


EMRG's 8th Annual BPO Conference
 Sheraton Hotel Park Lane London June 26th 2008

GLOBAL SOURCING

BPO • HRO • KPO



Colin Goodall
 Chairman
Dana Petroleum plc
 Pioneer of the BPO industry



Keith Fairbrass
 Finance Director
 HR Transformation
Unilever



Dr Bhaskar Dasgupta
 Head of strategy & change
ABN-AMRO



John Leggate
 Former
 Chief
 Information
 Officer
bp



Andy Higbed
 Head of Resourcing
BT

VIP
 DINNER
 JUNE 25TH


INNOVATION

BOAT TRIP
 RIVER
 THAMES
 JUNE 26TH

CHANGE



TRANSFORMATION



Andrew Harwood
 Director of Transformation
 (Europe)
Bank of America



Professor Avinash Persaud
 Chairman
 Intelligence Capital



Paul Hopkins
 Head of Customer Experience
easyJet



Peter Burns
 Head of Transformation
HSBC



Mark Payne
 Director
SUNGARD

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CONFERENCE AGENDA

08.30 – 09.30

REGISTRATION

08.30 – 09.30

EXECUTIVE BREAKFAST (BY INVITATION ONLY)

09.30 – 09.40

CHAIRMEN'S WELCOME



Colin Goodall

Chairman

Former CFO and Chief of Staff BP
Pioneer of the BPO Industry



Amit Badami

Founder and Director
EMRG Ltd



09.40 – 11.00

PLENARY SESSION

DRIVING GLOBAL COMPETITIVENESS & BUILDING COMPETITIVE ADVANTAGE THROUGH BPO & TECHNOLOGY ENABLED INNOVATION

This session looks at how the back office & front office are being transformed through the combination of innovative technology, cutting edge business processes and the use of global partnerships & resources (onshore, nearshore & offshore)

- Transforming the business model to fuel supplier enabled innovation & improved knowledge management
- Virtualisation of BPO assets: de-cluttering the organisation to create agility
- Leveraging the convergence of ITO & BPO
- Contracting for innovation & transformation
- Managing integration, change & outsourcing issues during the merger & acquisition process
- How to drive efficiency & productivity improvements through innovative process re-design, re-engineering, automation & optimization



John S Leggate CBE

Former Chief Information
Officer & Group Vice President



Dr. Bhaskar Dasgupta

Head of Strategy & Change



Roger Sparks

Partner & Managing Director
Financial Services EMEA



Mark O'Connor

Partner



11.00 – 11.30

MID-MORNING COFFEE BREAK & NETWORKING

11.30 – 13.00

STREAMED SESSIONS

STREAM A

HRO

ORCHARD ROOM

STREAM B

CUSTOMER CONTACT

TUDOR ROSE ROOM

STREAM C

BACK OFFICE

BALLROOM

11.30 – 13.00

STREAM A HR & PAYROLL OUTSOURCING

GLOBAL RE-DEPLOYMENT OF THE HR FUNCTION

11.30 – 12.00

BUILDING THE FINANCIAL CASE FOR HRO

- Streamlining of processes & optimizing a company's workforce
- Reducing costs: The financial case - service provider mobilization, transition and transformation charges, redundancy, retained organization / double running costs
- Beyond cost reduction: transformational impact on corporate strategy



Keith Fairbrass

Finance Director
HR Transformation



12.00 – 13.00

BEST PRACTICES IN HRO

KEY SUCCESS FACTORS FOR SUCCESSFUL HRO

- What makes or breaks a successful HRO deal & lessons learnt
- Managing the technological challenge
- Retained organization talent management

PROCESS SELECTION, MIGRATION, RISK MITIGATION

- Core versus non-core: What processes are being kept in-house/outsourced (onshore/nearshore/offshore)
- Shared services versus 3rd party outsourcing versus JV: results to date and comparisons & lessons learnt
- Key challenges to successful HR process migration
- Data protection, compliance & governance issues



Phil Davies

Director HR Operations



Jane Pateman

HR Director
HR Shared Services &
Corporate Centre



Bernard O'Driscoll

Former Group
HR Services Director



Denise Hayes

Vice President HR



11.30 – 13.00

STREAM B CUSTOMER CONTACT

CREATING THE CONTACT CENTRE OF THE FUTURE

This session looks at how new and emerging technologies are impacting customer contact interactions globally. How companies are building end to end outsourced people, process and technology partnerships for competitive advantage.

