

15 MARCH 2017

MANILA MARRIOTT



Event Program

MORNING SESSION

09:00 | Welcome – Richard Mills



09:15 | **Jovy Hernandez**
First Vice President & Head
PLDT & Smart Enterprise Groups

OPENING REMARKS



09:20 | **Ike Amigo**
President and CEO
IBPAP (IT & Business Process Association of the Philippines)

PRESENTER: Ike is a one of the most experienced leaders in the industry with 28 years in the IT field, most of it with Accenture where he was the Managing Director for Infrastructure Services.

TOPIC: future of the IT-BPM

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09:50 | **Jeff Williams**

Chairman, Board of Trustees

Healthcare Information Management Assoc. of the Philippines (HIMAP)

PRESENTER: Jeff pioneered the delivery of highly complex processes to Fortune 1000 clients focusing on Health Information Management and has established sites around the world.

TOPIC: Sailing into Uncharted Waters



10:20 | **Suneet Puri**

Head of Business Process Services (BPS), Asia Pacific

Tata Consultancy Services (TCS)

PRESENTER: Based in Singapore, Suneet has 20 years of experience overseeing large transformation projects. He oversees BPO services across 12 countries for India's largest BPO provider and one of the largest in the world.

TOPIC: The Future of Business Operations

10:50 | Break



11:00 | **Sean Mather**

Chairman

AusContact Association

PRESENTER: Sean oversees the contact center industry association of Australia and has 25 years experience in the sector. He also leads Asia Pacific for Call Design Pty Ltd.

TOPIC: Australia – The cost of excellence, Can BPO's survive the customer excellence boom





11:30 | **Elek Toth**

Head of Philippines Operations
Concentrix

PRESENTER: Elek is one of the most experienced industry leaders with regional experience across Asia managing large multi-site operations for both captive and third-party organizations.

TOPIC: #Bold Leadership in a #Disruptive Era

12:00 | Panel Question Period

12:30 | Lunch – sponsored by



AFTERNOON SESSION



01:30 | **Craig Reines**

Chief Operating Officer
Sitel

PRESENTER: Craig is possibly the most travelled senior leader in the industry. He has led large operations across the world based in the US, UK, Hong Kong, Australia and Philippines.

TOPIC: Getting Rural Philippines Future-ready for BPM

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02:00 | **Prashant Chadha**

Managing Director, Malaysia
Aon Hewitt

PRESENTER: Prashant is considered one of Asia's gurus at instilling Best Practice Mindsets for employees.

TOPIC: Balancing the Best Employers Equation

02:30 | Break



02:45 | **David Young**

Chief Operations Officer
ADEC Innovations

PRESENTER: David oversees operations for his company. With 5,000 employees over 5 continents, ADEC Innovations is considered the most global company in Philippines and provides a broad range of knowledge-based services to global clients.

TOPIC: Sustainability opportunities for the BPO industry



03:15 | **Frank Schellenberg**

Advisory Board Member
VNITO

PRESENTER: Frank is considered a founder of the IT-BPO industry in Vietnam who set up DIGI-TEXX in 2003 and later GHP Far East (now known as Swiss Post Solutions) for the GHP Group from Germany and led the company as CEO until 2014.

TOPIC: Vietnam As The Offshore Outsource Destination

03:45 | Panel Question Period

04:15 | Networking & Closing - Rebecca Bustamante



PANELISTS



Eric Kaufman

General Manager, Philippines
IBEX Global

PANELIST: Eric oversees operations for what many say is the fastest growing BPO provider in the Philippines.



Ernesto de Castro

National President
Philippine Institute of Civil Engineers (PICE)

PANELIST: Ernie de Castro PhD is CEO of ESCA is spearheading the country's major push into engineering services outsourcing.



Kamal Narang

Country Head
Cognizant Philippines

PANELIST: Kamal is country head for Philippines and global head, banking and lending business process services of technology behemoth Cognizant. The company employs more than 150,000 employees around the world.



Marie Ampeloquio

Chief People Officer
SPi Global

PANELIST: Marie is head of HR for the country's largest home-grown BPO-KPO organization.





Patrick Gentry

CEO

Sprout Solutions

PANELIST: Patrick oversees one of the fastest growing service providers to the HR services sector in Philippines.

MODERATORS



Quintin Pastrana

News Anchor

Bloomberg TV Philippines

MODERATOR: Quintin began his career as a key support staff of prominent political leaders. He later held senior positions in public affairs and sustainable development for multinational companies.



Victor Aliwalas

Vice President - Corporate Relationship Management

PLDT ENTERPRISE

MODERATOR: Victor oversees the BPO and shared services segment of the nation's dominant telco.

