

Global In-house Centres Conclave 2017

GICs 3.0: Accelerating Enterprise Transformation

20-21 APRIL, 2017

HICC, HYDERABAD



DAY 1 - 20th April, 2017

0930 hrs. onwards	Registration & Networking	
	Venue: Pre-function Area	
1000 – 1245 hrs.	DEEP LEARNINGS	
	TECH TRACK	LEADERSHIP & STRATEGY TRACK
1000 – 1115 hrs.	<ul style="list-style-type: none"> Artificial intelligence is the new black or are there more colors to it? AI no longer exists only in the realm of science fiction. We have solid theoretical foundations and the technical AI computing means for rational 	<ul style="list-style-type: none"> Beyond Features: Building a Product Leadership Mindset Product Management is often referred to as the “everything profession”. Often product managers can tend to get caught in the “management” portion of the profession, and lose track of the greater goal: working towards becoming Product Leader. This workshop is

	<p>decision making, cognitive and machine learning. These technologies are now at the center of most business functions in an increasingly digital economy, enterprises are racing to build operational knowledge to increase productivity, agility and efficiency of their knowledge workers to remain competitive. But, how ready are we to adopt these technologies in our actual business operation? What do we need to consider and prepare our organizations for before any of these technologies can be successfully deployed?</p> <p>Venue: MRG 0.3 & 4</p>	<p>aimed at those managing teams of product managers, designers and engineers (or who hope to be soon) and will share insights into the role of Directors or VPs of Product.</p> <p>Venue: MRG 0.5 & 6</p>
<p>1130 – 1300 hrs.</p>	<ul style="list-style-type: none"> • Building the Bank of the Future <p>In an uncertain world and with little spare money to invest, how do banks manage the burden of regulation, face down external threats, and strengthen financial performance? Uncertainty is no excuse for inaction. It is time to forge the bank of the future.</p> <p>This session aims to discuss how in ‘a new mediocre era of low growth’ banks must innovate and reshape their business, making extensive use of industry utilities, new technologies, and a diverse range of partners to deliver better services, drive out cost, manage risks and help protect their organization.</p> <p>Venue: MRG 0.3 & 4</p>	<ul style="list-style-type: none"> • Digital for Efficiency Vs Digital for Growth: Enterprise priorities and implications for GICs <p>Enterprises are adopting digital technologies like Social, Mobility, Analytics, Cloud (SMAC) and IOT, not only to engage customers or create new business models, but to also streamline internal processes, drive efficiencies, or simply to make IT more agile and efficient. However, the nature and extent of adoption varies significantly across enterprises and industries depending on the enterprise priorities. This session aims to bring forth global enterprise trends on the digital adoption behavior of enterprises across segments and their priorities (efficiency vs growth) when allocating spends as well as the implications for GICs in the future.</p> <p>Venue: MRG 0.5 & 6</p>
<p>1300 – 1400 hrs.</p>	<p>Networking Luncheon</p> <p>Venue: MRG1.01-04 (First Floor)</p>	

1400 – 1420 hrs.	<p>Inaugural Session</p> <p>Venue: Hall 1 & 2, HICC</p>
1420 – 1430 hrs.	<p>What not to miss this year!</p> <p><i>Unveiling the excitement- What is in store: (Define 3.0, Foundations of 3.0, What GIC are doing , implications of the new world order)</i></p> <p>Venue: Hall 1 & 2, HICC</p>
MAIN SESSIONS	
1430 – 1515 hrs.	<p>Session I: Leaders' Speak</p> <p>Anatomy of GIC 3.0 – An Iterative or Disruptive Platform</p> <p>With the ongoing success and mainstreaming of GICs, the operating model has evolved and GIC 3.0 has arrived!</p> <p>What differentiates a GIC 3.0? Is this an iterative elevation of the same operating model or is this a disruptive platform driving & acceleration enterprise transformation? Are you there yet?</p> <p>This session describes the anatomy of GIC 3.0 and delves into the evolution of the model to its current state.</p> <p>Speakers:</p> <p>Venue: Hall 1 & 2, HICC</p>
1515 – 1545 hrs.	<p>Session II: Keynote</p> <p>The Age of Corporate Renaissance</p>

