

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

Our Partners:

PROHANCE

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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

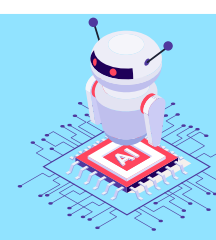
Unlocking the Next Era of  
HR Transformation in GCCs

#### 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.

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

## 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.

<b>FINANCE HUB: FROM COST EFFICIENCY TO ENTERPRISE VALUE</b> Collaborate with finance leaders to redefine the GCC finance function—from cost efficiency to enterprise value creation.	<b>HR HUB: BUILDING THE FUTURE WORKFORCE FOR GCC 4.0</b> Exchange ideas on building future-ready, digitally skilled, and engaged GCC workforces.	<b>TECHNOLOGY HUB: AI, CLOUD, AND DIGITAL INNOVATION IN GLOBAL CAPABILITY CENTRES</b> Dive into AI, automation, and digital innovation strategies powering next-gen GCCs.	<b>ANALYTICS HUB: FROM REPORTING TO PREDICTIVE DECISION-MAKING</b> Join data leaders to explore how GCCs can move from reporting to predictive decision-making.	<b>CX HUB: DELIVERING GLOBAL EXPERIENCE EXCELLENCE FROM INDIA</b> Discover how GCCs can deliver world-class customer experiences with efficiency and empathy.
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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 Controllershship  
 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
08:50	Opening Remarks from Chairperson
08:55	<p><b>SSON Research &amp; Analytics Presents: 2026 State of the Shared Services &amp; GCC Industry Survey Highlights &amp; Trends</b></p> <p>India remains the global hub for GBS and technology, powering enterprise transformation worldwide. Yet the skills and leadership capabilities needed to sustain this growth are shifting fast. In this high-impact session, <b>SSON Research &amp; Analytics presents exclusive new data from the 2026 Global State of the Industry, GBS, and Location Strategy surveys</b>, revealing how global models are evolving and where India stands at the center of this change. Discover what's driving new investments, how talent dynamics are reshaping operating models, and what it takes to stay ahead in the next phase of GBS leadership and transformation.</p> <p><b>Naomi Secor</b>, Global Managing Director, <b>SSON Research &amp; Analytics</b></p>
<p><b>Unlocking the Next Frontier of Value</b> <i>Positioning GBS &amp; GCCs as enterprise growth engines, not cost centres</i></p>	
09:10	<p><b>Opening Keynote</b> <b>GBS at a Crossroads: The Race to Redefine Enterprise Value</b></p> <p>According to SSON Research &amp; Analytics, the share of organizations committed to the GBS model has surged from 66% in 2019 to 85% in 2025, confirming it as the dominant enterprise model worldwide. The next frontier is impact, as GBS evolves to drive innovation, intelligence, and growth. This panel unites leading GBS executives to discuss what it takes to stay ahead and <b>how India's talent and technology edge is shaping the global future of GBS.</b></p> <p><i>Reserved for Leading GBS and Partner</i></p>
09:40	<p><b>Empowering the Workforce Towards Smarter Ways of Working</b></p> <ul style="list-style-type: none"> <li>• Leveraging data-driven insights and visibility into workforce trends and patterns for smarter decision-making</li> <li>• Balancing productivity with employee well-being in a hybrid and distributed workforce</li> <li>• Discussing key principles of a mature workforce management ecosystem</li> </ul> <p>Senior Representative, <b>ProHance</b></p>
10:10 	<p><b>Global Leaders Panel</b> <b>The New Age GBS: Do's and Don'ts for Unlocking Value</b></p> <p><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"> <li>• Showcasing live case studies from leading GCCs that are quantifying real enterprise impact</li> <li>• Moving from efficiency and cost metrics to business growth and margin contribution</li> <li>• Embedding analytics, storytelling, and business partnering to redefine how GBS proves its value to the enterprise</li> </ul> <p>Panelists: <b>Anne-Claire Javelle</b>, Global Head of Operations GBS, <b>Renault Group</b></p>

