


J. Patrick (Pat) Andrews

Vice President of Information Technology
Manulife Financial

Since joining Manulife Financial in 1984, Pat has held a variety of positions within the IT organization, in the Corporate, Canadian and Japan divisions. From 2000 to 2004, Pat was Assistant Vice President for Project Management at Manulife Japan, located in Tokyo, where he was accountable for the development and implementation of the systems to support Manulife's introduction of Universal Life Insurance to the Japanese market. Since returning to Manulife's Canadian Operations in mid-2004, Pat has been responsible for IT Infrastructure in Canada. As part of the integration of John Hancock Life and Maritime Life into Manulife's operations in North America, Pat has been responsible for the negotiation of multiple outsourcing contracts, for IT Infrastructure and Application Development Services.

Pat is currently Vice President, Canadian IT Infrastructure at Manulife. He holds a Bachelor of Commerce degree from Queen's University and is a Fellow of the Life Office Management Association.


Mark Azzarello

Director HR Operations
International Paper

Mark currently serves as Director, HR Operations. Mark is also responsible for the Company's Standardization initiatives; Merger, Acquisition and Divestiture activities; and the Company's HR Transformation initiatives.

Mark began his career with International Paper in 1982 and has served in a number of different HR Business and Staff roles throughout the Company.

Mark graduated from the University of Rhode Island, earning an undergraduate degree in Business and an MBA with a concentration in Human Resources.

Mark lives with his wife, Mary, and their two children, Mark and Laura, in Memphis, TN.


Shishir C. Babu

Senior Vice President and Chief Operating Officer
Sara Lee Branded Apparel

Currently the Senior Vice President and Chief Operating Officer, Asia Pacific – Sara Lee Branded Apparel with responsibilities for Asia Development and for Strategic Outsourcing, he is also Chairman of Sara Lee India and Sara Lee China. Prior to joining Sara Lee, worked with Konica Corporation, Tokyo Japan, heading the Global Supply Chain and Operations. He also worked for Hu-Friedy, a privately held medical devices manufacturer out of Chicago, as the head of the Worldwide Manufacturing Operations and Technology.

Expertise in Global Supply Chain and Operations, Outsourcing, and Market development.

Holds a Masters in Operations Research from the University of Michigan and an Executive MBA from Northwestern (Kellogg). Speaks frequently on Outsourcing and Global Supply Chain.


Nagendra Bandaru

Vice President –Global Business
Wipro BPO

In his current role, Nag is responsible for Wipro's global BPO revenues, market entry, strategic partnerships, customer relationships and customer satisfaction. Nag's focus in this role is to provide transformation solutions by integrating processes and IT and build operational efficiencies for enterprises.

Before this role, he was the General Manager & Head of European business for Telecom Service providers, BPO and Interoperability Business. He was instrumental in building the Telecoms and BPO business in Europe from start to maturity. This year he was instrumental in creating a true integrated process and IT transformation project for France Telecom around the Order to Bill process. Earlier he was the Regional manager for UK and Benelux territories for this business unit, during which time he was responsible for Wipro's global foray into systems integration arena through a complex green field systems integration of 20 OSS/BSS systems valued at 100 million dollars for 186K, a leading broad band player in the UK. Prior, to that he was the Practice Manager in Europe for Electronic commerce practice at the Electronic commerce and Financial solutions Division of Wipro Technologies. Nag started his career with Tata consultancy where he ran large complex change programs as Program Manager in the areas of back office and front office functions for depositories, custodial services, stock broking and stock lending functions in the securities industry.

Nag is known for building start up businesses and practices, build relationships that are ever lasting through world class execution platforms and for his thought leadership in the IT, Telecoms, BPO and Financial services industries.

He is a Nuffic Fellow in International relations from the Amsterdam Law School, University of Amsterdam with a specialisation in International trade law (LLM). And also holds a Masters in Business Administration (MBA), Bachelors of Law and Bachelor of Science (Physics) Degrees.



David Barrett

Partner and Head of Technology & Outsourcing
Simmons & Simmons

David Barrett is a leading figure in the world of outsourcing. Besides being recognized as a lawyer with international experience in outsourcing, he is also regarded as a “thought leader” in outsourcing and the globalization of services – particularly with respect to information technology.

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William E. Beck

Deputy Chief Information Officer and Director of the Business Technology Development
City of Minneapolis

Mr. Beck is the Deputy Chief Information Officer and Director of the Business Technology Development for the City of Minneapolis. In this role he is directly responsible for the City of Minneapolis, Municipal Broadband Initiative. Bill has been with the City since 1999 and during his career with the City has been responsible for: *restructuring the Information Technology Services organization, Outsourcing ITS Technical Operations and creating a Business Technology Development organization that includes a Program Management Office.*

Prior to joining the City of Minneapolis Mr. Beck held key executive management positions in four private sector companies offering products and services that included satellite based aviation weather information systems; and business systems for newspapers, publishers and wholesale distributors. He has managed three successful high tech. turnarounds and has extensive background in business acquisitions, mergers and IPO's. Mr. Beck also has a broad background in Information Technology Infrastructure Management, Business Technology Architecture and Software Product Development including extensive experience in restructuring the Research, Development and Operations within financially distressed business ventures. He has been managing cutting edge, computer technology related businesses across a wide range of technical disciplines, industries and products for over thirty years.



Pramod Bhasin

President & CEO
Genpact

Pramod Bhasin is the President & CEO of Genpact, a high-end business services and technology solutions company serving global enterprises in banking & finance, insurance, manufacturing, and transportation. Under his leadership, GE pioneered the business process services industry in India.

Pramod set up Genpact (formerly GE Capital International Services) with 300 employees in 1997, and has since built the company into a leading-edge, high-quality business processing enterprise servicing clients from state-of-the-art facilities in India, China, Europe, and North America. Today the company employs more than 17,000 associates – many with advanced degrees and quality certifications.

Prior to the restructuring of GE Capital International Services on Dec. 30, 2004, Pramod was an officer of GE, a \$150-billion diversified technology, media and financial services company. His career with GE and RCA spanned 25 years and included postings in the U.S., where he served as CFO for GE Capital's Corporate Finance Group, and in India, where he most recently was head of GE Capital in India and Asia.

Pramod is a Chartered Accountant from Thomson McLintock & Co., London, and holds a Bachelor of Commerce degree from Delhi University. He is a founding member of the International Association of Outsourcing Professionals, and member of its Strategic Advisory Board, and lives in New Delhi and New York City.



