

4th Edition



SHARED SERVICES & GCC WEEK INDIA

21 - 24 April 2026 • Bengaluru, India

DRIVING INDIA'S GCC & GBS VISION FOR THE NEXT DECADE

INNOVATION ■ GENERATIVE AI ■ VALUE CREATION

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WHY SHOULD YOU ATTEND THE SHARED SERVICES & GCC WEEK INDIA 2026?

Dear Shared Services, GCC & GBS Practitioners,

As we enter a new decade of transformation, India's GCC and GBS ecosystem stands at a defining inflection point. The conversation has shifted — from cost and scale to value, innovation, and resilience. With enterprises pushing for measurable business impact and rapid AI adoption, the next generation of shared services leaders must reimagine how they deliver global outcomes.

How will India's GCCs sustain their momentum amid shifting global dynamics, rising competition, and the acceleration of AI-driven transformation? How do we prepare our organizations for the realities — and opportunities — of the 2030s?

The 4th edition of SSON's Shared Services & GCC Week India, taking place 21-24 April 2026, convenes India's most visionary GBS and GCC leaders, transformation experts, and technology innovators.

Join us to gain insights, partnerships, and inspiration to build future-ready GCCs, harness AI and data to unlock enterprise value, develop next-generation talent, and future-proof India's position as the world's leading GCC destination.

The pace of change is accelerating — and the leaders of tomorrow are those acting today.

The time to shape the future is now.

KRISHNA MAWANI

Event Director, SSOW India 2026

SSOW INDIA IN NUMBERS

WHAT'S IN STORE FOR YOU:



70% Brand New Speakers & Organisations



50+ Leading Speakers Sharing their Insights



20 Hard-Hitting Case Studies and Sessions for you to Learn From



15 Leading Industry Benchmarking Questions to See How You Fare against your Peers



12 Interactive Discussion Groups on Focused, Timely and Critical Topics for YOU to Participate in



6 Dedicated Networking Breaks for you to Connect, Share and Build your Network



5 GCC Function Challenge Statements for you to Co-Create insights, Debate Solutions and Identify Practical Actions



1 Agentic AI Bootcamp Day to Kickstart your Agentic AI Journey



Winners' Announcement of World's Best GBS Award 2026 by SSON Research & Analytics

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MEET SSON INDIA'S DISTINGUISHED ADVISORY BOARD MEMBERS



SUMIT MITRA
Chief Executive Officer
**Tesco Business
Solutions**



RAJEEV MALL
Vice President- Costco
Digital Services and
Chief Executive Officer
**Costco Wholesale
India Pvt. Ltd.**



HEMA NEVETIA
CFO
Allstate India



**PRIYARANJAN
(RANJAN) JHA**
SVP and Head, Global
Business Services
Iron Mountain



STEVE RUDDERHAM
Head of Global
Business Services
Carrier



APARNA RAO
VP & Site Lead CBS
India
Cencora



DR. S VENKAT KUMAR
Principal Consultant -
Business Support (Asia
Pacific and Middle
East)
KONE



CHRIS GUNNING
Enablement Leader
Global Finance
Operations
NIQ



VIJAYATA NATH
VP - Global Shared
Services,
GBSolutions+ ECOLAB



SANKAR NARAYAN S
GBS APAC Head
Smith and Nephew

EVENT HIGHLIGHTS

DESIGN YOUR EXPERIENCE AT SSOW INDIA 2026

YOUR TOP PRIORITIES



VALUE CREATION & DRIVING INNOVATION

OPENING KEYNOTE

Leading India's Next-Generation Services Centre – Building Future-Ready Leadership Capabilities

PLENARY PANEL

Engineering the Future – Positioning GCCs as Global Innovation Hubs

GLOBAL LEADERS PLENARY PANEL

The New Age GBS – Do's and Don'ts for Unlocking Value



TRANSFORMING YOUR FINANCE FUNCTION

CASE STUDY

Reimagining Finance Transformation for Enterprise Growth

INTERACTIVE DISCUSSION GROUP

Accelerating Finance Transformation – Lessons from a Global Closing & Reconciliation Journey

GCC FUNCTION HUB

Finance Hub: From Cost Efficiency to Enterprise Value



UPSKILLING YOUR TALENT WITH EMPLOYEE EXPERIENCE & HR TRANSFORMATION

CASE STUDY

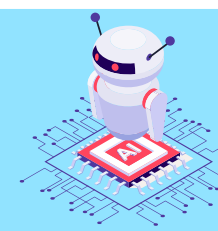
Unlocking the Next Era of HR Transformation in GCCs