	<b>Ajay Anand</b> , SVP, Global Services, Strategy & Business Services, <b>Johnson &amp; Johnson</b> <b>Rajeev Mall</b> , Chief Executive Officer - Costco Wholesale India Pvt. Ltd., Vice President, <b>Costco Digital Services</b> <b>Priyaranjan Jha</b> , SVP and Head, Global Business Services, <b>Iron Mountain</b> <b>Sharmini Krishnan</b> , Head of PMI Business Solutions (Philippines), <b>Philip Morris International</b>
10:50 	<b>Speed Networking Session</b> 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.
11:10 	<b>Morning Tea, Networking &amp; Demo Drive</b> 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!
<b>Driving India as an Engineering &amp; Innovation Powerhouse</b>	
11:40 	<b>Keynote Session</b> <b>Leading India's Next-Generation Services Centre – Building Future-Ready Leadership Capabilities</b> <ul style="list-style-type: none"> <li>• Redefining leadership in the AI era for enterprise growth</li> <li>• Embedding data fluency, innovation thinking, and resilience into leadership pipelines</li> <li>• Aligning leadership capabilities with transformation priorities across finance, HR, supply chain, and customer experience</li> </ul> <b>Dr Sumit Mitra</b> , Chief Coaching Officer - Tesco Business Solutions, CEO - <b>Tesco India</b> and Chairman - <b>OmniSol</b>
12:10 	<b>Panel Discussion</b> <b>Engineering the Future – Positioning GCCs as Global Innovation Hubs</b> <ul style="list-style-type: none"> <li>• Establishing GCCs as centres for product engineering and R&amp;D</li> <li>• Building strong collaboration with enterprise HQ innovation teams</li> <li>• Scaling innovation impact from pilots to enterprise-wide outcomes</li> </ul> Panellists: <b>Pushparanjan Malajure</b> , Interim Chief Executive Officer and Sr Leader Engineering & Technology, <b>Marsh McLennan Global Services India Private Limited (MMGS)</b> <b>Amit Khandelwal</b> , Senior Vice President of Platform Services, <b>Epsilon</b> <b>Vijay Totlani</b> , VP, R&D Engineering & Head of India Centre, <b>BTB India</b>
12:50	<b>Transforming Global Business Services: The J&amp;J Global Services Journey with AI &amp; Generative AI</b> 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. <b>Ajay Anand</b> , SVP, Global Services, Strategy & Business Services, <b>Johnson &amp; Johnson</b>
13:20	<b>Lunch &amp; Networking Break</b>

*\*Selected participants will be attending a By-Invite Private Lunch session where we bring together senior leaders for a thought-provoking discussion over lunch.*



### Interactive Discussion Groups (16 Topics & 2 Rotations @ 50-minutes each)

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 50-minutes each.




