



Event Program

MORNING SESSION

09:00 | Opening – Richard Mills



09:10 | **Jonathan de Luzuriaga**

President

Philippine Software Industry Association (PSIA)

PRESENTER: Jonathan is one of the nation's most recognizable leaders in the IT-BPO sectors and trustee of the powerful IBPAP industry association. He is also Head of Software Development for ADEC Innovations, one of the country's most global organizations.





09:35 | **Suneet Puri**

Head of Business Process Services (BPS), Asia Pacific
Tata Consultancy Services (TCS)

PRESENTER: Based in Singapore, Suneet has 20 years of experience overseeing large transformation projects. He oversees BPO services across 12 countries for India's largest BPO provider and one of the largest in the world. His topic will be Digitization - Changing the Face of the Industry.



10:00 | **Erik Neilsen**

President
Global Process Manager (BPO division of Magsaysay Group)

PRESENTER: Erik was one of the first to set up shared services operations for Maersk, the huge global logistics company. He is currently doing the same for Magsaysay, one of the world's largest suppliers of skilled manpower for the global shipping industries.



10:25 | **Jason Ryan**

Regional Director, Southeast Asia
ADP

PRESENTER: Jason has spent his entire career focused on providing human capital management solutions to many of the world's largest and most complex organizations.

10:50 | Break





11:00 | Mark Lwin
Chief Executive Officer
AIG Philippines

PRESENTER: Mark oversaw shared service operations for AIG in both Philippines and Malaysia



11:25 | Jason Hatch
Senior Director, Web Experience - Asia Pacific and Japan
Akamai Technologies

PRESENTER: Jason is one of Asia's most experienced experts in Web Experience. He will speak on how organisations can optimise user experience in the age of global, cloud-driven mobility to help people manage, mine, protect and draw insights from consumer behaviour and buyer data.

11:50 | Panel Question Period

12:20 | Lunch



AFTERNOON SESSION



01:30 | **Gary Tok**

Regional Director for Client Management
Aon

PRESENTER: Gary explains how to use analytics to gain improved employee engagement and benefits while lower costs.



01:55 | **Eric Kaufman**

Country Manager
IBEX Global

PRESENTER: With senior level experience across Asia, Eric is one of the most senior industry leaders in the region.



02:20 | **Jibin Arjunan**

Geographic Head – Asia Pacific and Japan
Wipro BPS

PRESENTER: Jibin oversees Business Process Services (BPS) for Wipro in the Asia Pacific and Japan regions, and functions as the Country Head of Philippines where he is based. He previously spent many years based in Shanghai and overseeing the company operations in Greater China, Japan and Korea.

02:45 | Break

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03:00 | **Gigi Mantaring**

General Manager

Manulife Business Processing Services

PRESENTER: Gigi helped to build Manulife's shared services facility in Philippines from scratch into one of the most successful in the country.



03:25 | **Miguel Garcia**

President and CEO

DTSI Group

PRESENTER: Miguel has played an important role in bringing the largest IT-BPO firms in the world to the Philippines. Under his leadership, DTSI Group has enabled more than 500,000 call center seats.

03:50 | Panel Question Period

PANELISTS



Darcy Lalonde

Chairman and CEO

synchRony Global

PANELIST: Darcy is considered a Human Capital Management Thought Leader with over 30 years of experience in leadership of HCM and Outsourcing organisations.

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Hans Montenegro

Regional HR Partner
Manulife Financial Asia

***PANELIST:** Based in Hong Kong, Hans has been a senior HR leader for many years. Prior to Manulife, he worked with premier operators such as Convergys, NorthgateArinso and The Nielsen Company.*



Dr. Jay Galvez MD

Owner and Medical Doctor
Galvez Clinics

***PANELIST:** Dr Galvez is considered the country's foremost specialists in head and neck surgery and has a special focus on workplace care and management.*



Lars Wittig

Country Manager
Regus Philippines

***PANELIST:** Lars is at the front line of the BPM boom in Philippines and sees companies first as they enter the country. He is known as a big booster of the industry in Philippines. Lars is also winner of the Expatriate Executive of the Year award at Asia CEO Awards.*

04:30 | Closing & Networking - Rebecca Bustamante

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