	<p>In the past decade, technology advancements have led to the emergence of new business models, processes and philosophies. Now, disparate departments are merging, uniting technology and complementary disciplines. Extended teams work across multiple countries and time-zones, including at GICs.</p> <p>In this session, leading futurist Brian Solis will provide a glimpse into the age of corporate renaissance, and how corporations and their GICs might have to evolve to keep up.</p> <p>Venue: Hall 1 & 2, HICC</p>
<p>1545 – 1615 hrs.</p>	<p>Networking over Tea/Coffee</p> <p>Venue: Pre-Function Area</p>
<p>1615 – 1700 hrs.</p>	<p>Session III: Panel discussion</p> <p>Dimensions beyond Arbitrage: Unravelling the evolving strategic nature of GICs</p> <p>This session outlines the changing business priorities for enterprises in today’s digitally-disrupted world, and the opportunities that, these changing priorities, are opening up for GICs. A panel of leading industry leaders discuss and distil the key priorities for GICs that will enable them to become even more strategically relevant for their enterprises over the next 3-5 years.</p> <p>Venue: Hall 1 & 2, HICC</p>
<p>1700 – 1745 hrs.</p>	<p>Session IV: Panel Discussion</p> <p>Digitally Yours: Personalized, Experiential & Differentiated</p> <p>With the rapid adoption of digital technologies, commoditization of products and services, emergence of new business models and the rise of consumerization, customer experience has emerged as a key source of competitive differentiation in the digital economy.</p> <p>In this session, a panel of digital enterprise leaders discuss how their enterprises are crafting differentiated and personalized customer experiences through digital platforms.</p> <p>Venue: Hall 1 & 2, HICC</p>

1745 – 1830 hrs.	<p>Session V: The GIC Debate</p> <p>Smart Technology — Future Employer or Job Destroyer?</p> <p>Is smart technology the ultimate job repository with unlimited opportunity? Or has smart technology made it more difficult to start and keep a job without it eventually becoming outsourced by low-priced human labor or robots? Two experts go head to head on the topic.</p> <p>Venue: Hall 1 & 2, HICC</p>
1830 hrs. onwards	<p>Networking Cocktails followed by Dinner</p> <p>Venue: Novotel Lawns</p>

DAY 2 – 21st April, 2017

0800 - 0900 hrs.	<p>Registration and Networking</p>	<p>CEO Breakfast 1 <i>(By Invitation Only)</i></p> <p>0800 – 0930 hrs.</p> <ul style="list-style-type: none"> • Learning from the past, Learning for the future <p>One of the reasons for the rapid growth of GICs in India is the strong GIC community where the established and successful GICs are willing to share their experiences &</p>
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		<p>learnings with the companies, enabling each new GIC to avoid past mistakes. In this closed door session, leaders from GICs of varying sizes and maturity will discuss their perspectives on operating and managing a GIC in India, with open conversations on challenges faced, best practices adopted and key insights and observations during their GIC journey.</p> <p>Venue: MRG 0.3 & 0.4</p>
<p>0930 - 0940 hrs.</p>	<p>The Conference Agenda & what you can't miss on Day 2</p> <p>Venue: Hall 1 & 2, HICC</p>	
<p>0940 - 1030 hrs.</p>	<p>Session VI: Leaders' Speak</p> <p>Accelerating the enterprise transformation agenda through GICs 3.0</p> <p>Continuing maturation and enterprise integration has resulted in GICs emerging as a mainstream operating model for leading global organizations to accelerate enterprise transformation. Is your GIC poised to enable and accelerate enterprise transformation? How have other GICs achieved this?</p> <p>This session will include:</p> <ol style="list-style-type: none"> 1) A CXO providing insights into how their GIC accelerated the transformation agenda within their enterprise 2) A panel discussion on from GIC/Enterprise leaders on how GICs are driving their organizational transformation, along with highlighting challenges faced and key best practices. <p>Venue: Hall 1 & 2, HICC</p>	

