

World BPO Forum Gateway to Business Process Outsourcing

- ■ ■ ■ World BPO Forum Summit – 2006
December 13 – 15, 2006
Hotel Le Meridien
New Delhi, India



BPO Companies based in India

(46% of global BPO market share)

1. iGate (New Delhi)
2. HCL (New Delhi)
3. Spectramind (Wipro) (New Delhi)
4. Daksh (IBM) (New Delhi)
5. Nipuna (Satyam)
6. Progeon (Infosys) (New Delhi)
7. Accenture
8. Office Tiger (Goldman Sachs)
9. Genpact (GE) (New Delhi)
10. Mphasis (New Delhi)
11. ICICI One Source
12. WNS Global (New Delhi)
13. 24/7 Customer
14. Patni
15. Head Strong
16. EXL Services (New Delhi)
17. Convergys (New Delhi)
18. Datamatics
19. Hinduja TMT
20. Capgemini (Ernst & Young)
21. Xansa
22. TCS (New Delhi)

ITO Companies based in India

(65% of global ITO market share)

1. Infosys
2. TCS
3. Wipro
4. Satyam
5. HCL
6. Patni Computer Systems P Ltd
7. Mahindra British Telecom Ltd
8. IFlex Solutions
9. NIIT
10. Mascot Systems (iGate)
11. Digital Globalsoft Ltd
12. Mastek Ltd
13. Polaris Software
14. Birlasoft
15. Mphasis
16. Pentasoft Technologies
17. Hexaware Technologies
18. Infinite Computer Systems
19. IBM
20. GE

As you are aware, the topic of outsourcing business processes offshore has been taking more & more time and attention from all of us, and is an issue of concern that our CEOs and Boards expect us to advise them on.

As technology leaders, it is our task to assist our business colleagues in achieving the key objective of remaining competitive by improving productivity and efficiency. One way of achieving these economic benefits is to leverage offshore suppliers of IT and business services. There is a lot of “hype” and misinformation about Offshoring, and it is difficult to give good advice to our business colleagues without having “been there, seen it, done it.”

I am therefore assisting The World BPO Forum to organize its first annual summit to be held in New Delhi on 13-15 December 2006. The summit will be followed by “BPO Study Mission”-- site visits to enable participants to get a first-hand view of the infrastructure and delivery mechanisms in place.

The World BPO Forum summit will be a “by invitation only” exclusive event with conference topics for CIOs, CFOs and CEOs from the US, India, the Philippines, and Europe. You can visit the home page at

www.worldbpoforum.com

The mission of The World BPO Forum is “*To serve the needs of global corporations which are rationalizing and optimizing the use of human resources globally and are seeking to outsource selected business processes.*” The Forum will provide the unique opportunity to interact with major outsourcing service providers who have strong domain expertise and have established delivery competence. This event offers you the opportunity to gain first hand experience in an affordable and time-efficient package.

The objective of The World BPO Forum – Summit 2006 is to provide a platform that will specifically focus on the following four areas:

- Finance & Accounting
- Customer Relationship Management and Customer Care
- Supply Chain Management
- Human Resource Management

The event will also briefly touch on other business process areas.

This two-day summit will be followed by an organized study tour, including site visits to enable participants to get a first-hand view of the infrastructure and delivery mechanisms in place. Many of the companies listed in the adjacent tables will be involved. If you are interested in participating, just drop a note to the organizers at one2one@worldbpoforum.com



Taj Mahal - India

World BPO Forum – Summit 2006

The **World BPO Forum - Summit 2006**, will provide an unprecedented opportunity for senior executives responsible for their company’s outsourcing strategy to meet with peers, industry experts, destination country officials and outsourcing solution providers.

As a “By Corporate Member only” / “By Invitation Only” event, The **World BPO Forum - Summit 2006** will attract an exclusive list of senior executives from major international companies with outsourcing requirements.

Summit 2006: Objectives

The summit will provide a platform that will specifically focus on the following four areas:

- Finance, Accounting & Insurance
- Customer Relation Management and Customer Care
- Supply Chain Management
- Human Resource Management



Jim Noble - Chairman World BPO Forum, is spearheading the Forum’s activities in bringing together decision makers looking for BPO Services (Buyers) with Service Providers from India, the Philippines and other countries.

Jim Noble is the CIO & VP of Altria Group, Inc. He is also President-Elect of The Society for Information Management (SIM).