11.30 – 12.10

A PARTNERSHIP APPROACH TO ACHIEVING THE PENSION CENTRE TRANSFORMATION STRATEGY

- Utilising private sector experience and learning within the public sector
- Process transformation to achieve efficiency and add value
- Evolving public sector services to meet the needs of UK citizens



Ian Gillott

General Manager
Pension Credit
Application Line



- Sharing expertise and best practice across outsourced and in-house pension service centres
- Enhancing contact centre performance and leadership skills



James Howell
Chairman



12.10 – 13.00

DRIVING CUSTOMER SERVICE EXCELLENCE THROUGH A COMBINATION OF PEOPLE, PROCESS AND TECHNOLOGY

- A blended future: a combination of homeshoring, onshoring, nearshoring & offshoring?
- The impact of new technologies: a threat or complement?
- The innovation drive: integration of platforms (voice, e-mail, chat, web, IVR)
- Drive customer loyalty, maximizing service revenue, and profits per customer interaction through integrated multi-channel solutions
- Enhancing the customer service experience, examples of best practices from the front line (Technical support/Sales support/Customer care)
- Quality assurance & building consistency of customer experience across a globally distributed work force
- Improving first time resolution, reducing average call duration, desktop optimization, speech analytics, root cause analysis, self & assisted service
- The next wave: emerging offshore locations



Paul Hopkins
Head of Customer Experience



Andrew Harwood
Transformation Director Europe



Michael Stock
Head of Business & Partnerships



11.30 – 13.00 STREAM C BACK OFFICE (F & A / TRANSACTION PROCESSING)

BUILDING A GLOBAL BACK OFFICE

11.30 – 12.00

THE BACK OFFICE OF THE FUTURE

- The back office of the future: what will it look like?
- The next wave of consolidation, transformation and innovation in global sourcing where will it come from and its impact on the corporate world



Mark Payne
Vice President Global Shared Service Centers



12.00 – 13.00

TRANSFORMING THE BACK OFFICE

- Creating an end-to-end outsourced finance function with multi-lingual delivery of more complex back office processes
- Accelerating back office transformation, results to date & change management challenges (operational alignment, process design, change execution structures)
- Managing a globally distributed work force: the cross cultural challenge




Peter Burns
Head of Transformation Global Transaction Bank





Ravi Rao
Transformation Leader Finance & Operations




- Simplifying governance & building a robust compliance structure across the extended enterprise
- Multi-sourcing / multi-shoring: risk identification, mitigation, value maximization
- Towards a world-class finance function (shared services versus 3rd party versus JV, lessons learnt
- Measuring, monitoring, pricing and structuring the outsourcing deal: were the right KPI's/SLA's set?
- Benefits realized from the new global back office: shortening of financial close, improved financial transparency & reduction in process cycle times



Devesh Nayel
CEO


Robert Tearle
Finance Director




13.00 – 14.15 LUNCH

14.15 – 15.30 STREAM A MOVING UP THE VALUE CHAIN (KNOWLEDGE PROCESS OUTSOURCING)


New and emerging locations that provide high end corporate analytics services: corporate analysis and research data. Moving from cost arbitrage to intellectual arbitrage



Stephen Lund
President & CEO
Novo Scotia Business Inc.




Stephen Lund will look at the benefits of offshoring to Nova Scotia. Illustrate how Nova Scotia fits into a global delivery system and will end with some case studies on real-life examples of how KPO is delivered from the province.




Professor Avinash Persaud
Chairman, Intelligence Capital, Former Managing Director State Street & Global Head of Currency Research, JP Morgan

Prof. Persaud will analyse and comment on the value proposition of knowledge process outsourcing from smaller more specialised locations. Many “Knowledge Industries” are also “Lifestyle Location Industries”. But good “life style”, is not enough; technology and regulation are often key. In the life-style location stakes, small states are in an advantageous position. Prof. Persaud will examine how KPO can and is being delivered from these smaller locations.



Anup Kumar
Vice President and Head of BPO



“Maximizing Strategic value through knowledge services outsourcing & innovation”

- *Emergence of Knowledge Services Outsourcing through:*

- Industry Drivers & enablers for Knowledge Services Outsourcing
- Knowledge services currently outsourced
- Building blocks for a successful KPO Operation
- Process innovation & operational transformation

- China's emerging role within a globally outsourced back office
- What processes have been outsourced to date & results
- Managing the cross cultural issues
- Chinese government policy & its impact on BPO
- Infrastructure, work ethic, language, data protection & management skills

ChinaSourcing

STREAM CHAIRMAN



Dr. Phil Hadcroft
General Manager – Strategy & International Operations
Salmat BusinessForce

KEYNOTE ADDRESS

Ms. Zhou Ming
Vice President & Secretary General CCIIIP China

PANEL MEMBERS



Ms. Sophia Wang
Vice President of Beyondsoft Group



Ms. Fanny Chan
Vice President of ChinaSoft International



Mr. John Peng
Senior Vice President of iSoftStone Information Service Corporation



Mr. James Harding
Business Development Director of M&Y Data Solutions



Mr. Shao Kai
Executive Director of UFIDA Software Engineering

15.20 – 16.00 **COFFEE BREAK**

16.00 – 17.10 **TRANSFORMATION INNOVATION CHANGE (INTERACTIVE PANEL SESSION)**

This session brings together senior industry executives and discusses their experiences of how global sourcing and global partnerships have helped their companies to transform, innovate & change across the back, middle & front office.