<p>1030 - 1100 hrs.</p>	<p>Session VII: Keynote</p> <p>Building organizations of the future in the GIC 3.0 era</p> <p>With GICs 3.0, enterprises have several talent development opportunities by building new capabilities, breeding diversity of thought and increasing proximity to new markets. How are GICs with global and multi-skilled talent, influencing an enterprise's view of talent? How are they reorganizing their business? What is the impact of the GIC 3.0 operating model for home-office employees?</p> <p>This session aims to explore the impact on the enterprise talent pool with GICs raising the bar.</p> <p>Venue: Hall 1 & 2, HICC</p>	
<p>1100 - 1130 hrs.</p>	<p>Networking over Tea/Coffee</p> <p>Venue: Pre-Function Area</p>	
<p>1130 - 1300 hrs.</p>	<p>Digital 101 Corner</p>	<p>Tech Corner</p>
<p>1130 - 1215 hrs.</p>	<ul style="list-style-type: none"> • Coloring outside the (organizational) lines: How analytics brings science to the art of talent management <p>In this session, a leading industry leader will provide an overview of academic research as well as corporate examples of analytics across the talent management lifecycle from acquisition to management, and, finally, succession.</p>	<ul style="list-style-type: none"> • Avoiding DevOOPS: What not to do? <p>DevOps is rapidly gaining traction as the most essential attribute of application development and deployment. DevOps methodologies and processes emphasize communication, collaboration, and cohesion between the traditionally separate developer and IT operations teams, thereby enabling enterprises to deploy software more frequently, while maintaining service stability and gaining the speed necessary for more innovation.</p> <p>However, implementing DevOps can be challenging, especially for large and established enterprises that must manage fundamental cultural changes and reformulate legacy programming practices. In this session, DevOps experts and practitioners will share their best</p>

	<p>Venue: MRG 0.3 & 4</p>	<p>practices, and tried and tested methodologies to avoid stumbling blocks and help enable a successful DevOps journey.</p> <p>Venue: MRG 0.5 & 6</p>
<p>1215 - 1300 hrs.</p>	<ul style="list-style-type: none"> • Deploying big data @ scale <p>Venue: MRG 0.3 & 4</p>	<ul style="list-style-type: none"> • Digital Trust: Why Trust matters in the digital age <p>Most consumers are wary about sharing their personal information online and, even if they do, they tend to trust established brands. The time is now to close the gap in consumer confidence and gain their digital trust.</p> <p>This session explores the importance of digital trust today and what actions can be taken to build it.</p> <p>Venue: MRG 0.5 & 6</p>
<p>1300 -1400 hrs.</p>	<p>Networking Luncheon</p> <p>Venue: MRG1.01-04 (First Floor)</p>	
<p>1400 - 1445 hrs.</p>	<p>Session VIII: Panel Discussion</p> <p>HOW to decode the RPA buzz : From deployment to scaling</p> <p>Robotic Process Automation has been maturing over the last decade and is now used increasingly for enterprise-scale deployments. To maximize the impact of RPA, GICs have adopted the Digital Workforce platform - the combination of RPA for task-based processing, cognitive capabilities and bot-embedded analytics.</p> <p>In this session, successful RPA practitioners will share their journey and provide insights to help you to START, SCALE and TRANSFORM your enterprise with a Digital Workforce platform. Additionally, they will share the strategies they have leveraged to gain support from staff at all levels of the organization for a successful RPA roll-out, and how they plan to scale their programs to maximize ROI and productivity.</p>	

	Venue: Hall 1 & 2, HIC
1445 - 1530 hrs.	Session IX: Leaders' speak Disrupt or be Disrupted: Spotlighting Those who chose the Former <p>Business disruption is not just a passing trend, it's now the new normal. A far cry from what it was a decade ago, when we witnessed rare instances of business disruption. The regularity with which it is happening today can be frightening, but really it needn't be so. The shift in paradigm has been accentuated by rapid advancement of technology including globalization, which in turn has ushered in new business models to scale rapidly. The truth is, at this very moment your company is most likely disrupting other companies or is being disrupted.</p> <p>In this session, leading entrepreneurs share their insights on how they are disrupting their respective industries.</p> Venue: Hall 1 & 2, HICC
1530 - 1615 hrs.	Session X: Fireside Chat Bigger stronger and faster Venue: Hall 1 & 2, HICC
1615 - 1620 hrs.	Closing remarks Venue: Hall 1 & 2, HICC

1610 - 1640 hrs.	Networking over Hi-Tea Venue: Pre Function Area
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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.*