Jean Bigaouette

Director, Outsourcing Management, Bell Systems & Technology
Bell Canada

Within the scope of Jean Bigaouette's duties, Jean leads a team of outsourcing professionals as well as contract management specialists, involved in the management of strategic, multi million dollars / year outsourced operations. Key outsourced areas involve IT Support & Development, Billing operations & Development as well as the management ongoing Payment Processing activities done through clearing houses as well as with Canada's principal financial institutions. Jean has been with Bell Canada since 1994; prior to his current role, he was Associate Director of Procurement, responsible for areas such as Expense Management, Travel, Financial Services,

Fleet, HR as well as procurement activities to most Corporate Services such as office supplies, postage and courier. Jean has also previously held various functions within BCE's Treasury, managing relationships with financial Institutions as well as various insurance companies / brokerage firms in regard to Risk and Insurance related activities.

Jean holds a Master's degree (M.Sc.A) in Engineering/Finance with a specialization in project related finance from University of Montreal's Ecole Polytechnique as well as a Bachelor degree in Economics from Concordia University.



Barbara Brickmeier
VP HR On Demand
 IBM



Peter Brudenall
Partner
 Simmons & Simmons

Peter is a frequent speaker on technology law issues, and has been widely published in legal journals in the UK and internationally. He is the editor of Technology and Offshore Outsourcing Strategies published by Palgrave Macmillan, June 2005.



Linda Butts
Director of Economic Development and Finance Division
 North Dakota Department of Commerce

Linda Butts is the first woman to hold the title of Director of Economic Development and Finance Division in the North Dakota Department of Commerce. She spearheads innovative ideas like the Ambassador's Program, a group of nearly 1,000 former and fellow North Dakotans who promote the state's business climate. In 2005, this program was selected as Best Program of the Year by *Business Facilities Magazine* which is distributed to more than 40,000 corporate executives nationwide.

In 2005, she was one of 17 people appointed to a two-year term on the Strengthening America's Communities Initiative (SACI)--a federal committee charged with advising Secretary of Commerce Gutierrez on federal economic development policy. She also serves on the Policy and Issues committee of the International Economic Development Council (IEDC) and sits on the Council on Competitive Expert Committee. Last year Linda was named North Dakota's Women in Business Champion of the Year by the Small Business Administration.

Linda has worked to build true partnerships with local communities, the North Dakota University system and economic developers that identify ways the division may partner, support and leverage a common economic vision for the state. She manages a staff of professionals who coordinate economic development activities with local, state, and federal agencies and higher education.



Frank J. Casale
Founder and Chief Executive Officer
 The Outsourcing Institute

Frank J. Casale, Founder and Chief Executive Officer, is the architect of The Outsourcing Institute network of resources and programs that help buyers, sellers and marketplace observers access current information, share their experience, and conduct business.

A keen, visionary leader with more than 15 years of outsourcing expertise, Mr. Casale continuously monitors industry and business trends to better identify new products and services that can assist senior managers make more informed outsourcing decisions. He is the Publisher and Executive Editor of The Outsourcing Institute's Outsourcing Essentials magazine. Mr. Casale is noted for designing innovative tools such as The Outsourcing Index, the premier state-of-the-industry report on US outsourcing, and reliably anticipating market developments, such as the emerging role of the Chief Resource Officer (CRO). He is a member of Carnegie Mellon University Consortium for eSCM certification.

Regularly featured on CNN and CNBC, Mr. Casale is a leading commentator on outsourcing issues by major business and news organizations including The Financial Times, The Wall Street Journal, Business Week, and FORTUNE magazine. Mr. Casale chairs and presents at management conferences throughout North America and Europe.

An expert on the strategic utilization of people, processes and technology, Mr. Casale is a leading advisor to

hundreds of organizations in their efforts to leverage internal and external resources efficiently and effectively. As creator of the first, largest and only neutral professional association in outsourcing, Mr. Casale continually sets the standard for outsourcing best practices.

A graduate of CW Post, Long Island University, Mr. Casale holds a B.S. degree in Business Marketing, and is an active member of many business organizations including World Entrepreneur Organization (WEO).



Frank Cocuzza

Senior VP and Chief Financial Officer
Penske Truck Leasing Co. L.P.

In his 29 years with Penske Truck Leasing, Frank has held several positions with increasing levels of responsibility including Internal Auditor; Director of Business Planning; Vice President and Treasurer; Senior Vice President, Finance; and finally Chief Financial Officer (since 1986).

He received a Bachelor of Science in Accounting and Economics from Rutgers University as well as a Masters in Business Administration from Harvard University. He also served in the navy.

Frank has been married 33 years and has 2 children.

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Jim Collins

Program Executive
Unisys Corporation

Jim Collins is the Unisys Program Executive responsible for all aspects of the relationship between Unisys and the City of Minneapolis. In this capacity Mr. Collins provides program leadership, strategic direction, and executive management oversight, in addition to overall accountability for service delivery, profit metrics, and client satisfaction. Prior to this, Mr. Collins held various roles of increasing responsibility, including strategic alliances management where he drove increased business through key alliance partners, developed additional alliance relationships, and led a cross-organizational management team globally. Mr. Collins attended the University of Minnesota where he earned his Bachelor of Applied Business Degree. He resides in Eagan, Minnesota with his wife and two children.



Hoshedar Contractor

Vice President, Operations
Wipro BPO

Hoshedar started his airline career way back in 1985 with Swiss Air in the passenger service division working out of Mumbai airport. In 1992 he made the move to KLM Royal Dutch Airlines and has had the experience of handling stations for the airline in India and in the Middle East. In August 2002 he joined Wipro BPO as Associate Vice President Operations. In January 2003 a US airline off shored some of their processes to Wipro BPO and since he had a wealth of experience in the travel domain took ownership of that account. The account started with a small pilot batch in Mumbai and he has been responsible in transitioning that account offshore, bringing improvements in productivity and performance and met customer expectations consistently to see the account grow year on year. Currently he heads Business Unit 5 in Wipro BPO and this unit is part of the ETP (Enterprise, Telecom and the Platform technologies) vertical in the company. Business Unit 5, handles accounts related to travel and transportation in the WBPO domain.



Michael F. Corbett

Executive Director
International Association of Outsourcing Professionals (IAOP)

Mike is a well-known speaker, writer, and advisor on outsourcing, and is the chair of The 2006 Outsourcing World Summit. His book *The Outsourcing Revolution: Why It Makes Sense and How to Do It Right* (Dearborn, September 2006) has been called "clear and compelling" and the "definitive work on outsourcing."

As executive director of IAOP, he is responsible for working with the association's global membership to develop and deliver programs that enable its role as the global standard-setting organization and advocate for the outsourcing profession.