PLENARY PANEL

Building Future-Ready Talent in the Age of AI and Automation

CASE STUDY

Designing a World-Class Employee Experience from Day One for 400 New Hires



DRIVING AI-POWERED GCCS

CASE STUDY

Building the AI-Powered GCC of the Future to Power Enterprise Growth

CASE STUDY

Transforming Global Business Services: The J&J Global Services Journey with AI & Generative AI

CASE STUDY

The Business Case Beyond ROI: Risk, Speed, and Competitiveness



LOCATION STRATEGY & GROWTH PLAYBOOK

PLENARY PANEL

Future-Proofing India as the World's GCC Destination Amid Global Uncertainty

CASE STUDY

The Grit Factor – Building 15 Global Functions in 24 Months at Vervent's GCC

INTERACTIVE DISCUSSION GROUP

Defining & Developing the Role of a Global Process Owner Competitiveness

WHAT'S NEW IN 2026? YOU SAID, WE LISTENED!

DAY ONE:

We are delivering 12 Interactive Discussion Groups (IDGs), have been specially structured to maximise audience interaction and participation to equip you with the chance to not only learn from your peers first-hand but share your challenges actively as well.

 FINANCE	 HR & EMPLOYEE EXPERIENCE	 STRATEGY	 TECHNOLOGY
Accelerating Finance Transformation - Lessons from a Global Closing & Reconciliation Journey	Workforce Strategy: How Do We Build Leaders with Global Mindsets?	Embedding Agility Across the Shared Services Operating Model	Driving Process Excellence at Scale - From Culture to Technology
Bridging Business Finance and GBS to Deliver Enterprise Value	Upskilling at Scale - From Digital Literacy to Data Fluency	Defining & Developing the Role of a Global Process Owner	Using Emerging Technologies to Enhance User Experiences & Drive Innovation
GenAI Use Cases for Finance - What Works, What Doesn't	Optimising Employee Experience with Digital Nudges	S/4 Hana Transformation in Practice: Opportunities, Preparation & Implementation Challenges	Scaling Automation and AI Beyond Pilots

DAY TWO:

We are introducing the **GCC Function Hubs** - a brand-new, interactive format designed for SSOW India designed as a focused exchange on the most critical challenges impacting your operations today across 5 different functions. Co-create insights, debate solutions, and identify practical actions that can be implemented across your GCC.

<p>FINANCE HUB: FROM COST EFFICIENCY TO ENTERPRISE VALUE</p> <p>Collaborate with finance leaders to redefine the GCC finance function—from cost efficiency to enterprise value creation.</p>	<p>HR HUB: BUILDING THE FUTURE WORKFORCE FOR GCC 4.0</p> <p>Exchange ideas on building future-ready, digitally skilled, and engaged GCC workforces.</p>	<p>TECHNOLOGY HUB: AI, CLOUD, AND DIGITAL INNOVATION IN GLOBAL CAPABILITY CENTRES</p> <p>Dive into AI, automation, and digital innovation strategies powering next-gen GCCs.</p>	<p>ANALYTICS HUB: FROM REPORTING TO PREDICTIVE DECISION-MAKING</p> <p>Join data leaders to explore how GCCs can move from reporting to predictive decision-making.</p>	<p>CX HUB: DELIVERING GLOBAL EXPERIENCE EXCELLENCE FROM INDIA</p> <p>Discover how GCCs can deliver world-class customer experiences with efficiency and empathy.</p>
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EVENT HIGHLIGHTS TOP CASE STUDIES TO LOOK OUT FOR!



Find out how **Tesco India** is Leading India's Next-Generation Services Centre and Building Future-Ready Leadership Capabilities.



Learn more about the **J&J** journey with AI and Generative AI to drive value, enhance GS talent effectiveness, and improve the overall employee experience.



Gain insights from **NIQ** as they designed a World-Class Employee Experience from Day One for 400 New Hires.



Hear from **AztraZeneca** on turning AI into enterprise value - from investment to impact.



Explore how **Schneider Electric** built smarter operations through AI-driven procurement transformation.



Gain practical tips from **Merck** on how they reimagined finance transformation for enterprise growth.



Learn more about the Grit Factor! Hear how **Vervent's** GCC was established and became scalable with high-impact operations in record time.



Understand how **Roche** was able to deploy Agentic AI, taking into consideration the business case beyond ROI.



