

EMRG's 10th Annual Global Sourcing Summit

Sheraton Hotel Park Lane London June 22nd 2010



Researched & Organised by:



Emerging Markets
Research Group Ltd

For further details and an invitation please contact:

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EMRG's 10th ANNUAL GLOBAL SOURCING SUMMIT: FOCUS AREAS: BPO ITO HRO KPO

SCHEDULE

Monday June 21st: 7.00pm - 10.00pm
**Pre-conference Dinner with after
dinner speaker (By invitation only)**



Tuesday June 22nd: 08.30am - 5.15pm
**All day conference
Sheraton Hotel, London**



Tuesday June 22nd: 6.15pm - 9.15pm
**Evening Boat trip River Thames
(All delegates invited)**



Wednesday June 23rd: 10.00am - 1.00pm
Workshop



THEMES

How people, process and technology are coming together to create real impact and value addition. Issues relating to process improvement, re-engineering & transformation will be discussed.

The growing convergence of ITO & BPO and creating both bottom line impact and greater agility within the organisation through global sourcing.

4 STREAMS

ITO

- Remote Infrastructure Management
- Application Development & Maintenance
- Data Centre / Telecoms / Networks / Apps hosting
- The impact of the cloud on global sourcing

BPO

- F & A / Transaction Processing
- Customer Contact

HRO

- HRO
- Payroll

KPO

- Financial analysis
- Market research
- LPO
- Life Sciences

WORKSHOPS

Workshops and masterclasses that will run before during and after the conference

WORKSHOP 1

SME (Small & Medium Sized Enterprises)

WORKSHOP 2

The Public Sector (How Central & Local government can transform, cut costs and make processes more efficient through outsourcing)

WORKSHOP 3

Engineering & Design Outsourcing

THE OUTSOURCING CLINIC

The clinic will comprise of a panel of buyer organisations, suppliers, legal and advisory firms who will be on hand to address the needs and questions of organisations looking to outsource or those organisations that have already gone down that road and need key questions answered.

The clinic will run throughout the course of the 2 days.