

KPO MASTERCLASS

LONDON, DECEMBER 10th, 2009



Researched & Organised by:



Emerging Markets
Research Group Ltd

For further details and an invitation please contact:

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MOVING BPO UP THE VALUE CHAIN: KNOWLEDGE PROCESS OUTSOURCING

This interactive masterclass will seek to answer some of the following questions:

- What knowledge intensive processes are currently being outsourced?
- What do typical SLA's & KPI's look like for these processes?
- The results to date?
- Captive versus third party issues?
- Control and governance challenges?
- The future - what processes will be outsourced and offshored next?
(a) LPO / (b) R & D / (c) Life Sciences

Areas covered include:

- Equity, Financial & Insurance research
- Analytics (Data analytics, financial analytics, risk analytics and data mining services)
- Financial research (Fundamental & quantitative research, modelling, origination and deal research)
- LPO, R & D, Life Sciences

AGENDA

2.00pm – 2.30pm **Coffee & Registration**

2.30pm – 3.00pm **Case Study**

3.00pm – 3.15pm **Q & A**

3.15pm – 3.30pm **Coffee Break**

3.30pm – 4.00pm **Case Study**

4.00pm – 5.00pm **Panel Discussion**

5.00pm onwards **Networking Drinks**

PANELISTS



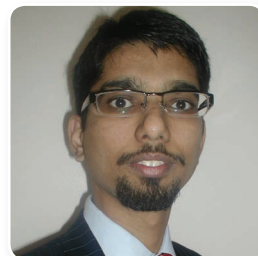
Pawan Randev
Director
Global Banking



Kit Burden
Partner



Banesh Prabhu
Head of International
Operations
Global Consumer
Bank



Sanjiv Somani
Managing Director
Group Offshoring



Bhaskar Dasgupta
Global Head of
Programme Office
Global Finance