



Managing Strategic Innovation & Change



CHAIRMAN



DR. GANESH NATARAJAN
Vice Chairman & CEO
Zensar Technologies

Today, the BPO industry—which has grown manifold in size and matured in terms of service delivery capability and footprint—stands at a crossroads. On the supply side, several factors like increasing competition from other low cost countries, shortage of talent and need for new business models are likely to affect the industry significantly. It is therefore imperative for BPO customers and providers to understand the impact of these factors and transform their approach and business models accordingly.

The highlight of this Mega Initiative is that it brings together the greatest minds from the industry as panelists to reflect on the critical juncture at which the BPO industry stands and discuss the need for innovative ways to ensure sustained growth and success of the industry. The deliberations will also focus on the kind of challenges the BPO industry can expect to face going forward, particularly from a talent/resource and regulatory environment perspective.

DISCUSSION TOPIC

- Process and Innovation
- Driving Innovation through the BPO Model
- Accelerating Transformation through BPO - Driving Enterprise Growth and Agility
- Strategy Drivers and Benefits of BPO
- Challenges of HR in BPO Industry
- Developing Inter - Cultural Competence for BPO firms
- Changing face of BPO - Globalization, Verticalization and Business Outcomes based Outsourcing
- "From BPO Excellence to industry focused Excellence: Advancing as Experts in our Respective Field"
- Assimilating Rural India into Knowledge Economy through BPO
- Technology in BPO - From Efficiently to Effectiveness
- Partner, Deliver, Transform, BPO Services at the Heart of the Customer's Enterprise

SPEAKERS



AMIT KHURANA
Executive VP
Human Capital
YES Bank



D. SWAMINATHAN
MD & CEO
Infosys BPO Ltd.



VIJAY RANGINENI
CEO
Mahindra Satyam BPO



SANJAY KAMLANI
Co-Founder & Co-CEO
Pangea3 LLC



RICHARD JEFFERY
Managing Director and Co-founder
Active Operations
Management International



SANJAY JAIN
Head-Global Transformation
Practice
WNS Global Services



MURALI VULLAGANTI
Chief Architect & Founder-CEO
RuralShores Business Service



SUNIL MIRANI
Chief Executive Officer
Ugam Solutions



SANJIV KAPUR
Senior Vice President & Head
iGATE Patni BPO



MADAN PADAKI
Co-founder & Director
MeritTrac



RAGHAVENDRA K.
VP & Head-HR Development
Infosys BPO



MANISH DUGAR
Senior Vice President & Global Head
Wipro BPO



NITHYA RAMKUMAR
Business Technology Officer
Wipro BPO

BPO EXCELLENCE AWARDS 2011-12

ORGANIZATIONAL AWARD CATEGORIES:

- Social Change Agent Award
- Most Significant Contributor to the BPO Industry
- Use of Technology for Operational Excellence Award
- Award for Operational Excellence & Quality
- BPO Innovation of the Year
- BPO Organisation of the Year
- BPO Employer Brand of the Year
- Best Employer Awards
- Fun at Work Award
- Best Inbound BPO
- Best Outbound BPO
- Emerging BPO of the Year
- Best IT Enablement in BPO
- Best Contact Centre of the Year
- Best Outsource Contact Centre of the year
- Best Customer Experience delivered by a Contact Centre
- Most Innovative use of Technology in a Contact Centre

- Best Contact Centre Employee Retention Program
- Best Contact Centre Outbound Campaign Program
- Best use of IVR in a Contact Centre
- Most Admired Vendor for BPO Sector
- Most Preferred Vendor for BPO Sector
- Best Practices in Vendor Management

INDIVIDUAL AWARD CATEGORIES:

- CEO of the Year
- Professional Excellence Award
- Role Model & Exemplary Leader Award
- HR Professional of the Year
- Social Catalyst Award of the Year
- BPO Entrepreneur of the Year
- Best Contact Centre Manager of the Year
- Best Contact Centre Team Leader of the Year
- Best Contact Centre Champion of the Year
- Best Customer Service Professional of the Year
- Marcom Professional of the Year

CRITERIA

INDIVIDUAL AWARD: Each entry should be accompanied by personal profile & photograph of nominated person, achievements, awards & accolades received, media coverage, articles published & other relevant details.

ORGANIZATIONAL AWARD: Each Entry should be accompanied by write-up of not more than 2500 words excluding attachment, profile of the company, brochure, media write-ups and interviews as annexure.

Co-ordination office:

402, Savoy Chambers, Opp. TPS II, V. P. Road & Dattatraya Road, Santacruz Jn., Santacruz (West), Mumbai - 400 054
Tel: 022-26611393 / 9773257054 / 9870292834 | Fax: +91-22-2660 3124
Email : jpeters@starsoftheindustry.com | Website: www.worldhrdcongress.com/bposummit

The Organizers will have the final say and reserve a right to later / change the program design without assigning any reason whatsoever.



Online Media Partner