Rennie Crabtree

President
MarketingOutcomes

Rennie speaks with conviction and fervor. It's been said that even the waiters stop serving and start listening when Rennie begins to energize an audience. His passion is fueled by having played a pivotal role in revolutionizing the way many companies and industries go to market. Mr. Crabtree has pioneered and successfully implemented many of the advanced business-to-business concepts that define today's global marketplace. Stressing high ethical

standards, superior business acumen, and creative approaches to complex issues, he has profoundly impacted a number of industries including: business services, consumer packaged goods, financial services, healthcare, information technology, logistics/supply chain, media/publishing, and telecommunications. Prior to founding Marketing Outcomes in 1983, Mr. Crabtree served as Senior Vice President of Sales and Marketing for Moody's Investors Service in New York City. Previously, he was responsible for the design, staffing, strategy, implementation, and management of Chase Manhattan Bank's first Global/National Account Program. A former Naval Aviator, he holds an MBA from New York University, where he was awarded the American Marketing Association's International Gold Medal for "significant contributions to the discipline of marketing."



Tim Cummins

Executive Director

International Association for Contract and Commercial Management (IACCM)

Tim is Executive Director of IACCM, the world's leading association for contract and negotiation professionals and executives. He gained more than 25 years experience in commercial contracting, with major corporations in the financial services, automotive, aerospace and technology sectors. Tim led negotiations up to \$1.5bn in value and his work has taken him to more than 40 countries. While in the Chairman's office at IBM Corporate Headquarters, he led studies on the business impacts of globalization and then successfully managed projects to reengineer IBM's global contracting processes.

Tim was a member of the UK's Commercial Lead Body and has had papers commissioned by both the US Department of Labor and the UK Department of Education. He has personally provided consulting and capabilities benchmarking to many large corporations on complex contracting, negotiation, risk management and skills development and, through IACCM, undertaken extensive research and training projects.



Jagdish Dalal

Principal

JDalal Associates LLC

Jagdish Dalal is an internationally recognized consultant in the field of outsourcing – BPO and ITO, especially in the field of leveraging the off shore advantages. His unique background, both as a senior industry executive at companies like Carrier, Xerox, Unisys and as a founding Partner for BPO at PricewaterhouseCoopers, allows him to bring balanced perspectives to his clients.

Jag is a noted speaker and writes extensively on outsourcing, offshore outsourcing, shared services and information technology management. Jag's series of lectures on BPO have been recognized as "pushing the envelope" in strategic thinking about outsourcing, while providing a practical framework for businesses- users and providers alike.



Tom Davenport

President's Chair in IT and Management

Babson College

Thomas Davenport is a world-renowned thought-leader who has helped hundreds of companies revitalize their management practices. He combines his interests in business, research, and academia by holding the President's Distinguished Chair in Management and Information Technology at Babson College while serving as the Director of the Working Knowledge Research Center, the Institute for Process Management, and the former Director and current Fellow of Accenture's High Performance Business Institute. Tom earned a Ph.D. from Harvard University in organizational behavior and has taught at the Harvard Business School, the University of Chicago, Dartmouth's Tuck School of Business, and the University of Texas at Austin. He has also directed research centers at Accenture, Ernst & Young, McKinsey & Company, and CSC Index and teaches the Harvard Business School Executive Education course, Leveraging Knowledge in the 21st Century.



John Dieffenbach

Senior Counsel

Accenture

At Accenture, John focuses exclusively on negotiating large outsourcing deals. John started his career at ISSC, IBM's initial outsourcing subsidiary, then served as general counsel to two technology startups before joining Kaye Scholer LLP in New York.



Chris Disher
Vice President
 Booz Allen Hamilton

Mr. Disher is a Vice President with Booz-Allen Hamilton's U.S. Information Technology practice and is the Managing Partner of the Chicago office. He leads the firm's Global Outsourcing and Offshoring Consultation practice. Mr. Disher joined the firm in 1993 and was elected to the Partnership in 1997. With over twenty years of consulting experience, he specializes in organization and technology strategies that enable step change improvement in business performance. He leads client engagements that involve cost reduction, business operations and administrative performance improvement, and outsourcing. He has completed a Double Masters in Accounting and Business Administration from Southern Illinois University. He holds a B.S. in Environmental Sciences from the University of Illinois. Mr. Disher is a Certified Management Accountant (C.M.A.).



Barnaby Donlon
Manager
 Balanced Scorecard Collaborative, Inc.

Barnaby Donlon is a global expert in Balanced Scorecards and works with David Norton and Robert Kaplan's firm, Balanced Scorecard Collaborative, Inc. a Palladium Company.



Danny Ertel
Partner
 Vantage Partners

Danny Ertel is a leading international authority on negotiation and relationships management and head of Vantage Partners' Outsourcing Practice. In addition to working with both buyers and providers to institutionalize relationship management best practices, Danny is a frequent speaker and author on building organizational capability to negotiate and solve problems collaboratively.



Abe Eshkenazi, CPA, CHE, CAE
Managing Director
 RSM McGladrey

Abe Eshkenazi is Managing Director for the Operations Consulting Group of RSM McGladrey. Abe provides business, operational, and compliance consulting services to professional service organizations, associations, tax-exempt and government organizations. His leadership role includes project management, business process redesign, individual and organizational alignment; including design and implementation of outsource strategies. Abe has also been a frequent speaker on outsourcing, non-profit mergers, and strategic alliances.

Mr. Eshkenazi has led the privatization of City Colleges of Chicago Office of Finance serving as Vice Chancellor/CFO and Jane Addams Hull House Association Finance Department. Mr. Eshkenazi is currently leading the consolidation of four agencies for the State of Illinois.

In addition to his CPA, Abe holds a MBA in management from Northwestern University, Kellogg Graduate School of Management, a MBA in finance from DePaul University, and a BA from Northeastern Illinois University. Abe is also a Certified Healthcare Executive and Certified Association Executive.



Joanne Evans
Principal
 Booz Allen Hamilton

Joanne is a Principal with Booz Allen's Outsourcing Advisory Services team in the Washington/Baltimore Metro office. With over thirty years system engineering experience in life-cycle system development, and business analysis, she has developed leading edge thinking and tremendous competence in helping clients transform their businesses and attain a high-performance IT capability.

During her thirteen years with the firm, she has developed functional expertise in information technology and business process transformation, outsourcing, and operations. Her competencies include:

- Transforming the IT capability—Her experience extends to developing strategic sourcing capabilities within IT and for managing the performance-cost of clients' IT investments.
- Leading major business change programs — She has led the IT integration efforts for four major public sector IT and business transformations focusing on the need to drive IT synergies while meeting business

- requirements to attain the operational objectives.
- Developing IT and BPO outsourcing organizations — She routinely leads client management teams in evaluating and implementing outsourcing as a strategic option for delivering IT services to the business.
- Managing complex IT integrations focused on infrastructure renewal and growth in support of business strategies — She is currently helping clients address the challenges of business model change on business process infrastructure associated with a transition to revenue-driving, “back-office” applications.

