

**NASSCOM Global In – House Centres (GIC) Conclave, 2016**  
**Theme: Transforming the Global Enterprise**

**Colour coding of the session themes for quick reference**

**Green**= Future is Here

**Yellow**= Developing Business Agility

**Pink**= Beating the Innovation V/s Execution paradox

**Blue**= Neo GIC in Enterprise Transformation

**21<sup>st</sup> April, 2016**

<b>MAIN CONFERENCE</b>		<b>DEEP DIVES</b>
<b>Venue:</b> Hall 1 & 2		
0930 hrs. onwards	<b>Registration &amp; Networking</b>	
		<p><b>Session I B:</b> The Digital Disruption Corner  <i>(Pre-Registration Required: Only for the first 40 participants)</i></p> <p><b>Disrupting beliefs: Business model turned on its head</b>  <i>Proliferation of devices, pervasiveness of internet, flexibility of cloud, new environmental technologies like batteries, solar etc., are removing friction between customer and producer in new ways thus creating a new business model</i></p> <p><b>1030 – 1130 hrs.</b></p> <p><b>Venue:</b> MRG0.2</p>
		<p><b>Session I C:</b> The Analytics Corner  <i>(Pre-Registration Required: Only for the first 40 participants)</i></p> <p><b>1030 – 1130 hrs.</b></p>

		<p><b>Changing face of Analytics- Is Artificial Intelligence &amp; Machine Language the new KPO professional?</b>  <i>For the digital business the analytics needs to be in real time. There is a debate that KPO professional will be replaced by AI/NN/DL/ML algorithms. But the truth is we need both. This session would look in to the future and address what jobs will be done by people &amp; what by algorithms and why</i></p> <p><b>Venue:</b> MRG0.3</p>
		<p><b>Session II B: The RPA Corner</b>  <i>(Pre-Registration Required: Only for the first 40 participants)</i></p> <p><b>1130 – 1230 hrs.</b></p> <p><b>Deploying RPA at scale</b>  <i>Learn this new knowledge work automation</i></p> <p><b>Venue:</b> MRG0.2</p> <hr/> <p><b>Session II C: Customer Centered Design Corner</b>  <i>(Pre-Registration Required: Only for the first 40 participants)</i></p> <p><b>1130 – 1230 hrs.</b></p> <p><b>Customerization of Product &amp; Services- A new normal</b>  <i>Mouse trap fallacy to build to customers' need was the big shift in marketing age. However, involving customers in the design stage itself through the building of products and services in the new mantra. Come and listen to this new age of customer centric design through design thinking.</i></p> <p><b>Venue:</b> MRG0.3</p>

1230 – 1400 hrs.	<b>Networking Luncheon</b> <b>Venue:</b> Pre-Function Area	
1400 – 1420 hrs.	<b>Setting the context</b> <b>Venue:</b> Hall 1 & 2	
1420 – 1505 hrs.	<b>Session III A: Spotlight Keynote</b> <b>The Future is Here: Emergence of the Smart Enterprise</b> <i>Proliferation of devices, Pervasiveness of internet &amp; cloud, rise of machines at affordable price points creating new business opportunities for intelligent &amp; smart enterprises. These enterprises have the intelligence to personalize the experience and remove friction in the producer-consumer value chain. These companies are not in the future but right here. Hear from the futurist to know your present.</i> <b>Venue:</b> Hall 1 & 2	
1505 – 1600 hrs.	<b>Session IV A: Leaders Speak</b> <b>View of the change from the Epicenter</b> <i>Listen to the professionals who have disrupted their industries with the typical nimbleness of the start-up. They have always thought the lack of tenure in business as a competitive advantage of new ways of thinking. These leaders have challenged the existing business model in building the new paradigm in the Industries that they serve. <u>Hear how these organizations are enabling change</u></i> <b>Venue:</b> Hall 1 & 2	
1600 – 1630 hrs.	<b>Networking over Tea/Coffee</b>	
1630 – 1730 hrs.	<b>Session V A: Leader Speak</b> <b>Accelerating Digital Transformation: The Neo GIC</b> <i>The archetypal phrase, “moving up the value chain” for the Neo GIC, is characterized by a shift from the</i>	<b>Session V B: The GIC Masterclass</b> <i>(Pre-Registration Required: Only for the first 40 participants)</i> <b>1630 - 1730 hrs.</b> <b>Building solutions that wow your Customer’s Customer.</b>

	<p><i>cost plus value add model to actually partnering, conceiving, incubating and delivering new ideas to accelerate enterprise transformation. This transformation is accentuated by the fact that 20 – 25% of the global workforce is engaged in GICs.</i></p> <p><i>Inasmuch as the obvious advantage of cost arbitrage remains, and yet rather commendably, GICs have also taken up the Digitisation mandate for their parent firms – helping the latter evolve to a Digital Enterprise. Digitisation opportunities in the areas of customer targeting &amp; engagement, workforce enablement, operational excellence, supply chain, risk management, and developing digital product and services are increasingly being leveraged to optimize value. Significant as this shift is, it builds a strong case for bi-modal IT in GICs to drive this change.</i></p> <p><b>Venue:</b> Hall 1 &amp; 2</p>	<p><b>Venue:</b> MRG0.2</p>
<p>1730 – 1830 hrs.</p>	<p><b>Session VI A: The GIC Debate: The Innovative V/s Adaptive Organisation</b></p> <p><i>Typically it is understood, thinking for tomorrow and executing today cannot co-exist. This is the paradox many companies are jostling with. Though there is no cookie-cutter response to this, listen to the perspectives of the leaders who will fall on either side of this divide. Can we innovate while executing flawlessly or cost of innovation is execution efficiency and cost of execution is the lack of innovation?</i></p> <p><b>Venue:</b> Hall 1 &amp; 2</p>	
<p>1830 hrs. onwards</p>	<p><b>Networking Drinks Reception</b></p>	

