

HFS SUPER SUMMIT

SEPTEMBER 13-14, 2022, NEW YORK CITY

Event schedule | Day 1: Tues, Sept 13 2022

Agenda

Times displayed in ET

8:30 am – 8:50 am

20 mins

Opening Keynote

Phil Fersht, Founder, CEO, and Chief Analyst, HFS



8:55 am – 9:55 am

60 mins

C-suite panel | The Leadership State of the Union

Moderator: Phil Fersht, Founder, CEO, and Chief Analyst, HFS

Panelists:

Traci Gusher, Americas Data and Analytics Leader, EY
Cliff Justice, Partner, U.S. Leader, Enterprise Innovation, KPMG US
Mary Lacity, Walton Professor of Information Systems and the Director of the Blockchain Center of Excellence, University of Arkansas
Nitin Rakesh, Chief Executive Officer and Managing Director, Mphasis
Milan Rao, President, Smart Energy Water
Tiger Tyagarajan, CEO, Genpact



10:00 am – 10:25 am

25 mins

Networking Break

10:25 am – 11:10 am

45 mins

Driving Enterprise Innovation: From Digital to OneOffice to OneEcosystem

Moderator: Saurabh Gupta, President, Research and Advisory Services, HFS

Panelists:

Kelly Fisher, Head of Corporate Sustainability, HSBC Bank USA
Gareth Morgan, VP, Global Finance Transformation, Walgreens Boots Alliance
Sidney Madison Prescott, Global Head of Intelligent Automation, Spotify
Rohan Ranadive, SVP, Head of Third Party Risk Management, Truist
Sandeep Sacheti, EVP, Customer Insights and Operational Excellence, Wolters Kluwer
Rickard Wieselfors, VP and Head of Automation & AI, Ericsson



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11:15 am – 12:00 pm

45 mins

HFS Analyst Industry Breakout Sessions and Reconnect

Are industry lines blurring or thickening?

Led by Rohan Kulkarni, Practice Leader - Healthcare & Life Sciences, HFS and Melissa O'Brien, Executive Research Leader, HFS



BFSI: What's in your ecosystem?

Led by Elena Christopher, Executive Research Leader, HFS and Reetika Fleming, Executive Research Leader, HFS



Effort, Performance, Purpose: The 3 evolutions of IT and business service relationships

Led by Saurabh Gupta, President, Research and Advisory Services, HFS and Don Ryan, Chief Strategy Officer, HFS



12:05 pm – 12:30 pm

25 mins

Keynote – Friendship, Love and Hustle

Sandeep Dadlani, Chief Digital Officer, Mars



12:30 pm – 1:30 pm

60 mins

Lunch Break

1:30 pm – 2:10 pm

40 mins

Demystifying the metaverse madness



Moderator: Saurabh Gupta, President, Research and Advisory Services, HFS

Panelists:

Dan Burnett, Executive Director, Enterprise Ethereum Alliance

David Cushman, Practice Leader, HFS

Mary Lacity, Walton Professor of Information Systems and the Director of the Blockchain Center of Excellence, University of Arkansas

Shubham Mehrish, Global Vice President, Mars

Subha Tatavarti, Chief Technology Officer, Wipro

2:15 pm – 2:40 pm

25 mins

CEO Fireside Chat with Yusuf Tayob, Group Chief Executive, Accenture Operations



Yusuf Tayob, Group Chief Executive, Accenture Operations
Elena Christopher, Executive Research Leader, HFS

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2:45 pm – 3:25 pm

40 mins

Expanding role of the Chief Data Officer: Are CDO's becoming Chief Do-it-all Officers?



Moderator: Reetika Fleming, Executive Research Leader, HFS

Panelists:

Jen Cohen, CEO, Lights On Advantage

Carol Kim, Executive Director, Global Chief Data Office, IBM

Bharti Rai, SVP and GM, Health Insights Products and Solutions, CVS Health

Sanjay Srivastava, Chief Digital Officer, Genpact

3:30 pm – 3:50 pm

20 mins

Networking Break

3:55 pm – 4:40 pm

45 mins

X takes all: Experiences are the new outcomes



Moderator: Melissa O'Brien, Executive Research Leader, HFS

Panelists:

Tamar Cohen, Vice President, EX, Travelers

Ritesh Idnani, Chief Revenue Officer, Uniphore

Jesse Lewis, Executive Design Lead

Greg Price, Senior VP - Practice Leader, Digital Process Automation, Virtusa

Nadeem Saeed, Corporate VP, Quality Excellence, Verizon

Amit Shankardass, Executive Vice President Marketing, Teleperformance

4:45 pm – 5:10 pm

25 mins

Motivate your people & treat them like elite athletes. Leadership Fireside Chat with Jesus Mantas, Global Managing Partner IBM



Jesus Mantas, Global Managing Partner, IBM

Phil Fersht, Founder, CEO, and Chief Analyst, HFS

5:15 pm – 5:30 pm

15 mins

Wrap-up and Vote of Thanks



Phil Fersht, Founder, CEO, and Chief Analyst, HFS

5:30 pm – 7:30 pm

120 mins

Networking Reception

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8:30 am – 8:50 am

20 mins

Julie Sweet and Phil Fersht discuss the Future of Services and the Evolution of Work