14:20	FINANCE	HR & EMPLOYEE EXPERIENCE	STRATEGY	TECHNOLOGY
	<b>Accelerating Finance Transformation – Lessons from a Global Closing &amp; Reconciliation Journey</b> <b>Naveen Madap</b> , Director of Finance, <b>Giant Eagle GCC</b>	<b>Workforce Strategy: How Do We Build Leaders with Global Mindsets?</b> <b>Padma Srinivasan</b> , Senior Director, Global Business Services, <b>7-Eleven Global Solution Centre</b>	<b>Embedding Agility Across the Shared Services Operating Model</b> <b>Biji Varughese</b> , Head Shared Service Centre - Bengaluru Operations, <b>Essilor India Private Limited</b>	<b>Driving Process Excellence at Scale – From Culture to Technology</b> <b>Reni Varghese</b> , Vice President - APAC Process Excellence, <b>Northern Trust Corporation</b>
	<b>Bridging Business Finance and GBS to Deliver Enterprise Value</b> <b>Ranabir Mitra</b> , Senior Director Finance, <b>adidas</b>	<b>Upskilling at Scale – From Digital Literacy to Data Fluency</b> <b>Rajesh Puneyani</b> , GCC Site Leader, <b>Kenvue India GCC</b>	<b>Defining &amp; Developing the Role of a Global Process Owner</b> <b>Vandana Sharma</b> , Head of GBS AMEA, <b>Kellanova</b>	<b>Accelerating Digital Engineering and R&amp;D Innovation</b> <b>Manjunatha G</b> , COE Engineering & Site Leader (GCC Head) - Global Technology Centre, <b>3M</b>
	<b>GenAI Use Cases for Finance – What Works, What Doesn't</b> Senior Representative, <b>Bluecopa</b>	<b>Building a High-Performance Culture for Organisational Readiness</b> <b>Vanitha Chengappa</b> , Director Human Resources, GBS India, <b>Bosch</b>	<b>S/4 Hana Transformation in Practice: Opportunities, Preparation &amp; Implementation Challenges</b> <b>Aparna Rao</b> , VP & Site Lead CBS India, <b>Cencora</b>	<b>Scaling Automation and AI Beyond Pilots</b> <b>Kamal Chodhri</b> , Head of IT and Digital solutions, <b>Siemens</b>
	<b>Deliver End-to-End Process Excellence with AI for Intelligent O2C Transformation</b> <i>Reserved for Partner</i>	<b>From Right and On Time to Transformative: Payroll's New Role in HRSS</b> <i>Reserved for Partner</i>	<b>Back (Office) to the Future: GBS and the Next Wave of Operating Model Transformation</b> <i>Reserved for Partner</i>	<b>Embedding Innovation and Digital Transformation into the Heart of GBS Operations</b> <b>Vipin Radhakrishnan</b> , Vice President, Global Transformation & Digital Solutions, <b>bp</b>
16:00 	<b>Afternoon Tea &amp; Networking Break</b> Take a break and use this time to network with your fellow industry peers at our Exhibition Hall!			



**Talent, Leadership & Future of Work**


16:30 	<b>Panel Discussion</b> <b>Building Future-Ready Talent in the Age of AI and Automation</b> <ul style="list-style-type: none"> <li>Reskilling and upskilling the existing workforce to meet fast-evolving enterprise needs</li> <li>Embedding AI and digital competencies into shared services talent strategies</li> <li>Balancing automation-driven efficiency with human-led innovation and leadership development</li> </ul> <p>Panellists:</p> <p><b>Shalini Nataraj</b>, Global Head of Employee Experience, <b>A.P. Moller - Maersk</b>  <b>Vijayata Nath</b>, VP – Global Shared Services, GBSolutions+, <b>Ecolab</b>  <b>Rajesh Puneeyani</b>, GCC Site Leader, <b>Kenvue India GCC</b>  <b>Tanmay Agarwal</b>, VP &amp; Head – Global People Operations, <b>Wipro Ltd</b></p>
17:10	<b>Designing a World-Class Employee Experience from Day One for 400 New Hires</b> <i>In SSON Research &amp; 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> <ul style="list-style-type: none"> <li>Structuring a scalable onboarding framework built around business acumen, leadership engagement and mindset development</li> <li>Embedding “license to operate” learning through business-first education</li> <li>Creating lasting engagement through leadership interactions, mentorship, and a culture of growth that reduces attrition and accelerates contribution</li> </ul> <p><b>Ranjit Peter</b>, Global Capability Leader, <b>NIQ</b></p>
17:40 	<b>Winners Spotlight: World's Best GBS Award 2026</b> <i>Applications are open until 30<sup>th</sup> November 2025. Apply now <a href="#">here!</a></i> <p><b>SSON Research &amp; Analytics (SSON R&amp;A)</b> proudly presents the <b>World's Best GBS Award 2026</b> – 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.</p> <p>Presented by: <b>Naomi Secor</b>, Global Managing Director, <b>SSON Research &amp; Analytics</b></p>
18:00	<b>Chairperson Closing and End of Conference Day One</b>

