efficiency

Logistics and Supply Chain Management has been a vital part of every economy and every business entity. The ability of the enterprise purely depends on the efficiency through key supply chain management

The session would focus on

- *Faster introduction of new products and accelerated innovation of existing products*
- *Improvements in customer satisfaction and retention.*
- *Integration of: supply chain consulting, logistics engineering, data management and analysis, and operational management.*
- *Improve productivity through upstream and down stream activities*
- *Higher standards and performance for mission-critical activities.*
- *Leveraging on flexible infrastructure*
- *Access to new channels- Global expansion*
- *Risk management*

Session Chairman **Mr. Sandeep K Maini**
 Chairman, CII Karnataka State Council and
 Director, Maini Precision Products Pvt Ltd

Speakers

Mr. K Rathakrisnan
 President, Future Fresh Foods Ltd.

Mr. Subhajit Mazumder
 Principal - Business Consulting, Infosys Management Consulting Services

Mr. Nick Lambert
 Executive Director, Global Industries at Telstra Global

Dr. Anil Chinnabhandar
 VP-Supply Chain, Landmark Group - Max Retail Division

Mr. Dushyant Arya
 Joint Managing Director, Indo Arya Logistics Ltd.

1400-1500 hrs **Lunch**



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1500-1630 hrs Session III: The Innovative Edge : Raise the Bar of Efficiency

Outsourcing these key areas enabling enterprise to Quality and service improvement leading to reduction in project overrun

The session will focus on:

- *Deliver high quality products*
- *Shift from cost advantage to competitive advantage*
- *Business differentiated productive system to meet market needs*
- *Competitive edge towards innovation*
- *Access to new specialist expertise*
- *How new designs work*

Speakers:

Mr. Sumeet Anand

Founder & CEO, Kreeo, i-nable Solutions Pvt Ltd

Mr. Ranjit Nair

CEO, Germin 8 Ltd.

Mr. Vikram Goel

Manager, Tech Mahindra Ltd.

Mr. Bejoy George

Senior VP Sales- Engineering Research and Design Services, HCL

Dr. Barun Chakrabarty

General Manager and Head (R&D), L&T Hydrocarbon Engineering Ltd.

1630 hrs

Tea & Coffee Break & Close