

**30th November 2020  
Day 1**

**Opening Address and Chair**



**Kerry Hallard**  
*CEO of the GSA and Chair of the  
GT&BSC*

**A Revised Vision – Recalibrating for Resiliency**  
12:00PM – 12:45PM



**Michel Janssen**  
*Chief Research  
Officer at Everest  
Group*



**Amy Fong**  
*Vice President at  
Everest Group*



**Jimit Arora**  
*Partner at Everest  
Group*

**Keynote Address:**

The COVID-19 pandemic disrupted the world as we knew it in 2019-2020 affecting lives and livelihoods across the globe. It forced citizens and countries to find creative ways of living through lockdowns. Most significantly, it catapulted the world into the digital economy (just to stay connected and to survive) that has led to innovative business solutions, and a new appreciation for geographic risk. It was the calamity of this pandemic that gave rise to the Global Technology & Business Services Council – a platform for global leadership in the Technology and Business Services sector, in a time of crisis and thereafter.

This keynote address examines the impact of COVID-19 on countries and the global economy, it touches on the role of innovation in times of crises and opportunity and sets the scene for the need for greater leadership and cross-regional collaboration than ever before.

This will be centred around new global research undertaken for GT&BSC by its research partner, Everest.

## **Analysts'/Advisors' View**

12:45PM – 13:30PM

This session will be chaired by



**Javier Peña Capobianco**  
*Secretary General at ALES  
& GT&BSC Member*

The Everest Group keynote address will be followed by a panel discussion of analysts'/advisors' views on the future of global technology and business services industry around the world.



**Avinash Vashistha**  
*CEO at Tholons*



**Eric Simonson**  
*Managing Partner at  
Everest Group*



**Tom Bangemann**  
*Senior Vice President  
of Business  
Transformation at  
Hackett*



**Anupam Govil**  
*Partner at Avasant*



**Mark Angus**  
*CEO, Researcher & Strategist  
of Genesis Global Business  
Services*

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## **Networking Break**

13:30PM – 13:50PM

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## **The Global Response to COVID-19**

13:50PM – 14:35PM

This session will be chaired by



**Mark Devonshire**  
*Chair of the GSA UK Council, Vice  
President and Head of Client  
Delivery at NTT Data Services*

The technology and business services sector was integral to supporting businesses across the world as they addressed the challenges of adapting to changes caused by COVID-19, demonstrating remarkable agility, commitment and resilience in responding to the crisis; ensuring business continuity for global clients and prioritizing safety of all employees. The sector was central to the rapid deployment of work from home models and digital transformations, providing critical support and “essential services” to various sectors including governments through highly skilled professionals around the world.

This panel discussion explores the response to the COVID-19 pandemic by countries and regional associations and will draw on these experiences to inform new operating practices and sourcing standards that will shape the future of the sector.



**Plamen Tsekov**  
*Management Board of AIBEST &  
CEO OF ScaleFocus*



**Debi Hamill**  
*CEO of IAOP*



**Anthony Raja Devadoss**  
*Deputy Chairman at OM &  
Managing Director & Business Head  
at Persolkelly Consulting*



**Eng. Amr Mahfouz**  
*CEO, ITIDA*  
*Assistant Minister for*  
*Growth and Development,*  
*MCIT*



**Channa Monoharan**  
*Chairman at SLASSCOM*



**Andy Searle**  
*CEO at BPESA*



**Pawel Panczyj**  
*Strategy & Business Development Director,*  
*Board Member, Association of Business*  
*Service Leaders (ABSL)*

## **The GT&BSC – Global Collaboration for a Better Future**

**14:35PM – 15:20PM**

The global technology and business services industry delivers strategic value through a global eco-system comprised of over 10 million highly skilled and talented workers around the world, operating flexibly, transparently and collaboratively and utilising best practices to deliver thought leadership, technology-led transformation and continuous business improvement. It is recognised as a significant positive contributor to the global economy and will be a major contributor to re-energizing many economies worldwide.

This final discussion of day one presents the vision of the GT&BSC and describes its role in: sharing best practice, challenges and opportunities, trends; and creating forums to develop new thinking and new models, in doing so strengthening each local association to further strengthen and coordinate the global technology and business services industry. The additional events in the series will be announced.

# 1<sup>st</sup> December 2020

## Day 2

### Changing Operating Models and Footprints 12:00PM – 12:20PM



**Phil Fersht**  
*Founder, CEO and  
Research Director at HFS  
Research*

This Keynote session, delivered by Phil Fersht will build on the themes from the keynote address of day one and take a look at the changing models and global footprints of multinational companies that are seen as best in class global customers of strategic sourcing. How are these companies changing their strategies and evolving their delivery models to build resilience into their businesses.

### Panel Discussion of Enterprise Buyers 12:20PM – 13:20PM

This session will be chaired by Phil Fersht



**Paul Raddon**  
*Head of Global Services  
Operations at HSBC*



**Feroz Cader**  
*Co-Head of LSEG  
Technology Sri Lanka*



**Teik Lee**  
*Senior Director  
Centralized Procurement  
at Jabil*



**Joel Walker**  
*Global Head of Corporate  
Services Procurement at  
Vodafone*

A moderated discussion will delve deeper into the challenges faced by enterprises as they continue to grapple with the multitude of changes brought about and brought forward by the global pandemic. But with adversity comes opportunity and our expert panel will share their insights on how they have and will harness the situation to drive positive and permanent change across their strategic sourcing. Learn from those at the vanguard of the industry to better charter your own journeys.

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**Networking Break**  
13:20PM – 13:40PM

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**The Service Providers' Perspectives**  
13:40PM – 15:00PM

This session will be chaired by



**Justin Anthony**  
*Executive Director at PIKOM &  
Outsourcing Malaysia*



**Cheah Kok Hoong**  
*CEO of Cognitive Digital*



**Rachid Schmitz**  
*Executive Vice President  
Sales Randstad  
Sourceright EMEA*



**Andrew Hallissey**  
*Executive Managing  
Director – Occupier  
Services, EMEA at Colliers  
International*



**Niccolo Spataro**  
*Senior Vice President  
EMEA and Latin America  
at NTT Data Services*



**Tara McGeehan**  
*President of UK and  
Australian Operations and  
Member of the Group's  
Executive at CGI*

We have had the view of the multinationals that consume technology and business services, but do the views of the providers of these services align to those of their customers? Leaders of the major service providers from around the world will share their views on their own and the industry's futures. Recruitment companies, real estate players, customer service organisations, as well as traditional IT service providers, will take to the stage to share their rework and even reinvention stories.

This session will finish with a panel discussion to look at how service providers of all sizes and disciplines are recalibrating for resilience – for both themselves and for their customers. For some these are minor pivots for others full sale re-engineering of their traditional business models, leading to the long-awaited advent of service provider 2.0. Learn what the service provider of tomorrow will look like and understand how to better engage with them.