



The 2007 Outsourcing World Summit®

February 19-21 • Hyatt Regency Lake Las Vegas • Las Vegas, Nevada

LEARN FROM WORLD-RENOWNED SPEAKERS AND TOP PRACTITIONERS



Michael F. Corbett
Executive Director, IAOP
Winning in Today's Global Knowledge Space



Marta Foster
Vice President Business Solutions, Procter & Gamble
An Ongoing Shared Service Evolution



Oren Harari
Best-Selling Author, and Business Visionary
Breaking From the Pack in Today's Copycat Economy



David Barrett
Partner, Simmons & Simmons
Outsourcing's New Global Deal Model



Atul Vashistha
Chairman & CEO, neoIT
How Services Globalization is Futurizing the Corporation



Chris Disher
Vice President, Booz Allen Hamilton
The Power-Link Between Innovation and the Globalization of Talent



DOMINATE YOUR MARKET BY WINNING IN THE GLOBAL KNOWLEDGE SPACE!

The 10th Anniversary of Outsourcing's Best-Known and Most Highly-Respected Global Conference!

Join buyers, sellers, and advisors from the world's top organizations for an in-depth program of learning, networking, and business improvement.



6 NEW CUTTING-EDGE TRACKS address the hottest topics in the world of outsourcing and what you need to know to achieve success!

Leading Across the Outsourcing Lifecycle

Picking the Right Global Destinations

Applying Emerging Concepts Right Now

Selecting Today's Top Functions for Outsourcing

Identifying Today's Top Industries for Outsourcing

Winning Provider Strategies



Simmons & Simmons

Booz | Allen | Hamilton
90 years delivering results that endure



Produced in association with
FORTUNE
CUSTOM PROJECTS

WELCOME



Winning in the Global Knowledge Space!

Outsourcing is entering a new phase. It is no longer just about doing things better, faster, and cheaper, nor is it even about transforming and globalizing a company's operations. **Today, outsourcing is about winning in the global marketplace by winning in the global knowledge space.**

Make no mistake about it, there is a global war for talent underway. A war for new ideas and breakthrough ways of doing business that can wow customers and fundamentally change the rules of the game in ones' industry. Or, as Oren Harari, one of this year's featured speakers puts it in his latest book, to "Break from the Pack" and compete and win in today's copycat economy.

But, how does outsourcing help you do this? Well, imagine you're a pharmaceutical faced with rising costs, decreased R&D productivity, patent expirations and shrinking periods of market exclusivity. Now, imagine being able to bring more product into the pipeline faster through a global network of virtual R&D centers, being able to reduce risks by driving down testing costs, and having a partner half a world away develop a breakthrough data mining technique for identifying shifting consumer preferences that your company can quickly apply across its global operations. That's the power of the global knowledge space, and tapping into it is the power of outsourcing.

And, that's why you need to attend The 2007 Outsourcing World Summit - to hear how companies are doing just this across every industry, every size operation, and across every geography; to learn where the successes are to be found, and where the pitfalls to be avoided exist.

Quite simply, no other venue, anywhere in the world offers you the depth and breadth of coverage on today's world of outsourcing than does the Summit!

I look forward to seeing you at the Hyatt in beautiful Lake Las Vegas as we engage in three days of personal, professional, and business discovery and development.

A handwritten signature in black ink, appearing to read "Michael J. Smith".

**Executive Director, IAOP
Chair, The 2007 Outsourcing World Summit**

TABLE OF CONTENTS

Summit Faculty	1
Keynote Speakers & Topics	2
Educational Track Sessions	4
Workshops and COP Training	12
Networking & Social Events	13
Conference At-A-Glance	14
About IAOP	15
Summit Sponsors	16
Venue & Registration	18

In today's hyper-active, hyper-competitive business world, taking the time to build personal relationships and have in-depth discussions about the issues of the day seems almost to have become a luxury.

That's why IAOP's Outsourcing World Summit, now in its 10th year, stands apart. It's the one place that brings together hundreds of top executives and outsourcing practitioners from around the world. The topics presented are timely and the speakers elite veterans from both inside and outside the field. Interactions are forged at every level - large group, small group, one-on-one, formal, casual, social.

Just as importantly, IAOP's Summit produces change that impacts all of us in business. The *Certified Outsourcing Professional (COP)* is the standard of excellence and many of our delegates have achieved that honor. *The Global Outsourcing 100*, which is unveiled at the Summit, is also published in FORTUNE® magazine, right along-side the FORTUNE 500®. *The Outsourcing Hall of Fame* inductees announced at the Summit are the individuals who have paved the way for others to follow.

Whether your responsibilities are as an outsourcing customer, provider, or advisor and regardless of industry or functional focus, IAOP's Outsourcing World Summit delivers an exceptional return on your investment of time and money.

The average customer-side delegate is responsible for **\$60 million of annual outsourcing spending** - with some running programs in the billions.

ANNOUNCEMENTS

We are pleased to announce that effective Friday, December 8th, the Hyatt Regency Lake Las Vegas became the **Loews Lake Las Vegas Resort**. With this name change comes a new group room reservations number. To book your room, please call 702.567.6000, ask for group reservations and identify yourself as attending The 2007 Outsourcing World Summit.

SESSIONS ADDED

TRACK FOUR: TODAY'S TOP FUNCTIONS

Monday February 19, 2007 | 4:30pm - 5:20pm

Outsourcing as an integral part of the Business Strategy – Maximizing Long term Advantage



R. Eric Martinez, Jr., Executive Vice President, Utility Operations, AGL Resources
Hoshedar Contractor, Vice President and Business Unit Head (Travel and Utilities), Wipro BPO Solutions

Outsourcing in the Utility Industry has been gaining momentum for the past few years. AGL Resources, one of the nation's most efficient operators of natural gas distribution systems, has emerged as a leader, not just by outsourcing but by off shoring its Customer Care and back office operations to Wipro BPO, India. Learn more about this pioneering move made by AGL Resources right from inception of the idea to the successful implementation of this unique partnership.

TRACK TWO: GLOBAL DESTINATIONS

Tuesday February 20, 2007 | 3:50pm - 4:40pm

ACarefx Corporation Case Study



Ping Zhang, Chief Technology Officer, Carefx Corporation
Walter Fang, Vice President & CTO, Neusoft Group Ltd.

SESSION UPDATE

Tuesday February 20, 2007 | 3:50pm - 4:40pm

Connected Sourcing: A New Strategy Agenda (update to PwC session listed on page 5)

The very definition of outsourcing is being challenged. Organizations increasingly use open, collaborative approaches to innovation, customer engagement, and operational effectiveness in order to improve performance and beat the competition. Some say that open business models are over-hyped, counterintuitive, and no cure-all. In fact, what's needed is a new, diversified definition of what sourcing is all about. Tomorrow's integrated global sourcing portfolio ranges from traditional transaction-based hierarchy to emergent open collaboration. This powerful new approach, which we call "Connected Sourcing", provides the innovation, agility, and cost-effectiveness that organizations require to compete in the global, networked economy of the 21st century. Connected Sourcing is not just about who performs the work, or where it is performed; it is also about how work gets done and relationships are optimized. As a result of significant ground-breaking research underway at PwC to be released in the spring the audience will get a "preview" of this research during this session.

Joining Matt Shocklee, Managing Director, PwC's Global Sourcing Advisory Services Practice will be David Ticoll, strategist, research executive and policy advisor on information technology and competitive strategy. He has co-authored three business best-sellers, most recently *The Naked Corporation: How the Age of Transparency Will Revolutionize Business* (Free Press, 2003).