Panellists will include previous speakers from the morning sessions and also the following additional panel members:



John S Leggate CBE
Former Chief Information Officer & Group Vice President



Sanjiv Somani
Managing Director
Group Offshoring



Krishna Nacha
Vice President and Chief Sales & Marketing Officer



Glenn Warren
Director



17.10 – 17.15 **WRAP UP & PRIZE DRAW**

**WIN A TRIP TO CHINA AND VISIT
THE GREAT WALL, TIANAMEN SQUARE,
THE FORBIDDEN CITY
AND OTHER LANDMARKS**



CONFERENCE NETWORKING EVENTS

DINNER

JUNE 25TH PRE-CONFERENCE DINNER BY INVITATION ONLY (SENIOR SPONSORS + VIP GUESTS) CANADA HOUSE, TRAFALGAR SQUARE, LONDON.



Canada House, Trafalgar Square, London

BOAT TRIP

JUNE 26TH 18.30 – 21.00 BOAT TRIP & NETWORKING. WESTMINSTER PIER, LONDON. (ALL DELEGATES WELCOME)



Boat Trip & Networking, Westminster Pier

STEPHEN LUND

PRESIDENT & CEO
NOVA SCOTIA BUSINESS INC.

As president & CEO of Nova Scotia Business Inc. (NSBI), Stephen leads a dynamic team of men and women who work to attract new business investment to Nova Scotia, Canada.

Since assuming his position at NSBI in 2001, Stephen's team has been responsible for attracting a number of global companies to Nova Scotia, including: Research In Motion (RIM), Citco - the #1 hedge fund administrator in the world, and Marsh - the #1 reinsurance company in the world. Another key area for NSBI is IT, and in 2007, Halifax, Nova Scotia, was named the top emerging IT outsourcing destination in North America, and among the top 50 in the world.

Stephen has more than 20 years of experience in the financial industry. That includes running an international fund administration company, a lease financing company and several years in corporate commercial banking.

Stephen holds an MBA in Finance.

JAMES HOWELL

CHAIRMAN
VENTURA PLC

James has worked at Next Plc for just over 16 years within the areas of Retail Stores, Next Directory and Warehousing and Distribution. He joined Ventura in 2002 in the role of Managing Director. During this time he presided over a period of considerable growth with both new and existing clients.

In 2006 James was promoted to the role of Chairman of Ventura and Operations Director for the Next Group. More recently he has been involved in the launch of Ventura Network Distribution.

James believes that Ventura's key objectives are to offer outstanding value to both new and existing clients, through delivering operational excellence and increasing the outsource services we can provide to them.

AMIT BADAMI

FOUNDER & DIRECTOR
EMRG LTD

Amit has 16 years experience in the Financial Services, Research and Consultancy business in the UK, Europe, India and SE Asia. He spent 6 years with Citigroup and Cargill Inc in internal audit, operations and research roles. He started EMRG in 1998 and has conducted marketing, strategy and research assignments globally. He organizes the Annual Global Sourcing conference (running since 1999/2000), an event attended to date by over 2,000 delegates. An additional 10,000 others have contacted EMRG during the last 9 years.

The author of numerous reports and articles on outsourcing and offshoring and editor of the widely acclaimed BPO Offshore Journal, he has an intimate knowledge of the global BPO sector. A principal contributor to the Department of Trade & Industry's India desk's publications for 4 years and a frequent visitor to India where he has spent over 8 years. He has worked in over 11 countries, is an advisor to the governor's of several Chinese provinces, board member SBPOA, he has an MIM from AGSIM (Thunderbird), Arizona, USA, SFA (UK), BSc (Mumbai, India).

PETER BURNS

HEAD OF TRANSFORMATION,
GLOBAL TRANSACTIONAL BANKING
HSBC

Peter is responsible for the design and implementation of HSBC Securities Services and Global Payments Centre of Excellence totaling over 5000 FTE in 5 centres in Asia. Prior to joining HSBC Peter spent a number of years with ABN AMRO, Citigroup and Philips NV.

JOHN S LEGGATE CBE

FORMER CHIEF INFORMATION OFFICER & GROUP VICE
PRESIDENT
BP

Widely regarded as the elder statesman of the CIO community, John was responsible for BP's entire digital capability, IT systems, technology and business processes across the oil and energy giant's 120 global upstream and downstream business units.

John sat on the BP group senior leadership team, and in 2005 he took on the additional responsibility for security and supply chain management that set the strategic framework around BP's total third party expenditure of \$38 billion pa.