Ms. Evans has completed a Masters in Information Technology Management System from Towson University. She also holds a Bachelor's in Business Management from the College of Notre Dame.



Robin Everett

Counsel
Hogan & Hartson LLP

Robin Everett helps clients acquire technology assets and services required to improve productivity and competitiveness in the marketplace. Ms. Everett has considerable experience structuring, drafting and negotiating a wide variety of outsourcing and technology-rated agreements, including IT, BPO, HR and communications outsourcing agreements. She represents both customers and service providers. She has negotiated outsourcing agreements on behalf of a high-end international consulting firm and recently led negotiations in the voice and data telecommunications and help desk towers of a global IT outsourcing transaction worth approximately \$1.1 billion over a 10-year term. Together with Mr. Porter, Ms. Everett co-authored an article addressing governance matters in outsourcing arrangements. She has also published an article on effectively utilizing service levels in outsourcing. Prior to joining Hogan & Hartson, Robin served as Director of Contracts and Counsel for national computer technology company.



Philip Franz

Executive-in-Charge of the Supply Chain Management Practice
Crowe Chizek and Company, LLP

Over the past twenty-seven years, Philip has gained broad professional experience in product research and development, scientific consulting, university teaching, senior operations management in manufacturing and logistics, operational and information technology consulting, business process re-engineering and information technology management. Prior to joining Crowe Chizek and Company LLP, Philip held senior management positions with the McDonald's Corporation, Price Waterhouse LLP and Christian Salvesen USA. Over the past five years, Philip has assisted many companies in developing and enhancing outsource process and information systems providers, outsource contact management, and repairing damaged outsource relationships.



Hariharasuthan GB

Six Sigma Consultant
Satyam Computer Services Ltd.

Hari has over 8 years of experience in leading software and outsourcing service providers in India. He holds a Bachelors degree in Engineering and a Post Graduate Diploma in Management.

Hari is a Six Sigma Master Black Belt and has worked extensively in developing methodologies for identifying outsourcing opportunities, transitioning processes and establishing Business Process Management Systems (BPMS) for outsourced processes. He specializes in using the Six Sigma rigor in ensuring smooth transition and accelerating process improvements.

Hari has worked on consulting assignments with leading organizations in the Automotive and Oil & Gas industries. He recently led a consulting engagement with an Indian automotive supplier, helping them to improve their processes and reduce costs – resulting in a 15% increase in their profits.



Eugene Goland

Founder and Chairman
OOBP.org (Offshore Outsourcing Best Practices)

Eugene Goland is an expert in offshore outsourcing for Small and Medium Businesses (SMB). He is a founder of two profitable technology companies with offshore operations. Goland has a strong hands-on knowledge of the outsourcing industry, from both supply and demand sides, and has been advising SMBs on the issues of outsourcing. He holds an Executive MBA from R.H. Smith.

In 1999, Eugene Goland co-founded Russia's premiere web-based portal, Mail.ru which grew to 15 Million users and became the first company in the segment to secure venture capital funding. Until the company became profitable in 2002, Goland managed to raise \$7MM in venture capital, acquired dozens of companies (including the second largest rival) and established strategic partnerships with leading industrial companies.

In 1997, Goland founded DataArt, an offshore software outsourcing company. In 2004, DataArt grew to over a hundred and fifty employees, with three international offices and world-class clients. The company has been marked by industry researchers as an emerging equity player.

Goland is a founder and chairman of OOBP.org (Offshore Outsourcing Best Practices), a vendor-independent professional community dedicated to increasing the efficiency of the offshore industry by facilitating knowledge sharing and documenting best practices. Goland is a member of the EMR Solutions Executive Team.



Suresh Gupta

Partner, Head of Global Sourcing
Capco

Dr. Gupta has been a leading authority on offshore business processing, offshore contact centers and CRM strategies. He has over 20 years' experience in assisting firms in implementing cost-effective solutions.

In his previous career as a senior partner with PwC Consulting, Dr. Gupta assisted many global firms in CRM strategy development and implementation, offshore business processing, and Best Practice Call Centers implementation. One of his last engagements with PwC was to lead a landmark survey on Best Practices in Offshoring.

Dr. Gupta is a frequent speaker at industry conferences and is the author of several articles and white papers on Best Practices in Customer Care, Call Center Outsourcing and Offshoring.



Flavio Grynzspan

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Janis L. Hall, MBA

Senior Director, Global Pharmaceutical R&D Sourcing
Johnson & Johnson Pharmaceutical R&D L.L.C.

Janis L. Hall, MBA is a Senior Director for Johnson & Johnson Pharmaceutical R&D L.L.C. (J&JPRD) in the Global Pharmaceutical R&D Sourcing Group.

Janis has 20 years of experience in the health care industry on both sides of the outsourcing equation. Her roles in purchasing pharmaceutical R&D services included finding strategic partners for critical outsourcing initiatives and developing outsourcing strategies for drug development programs. On the provider side, she held business development roles in selling and contracting pharmaceutical development services with major pharmaceutical companies. These activities included development of partner governance strategy and master service agreement negotiation and management.

She has worked for medical device, biotechnology, contract research and pharmaceutical organizations. She has held positions as Strategic Alliance Director, Head of Clinical Sourcing Contract Management, Strategic Account Management and Client Opportunity Management. More recently, she also leads a team of J&JPRD professionals to support licensing and acquisition due diligence and integration activities related to sourcing, procurement and contract management.

Janis has a Bachelors Degree in Chemistry and an MBA with a focus on international business.



Oren Harari, PhD

Business Expert and Visionary

An incredibly popular speaker and author, Dr. Oren Harari's energetic, dynamic presentations excite and challenge audiences around the world with insight, humor and knowledge. Dr. Harari brings provocative new perspectives on competitive advantage, organizational change, and transformational leadership. As a leading management consultant and best-selling author, he brings more than 20 years of seasoned professional experience to the public speaking forum.

The Financial Times has cited Dr. Harari as one of the "Top 40 Business and Management Minds in the World," and featured him in the fall 2001 book *Business Minds*. Dr. Harari believes that in the chaotic competitiveness of today's markets, bold and often-radical management approaches are the key to top performance. He has also found that long-term financial success depends primarily on leaders' abilities to capitalize on globalization and technological

advance, and to launch dramatic breakthroughs in innovation, service, teamwork, and speed.

