



Save the Date

July 30-31, 2009

Hyatt Regency on the Hudson
Jersey City, New Jersey

World BPO Forum July 28-29, 2008

Hyatt Regency, Jersey City, New Jersey

“Right people, Right place, Right skills, Right costs”

“The inaugural WBPO Forum event brought together a great lineup of speakers and an audience with immense experience across the entire spectrum of this field. As a forum for small & medium companies to learn from the hard-won insights of the early adopters, the event far exceeded my expectations.”



Jim Noble
VP, British Petroleum
Former President, SIM

“It is so rare to attend an event where all the interested parties, vendors, current and prospective customers, consultants and industry experts, are all gathered in the same place. The opportunity to explore common issues in environment that was open, cordial and respectful all contributed to a real educational experience.”



Peter Whatnell
CIO, Sunoco
Incoming President, SIM

“It was a pleasure to be a speaker at the World BPO summit 2008. The conference provided me a great platform to share Quattro’s achievements in creating multiple BPO and KPO services specifically tailored toward Small and Medium enterprises.”

Raman Roy
CEO
Quattro

“Jim Noble, Babulal Jain and Kartik Kilachand have carved new frontiers in the BPO Industry by holding the first World BPO Forum in the USA. It was a risky venture but judging by the interest shown by participants, the gamble paid off! The World BPO Forum is here to stay!”

Dinny Devitre
Board of Directors
Altria, Inc.

“The World BPO Forum was a good opportunity to exchange best practices with other companies from around the globe”

Scott T. Scheirman
EVP & CFO
The Western Union Company

“The World BPO forum was a true confluence of experiences and expectations and will be a prime mover in building collaborative platforms for process globalization in the future”

Ganesh Natarajan
Chairman, NASSCOM;
Global CEO, Zensar Technologies



Mr. Amit Dev, Director, Time Broad Band



Mr. Noble with Mr. Tsvi Gal, President, SIM NY



Mr. Jim Noble, Chairman WBPO

Highlights



Hyatt Regency, Jersey City, New Jersey

Participants

- 150+ Attendees
- 50+ CIOs/CTOs/CFOs
- 15+ Fortune 500 Companies
- 5 of India’s Top 10 Solution Providers



Dr. Robert Richards accepting his award



Mr. Ganesh Natarajan, Mr. Sareen, and Mr. Jain



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Dr. Norman Jacknis
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Former CIO, Westchester County

Christopher Horace
Dir. Global G&A & IT Sourcing
The Coca-Cola Company

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Michelin North America

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CIO
Portage County Information
Technology Services

Jeannie Calabrese
Sr.VP Information Services
Attorneys' Title Insurance
Fund, Inc.

Wendy Douglas
Director IS
Schneider Electric NA

Michael Perilli
CIO
Ultra Hardware Products

Todd Thompson
CIO
Starwood Hotels & Resorts Worldwide

Vita A. Cassese
VP, Strategic Business Innov.
Pfizer

Mark Dietrick
CIO & Senior Associate
Burt Hill

Frank Casale
CEO
The Outsourcing Institute

Tim Davis
CIO
Popeyes Chicken & Biscuits

Charles P. Costa
Tech. & Operations Exec.
Asset Mgmt., JP Morgan Chase, NY



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Keynotes

“STRATEGIC SOURCING - A NEW BUSINESS ROLE FOR THE CIO”

Presented by: **Jim Noble**, VP Strategy & Operational Excellence, BP plc;
Chairman, World BPO Forum



DS Rawat with Mr. Jain & Mr. Devitre

“STAYING IN THE LEAD – CAN INDIA MAINTAIN ITS GLOBAL MARKET SHARE IN THE FACE OF INCREASING COMPETITION AND RISING LABOR COSTS?”

Presented by: **Dinyar Devitre**, Former CFO & current Board Member, Altria Group, Inc.