A former President of BP's Azerbaijan International Operating Company, John led the team that negotiated the multi billion dollar pipeline deal across the Caucasus Mountains, a project that inspired the James Bond film *The World is Not Enough*. John was honored (CBE) by the Queen in her 2004 New Year's Honor List in recognition of his outstanding contribution and leadership of the international digital technology agenda.

John began his career in marine consultancy and nuclear engineering. He has a degree in engineering from Glasgow University. He retired from BP in Jan 2008.

BERNARD O'DRISCOLL

FORMER HR SERVICES DIRECTOR
LLOYDS TSB

After an early career in Retail Banking, Bernard has spent the last 20 years within the HR function and has been extensively involved in reshaping HR delivery throughout that time. He is currently leading the creation of an Offshored HR Services delivery capability for Lloyds TSB to complement broader Group HR strategic transformation. Previous roles include HR Director for the Retail Bank and Bernard has extensive experience in Training and Development having been instrumental in the creation of Corporate University Model within Lloyds TSB. He maintains active external interest in the training sector and has previously held Director positions with the Trading Standards Council and the National Council for Careers and Educational Guidance.

JAMES HARDING

BUSINESS DEVELOPMENT DIRECTOR
M&Y DATA SOLUTIONS

James joined M&Y Data Solutions in their global sales headquarters in Sydney, Australia in 2003 where he was responsible for business development throughout Australia, New Zealand and parts of Asia. James returned to the UK in 2005 in his current role to head up European strategic alliances and business development.

ANDREW HARWOOD

TRANSFORMATION DIRECTOR
BANK OF AMERICA EUROPE CARD SERVICES

Andrew is responsible for the identification and delivery of transformational initiatives within the European credit card business. Andrew joined Bank of America in 1995 following graduation from Cardiff University and has held a number of management positions within the company. He originally joined the bank within the Customer Services division before graduating from the banks Management Development Programme in 1997. Upon successful completion of the program he moved to assume the position of Customer Service Team Manager within the Credit underwriting department.

Andrew subsequently moved business areas to set up the Customer Retention unit where he was responsible for pricing strategy design. Following this appointment he moved to Business Development to assume responsibility for the implementation of pricing and revenue projects before moving to work on the conversion of the Abbey credit card portfolio as a Service Delivery Manager.

He assumed the role of Operational Risk Manager in December 2001 with responsibility for establishing the ECS operational risk management function. Following this he completed a year long appointment working as Business Support Manager to the CEO of Europe Card Services before he moved to head up the banks Compensation and Benefits function as Human Resources Manager.

In May 2006 he assumed the position of Group Operations Manager with responsibility for workforce management for the ECS call centres a role he fulfilled until commencing his current responsibilities. He has been in his current position of Transformation Programme Director since July of 2007 and is now responsible for developing the banks operations and servicing strategy for it's European business.

COLIN GOODALL

CHAIRMAN, DANA PETROLEUM,
FORMER CFO, DIRECTOR OF ACCOUNTING
& CHIEF OF STAFF
BP

Colin joined British Petroleum in 1975, later becoming its first ever Chief of Staff. From 1995 to 1999 he served as Chief Financial Officer of BP Europe and then as BP's senior representative in Russia. Prior to this he worked in Africa for a number of companies including Anglo American Corporation and became a partner at Touche Ross. During his 24 year career at BP he was involved in outsourcing a raft of functions and business processes from IT and facilities management to payroll and finance & accounting.

Pioneer of the BPO industry, an industry Colin catalysed as a result of BP's landmark BPO deal in 1990.

PROFESSOR AVINASH PERSAUD

CHAIRMAN OF INTELLIGENCE CAPITAL LIMITED

Avinash is Emeritus Professor of Gresham College, but he is not a typical academic. His career was built in the City of London. He was global head of currency and commodity research at J. P. Morgan, a managing director of State Street, the largest institutional investor in the world, and a director of UBS London. For a decade he was the top ranking currency analyst across global investor surveys.

Avinash is the market expert that policy makers turn to. He has been a Visiting Scholar at the IMF and the ECB. He is Co-Chair of the OECD Emerging Market Network and is a frequent guest of G20 Central Banks and Finance Ministries.

He won the Jacques de Larosiere Award in Global Finance from the Institute of International Finance in Washington. He was elected a member of Council of the Royal Economics Society and as a director of the 70,000 strong Global Association of Risk Professionals. He is a Governor of the London School of Economics & Political Science.

Avinash returned to Barbados last year. He runs Intelligence Capital and also co-manages CIMCO, a currency and global macro fund, from there.

PAUL HOPKINS

HEAD OF CUSTOMER EXPERIENCE
EASYJET

Paul Hopkins has worked with a number of leading brands in the U.K., including William Hill and Nectar cards. He is currently Head of Customer Experience at easyJet. Throughout his career he has managed customer service and BPO operations both in-house, and outsourced both onshore, near shore and offshore.