Julie Sweet, Chair and CEO, Accenture
Phil Fersht, Founder, CEO, and Chief Analyst, HFS

8:50 am – 9:30 am

40 mins

Talent: Making services sexy again



Presenters:

Phil Fersht, Founder, CEO, and Chief Analyst, HFS
Saurabh Gupta, President, Research and Advisory Services, HFS

Co-Host:

Ian Barkin, Entrepreneur, Author & Investor in the Future of Work

9:35 am – 10:00 am

25 mins

**Building the elusive digital talent roadmap
Leadership Fireside Chat with Ravi Kumar, President, Infosys**



Ravi Kumar, President, Infosys
Phil Fersht, Founder, CEO, and Chief Analyst, HFS

10:00 am – 10:20 am

20 mins

Networking Break

10:25 am – 11:05 am

40 mins

Driving cloud discussions back to business impact



Moderator: Tom Reuner, Executive Research Leader, HFS

Panelists:

Anant Adya, Executive Vice President, Infosys
Marina F Bellini, Former Global CDO, ABInBev and BAT
Varun Bijlani, Global Managing Partner, Hybrid Cloud Transformation Services, IBM Consulting
Jason Eichenholz, SVP, Global Head of Ecosystems & Partnerships, Wipro
Steyn Huizinga, CTO & Head of Cloud, Xebia
Ryan Lockard, Global CTO, Cognizant

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11:10 am – 12:10 pm

60 mins

Hottest of the 2022 HFS OneOffice Hot Vendors



Moderator: David Cushman, Practice Leader, HFS

Panelists:

Michael Ferris, CEO, Abacode

John Michelsen, CEO, Krista Software

Rakesh Mittal, Board Member & Partner, Newt Global & Ben Blanquera, VP - Evangelist

and Senior Architect, Rackspace Technology

Alan Hester, President, Nividous Software Solutions

Scott Lee, Chief Revenue Officer, Singularity Systems

Gary Ash, SVP Business Development, Working Solutions

George Kanuck, Chief Revenue Officer, Worksoft

12:15 pm – 12:40 pm

25 mins

CEO Fireside Chat with Samson David, CEO, Soroco



Samson David, CEO, Soroco

Phil Fersht, Founder, CEO, and Chief Analyst, HFS

12:45 pm – 1:30 pm

45mins

Lunch Break

1:30 pm – 2:20 pm

50 mins

HFS Technology Breakout Sessions and Reconnect



Process Intelligence, Automation, and AI:

Demystifying the change agents in OneOffice operations

Led by Phil Fersht, Founder, CEO, and Chief Analyst, HFS

and Tom Reuner, Executive Research Leader, HFS

Co-host: Reetika Fleming, Executive Research Leader, HFS



Managing governance while embracing citizen development movement brought by low code

Led by Joel Martin, Executive Research Leader, HFS

and Ralph Aboujaoude Diaz, Practice Leader, HFS



Blockchain and Web3: How enterprise blockchain and Web3 will finally deliver the promise of the internet

Led by David Cushman, Practice Leader, HFS

Sam Duncan, Practice Leader, HFS

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2:20 pm – 2:45 pm

25 mins

Keynote

Francesca Gino, Award-winning Harvard Business School professor and author



2:50 pm – 3:10 pm

20 mins

Networking Break

3:10 pm – 3:50 pm

40 mins

The Big Automation Reset: What does the RPA afterlife look like?



Moderators:

Phil Fersht, Founder, CEO and Chief Analyst, HFS
Ian Barkin, Entrepreneur, Author & Investor in the Future of Work

Panelists:

Jasmine Ahmed, SVP, Global Head of Finance Transformation, News Corp
Lee Coulter, Automation Evangelist & HFS Advisor
Mariesa Coughanour, Head of NA Delivery, Automation Advisory, Strategic Engagements & Mindshare, Cognizant
Vivek Khurana, Global Head of Automation Service, Pfizer
Vinay Mummigatti, EVP Strategy and Customer Transformation, Skan.ai
Ben Rayner, Head of Analytics and Process Optimisation, Citi Enterprise Operations and Technology

3:55 pm – 4:35 pm

40 mins

Aligning ecosystems to the global sustainability context



Moderators:

Josh Matthews, Practice Leader, HFS

Panelists:

Rae-Anne Alves, Partner/Principal, Americas ESG & Sustainability Supply Chain Leader EY
Rak-Joon Choi, VP Commercialization, Sustainable Ecosystems, American Tire Distributors
Bets Lillo, Executive in Residence, Global Supply Chain & Business Ethics, TCU Neeley School of Business
Roger Lvin, President, Hitachi Vantara
Solange Vazquez, Director, Structured Trade Industry Head for Consumer, Retail and Apparel, HSBC Bank USA

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4:40 pm – 5:00 pm

20 mins

Wrap-up and Vote of Thanks

Phil Fersht, Founder, CEO, and Chief Analyst, HFS



5:00 pm – 6:30 pm

90 mins

Networking Reception