“BPO FOR SME MARKET-THE OPPORTUNITY TO TAP THE LONG TAIL”

Presented by: **Raman Roy**, CEO, Quattro

Zensar Panel - “OFFSHORE DELIVERY MODELS - BALANCING RISKS, COSTS AND BENEFITS”

Moderated by: **Anupam Govil**, CEO, Global Equations LLC
Panelists: **John Scott**, Dir. Accounting, Danaher Group
Matt Parks, Dir. Operational Analysis, Acosta, Inc. - US's largest service/marketing firm
C.J. Shah, Head of Sales, BPO - Zensar Technologies



Mr. Jain, Mr. Jerry Luftman & Mr. Peter Whatnell

“CONTRACTING FOR INNOVATION IN OUTSOURCING”

Presented by: **Edward J. Hansen**, Partner, Outsourcing, Technology Transactions, Morgan Lewis (New York)



Mr. Hoeltgen, Mr. Narayan, Mr. Noble & Mr. Sareen

GLOBAL SOURCING: CHANGE, INNOVATION & TRANSFORMATION

Presented by: **Dr. Ganesh Natarajan**, Chairman, NASSCOM; Global CEO, Zensar Technologies

“GLOBAL SOURCING TRENDS AND IMPLICATIONS TO THE PROVIDER”

Presented by: **Surya Kant**, President, Tata Consultancy Services, Americas
Panelist: **Milind M. Kamat**, Head Strategic Sourcing Solutions, Tata Consultancy Services, Americas



Mr. Kilachand and Mr. Noble

“GLOBAL SOURCING TRENDS”

Moderated by: **Judy Arteche-Carr**, Chairman, SIM New York Chapter
Panelists: **Christopher Horace**, Director Global G&A and IT Sourcing, The Coca-Cola Company
Todd Thompson, CIO, Starwood Hotels & Resorts Worldwide, Inc.
Bruce Anderson, VP IT, TIAA-CREF

THE PHILIPPINES - “THE MISSING PIECE OF YOUR GLOBAL SOURCING STRATEGY”

Moderated by: **Nora Terrado**, Country Manager, Headstrong Philippines, Inc.
Panelists: **Secretary Ray Anthony Roxas-Chua III**, Chairman, Commission on ICT, Philippines
Beng Coronel, President, Philippine Software Industry Association
Karen Morris, Chief Innovation Officer, AIG Product Development General Insurance



Team - Zensar Technologies



Ambassador Del Rosario; Ms. Gloria Kins, Director, PR & Ms. Romero



Stephan Lemoine & Mr John Davis



Jim Noble accepting his leadership award.



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“I found the World BPO Forum to be an informative experience. It not only allowed me the opportunity to highlight Global Sourcing Trends from TCS’ perspective but I also heard from other companies and organizations about their views.”

Surya Kant

President, USA
Tata Consultancy Services Limited



Ms. Josephine Romero & Mr. Jain

“The international presence at this conference was striking. It’s rare to see a conference that attracts such a global audience.”

Ed Hansen

Partner
Outsourcing, Technology Transactions
Morgan Lewis (New York)



Secretary Ray Anthony & Ms. Nora Terrado

“Outsourcing and off-shoring are important components of the manufacturing and delivery chains worldwide. The important contribution that India makes was highlighted at the World BPO Summit 2008 by a range of distinguished and exciting speakers.”

Honorable Ambassador Ms. Neelam Deo

Consul General
India

“The conference was quiet vibrant and offered opportunities to gain knowledge from various presentations. It definitely helped open doors for all of us to network with top executives.”

C.J. Shah

Head of Sales, BPO
Zensar Technologies



Mr. Kant, President USA, TCS



Mr. Jain, Mr. Devitre & Mr. Sherman



Mr. Raman Roy, CEO, Quattro with Mr. Jain



Mr. Jim Hurd & Mr. Rob Lesser



Mr. Frank Cassalle & Ms. Judy Artech-Carr

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