MEET INDIA'S MOST INSPIRING SHARED SERVICES, GCC AND GBS LEADERS



RAJEEV MALL
 Chief Executive Officer
 - Costco Wholesale
 India Pvt. Ltd., Vice
 President,
 Costco Digital Services



DR SUMIT MITRA
 Chief Coaching Officer -
 Tesco Business Solutions,
 CEO, Tesco India and
 Chairman - OmniSol



HEMA NEVETIA
 Chief Financial Officer,
 Allstate India



PUSHPARANJAN MALAJURE
 Interim Chief Executive Officer
 and Sr Leader Engineering &
 Technology,
 Marsh McLennan Global
 Services India Private Limited
 (MMGS)



ANKUR MITTAL
 CTO & Managing Director,
 Lowe's India



JISON JOHN
 CEO & Managing Director,
 Allianz Services India



AJAY ANAND
 SVP, Global Services, Strategy
 & Business Services,
 Johnson & Johnson



DESHANT KAILA
 Head of Global Business
 Services (GBS) Operations,
 McDonald's



PRIYARANJAN JHA
 SVP and Head, Global
 Business Services,
 Iron Mountain



SHARMINI KRISHNAN
 Head of PMI Business
 Solutions (Philippines),
 Philip Morris International



VANDANA SHARMA
 Head of GBS AMEA,
 Kellanova



VINEET DWIVEDI
 Vice President - Global Head,
 Alcon Global Services,
 Alcon



SANKAR NARAYAN S
 GBS APAC Head,
 Smith and Nephew



Vijayata Nath
 VP - Global Shared Services,
 GBSolutions+,
 Ecolab



ANIRBAN KUMAR GHOSH
 Global Director Controllership
 Operations and Global
 Controller,
 JLL Technologies



**SRINIVASAN
 RAMAKRISHNAN**
 Vice President & Global
 Head - Global Procurement
 Services,
 Schneider Electric



VIJAY TOTLANI
 VP, R&D Engineering &
 Head of India Centre,
 BTB India



KAMAL SHARMA
 Head, Global Connected Hubs
 (India, China, Mexico),
 Carrier



NILAY SHASTRI
 General Manager,
 Roche



SREEDEVI HEGDE
 Managing Director and Board
 Member, India GCC Head,
 VERVENT



**SIVA KUMAR
 PADMANABHAN**
 MD, India & Head, GITC
 Chennai, AstraZeneca



PADMA SRINIVASAN
 Senior Director, Global
 Business Services,
 7-Eleven Global Solution
 Center



SHALINI NATARAJ
 Global Head of Employee
 Experience,
 A.P. Moller - Maersk



RENI VARGHESE
 Vice President - APAC
 Process Excellence,
 Northern Trust Corporation

MEET INDIA'S MOST INSPIRING SHARED SERVICES, GCC AND GBS LEADERS



MANJUNATHA G
 COE Engineering & Site Leader (GCC Head) - Global Technology Centre, 3M



DR. NITIN BAREKERE
 Vice President - Global HR, Omega Healthcare Management Services



DR. VINEET KUMAR S
 Head of Detection Engineering, GSK



SHUVAJIT BASU
 Global Leader - Data Science Analytics & Reporting, Tesco Business Services



TANMAY AGARWAL
 VP & Head - Global People Operations, Wipro Ltd



APARNA RAO
 VP & Site Lead CBS India, Cencora



RAJESH PUNEYANI
 GCC Site Leader, Kenvue India GCC



AMIT KHANDELWAL
 Senior Vice President of Platform Services, Epsilon



RANABIR MITRA
 Senior Director Finance, adidas



BHASKAR BHATTACHARJEE
 Senior Director & Functional Solution Leader A&F, FP&A, Global Enterprise Solutions (GES), Merck



RANJIT PETER
 Global Capability Leader, NIQ



S VENKAT KUMAR
 Principal Consultant - Business Support (Asia Pacific and Middle East), Kone Elevator India Pvt. Ltd.



VANITHA CHENGAPPA
 Director Human Resources, GBS India, Bosch



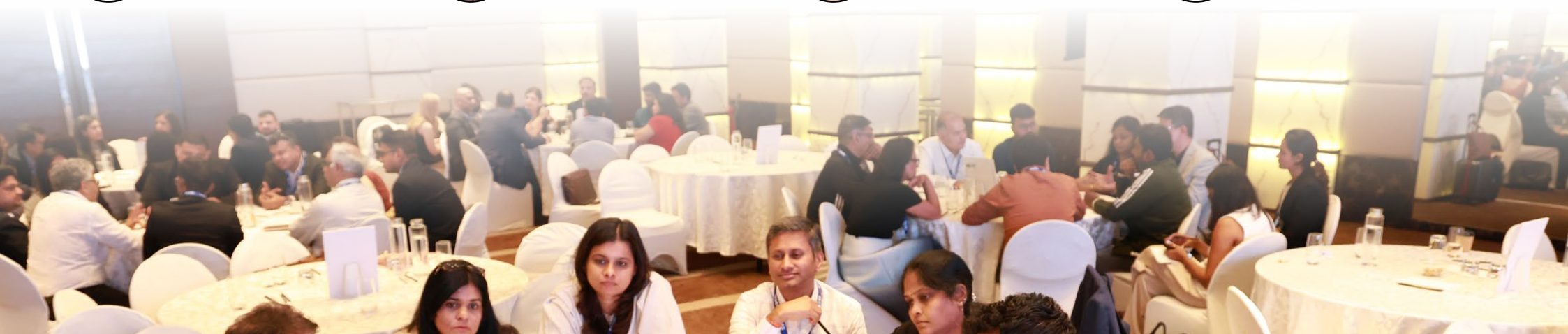
KAMAL CHODHRI
 Head of IT and Digital Solutions, Siemens