NEW SPONSORS & EXHIBITORS (see page 16 for full list)

Educational Track



Private Breakfast



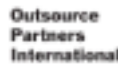
Lanyard



Media



Exhibition



Gain Insight from the BEST Minds in the Field of Outsourcing...



Michael F. Corbett, Executive Director, IAOP

Author of *The Outsourcing Revolution: Why It Makes Sense and How to Do It Right* which has been called "the definitive work on outsourcing."

Marta Foster, Vice President Business Solutions, Procter & Gamble

A P&G trailblazer, Marta, the company's first IT Vice President, has led the way on countless projects.



Oren Harari, Best-Selling Author

Author of *Breaking From the Pack in Today's Copycat Economy*, Oren is a world-renowned expert on transformational leadership.

Atul Vashista, Chairman & CEO, neoIT

Atul is one of the world's leading authorities on the globalization of services. He is also co-author of *The Offshore Nation*.



Cynthia Kearney, COP, VP Global Pharmaceutical R&D, Johnson & Johnson PRD L.L.C.

Cindy is leading the global sourcing organization for the five R&D operating companies of J&J, one of the world's top firms.

Jean-François Poisson, COP, GM, Contract Management, Bell Canada

Jean-François combines theoretical knowledge with the experience of overseeing some of his company's most important outsourcing relationships.



David Barrett, Partner, Simmons & Simmons

Besides being recognized as a lawyer with international experience in outsourcing, David is also regarded as a thought leader in the globalization of services.

John Maher, Executive Vice President, Corporate Solutions, Colliers International

An innovative leader in the real estate industry, John is responsible for leading Colliers' growth strategy with Global 1000 clients.



Joann Martin, PMP, COP, Director of Strategic Alliances/BPO, PBI - Global Business Process

Joann is a Certified Outsourcing Professional (COP), is PMP certified, and is a Six Sigma Champion.

Chris Disher, COP, Vice President, Booz Allen Hamilton

Chris specializes in organization and technology strategies that enable step-change improvement in business.



Jag Dalal, COP, Principal, JDalal Associates, LLC

Jag specializes in consulting in the field of Information Technology and Business Process outsourcing.



And Its Top Practitioners

Alfred Binford
VP & GM Global Outsourcing
Unisys Corporation

Dudley Blossom
Director
Sciant

Peter Brudenall
Partner
Simmons & Simmons

Darren M. Dasburg
Managing Partner
Cinteger LLC

Uttiya Dasgupta
President
OMNISPAN LLC

Samu Devarajan
Vice President
Cisco Systems (India) Pvt Ltd

Danny Ertel
Partner
Vantage Partners

Sanjay Gupta
Senior VP Telecom Solutions
Wipro Technologies

William Hall
Partner
PretiumPartners, Inc

Neil S. Hirshman
Partner
Kirkland & Ellis LLP

Ram Iyer
CEO
Argea

Arun Jethmalani
CEO
ValueNotes Database

Stephen Johnson
Partner
Kirkland & Ellis LLP

Robert Kane
Head of BPO Services
Mercator Dubai

Deborah Kops
Head of Program Planning
and Development
Shared Xpertise

Eugene M. Kublanov
Managing Director & COO
neoIT

V. Prasanna Kumar
Sr. VP & COO
HTMT

Arie Y. Lewin
Director
Duke University,
Fugua School of Business

William P. Metz
IT External Business
Development Manager
Procter & Gamble

Regina Paolillo
Senior Vice President
Genpact

Juan Carlos Pereira
Executive Director
ProNicaragua

Nancy Perrine
Director
Bristol Myers Squibb

Vicki Tauscher Phelan
Managing Director
EquaTerra

Eric Rongley
CEO
Bleum Software Outsourcing

Brad Rubin
Director
TrueCredit

Jeff Russell
Project Director
Duke University
Fuqua School of Business

Matthew P. Shocklee
Managing Director
PricewaterhouseCoopers

Susan Stallings
Director of Marketing
Lason, Inc.

Randy Vetter
Director, HP Services
Hewlett-Packard Company

Min Wang
Partner
Kirkland & Ellis LLP

42% of Summit delegates play an organization-wide role in their company's outsourcing decisions.

Top Thinking from the World's Leading Outsourcing Professionals

Monday, February 19, 2007 | 1:00pm - 2:00pm

Winning in Today's Global Knowledge Space | Michael F. Corbett, Executive Director, IAOP



As business has gone global, companies have come to realize that they need to win not only in the global marketplace but also in the global knowledge space. This means attracting the best partners and tapping the best minds anywhere in the world, and then rapidly synthesizing and deploying the new ideas, and new ways of doing business that result. Mike Corbett provides delegates with a clear roadmap forward for success in this new world of business.

Michael F. Corbett is one of the best-known experts in the field of outsourcing and is Executive Director of The International Association of Outsourcing Professionals (IAOP). He is also author of *The Outsourcing Revolution: Why It Makes Sense and How to Do It Right* which has been called the "definitive work on outsourcing."

Monday, February 19, 2007 | 2:00pm - 3:00pm

Overcoming the Unique Challenges of Today's Copycat Economy | Oren Harari, Author, Business Expert



Drawing from his new book *Break From the Pack: How to Compete in a Copycat Economy*, Dr. Harari discusses the realities, and opportunities, of the global knowledge marketplace -- where organizational assets like innovation, speed, agility, talent, and competencies trump sheer size, scope, mass, volume, and physical assets. Through examples from across the world of business, he'll explain how leaders need to approach their enterprises differently and chart new strategic paths.

For 20 years, as a best-selling author, acclaimed columnist, renowned consultant, and popular lecturer, Dr. Harari has been redefining how organizations conduct business. The Financial Times of London has cited Oren Harari as one of the "Top 40 Business and Management Minds in the World."

Tuesday February 20, 2007 | 9:00am - 9:50am

The Futurized Corporation SM | Atul Vashistha, Chairman & CEO, neoIT



Services globalization - an evolution of offshoring and a more sophisticated approach to leveraging emerging markets - will impact how corporations look in the future. Atul discusses the profile of these Futurized Corporations, their building blocks and how specific organizations right now are capitalizing on services globalization to gain unmatched competitive advantages in their markets.

Named one of the "Top 6 IT Powerbrokers" (2005) and as one of the "Top 25 Most Influential Consultants" (2006) by Consulting Magazine, Atul Vashistha co-founded neoIT in 1999 with the mission of helping clients leverage and integrate global talent into their organizations.

Tuesday, February 20, 2007 | 9:50am - 10:40am

An Ongoing Shared Service Evolution | Marta Foster, Vice President Business Solutions, Procter & Gamble



Formed from a vision of consolidation and cost cutting, P&G's Global Shared Service organization has in its short life span become so much more. One of the largest Shared Services in the world, GBS has undergone several major "evolutions" in just its first seven years, including a year with 4 major outsourcing partnerships. Plans for more change are in the works. The reason? P&G's vision is that for a Shared Service to remain a strategic advantage, it must continue to refine, refocus and rethink its playing field.

Throughout her 29-year career at P&G, Marta has "led the way" on countless projects. Under her lead, innovative projects aimed at changing the way the Company does business to deliver greater competitive advantage. Many of these groundbreaking initiatives are already delivering well beyond their anticipated benefits.

