



VISION 2020 FOR INTELLIGENT OPERATIONS
HfS San Francisco Service Buyers Summit

May 26 - 27, 2016
San Francisco

INFORMATION GUIDE



VISION 2020 FOR INTELLIGENT OPERATIONS



The services and outsourcing industry has been stuck in a holding pattern for several years – being just good enough. As growing business pressures force many C-Suite leaders to question how their enterprises are being run, they are demanding more from service providers, circling the drain towards commoditization and getting terminally stuck in the rut of monitoring spreadsheets. So much needs to change, that it can feel like the industry needs a vision for intelligent operations.

That's where the San Francisco Service Buyers Summit comes in, gathering leading providers and buyers for no-holds barred engagement on the most critical issues:

"Probably the most exciting thing about being at an HfS conference is the level of engagement."
--Bruce Richardson
Salesforce

The State of the As-a-Service Economy and Intelligent Operations: Is It Here?

Evolution or Revolution: What does the Future really Look Like?

The Current State of Intelligent Automation – what's working and what's not for buyers

Service Automation: Robots and the Future of Work

The Digitization of the Finance Function

Co-inventing for the As-a-Service Economy

Hiring for As-a-Service Skills and the Role of HR

The evolution of Omni-Channel for CRM: What is it really, and does it exist?

What's next For Analytics and Big Data in the As-a-Service Economy

Getting ahead of Trust and Security in the As-a-Service Economy

HfS SAN FRANCISCO SERVICE BUYERS SUMMIT



FIFTY BUSINESS LEADERS ONE SERVICE BUYERS SUMMIT

The San Francisco Service Buyers Summit is an elite, invitation-only gathering of buyers (and the HfS Research Team, of course). This isn't about broadcasting a message; it's about discussing a theme and collaborating on ideas and actions that will drive the industry throughout the coming year.

- Engage with your peers in candid and open industry, market and business discussions, as we look at the impact of automation on the global As-a-Service Economy.
- Your brand and ideas will help shape our Summit Findings, to be published on the Horses for Sources Blog and through our Soundbite research insights.
- Hear the latest industry thinking from Service Providers, on how they see the market emerging, and the trends they're looking to support over the coming years.
- Vet your ideas and plans against the brightest in the industry, as we look to intelligently engage and work toward outcomes.

12:00 PM

Registration and Lunch

1:00 PM

Setting the Scene: The State of the As-a-Service Economy and Intelligent Operations

1:40 PM

Fireside Discussion on the Vision 2020 Intelligent Operations Global Study

Discussion Lead:
Phil Fersht, HfS, interviewing a provider and buyer lead on stage



AGENDA DAY ONE

2:10 PM

Plenary Session: Evolution or Revolution - What Does the Future Really Look Like?

Discussion Lead:
Lee Coulter, Chairman of the HfS Sourcing Executive Council

2:50 PM

Networking Break

3:15 PM

Keynote Session: Service Automation - Robots, Cognitive Intelligence and the Future of Work

Keynote Speaker:
Mary Lacity, Curator's Professor, University of Missouri

4:00 PM

Breakout Working Groups:
The Current State of Intelligent
Automation – What's Working and
What's Not for the Industry?

Facilitator:

Charles Sutherland, HfS

Breakout Group Leaders:

To be announced

5:15 PM

Wrap Up of General Session Day One

Facilitators:

Phil Fersht, HfS

Lee Coulter, Chairman of the

HfS Sourcing Executive Council

An aerial photograph of a city skyline, likely San Francisco, with a prominent red banner overlaid in the center. The banner contains the text 'AGENDA DAY ONE CONTINUED'. The city buildings are visible through a light haze or fog.

AGENDA DAY ONE CONTINUED

5:30 PM

Closing Remarks

6:00 PM

Welcome Reception/Dinner

7:00 AM

Breakfast

8:30 AM

Keynote Discussion
The Changing Face
of Operations?

Keynote Speaker
Carol Britton
Bank of New York, Mellon

9:10 AM

Group Discussion
Co-inventing for the
As-a-Service Economy

Host:
Charles Sutherland, HfS

Discussion Leaders
Pradip Khemani, Blue Shield of CA
Fred McClimans, HfS
Others to be announced shortly

AGENDA DAY TWO

9:50 AM

Fireside Chat: The Impact of
Digital on the Finance Function

Host:
Phil Fersht, HfS
Interviews:
Shantanu Ghosh, Genpact
Scott Furlong, Information
Services Group

10:20 AM

Networking
Break

10:45 AM

The Evolution of Omni-Channel:
What Is It really, and Does
it Exist?

Discussion Leads:
Melissa O'Brien, HfS
Tony Filippone, AXIS Capital

11:20 AM

Analytics and Big Data in the As-a-Service Economy... What's Really Coming Next?

Discussion Leads:

Reetika Joshi, HfS

Allison Sagraves, M&T Bank

12:00 PM

Lunch

Join leaders from HfS, other discussion leaders and your peers for a networking lunch

AGENDA DAY TWO CONTINUED

1:00 PM

Mega-Debate: Making the Leap from Legacy to Intelligent Operations - The Advisor versus Provider Shoot Out

Hosts: Phil Fersht, HfS; Lee Coulter, HfS Sourcing Executive Council

Advisors: Charlie Aird, PwC; Dave Brown, KPMG; Mark Voytek, EY; Chip Wagner, Alsbridge; Harry Wallaesa, WGroup;

Providers: Michael Corcoran, Accenture Operations; Shantanu Ghosh, Genpact; Gajen Kandiah, Cognizant; Jesus Mantas, IBM; Darin Wright, Sutherland Global Services

2:00 PM

Hiring for As-a-Service Skills:
An HR Practitioners Viewpoint

Host: Barbra McGann, HfS

Discussion Leads

Robin Rasmussen, KPMG

Kevin McDonald, The E.W. Scripps
Company

Wesley Bryan, OneSource Virtual

2:45 PM

Networking Break

3:15 PM

Building a Manifesto to Get Us to the As-a-Service Economy

Host:

Phil Fersht, HfS

Charles Sutherland, HfS

Discussion Leaders

Jay Desai, AbbVie; Damon Rosenhan, arvato; Joe Frampus, Avasant;
Tony Fillipone, Axis Capital; Syed Rizvi, Tata Consultancy Services



AGENDA DAY TWO CONTINUED

4:00 PM

General Session Wrap Up (of the
Two Days)

4:15 PM

Farewell Reception

TRAVEL & ACCOMMODATIONS



THE ST. REGIS SAN FRANCISCO HOTEL

HfS has secured a block of rooms at the St. Regis Hotel at a nightly rate of \$345.00 plus tax. To reserve your room, please contact the hotel directly at 1-877-787-3447 and reference HfS Research

OR

click [here](#) to book online.

The deadline for making your reservation is April 22, 2016 or while rooms last.

The St. Regis San Francisco Hotel is located in the [heart of the city](#).

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