

AGENDA

Mar 11, 2022 (Novotel Hyderabad Convention Centre)

GCC Summit 2.0: The Future of Work at GCCs

March 11, 2022 | Novotel Hyderabad Convention Centre | Hybrid Event

Session	Topic	Speakers	Session type	Time	Duration
Welcome note	Overview on the overall agenda of the day	Prakash Bodla , Chairman – Hyderabad Chapter, AMCHAM & MD, Carrier Technologies India Ltd.	Leader speak	10:40am - 10:45am 10:45am – 10:50am	10 mins
Reimagining the future of work at GCCs in India	The pandemic has compelled organizations to reimagine the future of their workforce and workplace. The evolving nature of workforce demand and emergence of new skill-sets at GCCs calls for new workforce strategies.	Ranjana Khanna , DG CEO, AMCHAM India Salil Gupte , Chairman – AMCHAM India / President Boeing India Arijit Sarker , Vice President, Customer Experience, Google	Leader speak	10:50am - 11:05am 11:05am – 11:25 am	35mins
India – the new Hub center for the world	While the GCC hub center drives key strategic activities, the spokes across other geographies are looking into specific activities, e.g. cyber security, blockchain, etc. But the bigger question here - Is India becoming the new hub center for the world?	Moderator: Vasudha Bommireddy , AVP - Engineering, Providence India Balasubramanian Sankaranarayanan , President & CEO, Thyre Digital Health Nilam Patel , Managing Director, India Operations - S&P Global Ravi Tangirala , Head - MassMutual GBS	Panel discussion	11:25am – 11:55am	30mins
Learnings from new GCC set-ups in India	What are the key challenges faced by GCCs while setting up of operations in India and scaling-up their business thereafter?	Moderator: Arindam Sen , Partner, Technology, Media & Entertainment and Telecommunications (TMT) GCCs Leader, EY India Anshul Jain , Managing Director, India and South East Asia, Cushman & Wakefield Hyacinth Ferrao , Head of Controllershship, Disney Star, India	Fireside chat	11:55am - 12:15pm	20 mins
Coffee break (12:20pm - 12:40pm)					
Partnerships, a step towards scaling up	How can strategic partners and large companies enable GCCs in their scale-up journey while providing the necessary growth impetus?	Moderator: Shalini Pillay , KPMG India's Office Managing Partner for Bengaluru Rachna Nath , Leader Microsoft Consulting Services (MCS) at Microsoft India	Fireside chat	12:40pm - 01:00pm	20mins
Innovation - no longer a need, but a necessity	MNCs are gradually converting their GCCs into innovation hubs, expanding their existing facilities and creating new Centers of Excellence.	Moderator: Sunil Venkatesh , Partner, Technology Consulting, EY India Mahankali Srinivas Rao , CEO, T-Hub Vishal Pratapwani , Senior Vice President, Global Services at Fiserv Prakash Bodla , MD Carrier Technologies India	Panel discussion	01:00pm - 01:30pm	30mins
Is there a concentration risk for GCCs	Today GCCs are facing a number of concentration risks. The big question is - are GCCs fully aware and prepared for these risks, both at a country level and at an organizational level?	Moderator: Gaurav Gupta , Partner and GCC Industry Lead, Deloitte India Sudish Panicker , MD and Head, BNY Mellon India Sumit Gupta , Country Head, Cargill Business Services India	Fireside chat	01:30pm - 01:50pm	20mins
Government - the pivot for GCCs' growth in India	For India to grow as a global GCC hub, GCCs, industry bodies and the government will need to bridge the skill demand-supply gap. The key here is - what steps can the government take in partnership with GCCs to address the talent issues / gap areas?	*Sri KT Rama Rao , Minister for IT E&C, MA&UD and Industries & Commerce Departments, Telangana government Sri Jayesh Ranjan , Principal Secretary of the Industries & Commerce (I&C) and Information Technology (IT) Departments, Telangana government	Leader speak	01:50pm - 02:20pm	30mins
Lunch break (02:20pm - 03:00pm)					
Talent gaps: How to mitigate it?	The talent gaps, especially at mid-level managers, is on the rise. The question that needs to be addressed - how can GCCs narrow the widening talent gap?	Moderator: Nathan SV , Partner and Chief Talent Officer, Deloitte South Asia Rajesh Kalra , Head HR, Schlumberger India Anju Tiwari , MD, Morgan Stanley Rakesh Kotian , Head – Dun & Bradstreet Technology & Corporate Services India LLP	Panel discussion	03:00pm - 03:30pm	30mins
U.S. - India relations and how GCCs make a real difference	The outlook of the GCC industry continues to be buoyant with an increasing number of American companies looking to set-up their GCCs in India, thereby, creating a win-win situation for both the countries.	Joel Reifman , U.S. Consul General, Hyderabad	Leader speak	03:30pm - 03:45pm	15mins
Nurturing leaders within GCCs	How can we nurture global leaders from the current talent pool of GCCs in India?	Moderator: Pratik Shah , Financial Services Consulting Sector Leader, EY India Gunjan Samtani , Partner, Head of Goldman Sachs Services India	Fireside Chat	03:45pm - 04:05pm	20mins
Learning and Development: Doing it the right way!	Upskilling and reskilling of the workforce has become the need of the hour. There is a further pressing need to target the mid-level managers with the L&D measures. But how can we do it the right way?	Moderator: Balaji Kaliappan , Director - Engineering, Carrier Dr. Kiranmai Pendyala , Head of Human Resources, Western Digital India Savyasachi Srinivas , Executive Director, Engineering Collins Aerospace, India – Bangalore & Hyderabad Shalini Prasad , HR Head, India at Qualcomm	Panel discussion	04:05pm - 04:35pm	30mins
Coffee break (04:35pm - 04:50pm)					
Co-sourcing for strategic capability build	Clients are increasingly leveraging co-sourcing to build new age competencies / capabilities like data analytics, product development, among others, and drive innovation.	Moderator: Mayur Ghurki , Senior Partner & Vice President, Captives Business Unit Leader - India, IBM Sanjay Vyas , Executive Vice President, India Country Head & Managing Director, SBU-Head Clinical Trial Supplies & Logistics, Parexel Balaji Nuthalapadi , Managing Director & Head – South Asia Operations & Technology, Citi South Asia Kedar Mahadeshwar , Senior Vice President, Business Applications IT, AmerisourceBergen	Panel discussion	04:50pm - 05:20pm	30mins
The virtual enterprise for borderless innovation and growth	The pandemic driven growth in virtualization technology crystallized the borderless organizational and operating model, with GCCs increasingly becoming the hub for the transformation. Virtual enterprise provides the building blocks for this next-generation borderless transformation with GCCs acting as the hub for driving growth and innovation.	John Granger , Senior Vice President, IBM Consulting	Leader speak	05:20pm - 05:40pm	20mins
New role of GCCs - a technology transformational centre	Indian GCCs are now delivering transformational value to their global organisations and becoming a global hub for 'Digital' talent and delivery.	Chris Kmetz , Senior Vice President, Engineering, Carrier	Leader speak	05:40pm - 06:00pm	20mins
Thank you	Vote of thanks to the audience	Jayesh Sanghvi , Vice Chair AMCHAM Hyderabad Chapter & Partner, EY India	Leader speak	06:00pm – 06:10pm	10mins