## 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
<i>India's Growth Playbook</i>	
09:00 	<p><b>Panel Discussion</b>  <b>Future-Proofing India as the World's GCC Powerhouse Amid Global Uncertainty</b>  <i>India's GBS and GCC story is one of scale, sophistication, and sustained growth. According to SSON Research &amp; 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></p> <ul style="list-style-type: none"> <li>• Building resilience through Tier-2 and Tier-3 city expansion and diversified talent pipelines</li> <li>• Embedding innovation and analytics to drive agility and transformation</li> <li>• Strengthening India's role as the world's most trusted hub for global business services</li> </ul> <p>Panellists:  <b>Dr. Sanjeev Rastogi</b>, Chief Executive Officer – GCC, <b>Adani Group</b>  <b>Hema Nevetia</b>, Chief Financial Officer, <b>Allstate India</b>  <b>Jison John</b>, CEO &amp; Managing Director, <b>Allianz Services India</b>  <b>Deshant Kaila</b>, Head of Global Business Services (GBS) Operations, <b>McDonald's</b></p>
09:40	Industry Thought Leadership
10:10	<p><b>Reimagining a Global GBS: Roadmap to Enterprise Transformation</b>  <i>Reserved for SSON Global Leader</i></p>
10:40 	<p><b>Human Bingo: Speed Networking with a Twist</b>  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!</p>
11:00 	<p><b>Morning Tea, Networking &amp; Demo Drive</b>  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>

11:30	<b>Panel Discussion</b> <b>Powering the Next Frontier — How Pharma, MedTech, and Life Sciences are Shaping the New GCC Wave</b> <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&amp;D analytics, these sectors are redefining what value creation means in global business services.</i> <ul style="list-style-type: none"> <li>• Accelerating innovation through digital, data, and AI-led capabilities in healthcare GCCs</li> <li>• Expanding from operational delivery to R&amp;D, product development, and clinical intelligence</li> <li>• Building globally connected ecosystems that enable faster, smarter, and patient-centric outcomes</li> </ul> Moderator: <b>S Venkat Kumar</b> , Principal Consultant – Business Support (Asia Pacific and Middle East), <b>Kone Elevator India Pvt. Ltd.</b> Panellists: <b>Dr. Vineet Kumar S</b> , Head of Detection Engineering, <b>GSK</b> <b>Anant Anand</b> , Director of Software Engineering, <b>Evernorth Health Services</b> <b>Mrinal Duggal</b> , Head of Sanofi Global Services, Hyderabad Hub, <b>Sanofi</b>
12:00	Industry Thought Leadership
<b>AI-First GCCs: Scaling automation, analytics, and AI to redefine business value</b>	
12:30	<b>Panel Discussion</b> <b>Building the AI-Powered GCC of the Future to Power Enterprise Growth</b> <ul style="list-style-type: none"> <li>• Embedding AI into every layer of GCC operations to drive speed, accuracy, and decision-making</li> <li>• Scaling from pilots to enterprise-wide adoption while addressing ROI and governance challenges</li> <li>• Identifying and measuring metrics from AI efficiencies to price GCCs right – both as suppliers and as strategic partners to the enterprise</li> </ul> Panellists: <b>Priyaranjan Jha</b> , SVP and Head, Global Business Services, <b>Iron Mountain</b> <b>Kamal Sharma</b> , Head, Global Connected Hubs (India, China, Mexico), <b>Carrier</b> <b>Soumitra Saha</b> , MD & Country Head, <b>Lumen Technologies India</b>
13:10	<b>Leveraging Generative AI for Knowledge Work and Customer Experience</b> <ul style="list-style-type: none"> <li>• Applying generative AI to accelerate knowledge-intensive processes</li> <li>• Enhancing customer engagement through AI-driven personalization</li> <li>• Redefining workflows for innovation, speed, and agility</li> </ul> <b>Siva Kumar Padmanabhan</b> , MD, India & Head, GITC Chennai, <b>AstraZeneca</b>
13:40	 <b>Lunch &amp; Networking Break</b> Take a break and use this time to network with your fellow industry peers at our Exhibition Hall! <i>*Selected participants will be attending a By-Invite Private Lunch session where we bring together senior leaders for a thought-provoking discussion over lunch.</i>
<b>Lightning Round: Functional Transformational Journeys (15-Minute Sessions)</b>	