In his seven books, Dr. Harari describes the strategic decisions and leadership behaviors that propel organizations into successful position of competitive advantage. His 2002 book, *The Leadership Secrets of Colin Powell*, published by McGraw-Hill, reached the best-seller lists of *The New York Times*, *BusinessWeek*, and *The Wall Street Journal*. Dr. Harari wrote the follow-up corporate handbook *The Powell Principles*, also published by McGraw-Hill in 2004.

Dr. Harari received his Ph.D. from the University of California, Berkeley, and is currently Professor of Management at the Graduate School of Business, University of San Francisco.

**Michael D. Harris**

SVP of Leveraged Product Development (LPD)
Fidelity Information Services (FIS)

Mr. Harris joined FIS, a leading software and services provider for the world's top financial institutions, which is part of Fidelity National Financial, through its acquisition of Sanchez in April 2004.

At Sanchez, Mr. Harris was President of the Banking Division with responsibility for software development and maintenance of Sanchez banking software solutions. During his tenure, Mr. Harris led the creation of a part-owned offshore development center at Sanchez Capital Services in Mumbai which grew from 6 to 40 staff. At FIS, Mr. Harris led the transition of the SCS staff to a new offshore provider, Covansys, and led the growth of the LPD-Covansys ODC from zero to 300 staff in one year. Before arriving at Sanchez in April 2000, Mr. Harris was an SVP and head of MasterCard' International's global chip card group.

**Neil Hirshman**

Partner
Kirkland & Ellis, LLP

Neil's practice is focused on intellectual property and technology related transactions, both domestic and foreign, including outsourcing (business process, information technology, applications processing and ASP), software development, software, trademark, patent and technology licensing, telecommunications, international franchising, commercial agreements (supply, distribution, development) and strategic alliances. In addition, Neil advises clients on the intellectual property and technology issues that arise in mergers, acquisitions, divestitures, recapitalizations and bankruptcies. Neil, a registered patent attorney, relies significantly upon his technical background and experience in representing clients in transactions.

**Michel Janssen**

President, Supplier Solutions
Everest Group

As President of Everest's Supplier Solutions division, Mr. Janssen provides supplier selection leadership on all Everest engagements and conducts more than 200 supplier briefings annually. Michel has over 20 years of leadership experience in outsourcing and an unparalleled knowledge of suppliers and their capabilities. Michel is considered an expert in human resources outsourcing, finance & accounting outsourcing, and offshoring. In addition, he is highly skilled in identifying emerging trends. Janssen also serves as Managing Research Director of Everest Group's Outsourcing Center, playing an integral role in determining and driving the Institute's annual research agenda. Michel is a published author and frequent presenter at industry forums. Previous positions include Senior Director, Strategic Sourcing Practice, Gartner Group and numerous management positions with EDS. Michel is a CPA and holds an MS and BS in Business Administration from the University of Texas at Dallas.

**Ram Josyula**

VP of Outsourcing Practices
GELRAD

A certified Six Sigma Master Black Belt from GE, Ram has extensive experience in deploying Six Sigma for leading global organizations such as GE, Ford, Jaguar, Merrill-Lynch, ITC and BP. Ram holds a Masters degree in Technology Management from MIT and a Bachelors degree from IIT Chennai.

**Rick Julien CIA, CPA**

*Executive of Corporate Governance and Internal Audit
Crowe Chizek and Company LLC's.*

Rick began his career at Arthur Andersen in 1981 and spent several years in the areas of technology consulting and information technology auditing. In 1987 Rick moved to Carolina Power and Light (CP&L) as an internal audit manager. At CP&L, Rick worked on large operational audits and managed the information systems audit function. He returned to Andersen in 1990 to develop its internal audit outsourcing/consulting business. In this role, Rick took the lead in developing firm-wide internal audit services risk assessment, audit execution and reporting methodologies. In addition, he contributed extensively to the firm's internal audit best practices and human resource transitioning best practices.

Rick also currently works with clients to efficiently and effectively respond to Sarbanes-Oxley Section 404 requirements.

In 1994, Rick moved to Andersen's Chicago office, where he was actively involved in a variety of client engagements and regularly consulted with organizations on improving internal audit practices. Rick has been actively involved in helping clients think about managing business risk as a strategy to increase shareholder value. In this role, Rick pioneered internal audit's role as an integral component of organizations' risk management and information processes.

Rick has also authored articles and spoken on Corporate Governance Sarbanes-Oxley requirements, strategic outsourcing and numerous internal audit topics, including benchmarking and best practices.

**Robert Kane**

*Head of BPO Services
Mercator Dubai*

Robert's responsibilities include airline revenue accounting, customer loyalty program management, call center services, data center services, and software development. He has more than 20 years of experience in the manufacturing and airline industries.

**Cynthia Kearney**

*Vice President, Global Pharmaceutical R&D Sourcing (GPS)
Johnson & Johnson, PRD L.L.C.*

Cindy Kearney is responsible for leadership of the new GPS organization, charged with providing quality services to the five R&D operating companies while leveraging their joint resources, harmonizing policies and practices, and enhancing supplier relationship management. Cindy joined J&JPRD in October 2004 as Senior Director, Global R&D Sourcing, Contracting & Procurement and led the design phase of the new GPS organization.

Cindy has a strong background and reputation of achieving business results through innovation, collaboration and a focus on people development. From 2001 through October 2004, Cindy was Director of Alliance Strategy for Strategic Sourcing, a division of J&J Corporate. Cindy founded and led the SourceLink initiative, a global effort that leverages sourcing and procurement opportunities across all R&D operating companies throughout J&J. The SourceLink approach has resulted in millions of dollars in cost savings.

Prior to this position, Cindy was Senior Director Global Strategic Outsourcing, Data Management and CRF Design for Janssen Research foundation. She began her career in 1998 at Robert Wood Johnson Pharmaceutical Research Institute as Director and Clinical Trial Team Leader for the CNS franchise.

Before joining Johnson and Johnson, Cindy worked for Smith Kline Beecham for five years where she held the position of Associate Director Data Management Americas. Prior to Smith Kline Beecham, Cindy held consistently increasing responsibilities over a span of 15 years in the area of business operations for Metpath Clinical Laboratories, now know as Quest Diagnostics.

Cindy holds a BA in Psychology from Bloomfield College, New Jersey.


Bob Kothari

Senior Vice President, Business Development
ICG Commerce

Mr. Kothari is responsible for establishing and growing relationships with companies across North America. Mr. Kothari leads a team of sales professionals and procurement specialists in the design of solutions that address companies' specific procurement needs and objectives. In addition, his team works closely with prospective customers to develop business cases that quantifiably demonstrate the value of these solutions. Before assuming his current role, Mr. Kothari led multiple teams in the delivery of services to many of ICG Commerce's largest customers in the manufacturing, retail, and consumer packaged goods industries.