KRISHNA NACHA

VICE PRESIDENT AND CHIEF SALES &
MARKETING OFFICER
EXL SERVICE

As Vice President and Chief Sales & Marketing Officer, Krishna Nacha is responsible for sales and marketing efforts worldwide across the outsourcing and transformation business lines. Prior to joining EXL, Krishna was working with iGate Global Solutions since 2004 and was a member of the Executive Leadership Team. Before iGate, Krishna worked with Infosys for 4 plus years in roles including Group Sales Manager - Insurance and Healthcare and Head of Sales for Canada. Krishna has a Masters in Business Administration from XLRI, India and an Engineering Degree in Electronics and Communication from National Institute of Technology, Karnataka.

RAVINDRA RAO

TRANSFORMATION LEAD FINANCE, HR AND OPERATIONS
EMEA HONEYWELL

Ravi assumed his current position in Jan 2006, and leads a team of Project Managers, Lean Experts and Subject Matter Experts EMEA. HSS is a strategic business enterprise that encompasses 1000 employees located at 32 locations in the Europe, Middle East and Africa regions and is responsible for around 500 Million \$ in terms of cost across Financial Services, Employee Services and IT Services. HSS provides global support and services for current Honeywell SBU's. through co sourced providers like IBM, Xerox and 'Genpact Ravi joined Honeywell, in 2004 as the Six Sigma Plus Leader for HSS EMEA. He was instrumental in setting up the performance dashboard and scorecard for Honeywell SBU's. He led the co-sourcing project for our IT services with IBM and then undertook additional responsibilities for Finance FTI program implementation across EMEA. He subsequently took charge of the Employee Services operations in the Benelux region for a short while. In his new role he needs to deliver 30 Million \$ of benefits in the next 3 years.

Ravi has worked with Global companies like GE Consumer Finance and Johnson and Johnson before. He has been through a series of different positions in Marketing, Sales and Operations. He also has rich global experience having worked in various geographies and being involved in setting up of Low Cost Country models for these companies. He was involved in the set up of low cost centers in Dalian and Budapest for GE.

Ravi has a bachelor's degree in Computer Engineering and a MBA from NMIS Mumbai with an emphasis on Marketing and Finance.

JANE PATEMAN

HR DIRECTOR, HR SHARED SERVICES &
CORPORATE CENTRE
CENTRICA PLC

Jane Pateman is the HR Director at Centrica plc responsible for the management of their outsourced HR Shared Services and HR Transformation programme as well as Group Policy and supporting the Corporate Centre functions. Centrica has a number of brand businesses including British Gas and Direct Energy and employs c30,000 in the UK, Europe and North America.

Jane joined Centrica in 1990 and has held numerous roles in HR both within the Corporate Centre and British Gas.

During the last 18 months, Jane has had responsibility for the outsourcing of HR transactional services to Hewitt Associates and the introduction of self service tools for both employees and managers. Current priorities include a focus on process improvement and standardisation, development of HCM metrics and enhancements to the automated self service offering.

DR. BHASKAR DASGUPTA

HEAD OF STRATEGY & CHANGE
ABN AMRO

Bhaskar is the Head of Strategy and COO, Global Infrastructure which has a yearly \$1.8 billion footprint of IT assets for ABN AMRO and is helping deliver the largest and most complex financial industry merger integration process from the technology infrastructure functional perspective.

Joining ABN Amro in 2003, he headed up Strategy, Architecture and Change Management for ABN AMRO Europe's IT Division and has led the global Investment Bank's Basel II programme; Strategic Risk Architecture programme, Professional Fees Cost reduction programme etc.

Prior to ABN Amro, he worked at Salomon Smith Barney; Goldman Sachs; Barclays Capital and other several international banks in a variety of trading and risk management roles as well as for PriceWaterhouseCoopers and SunGard. He is completing his second doctorate in Politics, Terrorism and Financial Markets from Kings College, London; his first was in financial mathematics and computational finance from Manchester Business School, Manchester. Besides holding an MBA in Finance and IT and BSc in Mathematics, he is also a visiting professor at several universities.

SOPHIA WANG

VICE PRESIDENT
BEYONDSOFT GROUP

Ms. Wang is Vice President of Beyondsoft Group, and head of Beyondsoft's marketing and corporate business development. Ms. Wang joined Beyondsoft in 2004 as the General Manager of the localization service business unit. During her one-year tenure in that position, Ms. Wang played a critical role in bringing numerous new business opportunities to Beyondsoft. Since 2006, she has been in charge of M&A for Beyondsoft and from the beginning of 2007 she has also been responsible for the management of the marketing team.

Prior to joining Beyondsoft, Ms. Wang acquired over nine years of diverse experience at IBM China. She joined IBM as a technical professional, and later served as the Business Development Manager for the manufacturing function of IBM Greater China Group, where she was heavily involved in many of IBM's corporate investment and joint venture management activities in China. Her last position at IBM China was Global Resource Development Manager. Ms. Wang maintains an extensive network of contacts in China's outsourcing industry thanks to her unique experience in evaluating, developing, and managing IT service outsourcing vendors in China.