Wednesday, February 21, 2007 | 9:00am - 9:50am

The New Global Deal Structure | David Barrett, Partner, Simmons & Simmons



Winning in the global knowledge space takes new types of deal structures that allow ideas and people to flow seamlessly across company boundaries. At the same time, all parties to the relationship need to be able to share in both the risks and rewards of setting and achieving exceptional goals. As one of the top legal advisors in this new global landscape, David Barrett shows how this can be done and the perils facing those that don't get it right.

David heads the Communications, Outsourcing and Technology practice group at Simmons & Simmons in London. He was educated as a lawyer in the UK, the Netherlands and the USA and is listed as a leader in the *Chambers Guide to the Legal Profession*, *Who's Who in the Law* and in *The World's Leading Lawyers*.

Wednesday, February 21, 2007 | 9:50am - 10:40am

COP Roundtable: How Outsourcing is Changing Where and How People Work



Panel Chair:

Jagdish Dalal, COP, Principal, JDalal Associates, LLC

Cynthia J. Kearney, COP, Vice President Global Pharmaceutical R&D, Johnson & Johnson PRD L.L.C.

Joann Martin, PMP, COP, Director of Strategic Alliances/BPO, PBI - Global Business Process

Jean-François Poisson, COP, GM Contract Management, Bell Canada

John Maher, Executive Vice President, Corporate Solutions, Colliers International

The global knowledge space is changing where and how people work. (It's certainly making what you know far more important than where you are and maybe even more important than who you know.) Certified Outsourcing Professionals (COPs) are at the forefront of this change and in this panel they'll share their insights into this new world of business and how it's affecting everyone around the world.



Wednesday, February 21, 2007 | 11:00am - 12:00pm

From Taking Out Costs to the Globalization of Talent | Chris Disher, COP, Vice President, Booz Allen Hamilton



Contrary to conventional wisdom that innovative activities constitute the core of a firm's differentiation and value creation, Duke-BAH Offshore Research Network (ORN) survey data shows that product development offshoring has grown tremendously over the last 5 to 10 years. In his talk, Chris explores in depth the implications of this trend for developing firm-wide outsourcing strategies as well as several successful examples of companies that are acting on this trend to capture minds and markets.

Chris Disher is a vice president and managing partner of Booz Allen Hamilton's Global Outsourcing Advisory Service. With over twenty years of consulting experience, Chris specializes in organization and technology strategies that enable step-change improvement in business performance.

Six Educational Tracks... Each Packed with Insights and Learnings

TRACK ONE: Leadership Across the Outsourcing Lifecycle

Monday, February 19, 2007 | 3:30pm - 4:20pm

TRACK CHAIR **The End-to-End Challenge: Designing, Leading, and Managing Outsourcing Initiatives**
Darren Dasburg, COP, Managing Partner, Cintegeer LLC



Achieving exceptional outsourcing outcomes requires a consistent end-to-end process, built on proven methodologies, that is then communicated and leveraged across the organization.

This session opens the outsourcing lifecycle track with a proven management framework for developing great outsourcing ideas, selecting the ones that best suit the organization's needs, effectively engaging the marketplace of service providers, transitioning seamlessly to the new way of doing business, and managing to last. It is based on IAOP's Outsourcing Professional Body of Knowledge (OPBOK) and its multidisciplinary, five-stage process.

Darren Dasburg is a veteran of 25 years in Fortune 500 companies as VP of engineering organizations. He is a Certified Outsourcing Professional (COP), a professional engineer, a graduate of Colorado State University in Engineering, and an MBA graduate of Duke University.

Monday, February 19, 2007 | 4:30pm - 5:20pm

Capturing Executive Attention and Buy-In: The Outsourcing Business Case
Jean-Francois Poisson, COP, GM Contract Management, Bell Canada



For many, preparing a business case for outsourcing is one of the field's most daunting tasks. The key it turns out is to uncover the right information and then pull it together into a cohesive message that achieves the right balance between relevance and detail. Industry veteran Jean-Francois Poisson presents a step-by-step approach for doing just that through an Outsourcing Business Case methodology that speaks to and captures executive attention and buy-in.

As General Manager - Contract Management, Bell Canada, Jean-Francois Poisson is currently responsible for deploying and managing his company's multi-faceted real estate services outsourcing agreements. Previously, he has participated in designing and implementing numerous outsourcing projects at Bell Canada and in the development of the company's organization-wide outsourcing governance processes. He is a Certified Outsourcing Professional (COP), graduated from Montréal Polytechnic Engineering School in 1979, and completed its management certificate program in 1995.

Monday, February 19, 2007 | 4:30pm - 5:20pm

Something Old, Something New: Contractual and Legal Issues Facing Top Industries for Outsourcing
Stephen Johnson, Partner; Neil S. Hirshman, P.C., Partner; and Min Wang, Associate, Kirkland & Ellis LLP



New regulatory and political challenges are facing both well established industries for outsourcing, such as financial services, and newcomers like pharmaceuticals and biotech, alike. In some cases the issues are location dependent - such as when outsourcing to India or China - while in others the issues apply globally in such areas as intellectual property, data security, privacy and liability. This session provides an update on today's contracting and legal issues no outsourcing professional can afford to miss.

Stephen Johnson is the partner in charge of Kirkland's San Francisco intellectual property group. He focuses his time on domestic and international transactions including joint ventures, product development agreements, licenses, and outsourcing. Neil Hirshman has represented both customers and service providers in outsourcing contracts covering a wide range of functions, including information technology, finance and accounting, human resources, real estate, procurement, and e-learning. Min Wang is an associate in the intellectual property group in the Chicago office of Kirkland & Ellis. Min graduated summa cum laude from the University of Illinois, where she served as Managing Editor for the Law Review, and received a Ph.D. in biology from the California Institute of Technology.

Tuesday, February 20, 2007 | 11:20am - 12:10pm

Contract Renegotiations: An Effective Management Tool
Peter Brudenall, Partner, Simmons & Simmons



Renegotiating an outsourcing contract does not have to mean that the parties got the deal wrong - it can actually serve as a powerful tool for ensuring that for both parties the deal actually stays true to its intentions. Learn what to do, and what not to do, when the contract just isn't working anymore.

Peter Brudenall is a dual (UK and Australia) qualified lawyer who advises on all areas of Information Technology law including outsourcing, IT security, systems integration, intellectual property, software development, data protection and e-commerce. Peter is a frequent speaker on technology law and security related 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, and a co-author of *The Secure Online Business Handbook*, published by Kogan-Page.

Tuesday, February 20, 2007 | 1:50pm - 2:40pm

Managing the Global Services Portfolio: Leveraging Transformation Skills

Deborah Kops, Head of Program Planning and Development, Shared Xpertise



As the globalization of services becomes ever more prevalent, management requirements in the areas of risk, policy and procedures change dramatically. Achieving consistency in the application of corporate policy, managing reporting to global regulatory entities, ensuring business continuity, and managing vendor risk become exponentially more difficult.

This session introduces portfolio management as a proven approach for addressing these challenges and explains the role that global services teams need to play as the leaders in transforming a business's operations.

Deborah Kops, currently Head of Program Planning and Development of the SBPOA, has held executive positions in outsourcing as a buyer, provider and advisor. Most recently at Deutsche Bank she implemented the financial services industry's first comprehensive purchase-to-pay outsourcing program. Previously, Deborah was one of the founding partners of PricewaterhouseCoopers' BPO service line.