Prior to joining ICG Commerce, Mr. Kothari was a Principal at A.T. Kearney, the global management consultancy, where he led sourcing and procurement efforts, among other programs, in the consumer packaged goods, transportation, pharmaceutical, and technology services industries.

Mr. Kothari earned a Bachelor of Arts degree from Franklin & Marshall College and Masters in Business Administration from the Wharton School of Business.


Elaine Kowansky

CEO
GELRAD

She leads a team of Six Sigma Master Black Belts who are experienced in outsourcing operations for leading global organizations. Elaine was the executive responsible for GE's global Six Sigma deployment in IT and the CIO for the GE Capital team that pioneered outsourcing business process services in India and Mexico.


Tom Lewis

Secretary, Florida Department of Management Services
State of Florida

Governor Jeb Bush named Tom Lewis, Jr. as Secretary of the Department of Management Services effective March 8, 2005. As Secretary, Mr. Lewis is responsible for directing the provision of services to state agencies and employees in the areas of purchasing, human resource management, fleet management, facilities management, retirement benefits, and insurance benefits.

Prior to his current position, Mr. Lewis held various positions with the Walt Disney Company, served Florida in Governor Bob Graham's administration as Secretary of the Florida Department of Community Affairs, was a Air Force architect and manager, and built one of Central Florida's leading architectural-planning firms.

Mr. Lewis attended Georgia Tech, where he received Bachelors and Masters of Architecture degrees. He has been a Registered Architect for almost 40 years and is a Fellow in the American Institute of Architects.


Robert Lundquist

Senior Director of Global Strategy and Planning
LASON

As Senior Director of Global Strategy and Planning for LASON, Mr. Lundquist's areas of responsibility include advising the LASON Executive team on various industry requirements and best practices, global operations issues and activity, as well as other new business opportunities.

Previously, Mr. Lundquist worked in various sourcing activities in the professional publishing industry.

Mr. Lundquist holds a Bachelor's Degree in Business from the University of Minnesota and an MBA Degree from St. Thomas University, St. Paul, MN. Mr. Lundquist also heads his own photography company: Lundquist's Natural Images which specializes in nature, wildlife and horse related photography. He resides with his wife, Ruth, in Maplewood, Minnesota.


Al MacDonald

Senior Vice-President, Government Relations
CGI
Atlantic Canada

Mr. MacDonald is currently Senior Vice President, Government Relations for Atlantic Canada, a member of CGI's Global Leadership Team, and the architect of CGI's Nearshore business strategy in Atlantic Canada. From 2001 to 2005, Al MacDonald was Senior VP, CGI Atlantic, responsible for all business operations in Atlantic Canada, helping grow CGI's presence in Atlantic Canada from a team of 120 members to a full complement of over 600 professionals. Prior to the CGI / MCM merger in

1999, Mr. MacDonald was co-founder of the information management-consulting firm MCM Technology Inc. He has held various senior management positions in the information management field during his 32 years in the industry and has acquired a proven track record nationally and internationally in large-scale project management.

He is the past Co-Chair of the Premier's Roundtable on eNB and Innovation for the province of New Brunswick, and has held director positions on several boards and advisory groups in New Brunswick and Nova Scotia, and has received both provincial and national recognition for his contributions to the knowledge industry and the communities he has lived in.



Hugh MacDonald

VP Operations and Knowledge Management
CIBC



Chris O'D. Malone

Director of Contract Compliance Review
Expense Management Solutions

Chris O'D Malone, Director of Contract Compliance Review, heads the Contract Compliance Review practice of Expense Management Solutions. She has worked within Fortune 200 companies and has more than 25 years experience in operations, finance, purchasing, information systems, accounting and real estate. Chris's deep industry experience provides expertise for operational assessments, systems evaluations, purchasing, and real estate reviews requiring a significant focus on accounting and IT. Prior to joining Expense Management Solutions, Chris served as a second vice president of Investment Operations for a global financial services company, engagement manager for a national software and consulting firm, and director of administrative operations for an asset management company.

Chris earned a BS in business administration from the University of Connecticut, an MS in professional accounting (MSPA) from the University of Hartford, and has completed the State of Connecticut real estate licensing exam. A member of the Institute of Management Accountants, Chris has completed parts 3 and 4 of the Certified Management Accountant designation.



Peter Maquera

Vice President, Corporate Development
SPI Technologies

Peter is responsible for Strategic Planning, Corporate Marketing and Mergers and Acquisitions. Prior to joining SPI, Peter was Chief Operating Officer of Lighthouse Credit Technologies, a financial services and healthcare focused BPO company. Peter has over 15 years of experience in various disciplines including management consulting, investments, corporate finance and operations. He has held executive positions with leading organizations in the U.S., Australia, Indonesia and the Philippines. Peter holds a B.S. in Civil Engineering and an MBA from the University of Southern California.



Gene Marks

President
The Marks Group PC

Gene Marks is the author and editor of three books, including *Outfoxing The Small Business Owner – Crafty Techniques for Creating A Profitable Relationship*. Gene owns The Marks Group PC, a ten-person consulting firm that sells and services outsourced software applications to more than 350 small and medium-sized companies and thousands of individuals nationwide. Gene has presented outsourcing and other small business related topics at Penn State University and to numerous organizations throughout the country. Prior to starting The Marks Group PC, Gene spent nine years as a senior manager and award-winning instructor in the entrepreneurial services arm of international consulting firm KPMG. His other books include: *The Small Business Owner's Desk Reference* (Alpha Books, 2004), and *The Complete Idiot's Guide To Successful Outsourcing* (Alpha Books, September – 2005). Gene is currently working on his fourth book "The Business Person's Book Of Lists" (Adams Media, September – 2006).

**A.B. Maynard**

President
Agilocity Consulting

Mr. Maynard has over twenty years of technology, industry, management consulting and application software experience. He is a seasoned executive with leadership experience in an enterprise software company, a Big 4 management consulting firm and a fortune 1000 industrial company, where he gained extensive experience in global operations, global sourcing, outsourcing, I.T. Services, enterprise software solutions, productivity improvement and performance metrics. In addition to his previous outsourcing responsibilities, Mr. Maynard has managed offshore outsourcing vendor selection, implementation, process optimization and program management projects.

Mr. Maynard serves as the Outsourcing Analyst for The Outsourcing Evaluation Center and is President of Agilocity Consulting, a firm dedicated to helping companies improve their performance and profitability through the intelligent use of technology, outsourcing and offshoring.

Mr. Maynard has a Master of Business Administration from Villanova University and a Bachelor of Industrial Engineering from Georgia Tech.

**William Metz**

IT External Business Development Manager
Procter & Gamble

Mr. Metz has spent the last twenty years delivering IT solutions for some of the world's largest companies including Procter & Gamble, General Electric, AT&T, American Electric Power and Marathon Oil. He also started and later sold a successful .com.

