

Sessions

A | Ready to Compete: South Africa's BPO Capabilities in the Financial Services SectorOutsourcing
to Emerging
Countries

Tuesday

1:00 to 1:50

South Africa is emerging as an important destination for BPO and the industry has been growing at a rate of 33% per year. A recent study developed a fact-based view of South Africa's current BPO capabilities and potential for growth in the Financial Services sector, including the scale of current operations, maturity of experience, and process-level capabilities. South Africa has a sizable pool of specialized Financial Services skills such as actuaries and certified analysts, plus the operating cost differences between South Africa and other leading offshore destinations is narrowing. This session will summarize the key findings of the research and implications for Financial Services organizations and others considering services operations in offshore destinations.

Overview of this session:

- ▶ Financial Services BPO capabilities in South Africa
- ▶ Comparison of South Africa with other offshore destinations across costs, talent pool and risks
- ▶ Potential ways in which Financial Services organizations and outsourcing suppliers can leverage South Africa as an offshore destination

Presenter(s): Everest Research Institute, Anand Ramesh, Research Director; Everest Research Institute, Eric Simonson, Managing Principal

B | The Role of Latin America in Global Outsourcing SolutionsOutsourcing
to Emerging
Countries

Tuesday

2:05 to 2:55

Developing service delivery capability in Latin America serves two purposes. The first is to meet the demands of the local and regional markets for outsourcing services. The second is to provide multinational organizations with global delivery solutions that mitigate risks and provide specific services in desired languages and time zones. Leveraging Latin American locations and capabilities as part of a global service delivery model provides benefits that include reduced costs, lower risks, access to desired skills and greater flexibility.

Overview of this session:

- ▶ The audience will learn how risk can be managed in a global delivery model
- ▶ The growing maturity of Latin American markets and capabilities
- ▶ What factors are contributing to market growth
- ▶ The benefits of including Latin America as part of a global sourcing strategy
- ▶ We will also peek into future opportunities coming from culture affinities, innovation networks, etc.

Presenter(s): Tata Consulting Services, Mario Tucci, Head of New Sales Latin America

C | "Really Near" Shoring . . . To CanadaOutsourcing
to Emerging
Countries

Tuesday

3:20 to 4:10

Learn some best practices in developing an offshoring strategy and how to translate strategy into a successful plan.

Why Canada? As outsourcing accelerates, Canadian nearshore options make sense for certain types of projects as part of a company's global delivery strategy. Canada has been the choice of many companies, particularly for financial services and customer service operations.

What do companies doing business with Canadian outsourced service providers know that you haven't discovered yet? What types of services are optimally suited for nearshoring? What are the benefits? What are the downsides?

Transition is a time of heightened operational risk. Hear from an outsourcer's internal procurement and contracts expert. As you transition services to the outsourcer, negotiating, managing or exiting your service provider contracts and relationships transition becomes the responsibility of their internal Procurement Director. He'll share some contracting tips and challenges to help your outsourcer successfully onboard your company and third party suppliers.

Overview of this session:

- ▶ Creating a viable global outsourcing strategy and translating strategy into action
- ▶ Near shoring capabilities and the benefits of near-shoring to Canada
- ▶ What it takes to successfully transition operations to an outsource service provider

Presenter(s): Symcor Inc., Bill Zakarow, Director, Procurement and Contract Services; Ontario Ministry of International Trade and Investment, Eric Hochstein, Business Development Officer; Ontala Performance Solutions Ltd, Linda Tuck Chapman, Managing Director;

WS2 | Utilizing Web 2.0 to Enhance Your Supplier Facing and Customer Facing Websites (Panel Discussion)

Workshop

Tuesday

2:05 to 2:55

Procurement organizations are always looking for best practices to effectively communicate with internal users, management, their own staff and even suppliers. Application of Web 2.0 systems offer improved tools to utilize various Procurement web sites (intranet and internet) to provide enhanced communications. These redesigned web sites can improve the understanding about procurement policies & processes, use of preferred suppliers and contracts, supplier performance levels, user/

Sessions

supplier training, customer satisfaction surveys, diversity and sustainability initiatives, opportunities for continuous improvement, etc. Various CPO's have been leaders in greatly improving their unit's web sites to further their mission, goals and objectives. Furthermore, Supplier's web sites leave a lot to be desired in terms of information your Category Managers truly need to assess capabilities, performance, etc. as to whether they're a viable current or prospective supplier. We'll share some potential ideas for suppliers to consider for making useful web site improvements that add more procurement value to their customers.