Tuesday February 20, 2007 | 1:50pm - 2:40pm

Managing Outsourcing Success in the Multi-Vendor Environment

Brad Rubin, Director of Operations, TrueCredit (Division of TransUnion)



This case study shows how Outsourcing Relationship Management (ORM) software can be used to monitor and manage service delivery and performance across multiple outsourcing engagements with multiple providers. It is based on the work that TrueCredit (a division of TransUnion) has done with its outsourced contact centers in multiple countries - each with their own business processes and performance metrics.

Learn specific methods for governing in a multi-sourced environment and how TrueCredit's implementation of ORM software has directly contributed to improved business outcomes.

Brad Rubin has served as the Director of Customer Care Operations for the last 3 years. He manages the strategy and day-to-day operations of all TrueCredit's outsourcing partners to deliver product and service to TrueCredit customers. Brad has 8 years experience in the e-commerce and technology industry. Prior to joining TrueCredit, he worked for a variety of clients with Accenture that include eBay, Solectron, KLA-Tencor, and AT&T.

Tuesday February 20, 2007 | 2:50pm - 3:40pm

An Executive Perspective: Current Challenges and Approaches to Outsourcing Governance

Joann Martin, PMP, COP, Director of Strategic Alliances/BPO PBI - Global Business Process



As more and more functional areas engage in outsourcing, governance has become the critical foundation for business success. But, how do you get the key stakeholders engaged? And, how do you keep governance from simply becoming an exercise in more work that truly delivers business value-add?

This case study shows how Pitney Bowes is executing on its strategic vision for outsourcing through global governance methodologies based on defined, repeatable, and constantly improving processes.

Joann Martin received her BS in Computer Science Engineering from the University of Connecticut and her MBA from Capella University. Joann is a Certified Outsourcing Professional (COP), is PMP certified, and is a Six Sigma Champion. She is the Electronic Discussion Group Leader for Women in Project Management, and most recently spoke at XPLOR on Increasing Customer Loyalty and at Tawpi on dMail™ (digital mail) solutions.

Tuesday February 20, 2007 | 3:50pm - 4:40pm

Outsourcing Risk: Latest Management Models

Matt Shocklee, Managing Director, PricewaterhouseCoopers (PwC)



Managing risk is the key concern for today's business executives. This means that managing risk in the "extended enterprise" is of particular importance given the acceleration of various outsourcing models involving global service provision. Risk exposures include service interruption, regulatory, cultural, political, wage inflation - just to mention a few.

The most effective way to minimize these risks is to adopt a rigorous management approach well before any outsourcing contract is signed. Through real world examples, participants will examine the risks they need to address - whether outsourcing, off-shoring, or establishing global shared services operations - as well as a comprehensive risk management model that delivers a more secure outsourcing environment.

Matt is a Managing Director in PwC's Outsourcing Advisory Service Practice. The practice focuses on helping clients optimize their global business sourcing strategies. Matt has over 25 years of business and IT related leadership experience with firms such as IBM, CSC, Capgemini and others.

“The Summit is the center of innovative thinking, best practices, and new ideas in outsourcing.”

Tuesday, February 20, 2007 | 3:50pm - 4:40pm

Best Practices: Offshoring for SMEs

Uttiya Dasgupta, President, OMNISPAN LLC



An incremental build and test approach is one way for small and medium size enterprises (SMEs) to take the pain out of offshoring. By first gaining experience with minor projects, they can then move with greater confidence to the offshoring of ever more critical and strategic operations. By resolving issues from multiple perspectives and learning how to handle differences in cultures, time zones, and business skills, SMEs can progressively and successfully integrate in-house and offshore operations. Through several successful case studies, this session shares the key skills and capabilities SMEs need to gain mastery over offshoring.

Uttiya Dasgupta is the President of OMNISPAN LLC, a vendor neutral offshore advisory firm. His articles and papers have appeared in business magazines and technical conferences around the world. He brings experience gained in managing offshore startups for larger enterprises, like Texas Instruments and IBM, to the unique challenges now faced by SMEs as they increasingly seek to leverage outsourcing and offshoring as a business tool.

TRACK TWO: Global Destinations

Monday, February 19, 2007 | 3:30pm - 4:20pm

TRACK CHAIR The Emergence of Services Globalization SM

Eugene Kublanov, Managing Director & COO, neIT



Service Globalization has gone far beyond its initial motivation of leveraging global low-cost labor to one of leveraging best practices around the world to create continuous process improvement, speed to market, and competitive advantage. The session covers the emergence of global centers of excellence and the drive by enterprises to architect global services portfolios that look beyond India to locations including: Asia Pacific, Central and Eastern Europe, and Latin America - locations which offer highly skilled labor pools, at attractive price points, and a broad range of language, technical, and business capabilities.

During his 15-plus year management consulting career, Eugene has been a senior advisor to Global 2000 enterprises on a broad range of issues related to services globalization. His client work has ranged from helping companies develop global services supply chains to advising private equity firms on investments in India, China, Latin America, Eastern Europe and the Philippines. Eugene's industry experience spans financial services, telecom, technology, retail and business services.

Tuesday, February 20, 2007 | 11:20am - 12:10pm

An Insider's Look at One of Today's Hottest Nearshore Locations: Central America, Juan Carlos Pereira, Executive Director, ProNicaragua



Even though for many people Central America still conjures up images of Cold-War era conflicts, this strategically located region has quietly made a name for itself in the outsourcing world as the fastest growing near-shore location for BPO and Contact Centers. Mature players like Panama and Costa Rica have recently been joined by exiting new entrants such as Nicaragua, Guatemala and El Salvador, who have successfully attracted top players such as Dell, ACS, 24/7 Customer, Sykes, and others for Spanish and English language operations. Learn everything you need know about these emerging destinations, including operating costs, infrastructure, availability of talent, tax incentives, and more.

Juan Carlos Pereira is Co-Founder and Executive Director of ProNicaragua, a public-private institution which supports foreign investors seeking offshore opportunities in Nicaragua. His organization works closely with government and business leaders to attract foreign investors to Nicaragua, particularly in the business process outsourcing, light manufacturing, tourism and agribusiness sectors.

Tuesday, February 20, 2007 | 1:50am - 2:40pm

Educating the World on the Benefits of Outsourcing in Malaysia

Dan E Khoo, Vice President - Business Strategy and Transformation, CEO's Office, Multimedia Development Corporation (MDeC)



MDeC is a government agency that focuses on ensuring the success of the Multimedia Super Corridor (MSC Malaysia). In this session you will find out why MSC Malaysia is considered a world-class environment for harnessing the full potential of global information and communication technology. You will also learn how MDeC can assist your company in entering MSC Malaysia - including expediting permit and license approvals, coaching you through the application process, introducing you to potential local partners and financiers and making sure that your firm has what it needs to succeed.

Mr Dan E Khoo made his mark as an award winning pioneer in technology, content and internet marketing with over 20 years of experience in the Information Communication Technology and Media Industries. He has played many leading roles as an entrepreneur in organizations with unique blends of content, media and technology.

Global Destinations Panels

Monday February 19, 2007

4:30pm - 5:20pm

Established Global Destinations

Join IAOP Corporate Member Atlantic Canada Opportunities Agency and other panelists from the worlds' major established outsourcing destinations as they explain what it takes to be considered today's hot near-shore or offshore solution.



Tuesday February 20, 2007

2:50pm - 3:40pm

Emerging Global Destinations

Join IAOP Corporate Members Sciant - representing Eastern Europe and Vietnam; Rhonda, Inc. - representing Russia, and other representatives from the hottest strategic locations around the globe for this interactive panel discussion.