Summit 2006: Benefits

- Networking with the key decision makers. This represents a cross-section of CIOs and CFOs of leading organizations which include prominent members of The Society for Information Management (SIM), Financial Executives International (FEI), Outsourcing Institute (OI) and other leading organizations; representing more than 100 qualified companies with revenues upwards of \$1billion each
- Pre-arranged, pre-qualified one-to-one meetings between buyers and vendors
- Networking with the leading providers of BPO services
- Learning about the trends that will impact on the BPO industry’s future
- Exposure to the features of Joint Locations (e.g., India, the Philippines) of Service Providers
- Organized “**BPO Study Mission**” to address an organization’s “comfort factor” in arriving at outsourcing and offshoring decisions

Summit 2006: Vice Chairmen

USA

Robert Dilenschneider,
CEO – The Dilenschneider Group

Riaz Naqvi

Advisor – Stanford University & IT Policy
Specialist (India)

India

Jagdish C. Luther

Former Deputy Governor, Reserve Bank of India

Devender S. Rawat

Secretary General, ASSOCHAM

Rajendra S. Rathore

Indian Foreign Services (Retired)

The Philippines

H.E. Mrs. Laura Q. Del Rosario

Ambassador Extraordinary and Plenipotentiary

Summit 2006: Support



Embassy of the Philippines, New Delhi



EAAR Consultancy Services

Invitees to attend Summit 2006 are from a wide range of industries as well as from both large and medium sized companies.

Invitees from Fortune 500 Companies	
Consumer Products	Sara Lee, Kraft Foods, Kellogg
Specialty Retailers	Home Depot, Staples, Toys “R” Us
Food & Drug Retailers	Kroger, Safeway, CVS
Apparel	Levi Straus, Polo Ralph Lauren, Nike
Pharmaceutical	Pfizer, Merck
Airlines	Delta Airline, Northwest Airlines
Invitees from Fortune Next 500 Companies	
Consumer Products	McCormick, Wrigley, Hershey
Specialty Retailers	Coach, Pier 1, Petco Animal Supplies
Food & Drug Retailers	Duane Reade, Pathmark
Apparel	Timberland, Warnaco Group
Pharmaceutical	Watson Pharmaceuticals, Chiron
Airlines	JetBlue, Airtran

Invitation for Sponsors, Membership & Delegates

Please visit www.worldbpoforum.com for more information and forms

“All companies that want to be globally competitive must practice outsourcing”

- Philip Kotler

“The worldwide BPO market is projected to grow to US\$110 Billion in North America alone by 2009, a phenomenal growth of 8.8 percent CAGR”

- Gartner

“The year 2006 will be a year of continued growth and maturation for the BPO market”.

- Katrina Menzigian, VP BPO Services, IDC

“The addressable market for global offshoring is above US\$300 Billion, split almost evenly between IT and BPO”.

- NASSCOM-McKinsey Report 2005

Business Process Outsourcing Scenario

BPO involves complete transfer of critical and non-core services for processing to an external vendor based on a long-term contract. In the last two years, the BPO has witnessed a truly enormous expansion of range and quantum of services in a global scenario. The driving force for this continuously expanding phenomenon is competitive pressure to achieve cost reduction, concentration on core competencies, quality and innovation for better efficiency and access to market.

India and the Philippines have emerged as the foremost center for providing outsourcing services with a vast expansion of related infrastructure, initially, in major centers, such as National Capital Region of Delhi, Bangalore, Mumbai and Manila and now spreading in many other metropolitan and tier II towns and various other international BPO Service provider locations.

The Government of India, The Electronic and Computer Software Export Promotion Council (ESC), The National Association of Software and Services Companies (NASSCOM), Indian Institutes of Technology and Indian Institutes of Management have brought India on the world stage in Information Technology (IT) and Information Technology enabled Services (ITeS).

New private initiative with cooperative efforts from United States, the Philippines and India are contributing to the IT and ITeS cause by creating World BPO Forum



World BPO Forum

The **World BPO Forum** is the industry's premier platform for senior executives to discover innovative strategies for Global Sourcing of Business Processes and Services, for increased effectiveness.

The **World BPO Forum** will provide for:

- Intensive, interactive sessions on emerging opportunities, challenges & solutions
- Intersection of Processes and Technology, Technology Management in BPO
- Identification of potential buyers of BPO services from USA, Europe and other locations
- Identification of service providers in countries like India, the Philippines and others with proven international track record
- Exclusive business meetings of Buyers and Sellers in a close door environment and facilitating in expediting closures of deals
- Identification for core locations suited to off shoring of certain business processes and making them work with their Indian / the Philippines counterparts, to bring in an element of “Risk Mitigation”
- Up-scaling business opportunities from BPO to KPO for all sizes of operations – outsourcing of complete processes
- Organized “BPO Study Tours” to increase comfort level for negotiating off shoring and outsourcing contracts

Mission

“To serve the needs of global corporations which are rationalizing and optimizing the use of human resources globally and are seeking to outsource selected business processes.”

World BPO Forum

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For Corporate Membership Form visit:
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Sponsorship

Email: sponsors@worldbpoforum.com

For Sponsorship Prospectus visit:
www.worldbpoforum.com/pdf/Sponsorship_prospectus.pdf

Summit Registration

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