NAOMI SECOR
 Global Managing Director, SSON Research & Analytics







Senior Representative, ProHance




Conference Day One | Wednesday, 22 April 2026

08:15	Registration Opens
08:45	Welcome & Opening Greetings by SSOW India
09:00	Opening Remarks from Chairperson Rajeev Mall , Chief Executive Officer - Costco Wholesale India Pvt. Ltd., Vice President, Costco Digital Services
Unlocking the Next Frontier of Value <i>Positioning GBS & GCCs as enterprise growth engines, not cost centres</i>	
09:15 	Opening Keynote Turning AI Into Enterprise Value – From Investment to Impact <i>While organisations invest heavily in GenAI solutions, most struggle to translate that investment into measurable value. Siva will share more from AstraZeneca’s real-world experience and his personal research, on why AI adoption often stalls — and what leaders can do differently to bridge the gap between innovation and impact.</i> <ul style="list-style-type: none"> • Identifying behavioural and organisational barriers that hinder successful AI adoption • Understanding the interplay between technology design, user psychology, and change management in scaling AI • Building adoption-first strategies to maximise business value and ensure sustainable AI-driven transformation Siva Kumar Padmanabhan , MD, India & Head, GITC Chennai, AstraZeneca
09:45	Fireside Chat Benchmarking That Actually Changes Behavior: Turning Productivity Data into a Continuous Improvement Flywheel <i>Benchmarking is common. A continuous improvement culture is rare. SCB and ProHance will share how it moved from periodic benchmarking to an always-on performance flywheel, comparing productivity across teams, branches, and geographies, identifying standard vs actual effort gaps, and translating insights into targeted improvements. This session focuses on what leaders struggle with most: turning data into decisions, and decisions into sustained adoption, without creating “measurement fatigue.”</i> Panellists: Saurabh Sharma , Chief Operating Officer, ProHance Samyak Mittal , Global Head - Workforce Management and Business Services, Standard Chartered

<p>10:15</p> 	<p>Global Leaders Panel The New Age GBS: Do's and Don'ts for Unlocking Value <i>As GBS expands into innovation functions, understanding where the industry truly stands has never been more crucial.</i></p> <ul style="list-style-type: none"> • Showcasing live case studies from leading GCCs that are quantifying real enterprise impact • Moving from efficiency and cost metrics to business growth and margin contribution • Embedding analytics, storytelling, and business partnering to redefine how GBS proves its value to the enterprise <p>Moderator: Mike Oldham, Senior Director Strategy and Planning - GBS Operations, McDonald's</p> <p>Panelists: Anne-Claire Javelle, Global Head of Operations GBS, Renault Group Ajay Anand, SVP, Global Services, Strategic Solutions and Commercial Services, Johnson & Johnson Priyaranjan Jha, SVP and Head, Global Business Services, Iron Mountain Sharmini Krishnan, Former Head of PMI Business Solutions (Philippines), Philip Morris International</p>
<p>11:00</p> 	<p>Speed Networking Session Join us in this Speed Networking Session where you will be able to meet other participants at the Conference! During this session, you will have the opportunity to engage with several leaders in a short amount of time and exchange business cards to take the conversation beyond the Conference.</p>
<p>11:20</p> 	<p>Morning Tea, Networking & Demo Drive Recharge with a cup of tea while connecting with fellow industry peers and exploring live solution demos at our Exhibition Hall — your chance to see innovation in action!</p>
<p>Driving India as an Engineering & Innovation Powerhouse</p>	
<p>11:50</p>	<p>Transforming Global Business Services: The J&J Global Services Journey with AI & Generative AI Ajay will share perspectives and approaches on leveraging Generative and Agentic AI within J&J Global Services to drive value, enhance GS talent effectiveness, and improve the overall employee experience at J&J. The session will also highlight the critical importance of change management, employee experience, process reimagination, content and data quality, talent strategies, and ensuring security and compliance throughout this transformative journey.</p> <p>Ajay Anand, SVP, Global Services, Strategic Solutions and Commercial Services, Johnson & Johnson</p>