Ms. Wang holds a Bachelor's Degree in BME from Tsinghua University and an EMBA degree from CEIBS University.

MARK PAYNE

VICE PRESIDENT, GLOBAL SHARED SERVICE CENTRE
OPERATIONS
SUNGARD

Mark is responsible for the management of all of SunGard's shared service centres globally. Prior to joining SunGard, Mark worked for Honeywell from 1999 to 2007. Initially he was responsible for establishing their UK Financial Shared Service Center of 150 employees. He then added European responsibility to this role and managed various projects that off-shored Finance operations into centers in Mexico, India and China.

In 2005 Mark integrated Novar's Shared Services and Corporate Finance activities following Honeywell's \$1bn acquisition of Novar plc. Since the start of 2006 he has taken on responsibility for developing and overseeing the implementation of Honeywell's Travel & Expense Strategy and policies. This includes rolling out web-based T&E software to over 50,000 users, with a central audit team based in Bangalore. He also manages Honeywell's Corporate Card relationship. With over 40,000 cards across more than 40 countries, American Express is a key partner for Honeywell, and Mark is currently aiming to launch an Amex local currency card in China for Honeywell's growing employee base there.

Mark is a Chartered Management Accountant with a BSc Honors degree in Accountancy and Statistics. Prior to working for Honeywell he worked for GEC Alstom, British Aerospace and ICI in various Controllership roles. He is married with 3 children and is based near London, UK.

KEITH FAIRBRASS

FINANCE DIRECTOR, GLOBAL HR TRANSFORMATION
UNILEVER PLC

Keith Fairbrass is Finance Director – Global HR Transformation at Unilever Plc. He has more than 16 years experience in finance at Unilever, in the UK, D&E markets, and global roles. He has held a variety of mainstream finance positions, as well as business partner roles to marketing, customer and supply chain. Currently, Keith is business partner to the Head of Global HR Transformation, and is responsible for the financial aspects of Unilever's 7 year contract to outsource HR transactional services, and for internal delivery of the business case.

IAN GILLOTT

GENERAL MANAGER PENSION CREDIT APPLICATION LINE
DEPARTMENT OF WORK & PENSIONS

Ian is a career civil servant, having begun his career in 1973 as a casual Administrative Assistant. He has undertaken a wide range of challenging roles within the DWP including:

Responsibility for benefit delivery in a range of different locations

Technical and Management trainer

Programme Protection Area Manager

Area Fraud Manager

Aide to the Area Director

With the introduction of Jobcentre Plus and The Pension Service in April 2002 Ian took on the role of Manager of the Jobcentre Plus (East Midlands) Field Directors' Support Team, providing support to the Field Director and his Deputy.

In August 2002 Ian was asked to take on the role of Operational Manager at Derby Pension Centre with responsibility for the introduction of the Pension Credit Tele-Application Service. This was a new initiative to maximise the take-up of the newly introduced Pension Credit. Following this he was promoted to undertake the role of General Manager of the Pension Credit Application Line with responsibility for four DWP sites and Ventura, a private sector partner.

He has developed the partnership with Ventura to deliver an innovative skills share package between Ventura and key DWP personnel to enhance their level of contact centre skills. In addition he has managed the contract with Ventura and, in doing so, he has provided excellent support to the transformed pension centres as they work towards the delivery of the new, exciting, customer experience.

JANE PATEMAN

HR DIRECTOR, HR SHARED SERVICES & CORPORATE CENTRE
CENTRICA PLC

Jane Pateman is the HR Director at Centrica plc responsible for the management of their outsourced HR Shared Services and HR Transformation programme as well as Group Policy and supporting the Corporate Centre functions. Centrica has a number of brand businesses including British Gas and Direct Energy and employs c30,000 in the UK, Europe and North America.

Jane joined Centrica in 1990 and has held numerous roles in HR both within the Corporate Centre and British Gas.

During the last 18 months, Jane has had responsibility for the outsourcing of HR transactional services to Hewitt Associates and the introduction of self service tools for both employees and managers. Current priorities include a focus on process improvement and standardisation, development of HCM metrics and enhancements to the automated self service offering.

PHIL DAVIES

HR OPERATIONS DIRECTOR
KODAK

Phil has worked at Kodak for 20 years in a variety of roles from Manufacturing management, to HR, across the UK and EMEA. The recurring themes have been restructuring and change management, in operations, marketing, customer services and HR. For the last five years Phil has been instrumental in significant change management in HR across EMEA, including BPO within country, regionally and globally

ROBERT TEARLE

FINANCE DIRECTOR
MACH

Robert has over 19 year experience in accounting and finance for technology companies. Before joining MACH he was CFO at SpinVox, European Finance Director at Mobile365 and held senior positions in GEC Marconi & Telewest. He has extensive outsourcing, offshoring and shared services experience and has spoken at numerous outsourcing events.

