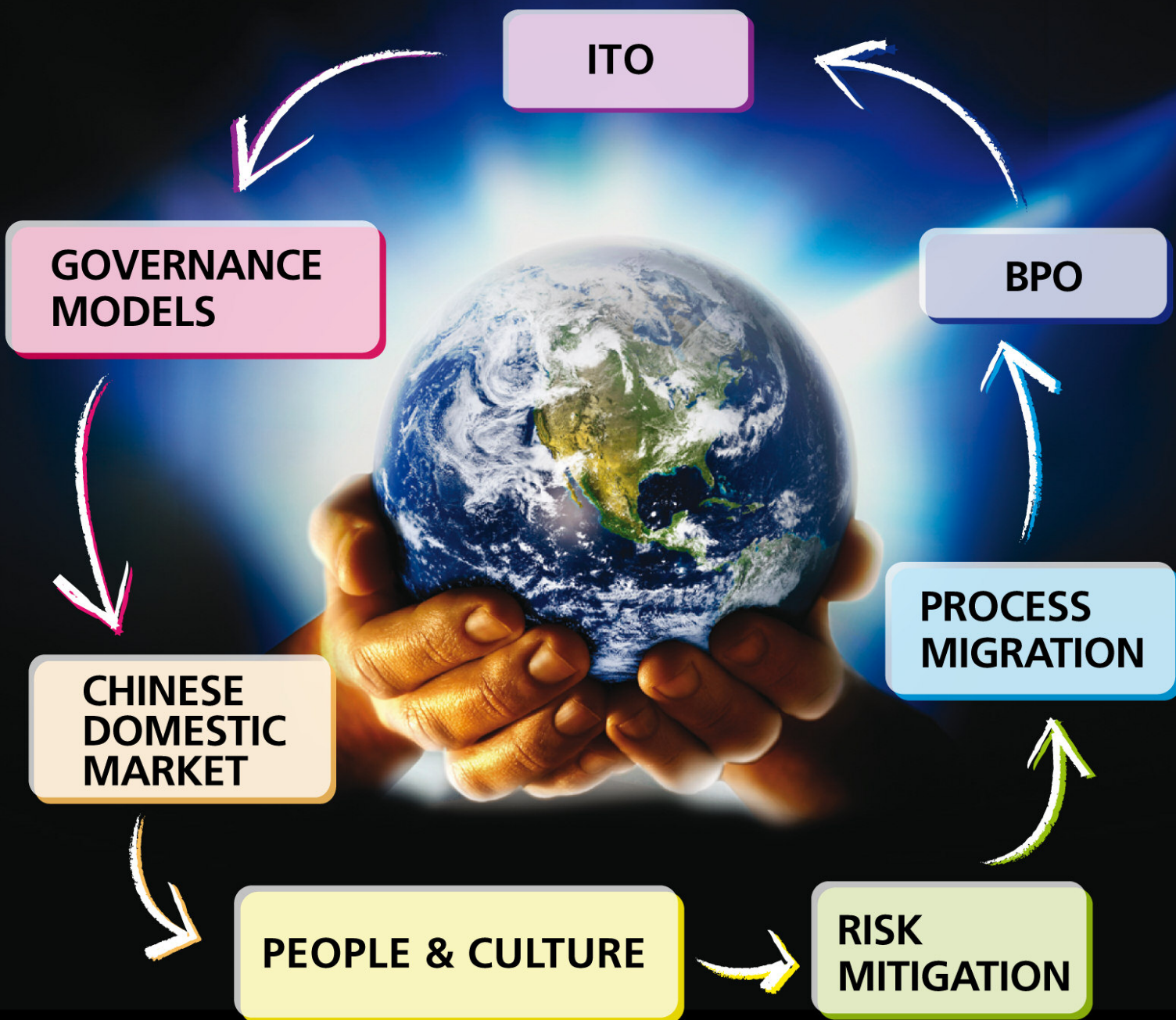


CHINA SOURCING SEMINAR (ITO / BPO)