TRACK THREE: Emerging Concepts

Monday February 19, 2007 | 3:30pm - 4:20pm

TRACK Build to Purpose: Taking Outsourcing Relationship Management to the Next Level
CHAIR Danny Ertel, Partner, Vantage Partners



Outsourcing professionals have all by now recognized that how buyers and providers manage their relationships matters a lot when it comes to the value achieved. But, we are now well past the "one size fits all" approach to governance and into a time of growing maturity where we're beginning to recognize that different kinds of relationship management models are required to achieve different kinds of outsourcing objectives.

In this opening session of the Emerging Concepts track, Danny Ertel will discuss recent developments and new directions in outsourcing governance and relationship management, including how to recognize a service provider that is "good" at managing the right kinds of relationships, align your governance model to fit your unique business needs, and ensure your governance team is focused on and measuring what is important, and not just what's obvious.

Danny Ertel is a founder and director of Vantage Partners and is a leading authority on negotiation, relationship management and conflict management. He leads the Outsourcing practice area at Vantage and focuses on helping buyers and providers alike improve the way they negotiate and manage complex outsourcing arrangements. In addition, Danny is the CEO and Chairman of Vantage Technologies, a company focused on creating enterprise software that leverages the consulting tools and expertise of Vantage Partners. He is a graduate of Harvard College and Harvard Law School, where he was Managing Editor of the Harvard Law Review.

Monday February 19, 2007 | 4:30pm - 5:20pm

Achieving Business Value From Outsourcing: The Latest Models for Making the Right Choices
Alfred G. Binford, Vice President, Unisys Corporation



The series of critical choices an organization makes leading up to its ultimate outsourcing decision determines its ultimate business value and success. But the art and science of making those choices is still developing. This session will explore the very latest models and tools to help define visible options for outsourcing, providing a heightened understanding of the internal possibilities and of the link between the outsourcing of specific functions and the achievement of an organization's business strategy.

Al Binford is responsible for sales and integrated delivery in the U.S. and Canada of the Global Outsourcing and Infrastructure Services portfolio at Unisys. These solutions include business process outsourcing in areas such as payments, insurance, and health care administration; IT infrastructure outsourcing services that enable enterprise clients to plan, build, run, and monitor IT environments spanning the data center, desktops, networks and mobile solutions; security solutions; and IT infrastructure consulting. Al holds a Bachelor's degree from State University of New York and an MBA from Fairleigh Dickinson University.

Tuesday February 20, 2007 | 11:20am - 12:10pm

Take 3: Key Findings from Duke University's Offshoring Research Network (ORN)
Chris Disher, COP, Vice President, Booz Allen Hamilton and
Arie Y. Lewin, Director, Fuqua School of Business, Duke University

The Duke-Booz Allen Hamilton Offshoring Research Network (ORN), now in its third year, tracks the risks, drivers, future plans, and performance of the offshoring implementations of global corporations. This session continues a tradition begun last year in Orlando by giving Summit delegates a unique, in-depth analysis of the study's latest findings. New this year, the data now compares the experiences of U.S. companies to those in the European Union (UK, Spain, Germany, Scandinavia and the Netherlands). In addition, the results of the first Duke-BAH survey of outsourcing providers are shared.



Arie Y. Lewin is Professor of Business Administration and Sociology at the Fuqua School of Business, Duke University. He is the Director of the Center for International Business Education and Research (CIBER). Chris Disher is a Vice President and founding Partner of Booz Allen Hamilton's Global Outsourcing Advisory Service. With over twenty-five years of consulting experience, Mr. Disher specializes in organization and technology strategies for step change improvement in business performance.

Tuesday February 20, 2007 | 1:50pm - 2:40pm

Revenue Cycle Management: The Virtual CaptiveSM Context Regina Paolillo, Senior Vice President, Genpact



If cash is king, how can you make it work harder for you? The answer lies in more efficient cash management. The secret to this is innovating your cost structure, increasing the velocity of cash, and curbing profit leakage -- all impacting the bottom line. This session offers cutting-edge ideas on how to reduce write-offs, increase cash flow, and solve accounts-receivable problems using outsourcing's Virtual CaptiveSM model.

Regina Paolillo was CEO of US-based Creditek, which became Genpact's first acquisition in 2005. She is now Genpact's worldwide leader for revenue cycle management and order-to-cash services. Regina, a Certified Public Accountant, was previously Chief Financial Officer with Gartner. She has held key leadership roles at Citibank, Bristol-Myers Squibb, and PricewaterhouseCoopers.

“...a top notch event! Even with high expectations, I was really impressed by the conference, the speakers and the attendees..”

Tuesday February 20, 2007 | 2:50pm - 3:40pm

Outsourcing's Generation Next, Bill Metz, COP, IT External Business Development Manager, Procter & Gamble



Businesses are continuing to seek new and innovative ways to leverage external talent and capability. Those that have mature processes and substantial experience in traditional outsourcing domains are now pushing into new and less obvious areas and, along the way, are forging brand new business models.

In this session, Bill Metz discusses some of the key trends he sees and expects to see that go beyond traditional outsourcing including open innovation models, freelance networks, and business service retailers. He'll also touch on the topics of automation and self service and discuss the role they should play as companies continue to evolve the way they use outsourcing to get work done.

Bill 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. Bill is a Certified Outsourcing Professional (COP) and 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.

Tuesday February 20, 2007 | 3:50pm - 4:40pm

Utility Computing Solutions: Advanced Pricing Options for Maximum Agility

Randy Vetter, Director of HP Services, Hewlett-Packard Company



Every executive knows that the business world is radically different from what it was only a few years ago. Rapid and unpredictable change is occurring in every aspect of the environment - from cost cutting to competitive threats and the inevitable evolution of technology. Responding to these pressures requires a new approach to acquiring and managing infrastructure services such as information technology - one that gives the executive the ability to react to sudden changes.

Utility computing solutions consist of products and services that work individually or collectively to transform an enterprise into one that is more agile. They come in many forms and various pricing options. Some of the advanced pricing options to be explored in this session include Metered Capacity/Pay Per Use, Instant Capacity, Utility Computing, Business Value Pricing and Flexible Computing.

Randy Vetter leads Portfolio Marketing and Management in HP's outsourcing services division for the Americas where HP provides a comprehensive portfolio of outsourcing services ranging from strategic outsourcing and business process outsourcing, to selective outsourcing support for discrete IT functions such as infrastructure management, application services, and end user workplace management. Randy has been in the technology industry since 1977 when he first joined HP and has over his career held positions in sales, marketing and account management.

TRACK FOUR: Today's Top Functions for Outsourcing

Monday February 19, 2007 | 3:30pm - 4:20pm

TRACK CHAIR Knowledge Process Outsourcing

Cynthia J. Kearney, COP, Vice President Global Pharmaceutical R&D, Johnson & Johnson PRD L.L.C.



Several forces are reshaping the pharmaceutical industry; the demise of the blockbuster drug, changes in the way medicines are purchased, rising cost, decreasing productivity of R&D, patent expirations, and the shrinking periods of market exclusivity. Because of such forces, pharmaceutical companies are beginning to outsource some of their most knowledge-intensive processes, such as research & development and clinical research management. They're also partnering with companies in emerging markets that offer the domain expertise required across the clinical development continuum. This session discusses how pharmaceuticals are actually at the forefront of what's commonly called knowledge process outsourcing (KPO) and the mind shift that is beginning to unfold as companies reach to providers for their knowledge and expertise.