DENISE HAYES

VICE PRESIDENT, HUMAN RESOURCES
ADP CANADA EMPLOYER SERVICES

Denise Hayes is Vice President of Human Resources for ADP Canada. Denise joined ADP in 1994 with over 12 years of previous experience in the Human Resources field.

Denise oversees the HR department, which provides a full range of human resources functions including change management, talent and succession planning, associate relations, staffing and workforce planning, as well as compensation and benefits. She also has a broad mandate in ADP's training area, Learning Services. Learning Services develops and delivers training courses for both internal associates and external clients.

Denise is a member of ADP Canada's Executive Team plus HR Executive teams in ADP's US parent organization. Denise is also responsible for leading Canada's HR function in implementing ADP corporate-wide initiatives, such as Shared Services and Employer of Choice.

Denise holds a MBA from the University of Western Ontario. She also has a post-graduate diploma in Human Resources Management and has both CHRM and CHRP designations.

FANNY CHAN

SENIOR VICE PRESIDENT
CHINASOFT INTERNATIONAL

Mrs Fanny Chan has joined Chinasoft International as Senior Vice President in 2007, in charge of IT Outsourcing business in Chinasoft International.

Mrs Fanny Chan has more than 20 years of working experience in many global well-known IT companies as senior management positions, her working experience covered Canada, China and Greater China regions. Her experience covers from CPU, IT hardware, software and services in sales and marketing area, as well as development, testing, localization and outsourcing business. Mrs Fanny Chan was well recognized by customers and media and has received many awards to recognize her contribution to the China IT industry in the past.

Prior to the joining of Chinasoft International, Mrs Fanny Chan joined AMD in 2004 as the Director of Regional Marketing for Greater China and in charge product marketing strategies, alliance and marketing for AMD Greater China Region. Mrs Chan also worked in Compaq Computer as Software Program Director and the General Manager of Marketing Department in Greater China Region. After the merger between HP and Compaq, she worked as the Director of Professional Service Group & Business Alliance department in HP, in charge of marketing, strategy, business development and alliance for Professional Service Group in China and HK region.

Prior to Compaq/HP, Mrs Fanny Chan has over 14 years working experience in IBM. Her experience in IBM has covered operation, marketing as well as in charged of many development and localization projects for outsourcing to China. With her development background in IBM Canada, she was able to help many software companies to established better project management and development process. Fanny was also known as one of the pioneer in software outsourcing business in China.

Mrs Fanny Chan holds Due-bachelors degrees of Computer Science and Biochemistry from the University of Toronto in Canada.

GLENN WARREN

DIRECTOR TPI

Currently a member of the TPI Europe IT outsourcing practice's leadership team, and responsible for programme delivery quality within the practice, Glenn has been accountable for a number of TPI's long term account engagements, including ABN AMRO and CLS Services.

Glenn has been with TPI since 2003 and offers TPI's clients a broad range of leadership and transformational delivery experience within the sourcing and services space. Glenn has significant expertise in programme management, contract analysis and negotiation, financial modelling, transition and transformation, governance, relationship management, operational analysis and service delivery.

Prior to TPI, Glenn worked for Convergys as the Director of UK Cable and Broadband Programmes. In this role, he was financially and operationally accountable for the delivery of ongoing Convergys product and support services and major technology programmes into the European Cable and Broadband market. Prior to Convergys, Glenn was a Senior Manager in the outsourcing division of Cap Gemini Ernst & Young, where held marketing and solution delivery responsibilities for large-scale outsourcing engagements. Previously, he worked at IBM for eight years in progressively more responsible delivery and commercial positions within the IBM Global Services business.

Earlier in his career, Glenn worked within the defence sector in the marine engineering industry.

ANUP KUMAR

VICE PRESIDENT AND HEAD OF BPO
PATNI

Anup leads the BPO practice for Patni and has 16+ years of management experience in diverse roles. He has been involved with several start-up firms and has built operations from grounds up in Investment Banking, Payroll & Pension Administration and BPO services.

Anup provides consulting to C level executives of financial services and insurance organizations in setting up and running large multi year outsourcing programs. He has provided management oversight in setting up and running of multi country, multi service line shared services set-ups – particularly in Financial Services, F&A, Securities Operations, Benefits Administration and HRO.

Prior to Patni, he has held several senior roles as Director Operations, ING, Regional Head of Securities Operations at ING Singapore, Director Operations at EXL Services, Vice President at Hewitt Associates amongst others. Academically, he is a Computer Science Engineer and a Master in Finance from Delhi University.