CANARY WHARF, LONDON

DECEMBER 6th 2011



In association with:



Researched & Organised by:



For further details and an invitation please contact:

t. 0776 019 8360 | e. info@emrgind.com | www.emrgind.com

CHINA SOURCING SEMINAR

WHAT YOU WILL LEARN:

- How to make outsourcing to China work for you
- Tapping China's growing ITO and BPO capabilities
- What are the opportunities to tap China's huge domestic market for services
- Future trends in the China market in ITO & BPO

AREAS TO BE COVERED WILL INCLUDE:

- China's emerging role within a globally outsourced back office
- Quality Assurance & Testing - Delivering the goods
- What types of IT applications & business processes have been outsourced & results
- Managing cross cultural issues
- Chinese government policy & its impact on outsourcing: Infrastructure, work ethic, language, data protection & management skills
- Legal: Contractual, Data Protection, IPR
- The costs & benefits associated with outsourcing to China
- What are the risks and how can they be mitigated and managed
- Process migration, technology and people issues
- Governance models (3rd party / captive / BOT) & supplier selection issues
- Analysing the optimum mix of onshore vs nearshore vs offshore
- Current & emerging trends in ITO & BPO in China

AGENDA

08.30am – 09.25am **Coffee & Registration**

09.25am – 09.30am **Chairperson's Introduction**



Amit Badami
Founder & Director



09.30am – 10.00am

Case Study: ITO to China – The opportunities for High Quality Software Development & Infrastructure Management

- The Business Case for China
- The results to date, learnings and best practices
- Examples of Software Migration, Applications Development and Maintenance/Infrastructure Management



Tony Johnson
*Director, Global Service Management
& Former Head of IT (China)*



10.00am – 10.30am

Case Study: China – An Emerging Global Hub for BPO & Shared Services

- Building a multi functional, multi lingual transaction processing centre.
- Location selection process.
- Recruitment, Training and People Management challenges.
- Positioning of China on the outsourcing map.



Dariusz R. Sus

Chief Operating Officer GSS (Poland)
Former Center Director Cap Gemini (China)



10.30am – 11.00am

Case Study: Opportunities for Outsourcing to China and building a local presence

- Key locations in China for ITO and BPO
- Government incentives and policy for promoting this sector
- IT & BPO Training, language and people management



Zhang Qiang

Secretary General, CCIIP.



Wang Xiaojia

Director of Dept of Trade, Service & Commercial Services



中华人民共和国商务部
MINISTRY OF COMMERCE OF THE PEOPLE'S REPUBLIC OF CHINA

11.00am – 11.10am

Q & A

11.10am – 11.40am

Coffee Break & Networking

11.40am – 12.30pm

Buyer & Advisor Panel Discussion

An opportunity to hear and question organisations that have outsourced and set up in China and those organisations that have advised them on entering the country. Lessons learnt and sharing of best practice.

- Cross-cultural challenges and bridging the communications divide
- Legal issues – IPR/Data Protection/Contractual Issues
- Financial considerations
- Transition/Technology/People management
- The costs and benefits associated with outsourcing to China
- What are the risks and how can they be mitigated and managed
- Governance model (3rd party/captive/BOT) & supplier selection.

Chairperson



Tim Cummins
President and CEO



John Pickup
Chairman



Banesh Prabhu
Former Head of International Operations
Global Consumer Bank.



Mark Payne
Director of Shared Services



Andre Duminy
Partner



Paul Morrison
Director & Head of BPO
& Shared Services Practice

12.30pm – 1.15pm

Chinese Supplier Panel Discussion

An opportunity for delegates to participate in a Q & A session with leading Chinese outsourcing companies

China Delegation Panel members:

Panel Chair



John Willmott
Managing Director



Hong Gang
Senior Vice President



Pang Yan
Vice President,
RayooTech Co. Ltd



Cristiana Wall
Vice President
Wicresoft



Li Nan
Assistant Vice President

1.15pm onwards

LUNCH

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