

Event Highlights

The **Global Technology & Business Services Series** is the inaugural event for the newly established Council and will be delivered as a virtual programme over the next six months.

Event Highlights:

- Examining the health, social and economic impact of the COVID-19 pandemic – and put into perspective the road we must travel in the coming years to recover and find a rhythm for the “new normal”.
- The presentation of case studies that illustrate how different countries across the world responded to the crisis and share some of the innovative best practices, and new standards that emerged in the process.
- An exploration of which technologies have come to the forefront during the global lock downs and how they will shape the future of the technology and business services sector.
- Unpacking the changing nature of work, the demand for new competencies and skills, and best practice approaches for reskilling and upskilling a workforce to remain relevant and competitive in the new world.
- Presenting the vision of the GT&BSC and describing its role in strengthening and coordinating the global technology and business services industry.

Agenda

Day 1

Opening Session
12:00 – 12:45

A Revised Vision – Recalibrating for Resiliency

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.

Confirmed Speakers:

Agenda

Day 1

Session 2
12:45 – 13:30

Analyst debate or analyst collusion?

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

Networking break

Session 3
13:50 – 14:35

The Global Response to COVID-19

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.

- Members of GT&BSC

The GT&BSC – global collaboration for a better future

Session 4
14:35 – 15:20

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.

Members of GT&BSC

Closing

Agenda

Day 2

Changing operating models and footprints

Session 1

12:00 – 12:45

This session 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

Session 2

12:45 – 13:30

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.

Networking break

Agenda

Day 2

The Service Providers' Perspectives

Session 3
13:50 – 14:35

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.

Service Provider Panel discussions

Session 4
14:35– 15:20

This session will 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.

Closing remarks and what's next in the Series