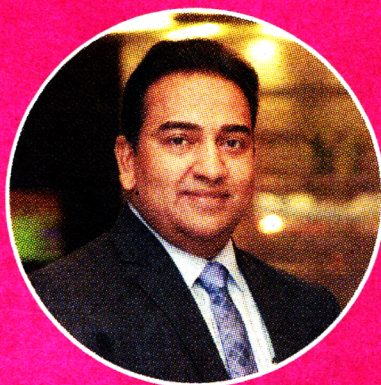
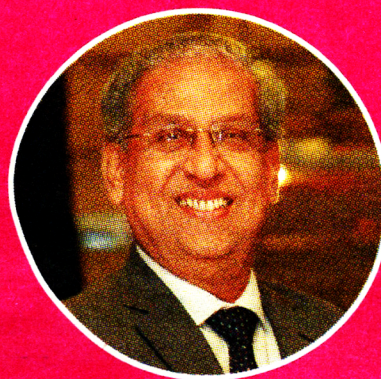


BECOME FUTURE RELEVANT BY RESHAPING THE TRANSFORMATION STRATEGY



“
Become ‘Future Relevant’ by Reshaping Transformation Strategy in today’s digital world to drive value delivery & value innovation!
”

RAKESH SINHA
Executive Director & COO, RvaluE Group & Co-Founder, Shared Services Forum



“
Think about the need of continuously reshaping the transformation strategy’ to effectively make organisations ‘future relevant’
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RAVI S RAMAKRISHNAN
Founder & CEO, RvaluE Group & Founder, Shared Services Forum

Shared Services Forum (SSF), India turns 7 with its successful 7th Global Shared Services Conclave in 2017!! “This niche forum was initiated in 2011 as an interactive platform where industry experts, from diverse business domains and support functions, ideate and synthesize the ‘best-in-class’ to evolve the ‘best-in-context’ for organizations enabling them to excel in effective Business Process Transformation” says Rakesh Sinha, Co-Founder of SSF, who has been published by several Business Magazines as a ‘Young Entrepreneur & Thought Leader in the Business Process Space’, and a ‘Strategic Thinker and Champion for Value Creation’. He says, “In this fast changing world, since organizations are required to deal with the challenges of Agility & Cost Optimization, Customer Experience, Digital Adoption, Transformation, and Capability Development, SSF aims to bring the focus of the industry to reflect, redefine and reshape their Business Process Transformation strategies to achieve the strategic objectives of being agile, optimize cost, develop new generation cognitive digital workforce, adopt robotics, enhance customer experience etc across the enterprise functions”.

Mr Ravi S Ramakrishnan, Founder & CEO of RvaluE Group & Founder of Shared services Forum prodded the industry to think, “Why it is ‘must’ for all of us to take a pause, step back and think about ‘the need of continuously Reshaping the Transformation Strategy’ to effectively make organizations ‘future relevant’ by embracing rapid changes of the digital world, higher customer demands/ expectations and drive value delivery & value innovation.” He is passionate about enabling organizations and people to ‘realize business value’. Having worked with multiple domains, across multiple functions and business units for 35+ years, Ravi has been recognized as one of the visionary CEOs by leading business magazines, as ‘Guru in the Business Process Space’ and “evangelizing the world on the power of Shared Services”. He founded the RvaluE Group more than a decade ago and today has a team of Pioneers and Game Changers’ in Shared Services and Business Process Transformation space.

Under the guidance of its founders, SSF has progressively become the Forum of Interactive Excellence in India for Shared Services, and so far has conceptualised 7 National Conclave Events & Periodical Leadership Interaction Events for focused groups in the Shared Services space, with participation of more than 1000 delegates, and 130 plus eminent leaders as speakers presenting industry insights and case studies. The forum has felicitated 10 Pioneering Leaders and BPM Achievers for their invaluable contributions to the industry, and awarded/ recognized 35 organizations for Excellence. As a platform of knowledge dissemination, SSF has published 15 Research papers, Process Edge (SSF Journal), 3 first-of-its-kind BPM publications, and 3 pioneering Survey & Research reports on BPM & Shared Services.

To continue with its mission to disseminate knowledge, SSF along with RvaluE Group, a leading Business Process Management (BPM) & Shared Services Consulting organization, as Knowledge Partner organized the Global Shared Services Conclave, 7th year in succession, on November, 24, 2017 at New Delhi on the theme: “ReSHAPING THE



SSF publications were unveiled by Ravi S Ramakrishnan, Founder, SSF; Ram Ramasundar, Esteemed Member Jury Panel, SSF Excellence Awards, Felicitations & Recognition; Sameep Shastri, Member, Governing Body, BRICS CCI, & Member BJP; and Rakesh Sinha, Co-Founder, SSF.