Cindy Kearney is responsible for leadership of a new global operation at Johnson & Johnson charged with improving the operations of its five R&D operating companies by leveraging their joint resources, harmonizing policies and practices, and enhancing partner relationship management. Cindy joined J&J PRD in October 2004 as Senior Director, Global R&D Sourcing, Contracting & Procurement and spearheaded the design of this new organization. Cindy is a Certified Outsourcing Professional (COP) and holds a BA in Psychology from Bloomfield College, New Jersey.

Tuesday February 20, 2007 | 11:20pm - 12:10pm

Building a Partnership: Deliver End-to-End Services

**V. Prasanna Kumar, Sr. Vice President & Chief Operating Officer, US Operations, HTMT
Senior Vice President, Customer Operations - Client Representative (TBA)**



Personal collaboration, domain knowledge, and innovative technologies, combined with the right "right shoring" strategy can deliver both immediate cost savings and quality improvements as well as continuous process improvement over time.

One of HTMT's top clients discusses how their outsourcing relationship is meeting the changing needs of their business.

Prasanna Kumar has handled HTMT's operations in the United States since October, 1996. He works with several large U.S. clients, including, Time Warner, Citibank, Platinum Technologies, Hertz Corporation, and others. Prasanna holds a Masters in Technology from the Indian Institute of Technology, Chennai and is also a gold medalist from the University of Mysore, where he received his degree in engineering.

“A class act Summit year after year!”

Tuesday February 20, 2007 | 1:50pm - 2:40pm

Partnership and Collaboration: Impacting the Bottomline Through Real Estate Portfolio Management Outsourcing
John Maher, Executive Vice President, Corporate Solutions, Colliers International
Senior Vice President, Customer Operations – Client Representative (TBA)



For most companies, real estate is second only to personnel as a cost item yet few companies have truly achieved best practices in managing the ROI of their global real estate portfolio. Outsourcing can be an important tool in achieving this goal and one of Colliers International's global clients will show how they have made that happen and the positive impact it has had on their operations and their bottomline.

John C. Maher is Executive Vice President of Corporate Solutions for Colliers International, where he is responsible for leading Colliers' growth strategy with Global 1000 clients. John is recognized in the real estate industry as an innovative leader with corporate clients who utilize outsourcing as a management tool to improve operating performance. John is a graduate of the University of Akron, where he serves as an Executive Advisory Board member. He also serves as member of the Board of Directors for Goodwill Industries of Connecticut, is a member of IAOP's Strategic Advisory Board, CoreNet, and a past Advisory Board member of the Wharton Real Estate Center.

Tuesday February 20, 2007 | 2:50pm - 3:40pm

Information Technology Outsourcing: The Cisco Way, Samu Devarajan, Managing Director, Cisco Systems India



Through hard won experience, Cisco has evolved a comprehensive model for information technology outsourcing and offshoring - one that today is followed across the organization. What has emerged is a multi-step approach that integrates a global development center model into the company's research and development laboratories. Learn Cisco's best practices approach to successful outsourcing implementations and the cost savings and expanded benefits the company has realized as a result. The session covers the challenges Cisco faced as well as the dos and don'ts it has learned along the way.

Samu Devarajan (Dev) has over 25 years of experience in the information technology sector. Dev heads Cisco's largest research & development centre established by the company outside the U.S. His responsibilities include building a successful offshore development program across Cisco and facilitating the set up and operations of the company's highly efficient, and cost effective global development center approach.

Tuesday February 20, 2007 | 3:50pm - 4:40pm

Automating the Back Office: Breakdown Barriers ~ Streamline Processes, Sue Stallings, Director of Marketing, LASON



Do back office functions give your company grief? Before you spend millions of dollars on an ERP platform, has your organization really thought through its end goals? The key is to truly sort through the challenges keeping back office processes from being as efficient as possible and then selecting the right emerging technologies to breakdown these barriers.

In this session, discover the difference between best practices and realistic practices and learn how to evaluate and select between the tools available; solutions like imaging and workflow automation that address the obstacles paper processes create in many of today's back office operations. Discover what tools fit, what tools may not be worth the expense, and how outsourcing can help manage the point A to point B flow throughout the organization.

Sue Stallings is responsible for utilizing on- and off-shore teams to provide clients with the ability to efficiently and effectively outsource their back office processes. With 19-plus years experience in business process automation and outsourcing, she has gained an extensive understanding of business processes within finance and accounting, human resources, specialized transaction processing, imaging, and data capture.

TRACK FIVE: Today's Top Industries for Outsourcing

Monday February 19, 2007 | 3:30pm - 4:20pm

TRACK CHAIR Outsourcing Tipping Point - Are We There Yet?
Jag Dalal, COP, President, JDalal Associates, LLC



"How little things can make a big difference" is the sub-title of Malcolm Gladwell's famous book "The Tipping Point". Outsourcing is no longer a little thing; and it has made a big difference but have we really reached the "Tipping Point"? This session will explore dimensions of Tipping Point and examine what it has taken or will take to reach the Tipping Point - from industries and processes points of view.

Jagdish Dalal is an internationally recognized consultant in the field of outsourcing - both business process and information technology, especially in the field of leveraging the offshore advantage. 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.

Tuesday February 20, 2007 | 11:20am - 12:10pm

The State of the Airline Industry

Robert Kane, Mercator Dubai



Learn where and how outsourcing is expanding across the airline industry, including the processes that are being outsourced, what's being gained from outsourcing, and the lessons being learned around the issues that arise for both customers and providers.

Featured will be case studies of outsourcing relationships with the airline industry - both contracts that have and have not worked as planned.

Robert Kane is responsible for airline revenue accounting, customer loyalty program management, call center services, data center services, and software development at Mercator Dubai. He has more than 20 years of experience in the manufacturing and airline industries.

Tuesday February 20, 2007 | 1:50pm - 2:40pm

How BMS has Become a Leader in Pharmaceutical Outsourcing

Nancy Perrine, Bristol Myers Squibb and Vicki Tauscher Phelan, Director Life Sciences, Equa Terra



This case study details the challenges that Bristol Myers Squibb has faced and overcome with the company's global outsourcing initiatives, including the lessons learned and resulting advice to those companies who are entering the realm of global outsourcing for the first time.

Vicki Tauscher Phelan is EquaTerra's Life Sciences practice lead with more than 20 years of expertise in information technology, consulting, and outsourcing. Nancy Perrine is Director of Bristol Myers Squibb's Global Sourcing Organization (photo unavailable).

Tuesday February 20, 2007 | 2:50pm - 3:40pm

Outsourcing Core: A New Trend in the Telecommunication Industry

Sanjay Gupta, Senior VP Telecom Solutions, Wipro Technologies



Convergence has changed the way the telecommunication industry functions. Where once the industry was technology driven, today customers occupy the center stage and are demanding new applications and more bandwidth at an ever increasing pace.

The session will highlight the revolution that has been ongoing in the telecommunications industry, and how technology vendors and communication equipment manufacturers are leading the research & development outsourcing trends. In addition, telecommunications service providers are increasingly outsourcing their own network and IT infrastructure to focus on their changing core competency - customer intimacy. The result is a market trend in the telecommunications industry towards service level agreement-based, hands-free outsourcing; a trend that may soon emerge in other industries, as well.

Sanjay Gupta joined Wipro as a management graduate from IIM, Ahmdabad. Under his leadership, Wipro witnessed exponential growth in the American market, making it one of the largest outsourcing companies in the telecommunication industry worldwide. Sanjay's experience working with both CIOs as well as CTOs of equipment manufacturers and operators over the last 10 years gives him a unique and in-depth understanding of telecommunication markets and businesses.

