

GLOBAL TECHNOLOGY & BUSINESS SERVICES SERIES

Open Talent & The Future of Work

24th February – 14:30 UK Time

14:30 **Welcome and opening remarks**

Kerry Hallard, Chair, GT&BSC and CEO, GSA

14:35 – 14:45 **Keynote: The Future is Open**

Barry Matthews, Founder of Re-Source and GSA Council Member



Barry Matthews will be the moderator for the session with the aim to explain the concept of open talent, introduce the different types of platform and what they offer and then explain what this might mean for the traditional service provider model and the future of work. Barry will also share some advice on how both buyers and providers can build their own open talent programmes.

Barry will open the session with a top-level overview of gig, the human cloud and what open talent is.

14:45 – 15:10 **Fireside Chat**



Barry Matthews, Founder of Re-Source and GSA Council Member



John Winsor, CEO of the Open Assembly

Barry will be joined by John Winsor, the pioneer and leading authority on all things open talent for a discussion about the opportunities and challenges, to include whether this

industry needs to become regulated and how we bring clarity to the different category of platform and commonality of language / definitions.

15:10 – 15:15 An Introduction to the Different Platforms and Their Approaches

There are 3 different types of platform used in the B2B environment. We will hear from a key player in each of them:

Crowd Sourcing – 15:15 – 15:35



Mike Morris, CEO of Topcoder

Topcoder is the original crowdsourcing platform and today has in excess of 1.5 million freelancers on board. Mike will share his 20 year journey and his vision for the future. Topcoder is owned by Wipro – a fine example of disrupting not disrupted.

Online Staffing – 15:35 – 15:55



Roland Rosevear, Head of EMEA Enterprise at Freelancer.com

Roland will share his insights on how to turn radical ideas into transformational freelancer programmes that drive growth, create huge cost savings or change the career prospects of large demographics of the population.

Online Work Services – 15:55 – 16:15



Paula Kennedy, Vice President, Concentrix

Paula will share details of how Concentrix' Solv Platform is delivering excellent customer service to Concentrix' clients

16:15 – 16:25 Training and recruiting open talent is crucial.

ITIDA case study with Udacity and Freelancer.com: Egypt's Future Work is Digital (Egypt FWD) Program

This case study session will be moderated by Amani Rabei, VP for Markets Development, ITIDA and speakers are:



Hisham Elaraby, VP of Government, Udacity



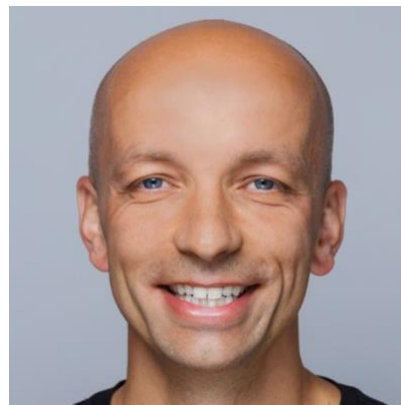
Roland Rosevear, Head of EMEA Enterprise at Freelancer.com

16:25 – 16:45 Panel Discussion: the art of the possible for open talent

Topcoder, Freelancer.com and Solv will be joined by:



May Yassin, Secretary General, Vodafone Egypt Foundation



Przemek Berendt, CEO & Founder at Talent Alpha

To discuss their views on the future opportunities and challenges of open talent.

16:45 – 16:50 Why be a freelancer anyway?

Gareth Lloyd, owner of Rhys Customer Service, will share with us why he quit a full time role as a team leader with a leading financial services brand to set up his own business providing customer care services using the Arise Platform. Arise's award-winning virtual platform solution connects world-class brands with a talented network of Work-At-Home Service Partners in the UK and North America.

16:50 – 17:05 An Authors Perspective



Matthew Mottola, Author of The Human Cloud, will detail how to make the use of open talent work in a large enterprise – he did this very successfully at Microsoft. Matt will share his learnings for other enterprises.

17:05 – 17:25

Keynote: The Evolution of Work: How Smart Machines Are Actually Making Us More Human



Peter Quigley, CEO, Kelly

We're at a critical juncture in the evolution of work. We live in an age where smart machines make work more human than ever before. Peter will speak on why today's businesses must recognize this trend and evolve with it, or risk losing the talent battle for good.

17:25 – 18:10

Panel Discussion: What does this mean for the Future of Work and the Future of Outsourcing?



Nicola Moussourou, HR Director, HPE



Anthony Raja Devadoss, Managing Director & Business Head, PERSOLKELLY Consulting



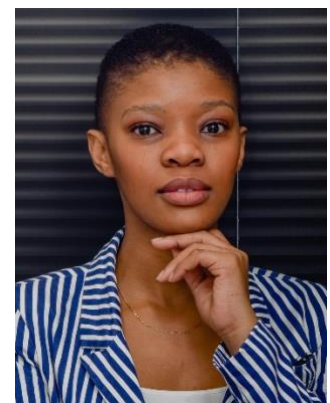
Aidan Manktelow, WEF. Aidan leads WEF's Preparing for the Future of Work initiative as well as their community for Chief Human Resource Officers



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



Katarzyna Kern, Head of Global HR, ANSR



Zanele Njapha, The UnLearning Lady, TomorrowToday Global

Industry leaders will have a candid conversation about what they are doing with open talent and how they think this will change the outsourcing industry – for both buyers and of course service providers and share advice on what both need to do to be open talent ready.

18:10 – 18:15 Closing Remarks