TRANSFORMATION STRATEGY- What Triggers? What Matters? What Next?”

The Conclave was attended by 120+ senior executives and veterans from across India, with very eminent industry leaders as Speakers. The one-day agenda included Workshop Panel Discussions & Case Presentations, release of 2 major SSF Publications and 7th Annual SSF Excellence Awards, Felicitations & Recognition for Leading Organizations and Exemplary Leaders in Shared Services space.

The Guest of Honour, Shri Sameep Shastri, Member, Governing Body, BRICS CCI, & Member BJP, applauded the initiative of the Shared Services Forum towards building and contributing to the growth of the Indian Economy, create employment and effectively encounter the challenges thrown up by a rapidly changing world, “Shri Narendra Modi’s government is very progressively working towards bringing the digital transformation in India across sectors and I personally believe that Shared Services Forum is tremendously supporting in that journey of reshaping of Indian economy.”

SSF’s most prized creations are its knowledge-sharing publications, which are reference points to pioneering thoughts in Business Process and Shared Services implementation, as well as transformation strategies currently applicable in Global India. These publications aim to capture, and disseminate best practices from thought leaders and practitioners to enable businesses to innovate further, thus improving efficiency and efficacy.

On the day of the Annual Global Shared Services Conclave, SSF released 2 publications – a Research Report on ‘Building Capabilities for the Future and Catalyzing Transformation – Trends, Practices and Frameworks’ – prepared in collaboration with Everest Group; and SSF Journal, Process Edge – November 2017, titled, Demystifying DxQ – Executing Digital Transformation.

Distinguished leaders of the Industry and eminent personalities have come on the forum and shared their valuable insights, perspectives, some best-practices and cases that have enthralled the audience. Some of these names include prominent people like Dr BBL Madhukar, Director General, BRICS Chamber of Commerce & Industry, Sunil Sayal, Region CFO – India, Nokia Solutions & Networks,

V Ganesh, CEO, Karvy Computershare, T Chandrasekar, Vice President – Finance & CFO, IBM India / South Asia, Bibek Agarwala, CFO - Lifestyle Business, Raymond, H Karthik, Partner, Global Sourcing Practice, Everest Group, Nitin Sahni, Director - Corporate Services, Intelnet Global Services, Irendra Chhabra, MD & CEO, Essel Business Excellence Services, LG Moorthy, Senior Vice President & Global Head - GBS, Olam International, Sanjeev Rastogi, Head GDC & Regional Head SBS APAC, Syngenta Services, Kaushik Majumdar, Managing Director, Principal Global Services, Narayanan Subramanyam, Chief Information Architect, RvaluE Group, Anand Maheshwari, Founder Director, Quintes Global Private Limited, Navneet Jhamb, Head of Finance Shared Services & Analytics, Fidelity International, Rajiv Kapahi, Senior Director - India Hub: Finance, Operations & Distribution, Boston Scientific, KV Seshiaiah, Senior Director – Finance, Dr Reddy’s Laboratories, Rajesh Garodia, Chief Transformation Architect, RvaluE Group, Narendra Arora, Vice President - Global Business Shared Services, Piramal Enterprises, to name a few...

With the intent to encourage those who have delivered Business Imperatives using the power of Process Discipline & Transformation, SSF has instituted Shared Services Excellence Awards, Felicitations and Recognition.

The 7th Annual Global Shared Services Excellence Awards, Felicitations and Recognition were announced by Eminent Jury Chair, Mr VV Ranganathan, Co-Founder & Chairman of Compassites Venture Inc; Shri-Sameep Shastri, Mr Ravi S Ramakrishnan and Mr Rakesh Sinha.

SSF felicitated Mr Priyan Fernando, Former Executive Vice President, Global Business Services of American Express as the PIONEERING BUSINESS LEADER FOR GLOBAL SHARED SERVICES and Ms Shyama A Bijapurkar, Former Global Shared Services Head at BA Continuum, HSBC and American Express as BPM ACHIEVER IN GLOBAL INDIA.

The huge success of the 7th Conclave reinforces the belief that success stories of global shared services and adoption of Business Processes in Indian Corporations is the best possible way to disseminate the value of Business Process and Shared Services and their linkage to Business Impact. SSF



The awards to organisations were conferred upon Olam International (for servicing in overseas markets), Essel Business Excellence Services – Essel Group (for servicing Indian market), Vodafone Shared Services India (for delivering business impact through process excellence), Syngenta Services (for delivering business impact through technology transformation – GIC), Principal Global Services (for delivering business impact by deploying innovative people practices), Unilever Industries (for delivering business impact by moving up the process value chain), Hindustan Coca-Cola Beverages (for delivering business impact by exemplary customer experience management), and Raymond – Lifestyle Business. Shared Services was recognised for effective shared services implementation in India.