Mr. Metz has delivered IT solutions in a wide variety of areas including product design and development, telecommunications network management, desktop software deployment and management, data warehousing and information delivery, and finance and accounting. His specialty areas include architecture consulting, application development & support, IT competency development, and IT sourcing.

Mr. Metz has been on the forefront of the trend to use outsourcing and global sourcing approaches. He has led a number of key sourcing initiatives at P&G which have delivered significant savings and flexibility for the Company.

**Chas Mullins**

Managing Director
neoIT

Chas has over two decades of IT and business consulting experience at leading services organizations. He is a recognized professional with solid experience in implementation, development and design of business systems and processes. He has extensive skills in project management, systems implementation, strategic planning and business process management. Chas has helped multi-nationals in the retail, healthcare, public sector and telecommunications industries to cut costs and improve global delivery by streamlining their internal processes and operations.

Prior to joining neoIT, Chas held senior management positions in several global consulting organizations including Deloitte & Touche, Ernst & Young, IBM global services and Computer Sciences Corporation. Chas has a deep understanding of IT, technology, and business process re-engineering and operations. Chas currently leads neoIT's Risk Management practice.

Chas holds a Bachelor's Degree in Computer information Systems from Central Missouri State University.

**Holly Muscolino**

Director
InfoTrends

Holly Muscolino has over twenty years experience in the graphic arts and electronic prepress industries, encompassing various positions in software development, tactical and strategic marketing and customer service organizations. Ms. Muscolino has extensive experience in strategic and tactical management of products and services, particularly in the areas of print production workflow and document outsourcing.


Dr. Brian B. O'Neill

Global Head, CQA Management External Alliances
F- Hoffmann-La Roche AG, Basel, Switzerland

Dr. O'Neill has to date more than twenty years varied experience in pharmaceutical R&D working in both pharmaceutical companies and contract research organizations (CROs). He joined the Clinical Quality Assurance department at Hoffmann-La Roche in 1992 where he is now responsible for the quality management oversight of external service providers used in Clinical R&D programs.

During his time with Roche Dr. O'Neill has conducted more than 150 GXP qualification or in-process audits of service providers world-wide. He is certified by the internationally recognized Institute for Quality Assurance as a Principal Quality Management Systems 2000 Auditor, is a Fellow of the Royal Society of Medicine, and a member of the British Institute of Regulatory Affairs, and was also awarded a diploma in Pharmaceutical Medicine by the Swiss Association of Pharmaceutical Professionals.


Warren Pfister

Director
Lockheed Martin HR Services Customer Services

Warren has held various management and professional positions in employee/management development, engineering recruitment, compensation/job administration, benefits, employee relations, HRIS and centralized HR services since beginning his career in 1983. Warren especially enjoys the key employee and management challenges of large company transitions to new HR practices, systems and service.

He received his MBA degree from Syracuse University in 1983, held internships at Carrier Corporation and Bristol-Myers Laboratories and developed and taught a leadership training curriculum for supervisors in the Syracuse Red Cross Regional Office. His BS degree is in Psychology from the State University of New York at Oneonta.

Warren's free time is spent on family, church volunteerism, and boating.


Jean-Francois Poisson

General Manager – Contract Management, Corporate Real Estate
Bell Canada

As General Manager – Contract Management, Jean-Francois Poisson is responsible within the Real Estate Team to deploy and manage the Bell Real Estate Management Services Outsourcing Agreement.

Previously, Jean-Francois has participated, within the Outsourcing Group, to the development of outsourcing governance processes, and in setting up important outsourcing projects between Bell Canada and outside suppliers.

As a practitioner, Jean-Francois combines theoretical knowledge to the daily management experience of outsourcing ventures which he has been sharing at various seminars in Europe and North America. In 2001, he was recognized by his peers and nominated as a Finalist to the World Achievement Award for the development of industry-leading outsourcing management practices and tools.

In his twenty-five year career with Bell Canada, Jean-Francois has held a number of positions in various Bell's departments. Jean-Francois Poisson is a Logistics/Outsourcing specialist; he graduated from Montréal Polytechnic Engineering School in 1979 and completed a management certificate in 1995.


Philip Porter

Partner
Hogan & Hartson

Philip Porter is a director of the Intellectual Property Practice at the law firm of Hogan & Hartson. He recently led a team of thirteen attorneys in a global outsourcing transaction worth \$1.1 billion over a ten-year term. Shortly afterward, he helped a young pharmaceutical company outsource its sample distribution program. Mr. Porter has immediate access to attorneys in Hogan & Hartson's offices worldwide who are knowledgeable about the privacy and human resources issues that arise in most outsourcing transactions and regulated industries generally. Mr. Porter's professional awards include *Who's Who in American Law* (2005-06) and recognition by *Chambers USA: America's Leading Lawyers for Business* as one of the leading lawyers in the United States in intellectual property transactions. According to the 2005 *Chambers USA* guide, Mr. Porter "balances a sense of industry and business practice with legal knowledge" and "has comprehensive and up-to-date IP acumen" and "clients appreciate his accessibility."



Gopinath Ramakrishnan

Principal, Business Solutions
Satyam Computer Services, Ltd.

Gopinath Ramakrishnan is a Principal Consultant in the *Business Solutions Group* of Satyam Computer Services Ltd. Currently based in Parsippany, NJ, Gopi also shares leadership responsibility for Satyam's Six Sigma Consulting practice.

Gopi has been with Satyam since 1998, handling consulting engagements in the areas of Business Strategy, Business Process Outsourcing, Business Process Redesign, Six Sigma, and Change Management, for clients in automotive, financial services, consumer goods and healthcare industries.

Gopi holds a Bachelor's degree in Commerce and a Master's degree in Management. He has worked in multiple functions – Sales & Marketing, Operations, and Business Planning – across diverse industries such as Tourism, Housing, Automotive, and IT. He has been a frequent speaker at various forums on topics such as Business Process Improvement, Six Sigma, and Business Process Outsourcing.

Married to Mini, he has two sons – Aman (5 years) and Anush (2½) – who keep him busy after office hours. His other personal passions include tennis, reading and the pursuit of trivia.



David Rhodes

Principal
Towers Perrin

David Rhodes led his company's study of the effectiveness of large-scale HR business process arrangements, bringing research participants together to form a buyers' group and share experiences as a network of peers.



Gloria Richard

General Manager - Call Center Partner Relations
Delta Air Lines, Inc.

Gloria began her Delta career as a Reservation Sales representative in Detroit, Mich., almost 28 years ago. She has since held positions of increasing responsibility. Gloria has been on the forefront of business transformation at Delta having created innovative customer/business support services such as Online Support for delta.com, managing and developing policy and procedures, and business support during the Pan Am acquisition. Currently, she is responsible for offshore sourcing.