Tuesday February 20, 2007 | 3:50pm - 4:40pm

Financial Services Offshoring: Models, Capabilities, and Risks

Arun Jethmalani, Chief Executive Officer, ValueNotes Database Private Ltd.



While outsourcing within the financial services industry provides a means to reduce costs and tap into a larger talent pool, data security threats and talent shortages have affected the industry adversely.

This presentation examines approaches taken by leading financial services companies, the benefits, drawbacks, and emerging best practices. Based on interviews with buyers and providers, this presentation provides insights into different business models (captive, third-party, hybrid); onshore, offshore and nearshore

options; an assessment of provider capabilities, offerings, and costs; and guidelines for managing the key risks including IP protection and coordination across multi-location teams.



Arun Jethmalani, CEO, ValueNotes, has a 20-year career spanning IT services outsourcing, consulting and research, in both India and the U.S. He is on the board of three outsourcing companies, including two American-owned captive business process outsourcing firms and is a graduate of IIT, Bombay and Duke University's MS program.

TRACK SIX: Winning Provider Strategies

Monday February 19, 2007 | 3:30pm - 4:20pm

TRACK CHAIR Transforming the Marketing & Sales Rivalry into Partnership & Profit
Track Chair, Bill Hall, President, Pretium Partners



The inability of most organizations to collaborate and align their sales and marketing organizations causes inefficiency at best, and frustrated and lost customers at worst. But what are the symptoms of this sales and marketing gap and how can closing it produce a consistent, winning value proposition? This session shares the experiences of Lucent Services as it recognized and took on this challenge. This case study outlines the key elements of Lucent's broad strategy to better align sales and marketing and the qualitative and quantitative results that were achieved.

Bill Hall is co-founder and President of Pretium Partners. Pretium is a Charter Corporate Member of IAOP and Bill sits on the Membership Services Committee. Bill is the author of Pretium's Outsourcing Justification Study and many articles on the subject of selling outsourcing and other complex solutions. Bill has been in sales and sales management for 22 years and has helped clients such as Convergys, ADP, Xerox, NCR, Philips Medical Systems, Lucent Technologies, and ATS.

Monday, February 19, 2007 | 4:30pm - 5:20pm

How Outsourcing Providers Can Capture Profits and Manage Today's Growing Risk
David Perotti, Vice President, Global Account Start-up, EDS
Joseph Rizzo, US Technology Sector Leader, PricewaterhouseCoopers



Outsourcing and managed services (OMS) providers are challenged with meeting client expectations around quality and breadth of services as well as profit and growth expectations. With a significant number of contract renewals forthcoming, OMS providers have a unique opportunity to transform their service portfolio, service delivery model, IT platform, IT implementation and delivery processes and ultimately establish market differentiation. In the context of these industry trends, and using real word examples, audience members will leave this session: (1) understanding how to better drive contract profitability, (2) meet new client requirements around privacy, security and internal controls, and (3) better manage risk in today's regulatory environment.

Joe has over 25 years of technology and business management experience. This includes extensive experience in web development, process re-design, information technology, and software implementation. Joe has an MBA from Adelphi University and a BA from City University of New York. David has global responsibility for ensuring effective and efficient transition and transformation of operations on all new EDS accounts and for similar processes to re-launch accounts. David has a MBA from University of Texas and a bachelor's degree from the College of William and Mary.

Tuesday February 20, 2007 | 11:20am - 12:10pm

Midmarket Companies & Outsourcing, Ram Iyer, CEO, Argea



Many midmarket companies would like to outsource, but find that the requirements for doing it well are the province of the 'big boys'. That's because midmarket companies have unique challenges that require outsourcing solutions and behaviors that are different from that of larger companies.

This session discusses the unique challenges of reaching the midmarket companies and how service providers can overcome them. You will leave with a better understanding of how to reach and address the needs of midmarket companies; think differently as a potential supplier to midmarket companies, and the business models that are most appropriate.

Ram Iyer is the founder and CEO of Argea, an outsourcing and process consulting firm based in Princeton, NJ. Ram writes a column on outsourcing in the midmarket for Outsourcing Venture magazine, and has written and spoken extensively on outsourcing and the midmarket in various forums. He wrote a chapter 'Midmarket Companies Confronting Globalization' in 'Six Billion Minds', a book on how to manage outsourcing in a global economy. He is currently working on a book on outsourcing in the midmarket.

Tuesday February 20, 2007 | 2:50pm - 3:40pm

Managing a Talent Pool Spoilt for Choice - Insights for Long Term Business Success
Eric Rongley, CEO, Bleum Software Outsourcing



Where staff attrition averages 40% or more per annum and a bigger title, better pay and brighter future only seconds away from all employees, how are long term relationships developed with clients that ensure quality, consistency and continuity? By gaining closer insights and understanding into the motivations and pressures behind today's young employees from a cultural, parental and peer level one can dovetail these with business requirements. This talk looks at what motivates today's young Chinese, a group that in many ways reflects the next generation of workers around the world; training, knowledge transference, global recognition and accreditation; and how this can be deployed for long term business gains.

Eric Rongley, CEO, established Bleum Software Outsourcing in 2002 in Shanghai. His business strategy is: security, capability and communication. His commitment to people and capability started at Navion. In 2001, he led Navion to be awarded 10th best employer in Asia by Far Eastern Economic Review and Asian Wall Street Journal.

Program as of October 15, 2006. Schedule, speakers, and topics subject to change.

REGISTER ONLINE AT
WWW.OUTSOURCINGPROFESSIONAL.ORG

WORKSHOPS Pre- and Post-Conference

Limited space sessions available on a first-come, first-serve basis.*

Sunday, February 18
1:30pm - 5:00pm

#1. FOR CUSTOMERS ONLY LESSONS LEARNED FROM ORN CASE STUDIES

Faculty: Arie Lewin, Lead Investigator, Professor, Duke University Fuqua School of Business and Director, Duke CIBER and Jeff Russell, Project Co-Director, Duke University CIBER, Fuqua School of Business

Participants will have a chance to read two extensively researched cases prior to their arrival and present their solutions in a team environment. These cases were conducted by the Offshoring Research Network (ORN) research team at Duke University Fuqua School of Business Center for International Business Education and Research (CIBER) and Booz Allen Hamilton.

Case study one focuses on an organization offshoring complex inbound technical support. Themes include:

- Managing out-taskers
- Front line engineers and team managers as important sources of information
- Building community and identity
- Focusing on performance and best practices
- Career development within outsource partnership
- Processes for managing and transferring knowledge across silos (functions, locations, departments).
- Irreversibility of integrating out-taskers
- Continuous improvement
- Counteracting natural tendency of beliefs and assumptions that mask facts
- Balancing push for standardization with initiative taking and experimentation

Case study two looks at an organization that is offshoring product development work. Themes include:

- Captive vs. offshore outsource model
- China
- 2nd and 3rd tier cities
- Developing University partnerships
- Building employee loyalty
- Managing and organizing a global network of tech centers

Sunday, February 18
1:30pm - 5:00pm

#2 FOR PROVIDERS HOW TO WIN DEALS IN THE RAPIDLY CHANGING WORLD OF OUTSOURCING

Critical Success Factors for Vendor/Customer Collaboration and Innovation to Grow Business

Faculty: Dr. Gad J. Selig, PMP, COP Managing Partner of GPS Group, Inc.; Associate Professor of Marketing and Technology at the University of Bridgeport

As outsourcing truly becomes more global and pervasive, the competition by outsourcing providers for new and repeat business has become more complex and difficult. This workshop focuses on helping providers better understand how customers think about outsourcing, how they decide which providers to select, and how customers then monitor deliverables through governance metrics and processes.