<p>12:20</p> 	<p>Panel Discussion Engineering the Future – Positioning GCCs as Global Innovation Hubs</p> <ul style="list-style-type: none"> Establishing GCCs as centres for product engineering and R&D Building strong collaboration with enterprise HQ innovation teams Scaling innovation impact from pilots to enterprise-wide outcomes <p>Moderator: Jaideep Agarwal, India Global Business Service Leader, Warner Bros. Discovery</p> <p>Panellists: Pushparanjan Malajure, Senior Director, Technology & Operations, Marsh McLennan Global Services India Private Limited (MMGS) Amit Khandelwal, Senior Vice President of Platform Services, Epsilon Vijay Totlani, VP, R&D Engineering & Head of India Centre, BTB India Srinivasan Ramakrishnan, Vice President & Global Head - Global Procurement Services, Schneider Electric</p>			
<p>13:05</p>	<p>From Operations to Innovation Engines: How Tesco has Built a Future-Ready GCC for the Next Decade</p> <ul style="list-style-type: none"> Embedding AI and digital capabilities into operational workflows to unlock new business value Creating innovation labs and experimentation frameworks to accelerate AI adoption Shaping organisational culture and leadership mindsets to sustain continuous innovation <p>Shipra Midha, Head of Product Operations, Tesco India</p>			
<p>13:35</p>	<p>Lunch & Networking Break</p>			
<p style="text-align: center;">Interactive Discussion Groups (16 Topics & 2 Rotations @ 40-minutes each)</p> <p>Our IDGs allow you to zone-in and focus on the topics that matter most to you. Structured to maximise audience interaction and participation, you get a chance to not only learn from your peers first-hand but share your challenges actively as well. There will be 2 rotations at 40-minutes each.</p>				
<p>14:35</p>	<p style="text-align: center;">FINANCE</p> <p>A: Accelerating Finance Transformation – Lessons from a Global Closing & Reconciliation Journey Naveen Madap, Director of Finance, Giant Eagle GCC</p>	<p style="text-align: center;">HR & EMPLOYEE EXPERIENCE</p> <p>B: Workforce Strategy: How Do We Build Leaders with Global Mindsets? Padma Srinivasan, Head – Senior Director - Global Business Services, 7-Eleven Global Solution Center (GSC)</p>	<p style="text-align: center;">STRATEGY</p> <p>C: Embedding Agility Across the Shared Services Operating Model Biji Varughese, Head Shared Service Centre - Bengaluru Operations, Essilor India Private Limited</p>	<p style="text-align: center;">TECHNOLOGY</p> <p>D: Driving Process Excellence at Scale – From Culture to Technology Reni Varghese, Vice President - APAC Process Excellence, Northern Trust Corporation</p>
	<p>E: Bridging Business Finance and GBS to Deliver Enterprise Value Ranabir Mitra, Senior Director Finance, adidas</p>	<p>F: Upskilling at Scale – From Digital Literacy to Data Fluency Rajesh Puneyani, GCC Site Leader, Kenvue India GCC</p>	<p>G: Defining & Developing the Role of a Global Process Owner Vandana Sharma, Head of GBS AMEA, MARS</p>	<p>H: Accelerating Digital Engineering and R&D Innovation Manjunatha G, COE Engineering & Site Leader (GCC Head) - Global Technology Centre, 3M</p>

	<p>I: Finance 2030: The Future of Automated, AI-Powered Finance Functions Raghavendra Reddy, Co-Founder & Chief Operating Officer, Bluecopa</p>	<p>J: Building a High-Performance Culture for Organisational Readiness Vanitha Chengappa, Director Human Resources, GBS India, Bosch Global Software Technologies Private Limited</p>	<p>K: Embedding Innovation and Digital Transformation into the Heart of GBS Operations Vipin Radhakrishnan, Vice President, Global Transformation & Digital Solutions, bp</p>	<p>L: Scaling Automation and AI Beyond Pilots Kamal Chodhri, Head of IT and Digital solutions, Siemens</p>
<p>15:55 </p>	<p>Afternoon Tea & Networking Break Take a break and use this time to network with your fellow industry peers at our Exhibition Hall!</p>			
<p>Talent, Leadership & Future of Work</p>				
<p>16:25 </p>	<p>Panel Discussion Building Future-Ready Talent in the Age of AI and Automation</p> <ul style="list-style-type: none"> • Reskilling and upskilling the existing workforce to meet fast-evolving enterprise needs • Embedding AI and digital competencies into shared services talent strategies • Balancing automation-driven efficiency with human-led innovation and leadership development <p>Panellists: Shalini Nataraj, Global Head of Employee Experience, A.P. Moller - Maersk Vijayata Nath, VP – Global Shared Services, GBSolutions+, Ecolab Rajesh Puneyani, GCC Site Leader, Kenvue India GCC Tanmay Agarwal, VP & Head – Global People Operations, Wipro Ltd</p>			