Showcasing how GCCs are reimagining Finance, HR, and Procurement to deliver enterprise impact				
14:40	<b>Reimagining Finance Transformation for Enterprise Growth</b> <ul style="list-style-type: none"> <li>Driving touchless finance through AI and automation for smarter decision-making</li> <li>Reducing cycle times in closing, reconciliation, and reporting with global best practices</li> <li>Elevating finance from transactional bookkeeper to strategic business partner</li> </ul> <i>Content to be confirmed</i> <b>Bhaskar Bhattacharjee</b> , Senior Director & Functional Solution Leader A&F, FP&A, Global Enterprise Solutions (GES), <b>Merck</b>	<b>Reinventing the HR Playbook — Scaling a 36,000+ Workforce Through Technology, Talent, and Transformation</b> <ul style="list-style-type: none"> <li>Rebuilding the HR operating model to deliver scale, precision, and agility across 36,000 employees and 440 global customers</li> <li>Co-creating next-gen HR and talent tech solutions with startups and academic partners to drive innovation and digital enablement</li> <li>Democratising learning and reimagining employer branding to attract, upskill, and retain talent in a competitive digital ecosystem</li> </ul> <b>Dr.Nitin Barekere</b> , Vice President - Global HR, <b>Omega Healthcare Management Services</b>	<b>Building Smarter Operations Through AI-Driven Procurement Transformation</b> <ul style="list-style-type: none"> <li>Digitising source-to-pay and procurement for transparency, compliance, and cost control</li> <li>Embedding analytics and AI to optimize supplier relationships and working capital</li> <li>Positioning GCCs as transformation engines in supply chain resilience and agility</li> </ul> <b>Srinivasan Ramakrishnan</b> , Vice President & Global Head - Global Procurement Services, <b>Schneider Electric</b>	<b>The Grit Factor – Building 15 Global Functions in 24 Months at Vervent’s GCC</b> <ul style="list-style-type: none"> <li>Turning an ambitious GCC mandate into a scalable, high-impact operation in record time</li> <li>Balancing strategic execution with people-centric leadership to attract, retain, and empower diverse talent</li> <li>Embedding innovation, governance, and capability frameworks that sustain long-term growth and enterprise confidence</li> </ul> <b>Sreedevi Hegde</b> , Managing Director and Board Member, India GCC Head, <b>Vervent</b>
15:40 	<b>Afternoon Tea &amp; Networking Break</b> Take a break and use this time to network with your fellow industry peers at our Exhibition Hall!			


### GCC Function Hubs

*Step inside the GCC Function Hubs — a **brand-new**, interactive format designed exclusively for SSOW India!*


Each Function Hub brings together senior leaders from a specific domain — Finance, HR, Technology, Analytics, and CX — for a focused exchange on the most critical challenges shaping their functions today. Participants will work in small groups using curated Challenge Cards — real-world scenarios that provoke fresh thinking and peer-driven problem solving. Co-create insights, debate solutions, and identify practical actions that can be implemented across your GCC.

16:10	<b>Finance Hub: From Cost Efficiency to Enterprise Value</b> Collaborate with finance leaders to redefine the GCC finance function—from cost efficiency to enterprise value creation. <b>Anirban Kumar Ghosh</b> , Global Director Controllershship Operations and Global Controller, <b>JLL Technologies</b>	<b>HR Hub: Building the Future Workforce for GCC 4.0</b> Exchange ideas on building future-ready, digitally skilled, and engaged GCC workforces.	<b>Technology Hub: AI, Cloud, and Digital Innovation in Global Capability Centres</b> Dive into AI, automation, and digital innovation strategies powering next-gen GCCs. <b>Sharmini Krishnan</b> , Head of PMI Business Solutions (Philippines), <b>Philip Morris International</b>	<b>Analytics Hub: From Reporting to Predictive Decision-Making</b> Join data leaders to explore how GCCs can move from reporting to predictive decision-making. <b>Sankar Narayan S</b> , GBS APAC Head, <b>Smith and Nephew</b>	<b>CX Hub: Delivering Global Experience Excellence from India</b> Discover how GCCs can deliver world-class customer experiences with efficiency and empathy. <b>Vineet Dwivedi</b> , Vice President - Global Head, Alcon Global Services, <b>Alcon</b>
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**17:10** Chairperson Closing Remarks and End of Conference

