

NASSCOM

INDIA LEADERSHIP FORUM 2011

8 to 10 February, 2011

Mumbai



Conference Venue : Hotel Grand Hyatt, Mumbai
Date : February 9th, 2011
Time : 1430 – 1530 hrs
Session Duration : 60 minutes
Session Venue : Grand Salon

Session title: South Africa - The Gateway to Africa

Speakers

Gareth Pritchard, CEO BPeSA Western Cape, South Africa

Pramod Bhasin, CEO Genpact

Riaan Le Roux, Chief Operations Officer and Acting Deputy Director General TISA, a Division of the Department of Trade and Industry (the dti)

Bulelwa Koyana, CEO BPeSA

Sandip Sen, President (Americas) and Chief Marketing Officer, Aegis

Moderator: Nikhil Rajpal, Partner, Everest Group

Structure of the session

- MC invites the Moderator and other speakers on the dias with brief introductions
- Hand over the baton to the Moderator
- Moderator request speakers to give presentations/remarks one by one
- Discussion on South Africa - The Gateway to Africa
- Moderator takes questions from the floor (10 minutes). Sums up.

BRIEF PROFILES

Gareth Pritchard, CEO BPeSA Western Cape (Formerly MD, Teleperformance, South Africa)

Gareth has been involved in the BPO environment since 1998 in Europe, India and South Africa. As Managing Director of Lufthansa Process Management GmbH his company set out to move specific travel related processes offshore, both to India and to South Africa. Apart from Lufthansa the client list included 2 major UK travel agencies.

Gareth established a Lufthansa BPO operation in 1998 in Cape Town. The company was subsequently bought in 2007 by Teleperformance, the world's largest operator of call centres. As Managing Director of Teleperformance South Africa Gareth has spent the last three years expanding the call centre in Cape Town which has now grown to over 600 seats servicing 5 international clients. He has focussed on bringing call centre specific knowledge from more mature markets, such as USA and UK, to South Africa. Gareth has been an active member of the BPO industry association since 2008. Gareth Pritchard is currently involved in industry growth and development initiatives in his role as the interim CEO of Business Process enabling South Africa Western Cape (BPeSA).

Pramod Bhasin, CEO, Genpact

Pramod established Genpact (formerly GE Capital International Services) in 1997. Under his leadership, Genpact pioneered the Business Process Outsourcing industry in India. Genpact has also been the pioneer in this industry in China and Eastern Europe. Today, it is acknowledged as a leader in the globalization of services and technology and manages business processes for companies around the world. Genpact serves its customers from over 35 operations centers in 13 countries, with over 42,500 employees across a wide range of business processes, technologies and industries. Genpact is now a publicly traded company listed on the New York Stock Exchange under the symbol 'G'.

Pramod is a Chartered Accountant from Thomson McLintock & Co., London, and holds a Bachelor of Commerce degree from Delhi University. He was the past Chairman of India's National Association of Software & Services Companies (NASSCOM), and is also a member of the Board of Trustees of NASSCOM Foundation. Pramod is the current Chairman of the CII Services Council. He also serves as an independent Director on the board of NDTV, the Chairman of the Junior Achievement India Founders Board, and is on the governing boards of several educational institutions including IIM Lucknow, Lady Shri Ram College, and Shri Ram School.

Riaan Le Roux, Chief Operations Officer and Acting Deputy Director General TISA, a Division of the Department of Trade and Industry (the dti)

Riaan le Roux is the Chief Operations Officer and Acting Deputy Director General in Trade and Investment South Africa, a Division of the Department of Trade and Industry (the dti) in Pretoria, South Africa. One of his primary roles is to implement the dti's Export Strategy. He is responsible for the provision of export information, the Trade Opportunities Centre and the management of the Export Council Movement. He is also responsible for Investment Promotion and Facilitation. The provision of these services is aimed at assisting South African exporters to better understand foreign markets and to exploit trade opportunities from abroad efficiently.

He is employed by the dti since 1983 and has extensive experience in the export development and promotion field. He has served abroad as a Foreign Economic Representative in Paris, Warsaw and Brussels. Riaan has a M.Com degree from the University of Pretoria and is currently studying for a P.HD in International Trade from the University of the Northwest.

Bulelwa Koyana, CEO of BPeSA

Bulelwa Koyana is CEO of BPeSA (Business Process enabling South Africa). She is one of the foremost experts in the call centre and business process outsourcing (BPO) sector with more than 10 years experience in the call centre and international outsourcing sector. During her tenure since September 2009 she has built strong partnerships with stakeholders such as the Business Trust, the dti, and Services SETA, unified the regional organisations under the BPeSA umbrella, and has formulated a total revamp of BPeSA's strategy to be more focussed on job creation, attracting investment, and skills development.

She holds a Bachelor of Social Science Degree from Rhodes University, Honours Degree in Psychology from UNISA, a Post- Graduate Certificate in Management from Henley Management College and an Executive Development Programme from Gordon Institute of Business Science (GIBS).

Sandip Sen, President (Americas) and Chief Marketing Officer, Aegis

Sandip Sen was the founder CEO and COO of Customer First Services, which was formed as a result of a management buyout that he engineered in 2001 with a group of NRI angel investors. During his tenure at the helm of Customer First Services, it became one of India's largest domestic call center companies with 1,400 seats across six locations and employing over 2,000 people. In January 2006, Customer First Services became a part of Aegis.

Prior to founding Customer First Services, Mr Sen has worked in senior management positions in the FMCG and telecom sectors. He has worked as the Head of Marketing and later as the Network Head at Hutchison Paging. Mr Sen has an honors degree in economics from the Presidency College (Calcutta, India) and a master's degree in business administration from the Xavier Labor Relations Institute (Jamshedpur, India). He also teaches MBA students Consumer Behavior at the Xavier Institute of Management and Entrepreneurship (Bangalore, India).

Nikhil Rajpal, Partner, Everest Group

Nikhil Rajpal has spent over eight years as a strategic advisor to Industry leaders on a variety of growth and operational strategy issues. Nikhil brings in deep understanding of the outsourcing business and has extensive experience of working across Asia, Europe, North America and Africa. During recent years, he has helped several major service providers, captives and governments in building out their BPO programs. In addition, Nikhil has led several large diligence efforts in this sector on behalf of marquee Private Equity firms.

Before transitioning to India, Nikhil served as an Engagement Director at the New York office of Everest Group. In this role, he successfully led Fortune 100 clients through complex sourcing lifecycle initiatives including strategy development, delivery model design and supplier selection. Prior to that, Nikhil was with the Chicago office of McKinsey & Co where he advised clients on business strategy issues.

Nikhil holds a Bachelor of Engineering degree from Delhi College of Engineering and an MBA from the University of Michigan, Ann Arbor.