22<sup>nd</sup> April, 2016

0700-0800 hrs.	<b>The GIC Mini Cyclothon</b>	
0800 – 0900 hrs.	<b>Registration and Networking</b>	<p><b>CEO Breakfast 1- The Leadership Corner</b> <i>(By Invitation Only)</i></p> <p><b>0800 – 0920 hrs.</b></p> <p><b>GICs learning from one another</b> <i>Some of the pillars of success for India emerging as an important GIC destination is the ability to quickly ramp up of the GIC operations in the country, willingness of the experienced GICs to transparently share their experiences of their GIC journey, the misses and the opportunities that enabled them to accelerate their journey with other GICs starting their journey.</i></p> <p><i>This session that will by invitation and on a closed door interactive session will enable the newer GICs to share their perspectives and get possible insights from matured GICs on a transparent way on their experience of establishing their GICs.</i></p> <p><b>Venue:</b> MRG0.2</p>
		<p><b>CEO Breakfast 2 - The BFSI Corner</b> <i>(By Invitation Only)</i></p> <p><b>0800 – 0920 hrs.</b></p> <p><b>The Fintech Disruptions and can GICs lead the change</b></p> <p><b>Venue:</b> MRG0.3</p>

<p>0930 - 1030 hrs.</p>	<p><b>Session VII A: Mashup</b></p> <p><b>Business agility or slow death</b></p> <p><i>Agile is about delivering the right features to the market fast rather than delivering entire features in an outdated manner. To get this thinking, we need to think small and big. Small in terms of teams and what gets delivered quickly but big in terms how it fits to strategy for the firm/ product/service. This session would cover agile both as a strategy to get MVP in time and the methodology to build them internally.</i></p> <p><b>Short keynote followed by Panel discussion</b></p> <p><b>Venue:</b> Hall 1 &amp; 2</p>	
<p>1030 – 1130 hrs.</p>	<p><b>Session VIII A: Mashup</b></p> <p><b>Innovation for sustainable growth: Strategies for creating value</b></p> <p><i>Organisations need to innovate for various reasons, primarily to stay ahead in the value curve. Somewhere prominent, is the whole concept of growth which from a GIC standpoint would be dependent on the maturity stage. The growth story has been a riveting one, right from the initial days of headcount increase to the more recent one of digital innovation. Clearly, it has not been a stop gap arrangement or an afterthought. The culture of innovation has been assiduously built over time, as the industry went through many stages of evolution. Finally, it has to be about sustaining this culture. This session would have industry leaders address on innovative thinking, imbibing it, and eventually, how to sustain it through a long-term vision.</i></p> <p><b>Short keynote followed by Panel discussion</b></p> <p><b>Venue:</b> Hall 1 &amp; 2</p>	<p><b>Session VIII B: Talent Corner</b> (Pre-Registration Required: Only for the first 40 participants)</p> <p><b>1030 – 1115 hrs.</b></p> <p><b>Building a “Talent on Demand” Model to accelerate business impact.</b></p> <p><i>This session will look at:</i></p> <ul style="list-style-type: none"> <li>• <i>What are the “new” talent imperatives for GICs in the fast changing global environment, especially given increasing focus on digital</i></li> <li>• <i>To what extent are current GIC initiatives aligned to the “new” imperatives?</i></li> <li>• <i>How can GICs think creatively about talent?</i></li> <li>• <i>What are the innovative talent model options and how can GICs leverage these to accelerate their progress?</i></li> </ul> <p><i>What are the learnings and best practices?</i></p> <p><b>Venue:</b> MRG0.2</p>



1410 – 1500 hrs.	<p><b>Session X A: Mashup Leadership and Talent DNA for the NEO GIC</b></p> <p><i>If there are new sources of value in terms of being a strong partner in enterprise transformation, the roles of leaders, functions of support functions of HR/ Finance/ Risk, the type of talent would undergo changes. This session would cover the talent DNA in the cell of Neo GIC</i></p> <p><b>Venue:</b> Hall 1 &amp; 2</p>
1500 – 1550 hrs.	<p><b>Session XI A: Tête-à-Tête If I were to start all over again</b></p> <p><i>GIC's in India is not really a new phenomenon, we have more than 25 GIC's who have been in India for the past 10 years or more. Most of them came for Cost and stayed back for Value and many of them have even graduated to Centers of Excellence. The Industry has leap frogged in the last few years and its new Avatar with new technologies, tool's, focus on digital and robotics. But that's the Past, What if one has to go back to the drawing board and Start all over again?? The industry has evolved, the expectations are high, the whole dynamics of the game have changed. Hear in conversation from the Leaders who have built an organization in the past and how they would rebuild the same again.</i></p> <p><b>Venue:</b> Hall 1 &amp; 2</p>
1550 – 1620 hrs.	<p><b>Session XII A: Valedictory Session Creative Keynote</b></p> <p><b>Venue:</b> Hall 1 &amp; 2</p>
1620 – 1630 hrs.	<p><b>Closing remarks</b></p> <p><b>Venue:</b> Hall 1 &amp; 2</p>
1630 – 1700 hrs.	<p><b>Networking over Hi-Tea</b></p> <p><b>Venue:</b> Pre Function Area</p>

**Disclaimer:** This is the tentative version of the agenda. Till the final version is out, NASSCOM reserves all rights to change the topics of the sessions without notice. The change will be communicated to the speakers affected accordingly.