JOHN PENG

SENIOR VICE PRESIDENT, ISOFTSTONE INFORMATION SERVICE CORPORATION

John is a seasoned executive with over 17 years of experience in software development, IT consulting and services as well as offshore ITO and BPO project delivery management. He has delivered IT services to clients in banking, capital markets, as well as asset management industries. He is responsible for the business development and global service delivery to North American and European markets.

Before joining iSoftStone, John was the VP of China Technology Delivery of E5 Systems Inc., a US IT consulting and services firm. He established and managed its China Development Center and project delivery to many US customers.

Prior to E5 Systems, John held several senior management positions as Engineering VP, Director of Software Development in software development companies in the US, where he led the product development and maintenance. John also worked for some major financial service companies such as John Hancock Funds and Mellon Financial Corp as senior system and business analysts.

John holds a MBA from The University of Rhode Island, MS from the Institute of Science and Technology of China, and BS in Mechanical Engineering from the Beijing University of Technology.

DEVESH NAYEL

CEO
COMPASS BPO

Devesh Nayel was appointed the CEO of compass BPO in June 2008. A veteran of the BPO industry, he has ensured consistent growth for the company and the value proposition for the customers is thus comprehensive, end to end and world class by leveraging complete domain expertise, process excellence.

He was previously working with Infosys BPO as the Vice President of Finance & Accounting and Procurement business and has successfully set up the F&A Division from inception, which grew to a 1,500 people division serving over 20 customers, many of them in the Fortune 500 category across 8 industries. end to end and world class.

Prior to Infosys, Devesh worked as a Financial Controller with Bechtel Group Inc. based out of the UK and the US, where he was primarily responsible for three shared service centres servicing EMEA. He has traveled extensively collecting transnational experience spread across various countries and has profound experience in , business development, delivering innovative and technologically robust services and solutions to the Indian BPO sectors set up of shared service centers etc. He has over 24 years of industry experience.

Devesh has done his MMS, AICWA and ACS from India.

NIALL QUINN

DIRECTOR
TPI

Mr. Quinn is based in London and is a Director in the TPI Financial Services EMEA Business unit. Niall joined TPI in 2005 and since joining TPI, he has led or played a key role in executing a number of large transactions on behalf of TPI clients predominantly in the financial services sector.

He has developed a particular focus on contract re-negotiations both with intent of renewal with the incumbent and to enable exit/the move from a sole to a multi source environment.

In addition to renegotiation implementation, he has a broad based experience including the preparation of sourcing strategies, negotiation of complex business and IT Transformation contract, planning and subsequent execution of the insource of a Service Delivery organisation, structuring of a multi-source deal, and the outsourcing of the Retail securities operation for a major bank.

Niall's skills have been developed and refined over a period in excess of 20 years through his experience on both the buy (TPI and JPMorgan) and the sell (Accenture) side of large scale outsourcing agreements.

Prior to joining TPI, Niall spent 8 years at Accenture where he worked with a variety of senior clients to inform them about the sourcing options available to them and helping them decide which option best met their needs. This involved taking them through the steps necessary to execute a successful sourcing strategy, the effort needed, the risks involved and the likely timescales. He was lead solution architect on a number of deals, ensuring that the deal shape and finances was right for the client and Accenture.

Before Accenture Niall worked at JPMorgan for 12 years and held a wide variety of Technology roles. Niall has a successful track record in delivering major projects in the AD, AM and Infrastructure areas.

Niall has degrees in Computer Science and Pure Math from Trinity College Dublin.

Previous TPI clients include ING, London Stock Exchange, XL Insurance, Novartis, RaboBank and Delta Lloyd.

KAI SHAO

EXECUTIVE DIRECTOR
UFIDA CO.

Kai Shao is the executive director of UFIDA Co. Ltd. and President/CEO of UFIDA Software Engineering Co. Ltd. with a vast background of practical and leadership experience in software development, team building, strategic planning, and corporate management.

Prior to founding UFIDA Software Engineering Co. Ltd., he joined UFIDA in 1991 as a software engineer. From 1996 to 2003, he carried out successful growth strategies in a wide range of executive and management roles: Information Inspector, Quality Inspector, Services Inspector, General Manager of Product R & D Center, Vice President, Senior Vice President and Executive Director.

In 2003, Mr. Shao founded UFIDA Software Engineering Co., Ltd. and has dedicated his work to the building of a global software development and IT services provider. Under his leadership, UFIDA Software Engineering has developed to be leading software and IT services provider committed to high-end IT planning and consulting, software services oriented technology platform development and high-level project management.

Additionally, Kai Shao is the Vice Chairman of Beijing Software Industry Association, Director of China Software Industry Association, Vice Director of the China Software and IT services Outsourcing Association, and executive member of China Computer Federation

Kai Shao received his MS degree of computer application from Harbin Institute of Technology in 1987 and a BS degree in software science from Xidian University, Xi'an.

REGISTRATION FORM



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