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	08:30	Drive to Site Visit Location #1
10:40	<b>Reimagining GCCs as Intelligent Growth Engines</b> 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 nearzero marginal cost. By combining AI autonomy with strong governance, GBS becomes a strategic catalyst for resilience, innovation, and digital transformation. <b>Kamal Chodhri</b> , Head of IT and Digital solutions, <b>Siemens</b>	09:00	<b>Interactive Knowledge Site Visit #1:</b>    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.  <b>This Interactive Knowledge Site Visit would include:</b> <ul style="list-style-type: none"> <li>Corporate Presentation from <b>Vineet Dwivedi</b>, Vice President - Global Head, Alcon Global Services, <b>Alcon</b></li> <li>Interactive Q&amp;A Session</li> <li>Guided tour of the site's operating premises</li> </ul>
11:20	<b>Tackling the Unstructured Data Dilemma</b> Data quality, completeness, and access were flagged as the top adoption barrier by 45% of GBS leaders in SSON Research & Analytics' Agentic AI in GBS Study. Much of this challenge stems from unstructured data in finance, HR, and customer service workflows, which slows automation and undermines accuracy. This session explores how Agentic AI agents can extract, normalize, and govern unstructured data to unlock scale and decision confidence. <b>Shuvajit Basu</b> , Global Leader - Data Science Analytics & Reporting, <b>Tesco Business Services</b>		
12:00	<b>The Business Case Beyond ROI: Risk, Speed, and Competitiveness</b> 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. 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. <b>Nilay Shastri</b> , General Manager, <b>Roche</b>		
12:40	Networking Luncheon	11:30	Networking Luncheon
13:40	<b>Redesigning the GBS Workforce: Human + AI Collaboration</b> 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. <b>Anirban Nandi</b> , Vice President, AI & Data, <b>Albertsons Companies India</b>	12:30	<b>Interactive Knowledge Site Visit #2: Omega Healthcare Management Services</b>    <b>This Interactive Knowledge Site Visit would include:</b> <ul style="list-style-type: none"><li>• Corporate Presentation from <b>Dr.Nitin Barekere</b>, Vice President - Global HR, <b>Omega Healthcare Management Services</b></li><li>• Interactive Q&amp;A Session</li><li>• Guided tour of the site's operating premises</li></ul>
14:20	<b>Embedding Agentic AI into the Operating Model</b> 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.		
15:00	<b>Let's Talk! Key Takeaways &amp; Action Points</b> Join our friendly roundtable session, Let's Talk! Discover best practices, key takeaways, and actionable points to improve your Agentic AI journey. Let's learn and grow together!	15:30	Refreshments and End of Interactive Site Visit
15:30	<b>Chairperson's Closing Remarks &amp; End of SSON Masterclass Day</b>	16:00	<b>Drop off at Event Venue and End of SSOW India Week 2026</b>

# EXCITING SPONSORSHIP OPPORTUNITIES RETURN AT SSOW INDIA 2026

Event sponsorship provides an unparalleled opportunity for companies to showcase their products and services to senior-level, targeted decision makers. We are excited to announce a wealth of sponsorship opportunities at SSOW India, all of which are tailored to assist your specific requirements. Join us at SSOW India to help position companies like yours in front of senior shared services, GCC and GBS leaders, and achieve your sales, marketing and branding objectives!

**1**

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**2**

## DEMONSTRATE THOUGHT LEADERSHIP



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**3**

## HOST AN INTERACTIVE DISCUSSION GROUP



Draw key insights and pain points from a small selected group of like-minded attendees through in-depth discussions

**4**

## SHOWCASING AND DEMONSTRATION



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**5**

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**6**

## BRANDING



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**7**

## NETWORKING



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