

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	Opening Keynote						
20 mins	Phil Fersht, Founder, CEO, and Chief Analyst, HFS						
8:55 am – 9:55 am	C-suite panel The Leadership State of the Union						
60 mins	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 E 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	Blockchain					
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 Kluwe Rickard Wieselfors, VP and Head of Automation & Al, Ericsson						

HFS SUPER SUMMIT

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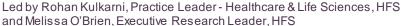
11:15 am - 12:00 pm

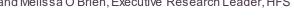
45 mins

HFS Analyst Industry Breakout Sessions and Reconnect

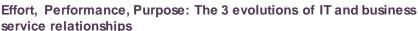
Are industry lines blurring or thickening?

BFSI: What's in your ecosystem?

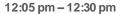




Led by Elena Christopher, Executive Research Leader, HFS and Reetika Fleming, Executive Research Leader, HFS



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



25 mins

Keynote - Friendship, Love and Hustle

Sandeep Dadlani, Chief Digital Officer, Mars



60 mins

Demystifying the metaverse madness

40 mins

1:30 pm - 2:10 pm

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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SEPTEMBER 13-14, 2022, NEW YORK CITY

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8:30 am - 8:50 am

20 mins

40 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

Talent: Making services sexy again



Presenters:

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

Saurabh Gupta, President, Research and Advisory Services, HFS

Co-Host:

lan 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

10:25 am - 11:05 am

20 mins

Networking Break

Driving cloud discussions back to business impact

40 mins

Moderator: Tom Reuner, Executive Research Leader, HFS



Panelists:

Anant Adya, Executive Vice President, Infosys

Marina F Bellini, Former Global CIDO, 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 Al: 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

Blockchain and Web3: How enterprise blockchain and Web3

will finally deliver the promise of the internet Led by David Cushman, Practice Leader, HFS

and Ralph Aboujaoude Diaz, Practice Leader, HFS

Sam Duncan, Practice Leader, HFS



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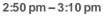
Times displayed in ET

2:20 pm - 2:45 pm

25 mins

Keynote

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



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

lan 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



Josh Matthews, Practice Leader, HFS

Panelists:

Rae-Anne Alves, Partner/Principal, Americas ESG & Sustainability Supply Chain Leader

ΕY

 $Rak-Joon\,Choi, VP\,\,Commercialization, Sustainable\,Ecosystems, American\,Tire$

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	