

Day 1

Conference Programme

	Digital Disruption	Business Process Services
11.00 - 11.30	Dr Jacqui Taylor, CEO, FlyingBinary Introducing the empathy economy	Mitchell Platt, Country Manager UK, Growth Tribe Growth marketing – power session
11.30 - 12.00		
12.00 - 12.30	Rob McCargow, Director of Artificial Intelligence, PwC The robot rules to guide our exponential future	Andy Searle, Group Data Privacy Officer, Domestic & General Privacy compliance issues/ considerations when implementing outsourcing arrangements
12.30 - 1.00		
1.00 - 2.00	Networking	
2.00 - 2.30	Luke Pratsides, GP and Clinical Lead Digital Development, NHSX Tom Wake, Stakeholder Lead, NHSX England Digital Development in the NHS – building the digital ecosystem	Agustin Rubini, Founder, FS Pal How founders create disruption in financial technology
2.30 - 3.00		
3.00 - 3.30	Women In Tech Panel Chair: Dr Jacqui Taylor, CEO, FlyingBinary Panelists: Sarah Luxford, Founder, Tech London Advocates Women in Tech & Director, Global Resourcing	Tom Bridgford, Head of Outsourcing, Eversheds-Sutherland Richard Hill, Principal Associate, Eversheds-Sutherland The evolution of outsourcing – digitisation and specialism
3.30 - 4.00	Ilenia Vidili, Founder, The Smarter Crew	

Customer Experience	IT Design & Development	International
UKCCF networking session		
	Mark Bloodworth, Partner Technology Manager, Microsoft Transforming through technology	John David, CEO, Amnick Fast tracking technologies in smart cities internationally
	Michal Petřík, Head of Software Development, Profinit Outsourcing legacy software systems modernisation to accelerate digital transformation	Mark Lewis, Partner, BCLP Law Offshore and Nearshore Outsourcing – securing regulatory and contractual advantage
Networking		
Keith Gait, Customer Service Director, StageCoach View from the Boardroom		
	Bankim Chandra, CEO, Dotsquares Paul Thomas, Project Manager, Dotsquares How outsourcing & start-ups can be a great combination	Oktay Erciyaz, CEO, Trenkwalder Central and Eastern European nearshoring – stability and predictability
Jeremy Parker, Head of Utilities Business Development, Huntswood Creating advocacy through complaints		
	Mazen Chaanine, BSU Coordinator – UNDP, Investment Development Authority of Lebanon (IDAL) Lebanon as an IT outsourcing hub	Kit Burden, Partner, DLA Piper Practical tips for multi jurisdiction outsourcing contracts

Day 2

Conference Programme

	Digital Disruption	Business Process Services
11.00 - 11.30		
11.30 - 12.00	Dave Kay, Director, Celerity Digital transformation – avoiding the elephant traps	Emma Hall, Lead Privacy Compliance, Knight Frank Group Operational challenges of compliant outsourcing practice
12.00 - 12.30		
12.30 - 1.00	Sandy Ghuman, SVP Data Strategy, SBDS Truly unlocking the potential of your data assets & technology	Jay Allen, Published Author, Combat Veteran, Motivational Speaker How to #addazero
1.00 - 2.00	Networking	
2.00 - 2.30	Carlos Miguens, Cloud Evangelist, HeleCloud Using automation for operational management in a cloud-based world	
2.30 - 3.00	Mark Butcher, Managing Director, Posetiv Cloud FinOps – A new financial model for everyone in the business to own	Edwin Zuijndendorp, CEO, Global IT Support How to get access to 240.000 highly qualified IT workers in Ukraine?
3.00 - 3.30		
3.30 - 4.00	Pranay Misra, Project Manager, Dotsquares Varun Mathur, Project Manager, Dotsquares Fintech – transforming the modern London	

Customer Experience	IT Design & Development	International
Surrinder Raju, Managing Consultant, PA Consulting Group Ensuring customer satisfaction – it's about trust and loyalty	Yana Doshkova, Marketing Manager, Accedia ITO and innovation – how to make it work	Andrew Wrobel, Founding Partner, Emerging Europe Emerging Europe's demographics and impact of the outsourcing sector
Jerry Marshall, Chairman, Transcend Support Ltd Growing your business in the Middle East through enhanced customer experience	Maulik Sailor, CEO, Innovify Is digital transformation dead?	Stephen Bullas, transIT Associates The chicken or the egg – should choosing the outsourcing location or the supplier come first?
		Krum Hadjigeorgiev, BASSCOM Outlook on Bulgarian ICT Industry
Networking		
Kim Arazi, Founder, innosensi Wake Up and Smell the Robots	Paula Kennedy Garcia, Vice President, Concentrix Leveraging the gig economy to Rethink the future of CX	
		Panel Session Chair: Andrew Wrobel, Emerging Europe Panelists: Dob Todorov, CEO & Chief Cloud Officer, HeleCloud
Ilenia Vidili, Founder, The Smarter Crew The impact of digital disruption on businesses and why you should make customer experience your competitive advantage in the era of the experience economy		