Victoria F. Sheckler

Partner
Hogan & Hartson LLP

Victoria Sheckler has extensive experience working with companies of all sizes on a variety of local, national and international privacy and data security issues. Her experience includes counseling companies on their various policies (terms and conditions, privacy policies, and security policies), and assisting with audits of clients' privacy and security policies as well as negotiating technology, IT, service, clinical trial, and other agreements that implicate data security or privacy practices. Ms. Sheckler also regularly negotiates complex transactions that involve the commercialization of intellectual property, and the outsourcing of various services related thereto. Ms. Sheckler's clients include companies in the IT, electronics, e-commerce, and life sciences industries.

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E. Philip Smith

VP of Global Solutions Management, Global Outsourcing and Infrastructure Services
Unisys

As VP of global solutions management for Unisys Global Outsourcing and Infrastructure Services, Phil Smith is responsible for defining, bringing to market and managing the Unisys solutions portfolio. He also manages strategic relationships and market development activities with key Unisys partners and analysts.

Mr. Smith has more than 21 years experience in IT services and data/voice communications in both the commercial and consumer sectors. Most recently, he was vice president and general manager of CoreComm Ltd., a provider of internet and competitive local exchange services. Prior to joining CoreComm, Phil served as director of product marketing for UUNET, a leading Internet communications provider. Earlier in his career, Phil held a series of sales, marketing and management positions at CompuServe.

Phil earned a bachelors of science in information systems management from Bowling Green State University , Bowling Green, Ohio, and an MBA from Xavier University, Cincinnati, Ohio.



Haywood Solomon

President
HFS North America



Ben Trowbridge

CEO
Alsbridge Consulting

Ben is a proven leader with over 20 years of diversified global experience as Managing Partner, CEO and Senior Executive. Prior to forming Alsbridge, Ben served as Managing Partner for Ernst & Young's Outsourcing Services Business and COO for their Global Outsourcing Business. He has created four dynamic Outsourcing organizations, and is a recognized leader in the development of new sourcing models such as the JVsourcing™ and FastSource™ and Venture Source TM methodologies.



VN "Tiger" Tyagarajan

Executive Vice President
Genpact

Tiger is credited as one of the pioneers who transformed GE Capital International Services (now Genpact) into a high-end business services and technology solutions company that today serves global enterprises in the banking & finance, insurance, manufacturing, transportation and business-services sectors. In 1999 he became CEO of Genpact, significantly expanding its service offerings and operations. In October 2002, he transferred within GE to its multibillion-dollar Commercial Equipment Finance division, serving as Senior Vice President, Six Sigma and Global Operations. Tiger rejoined Genpact in February 2005 as Executive Vice President and is based in New York City.

Tiger began his career with the Unilever Group in India, then joined Citibank as VP & Auto Business Director, Global Consumer Banking. He came to GE in 1994 as General Manager - Risk Management at Countrywide and went on to become CEO for GE Capital's Global Consumer Finance & Auto Financial Services operations in India.

Tiger has a degree in Mechanical Engineering from the Indian Institute of Technology, Mumbai, and an MBA, majoring in Finance and Marketing, from the Indian Institute of Management, Ahmedabad.



Greg Van den Heuvel

President, Sales & Marketing
Pitney Bowes Management Services

Greg Van den Heuvel, named President, Sales & Marketing in October 2005, is responsible for Pitney Bowes Management Services (PBMS) sales, marketing and product development and for delivering customer solutions by providing targeted services and products.

Mr. Van den Heuvel has held various positions of increasing responsibility during his 19-year tenure with Pitney Bowes. In 1985, he joined Pitney Bowes in Sacramento, CA where he held various sales management positions throughout the West. In 1995, he moved into the position of Region Sales Vice President managing territory from California to Texas.

In 1998, he joined Pitney Bowes Management Services as a Region Operations Vice President with responsibility for 350 sites and 250 million in revenue, then served as Vice President of Transformation improving back office automation, aligning site objectives and creating a centralized RFP program.

Before being appointed to his current position, Mr. Van den Heuvel served as President of North American Operations overseeing 1,200+ sites and over 700 million in revenue.



Atul Vashistha

CEO
neoIT

Atul co-founded neoIT in 1999 with the mission of helping clients leverage and integrate global talent into their organizations, thereby redefining the future of services and enterprises. He is a recognized industry thought leader whose opinions are regularly sought out by the media, Wall Street analysts and Global 2000 executives. Under his leadership, neoIT has established itself as a premier management consulting firm, helping leading organizations develop and implement services globalization strategies in order to optimize operational productivity and fuel expansion and growth.

Prior to neoIT, Atul was Senior Vice President, International at Cardinal Health (NYSE: CAH) where he led the international operations of the Fortune 25 Company in Australia, New Zealand, Spain, UK, Singapore, Brazil, Mexico and Japan. He began his career with Rural/ Metro in Phoenix, AZ.

Atul serves on the Boards of Advisors at the Center for Services Leadership at Arizona State University, Ferno Inc., the International Association of Outsourcing Professionals (IAOP) and the Software Division of the Information Technology Association of America (ITAA). His passion for economic development has attracted him to support the non-profit, Arkansas Rural Sourcing Inc., where he serves as a board member. He is a Charter Member of TIE, Silicon Valley.

Consulting Magazine recently named Atul as one of the "Top 6 IT Powerbrokers" in the country. HRO Today has named him an HR Outsourcing Superstar. Arizona State University honored him as a "Distinguished Alumni".

He received his MBA from Arizona State University and his engineering degree from IIT BHU, Benares.



Rusty Weston

Editor-in-Chief
Global Services magazine

Rusty Weston is a journalist who specializes in the corporate use of business and technology services. Weston is Editor-in-Chief of a new magazine & media brand called Global Services, the product of a JV between CMP Media in New York and CyberMedia in New Delhi. The magazine and website (globalservicesmedia.com) launched in early 2006 with the Global Services 100, a unique study that identifies the world's most innovative service providers. Reflective of today's collaborative services environment, Global Services' editorial and production teams are co-located in the U.S. and India. Prior to launching Global Services, Weston was the founding editor of Managing Offshore, a newsletter for global-sourcing managers and global project managers. A 21 year veteran journalist, until recently Weston directed InformationWeek's editorial studies, including the InformationWeek 500, Optimize Executive Reports and the U.S.'s largest IT compensation study, among other products. In his ninth year at CMP Media, Weston has also managed InformationWeek.com, which received the Jesse Neal Award in 2001, one of the nation's most prestigious journalism honors.