<p>17:15</p>	<p>Designing a World-Class Employee Experience from Day One for 400 New Hires <i>In SSON Research & Analytics' 2025 State of the Industry Survey, 49% of respondents listed upskilling employees as their number one objective in 2025, far above business partnering (35%) and leveraging automation solutions (35%). This is particularly important in finance as digitalization and organizational transformation, means that far from just dealing in numbers, finance leaders are expected to be strategic, analytical and client facing. In this session we invited NIQ Capabilities Leader, Ranjit Peter to share their fantastic upskilling programme.</i></p> <ul style="list-style-type: none"> • Structuring a scalable onboarding framework built around business acumen, leadership engagement and mindset development • Embedding “license to operate” learning through business-first education • Creating lasting engagement through leadership interactions, mentorship, and a culture of growth that reduces attrition and accelerates contribution <p>Ranjit Peter, Global Capability Leader, NIQ</p>
<p>17:45</p> 	<p>Winners Spotlight: World’s Best GBS Award 2026 SSON Research & Analytics (SSON R&A) proudly presents the World’s Best GBS Award 2026 – the ultimate recognition of trailblazing Global Business Services organizations that are redefining what “best-in-class” truly means. This prestigious accolade honours organizations that go far beyond operational efficiency—those that champion bold innovation, forward-looking strategies, and measurable business impact at scale. Witness the moment when we reveal and celebrate the GBS organizations setting the gold standard for the future. Presented by: SSON India Advisory Board</p>
<p>18:00</p>	<p>Chairperson Closing and End of Conference Day One</p>

Conference Day Two | Thursday, 23 April 2026


08:30	Registration Opens
08:50	Welcome & Opening Greetings by SSOW India
08:55	Opening Remarks from Chairperson Rajeev Mall , Chief Executive Officer - Costco Wholesale India Pvt. Ltd., Vice President, Costco Digital Services
<i>India's Growth Playbook</i>	
09:00 	Panel Discussion Future-Proofing India as the World's GCC Powerhouse Amid Global Uncertainty <i>India's GBS and GCC story is one of scale, sophistication, and sustained growth. According to SSON Research & Analytics' 2025 Location Shuffle, India ranks #1 globally in cost effectiveness, workforce availability, digital skills, and agility, with 48% of organizations identifying it as their top current or planned location. Even as geopolitical and technology shifts reshape global delivery models, India's ecosystem continues to strengthen.</i> <ul style="list-style-type: none"> • Building resilience through Tier-2 and Tier-3 city expansion and diversified talent pipelines • Embedding innovation and analytics to drive agility and transformation • Strengthening India's role as the world's most trusted hub for global business services Moderator: Rajeev Mall , Chief Executive Officer - Costco Wholesale India Pvt. Ltd., Vice President, Costco Digital Services Panellists: Dr. Sanjeev Rastogi , Chief Executive Officer – GCC, Adani Group Hema Nevetia , Chief Financial Officer, Allstate India Sanitha Singh , Chief People Officer, Allianz Services India Shaji Philipose , VP & Managing Director – India GCC, Bridgestone Americas
09:45	Industry Thought Leadership
10:15	Transformation at the Heart of the Enterprise to Drive Growth, Value and Business Outcomes Swethnisha Panicker , CIO - Enabling Functions, Merck
10:45 	Human Bingo: Speed Networking with a Twist Break the ice and make meaningful connections in a fun, fast-paced way! Grab your bingo card and mingle with fellow attendees to find people who match each box. The first to complete a row wins, but everyone walks away with new contacts and great conversations!
11:05 	Morning Tea, Networking & Demo Drive Recharge with a cup of tea while connecting with fellow industry peers and exploring live solution demos at our Exhibition Hall — your chance to see innovation in action!