Overview of this session:

- ▶ Learn about best practice Procurement web sites that deliver more value to users and suppliers
- ▶ Obtain some thought-provoking ideas as to how your procurement web sites ought to be redesigned
- ▶ We'll highlight Suppliers web sites which are severely lacking in key procurement-related information and make some suggestions to review with your suppliers
- ▶ Understand the benefits gained from improved procurement-related web sites

Presenter(s): IBM, Linda Cantwell, Vice President; City of Washington DC, David Gragan, Director; Puget Sound Energy, Chad Nesland, Procurement Manager; The Ohio State University, Vaughn Hovey, Lecturer, Former AVP and Chief Sourcing Officer Nationwide Insurance

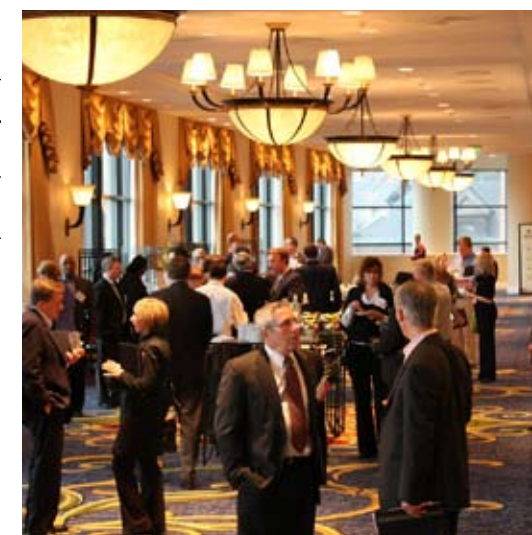
Cocktail Reception Waterside Ballroom



Networking

Tuesday

8:00 - 10:00

**1** | Turning the Downturn Around: How Advanced Sourcing Can Help Companies Achieve Their Goals

Sourcing

Wednesday

11 to 11:50

Facing recession, a credit crisis and possible partner/supplier restructurings, you are being pushed, more than ever, to reign in budgets, reduce risks and still help deliver bottom line results. In this environment you need to access and maximize every tool at your disposal.

In this session Gregg Brandyberry, Vice President, Procurement Global Systems and Operations at GlaxoSmithKline, shares his insights as to how advanced sourcing allows companies to maximize their budgets and achieve their strategic goals.

Overview of this session:

- ▶ Methods to improve savings and control costs within the supply base Techniques to mitigate supply base risk and increase total supplier value
- ▶ How to use the volatile markets to your advantage
- ▶ How to drive immediate, sustainable value through advanced sourcing and strategic procurement

Presenter(s) GlaxoSmithKline (GSK), Gregg Brandyberry, Vice President, Procurement Global Systems and Operations; Emptoris, Inc., Sean Correll, Director of Consulting and Sourcing Services

2 | Considerations for Procurement Outsourcing

Outsourcing

Wednesday

11 to 11:50

We will review key drivers for organizations pursuing procurement outsourcing. Starting with strategy and assesment, alignment to corporate objectives and the unique differences between procurement outsourcing vs. other BPO functions. We will discuss key challenges to procurement outsourcing, including compliance and demand management, reporting and savings methodologies. We'll review a client case study of procurement outsourcing from strategy to execution, lessons learned and expected benefits.

Overview of this session:

- ▶ What is procurement outsourcing
- ▶ Key drivers for procurement outsourcing
- ▶ Unique differences and key challenges to procurement outsourcing
- ▶ Anticipated benefits

Presenter(s): Sara Lee Corporation, Carmen Di Bartolomeo, Vice President, Indirect Procurement; Archstone Consulting, Mark Woessner, Director; Archstone Consulting, Maureen Piche, Principal