<p>11:35</p>	<p>Fireside Chat Powering the Next Frontier: How Pharma, MedTech, and Life Sciences are Shaping the New GCC Wave <i>As healthcare and life sciences transform globally, India is fast emerging as the innovation and capability hub for pharma and MedTech GCCs. From digital labs to R&D analytics, these sectors are redefining what value creation means in global business services.</i></p> <ul style="list-style-type: none"> • Accelerating innovation through digital, data, and AI-led capabilities in healthcare GCCs • Expanding from operational delivery to R&D, product development, and clinical intelligence • Building globally connected ecosystems that enable faster, smarter, and patient-centric outcomes <p>Moderator: S Venkat Kumar, Principal Consultant – Business Support (Asia Pacific and Middle East), Kone Elevator India Pvt. Ltd.</p> <p>Panellists: Dr. Vineet Kumar S, Head of Detection Engineering, GSK Anant Anand, Director of Software Engineering, Evernorth Health Services Mrinal Duggal, Head of Sanofi Global Services, Hyderabad Hub, Sanofi</p>
<p>12:05</p>	<p>Panel Discussion Building the AI-Powered GCC of the Future to Power Enterprise Growth</p> <ul style="list-style-type: none"> • Embedding AI into every layer of GCC operations to drive speed, accuracy, and decision-making • Scaling from pilots to enterprise-wide adoption while addressing ROI and governance challenges • Identifying and measuring metrics from AI efficiencies to price GCCs right – both as suppliers and as strategic partners to the enterprise <p>Panellists: Hariharan Ganesan, VP - Data, Analytics & Reporting (Data Labs - Global), Rolls-Royce Priyaranjan Jha, SVP and Head, Global Business Services, Iron Mountain Kamal Sharma, Head, Global Connected Hubs (India, China, Mexico), Carrier Soumitra Saha, MD & Country Head, Lumen Technologies India Nitin Srivastava, Global Director - Data and Analytics, Dr. Martens plc</p>
<p>12:50</p> 	<p>Lunch & Networking Break Take a break and use this time to network with your fellow industry peers at our Exhibition Hall!</p>

GCC Excellence Labs: Domain-Driven Value Creation from the GCC Model

Step inside the **GCC Excellence Labs**: a new, interactive format designed to showcase how GCCs are enabling functional excellence & enterprise-wide value creation. Each Lab brings together senior leaders from a specific domain — **Finance, HR, Technology, Analytics, and Customer Experience** — for focused, peer-led discussions on how each function can best leverage being part of a **true GCC**, rather than operating in isolation. Participants will work in small groups using curated Challenge Cards based on real-world GCC scenarios. These domain-driven discussions are designed to provoke fresh thinking, surface practical insights, and explore how GCCs can unlock scale, innovation, and strategic impact across the enterprise.

13:50	<p>Finance Hub: From Cost Efficiency to Enterprise Value</p> <p>Collaborate with finance leaders to redefine the GCC finance function—from cost efficiency to enterprise value creation.</p> <p>Sankar Narayan S, GBS APAC Head, Smith and Nephew</p>	<p>HR Hub: Building the Future Workforce for GCC 4.0</p> <p>Exchange ideas on building future-ready, digitally skilled, and engaged GCC workforces.</p>	<p>Technology Hub: AI, Cloud, and Digital Innovation in Global Capability Centres</p> <p>Dive into AI, automation, and digital innovation strategies powering next-gen GCCs.</p> <p>Sharmini Krishnan, Former Head of PMI Business Solutions (Philippines), Philip Morris International</p>	<p>Analytics Hub: From Reporting to Predictive Decision-Making</p> <p>Join data leaders to explore how GCCs can move from reporting to predictive decision-making.</p>	<p>CX Hub: Delivering Global Experience Excellence from India</p> <p>Discover how GCCs can deliver world-class customer experiences with efficiency and empathy.</p> <p>Vandana Sharma, Head of GBS AMEA, Mars</p>
15:00 	<p>Afternoon Tea & Networking Break</p> <p>Take a break and use this time to network with your fellow industry peers at our Exhibition Hall!</p>				
<p>Lightning Round: Functional Transformational Journeys</p> <p><i>Showcasing how GCCs are reimagining Finance, HR, and Procurement to deliver enterprise impact</i></p>					
15:30	<p>Reinventing the HR Playbook — Scaling a 36,000+ Workforce Through Technology, Talent, and Transformation</p> <ul style="list-style-type: none"> Rebuilding the HR operating model to deliver scale, precision, and agility across 36,000 employees and 440 global customers Co-creating next-gen HR and talent tech solutions with startups and academic partners to drive innovation and digital enablement Democratising learning and reimagining employer branding to attract, upskill, and retain talent in a competitive digital ecosystem <p>Dr. Nitin Barekere, Vice President - Global HR, Omega Healthcare Management Services</p>				
16:00	<p>The Grit Factor – Building 15 Global Functions in 24 Months</p> <ul style="list-style-type: none"> Turning an ambitious GCC mandate into a scalable, high-impact operation in record time Balancing strategic execution with people-centric leadership to attract, retain, and empower diverse talent Embedding innovation, governance, and capability frameworks that sustain long-term growth and enterprise confidence <p>Sreedevi Hegde, Former Managing Director and Board Member, India GCC Head</p>				
16:30	<p>Chairperson Closing Remarks and End of Conference</p>				

SSON Masterclass: Agentic AI Bootcamp Tuesday, 21 April 2026		Post-Conference Site Visit Friday, 24 April 2026	
10:00	Registration Opens	08:00	Registration at Event Venue
10:30	Welcome Address by SSOW India	08:15	Welcome Address by SSON Network
10:35	Opening Remarks by Chairperson Gagandeep Singh , Global Process Improvement Leader, McCormick & Company, Inc.	08:30	Drive to Site Visit Location #1
10:40	Reimagining GCCs as Intelligent Growth Engines Agentic AI moves beyond traditional automation to autonomous, goal driven systems that plan, decide, and act with minimal oversight. This isn't just task automation—it's a paradigm shift in how work gets done, enabling Shared Services to scale without adding headcount, tackle complexity with agility, and deliver outcomes at near zero marginal cost. By combining AI autonomy with strong governance, GBS becomes a strategic catalyst for resilience, innovation, and digital transformation. Kamal Chodhri , Head of IT and Digital solutions, Siemens	09:00	Interactive Knowledge Site Visit #1:  Join us for an exclusive behind-the-scenes visit to Alcon's GBS — a shining example of how they are redefining the future of global operations in healthcare — moving beyond traditional support functions to become an innovation-led, data-driven partner powering business excellence. This Interactive Knowledge Site Visit would include: <ul style="list-style-type: none"> • Corporate Presentation from Vineet Dwivedi, Vice President - Global Head, Alcon Global Services, Alcon • Interactive Q&A Session • Guided tour of the site's operating premises
11:20	Disrupting & Re-Imagining GBS with AI & Agentic AI As Generative and Agentic AI capabilities accelerate, the real differentiator is no longer technology, but how organisations embed AI responsibly, at scale, and with people at the centre. Drawing from Tesco GBS Bangalore's journey, hear from Shuvajit on lessons learnt from moving enterprise analytics into an AI-first delivery model. <ul style="list-style-type: none"> • Re-architecting enterprise analytics, forecasting, and personalization around GenAI and Agentic AI • Embedding governance, explainability, and responsible AI principles into everyday decision-making • Navigating change management and build-versus-buy decisions to scale AI capabilities sustainably Shuvajit Basu , Global Leader - Data Science Analytics & Reporting, Tesco Business Services		
12:00	Interactive Discussion Group The Business Case Beyond ROI: Risk, Speed, and Competitiveness		

	<p>According to SSON Research & Analytics, 45% of GBS leaders cite data quality and access as the top adoption barrier, while compliance and auditability remain critical concerns for scaling.</p> <p>Agentic AI protects the enterprise by spotting early warning signals, resolving exceptions before they escalate, embedding audit trails for governance, and simulating risk scenarios - reducing exposure while increasing speed and decision velocity. This session reframes ROI so leaders understand why waiting is costlier and riskier than moving now.</p> <p>Gagandeep Singh, Global Process Improvement Leader, McCormick & Company, Inc.</p>		
12:30	Networking Luncheon	11:30	Networking Luncheon
13:30	<p>Embedding Agentic AI into the Operating Model</p> <p>Agentic AI is not a project but a capability that must be designed into the operating model. Success requires governance, data, change management, and value tracking embedded in everyday delivery. This session looks ahead at how leading organizations are institutionalizing Agentic AI to create future-ready GBS.</p> <p>Anirban Nandi, Vice President, AI & Data, Albertsons Companies India</p>	12:30	<p>Interactive Knowledge Site Visit #2: Omega Healthcare Management Services</p> <div style="text-align: center;">  <p>Omega Healthcare®</p> </div> <p>This Interactive Knowledge Site Visit would include:</p> <ul style="list-style-type: none"> • Corporate Presentation from Dr.Nitin Barekere, Vice President - Global HR, Omega Healthcare Management Services • Interactive Q&A Session • Guided tour of the site's operating premises
14:20	<p>Interactive Discussion Group</p> <p>Redesigning the GBS Workforce: Human + AI Collaboration</p> <p>As automation expands, the GBS workforce must pivot toward higher-value roles in analytics, governance, and orchestration design. SSON Research & Analytics data shows AI-specific skills remain in short supply, with 53% of leaders prioritizing digital and data capabilities. This session outlines how to redesign roles, training, and career paths for the AI era.</p> <p>Gagandeep Singh, Global Process Improvement Leader, McCormick & Company, Inc.</p>		
14:50	Chairperson's Closing Remarks	15:30	Refreshments and End of Interactive Site Visit
15:00	End of SSON Masterclass Day	16:00	Drop off at Event Venue and End of SSOW India Week 2026

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