Major topics covered include:

- Driving Forces and Trends in Outsourcing
- Customer Needs, Wants, Constraints and Concerns
- The Outsourcing Buying Process and Phases
- The Role of Strategic Vendor Marketing, Superior Execution and Excellent Service
- The Make versus Buy Decision Criteria
- The Customer's Outsourcing Requirements and Business Case
- Where and How Customers Find Vendors
- Major Vendor Market, Competitive Differentiators and Value Propositions
- Competing through Innovation, Operations and Business Intelligence
- Selecting and Evaluating Outsourcing Vendor(s) - Pre-RFP and How to Write Winning RFPs
- Multi-Dimensional Customer/Vendor Collaboration and Relationship Building Models
- Structuring the Deal and Key Features of Outsourcing Contracts
- Managing Outsourcing Vendor and Governance (including Metrics, Service Level Agreements, Escalation)
- The Role of Certifications in Outsourcing Marketing and Positioning
- Critical Success Factors and Lessons Learned

Gad is also affiliated with Syracuse University and is developing the IAOP COP Certification Examination. He has thirty-plus years of domestic and international industry experience as both an outsourcing vendor and customer and has held executive, management and consulting positions at NYNEX (Verizon), ANS, CBS and AT&T.

**Sunday, February 18 and
Wednesday, February 21**
1:30pm - 5:00pm

#3. FOR CUSTOMERS, PROVIDERS, ADVISORS CERTIFIED OUTSOURCING PROFESSIONAL (COP) PREPARATION CLASS

Faculty: Christina Powers, Director, Association & Professional Development, IAOP

The COP designation distinguishes individuals as leaders in the field of outsourcing. It says that they possess the experience and knowledge it takes to design, implement, and manage outsourcing initiatives that have a high probability of achieving the organization's intended outcomes. This designation is equally valuable to individuals working as customers, providers, or advisors and helps foster an environment where all parties have a common and shared professional expertise and commitment.

This class takes you through the requirements for earning industry-professional designation. It covers the *Code of Ethics and Business Practices for Outsourcing Professionals* and the *Outsourcing Professional Standards*. Topics include:

- A step-by-step guide to successfully completing the application process
- An in-depth review of the evaluation criteria and procedures
- An introduction to the Certified Outsourcing Professional Master Class
- A self-evaluation checklist for building your personal roadmap to certification

Please indicate on the registration form whether you plan to attend the Sunday or Wednesday session.



*Additional fee applies.

NETWORKING & SOCIAL EVENTS



Sunday Evening, February 18th

- 5:30pm - 6:30pm **Early Registration Champagne Welcome.** Stop by the registration desk on Sunday evening, pick up your Summit Guide and help us toast our 10th Anniversary!
- 7:00pm - 9:00pm **Private Speaker Reception** for Summit speakers and IAOP Corporate Members

Monday, February 19th

- 9:00am - 10:30am **IAOP Topic and Industry Chapter Open House** - A unique opportunity for IAOP members and non-members alike to learn about the association's global chapter network, understand the vision of the chapters and how they can provide ongoing educational and networking opportunities, and spend time with IAOP's industry experts - our chapter chairs - in a casual setting.
- 11:00am - 12:30pm **IAOP Members Luncheon** Join IAOP's executive director for an association update and vision for 2007, showcasing the Certified Outsourcing Professionals (COPs).
- 5:30pm - 7:00pm **Opening of the Summit's Exhibition Hall with Welcome Reception, hosted by LASON**
The 2007 Outsourcing World Summit's Exhibition Hall opens with a reception hosted by IAOP Corporate Member, LASON. Enjoy cocktails and hors d'oeuvres while joining fellow delegates in a free-flowing exchange of ideas while visiting exhibition booths showcasing the best in outsourcing from around the world.
- 7:30pm **Vegas Night** complimentary transportation to and from the strip.

Tuesday, February 20th

- 8:00am - 9:00am **Networking Breakfast** in the Summit's Exhibition Hall
- 7:30am - 8:45am Invitation-Only Small Group **Private Breakfasts** - ask for details
- 12:15pm - 1:45pm **Outsourcing Hall of Fame Awards Luncheon**
Join IAOP in honoring 2007's Outsourcing Hall of Fame inductees. The Outsourcing Hall of Fame recognizes outsourcing professionals for their career-spanning contributions to the advancement of outsourcing as a management practice and for their personal commitment to excellence and the very highest professional standards. Join us as the Hall of Fame's 2007 individuals are inducted. The award ceremonies are hosted by Atul Vashistha, CEO, neoIT Founding Member of IAOP and chair of its Advocacy & Outreach Committee.
- 5:00pm - 6:00pm **Cocktail Reception in the Exhibition Hall**
This is the final chance to meet the exhibitors and network with fellow delegates in the Summit's Exhibition Hall. Be sure to check your list and make certain you've taken advantage of each opportunity.
- 6:30pm - 9:30pm **IAOP Members Networking Event***
Fellow IAOP members and their guests are invited to an exciting night of fun, food, prizes, and tournament play at this limited seating event in the Hyatt's **Casino Baraka**.



IAOP Members Lounge

Need a moment to collect your thoughts or meet with colleagues?
The IAOP Members Lounge is available throughout the event.

Wednesday, February 21

- 8:00am - 9:00am **Birds-of-a-Feather Networking Breakfast** - a unique opportunity to explore areas of shared interest with fellow professionals from around the world. Find a table and join your colleagues for the lively discussion and get energized for the day ahead!
- 12:00pm - 1:30pm **It's a Wrap Luncheon...** A great opportunity to recap what you've learned and set up next steps with clients, providers, and advisors met over the Summit's 3 days.
- 12:00pm **Private Golf Outing*** - Enjoy a relaxing round of golf at Lake Las Vegas' Reflection Bay Golf Club, the first public resort golf course in Nevada personally designed by Jack Nicklaus. Buses leave for the course at 12:00 pm on Wednesday, February 21st, just following the close of the main session.

*Additional fee applies

75% of Summit delegates are executives at their organization.

The 2007 Outsourcing World Summit

Sunday, February 18

1:30 - 5:00 pm **Customer/Provider Workshops and Certified Outsourcing Professional Preparation Class**

5:30-6:30 pm Early Registration Champagne Welcome - Registration Desk - *Medinas Foyer*
 7:00-9:00 pm Private Speaker and Corporate Member Reception - *Lotus Court*

Monday, February 19

9:00 am Conference Registration Begins - *Medinas Foyer*
 9:00 - 10:30 am **IAOP Topic and Industry Chapter Open House**
 Data Security | Healthcare Business Office | Dispute Resolution | SME Software Global Sourcing | Customer Contact Center | Human Capital
 9:00 - 5:00 pm IAOP Members Lounge - *Fez A*
 11:00-12:30 pm IAOP Members Luncheon - *Skala Terrace*
 1:00 - 2:00 pm **KEYNOTE: Michael Corbett, Executive Director, IAOP**
 2:00 - 3:00 pm **KEYNOTE: Oren Harari, Author and Visionary**
 3:00 - 3:30 pm Refreshment Break - *Medinas Foyer*
 3:30 - 4:20 pm **EDUCATIONAL TRACK SESSIONS - ROUND 1**

Leadership	Global Destinations	Emerging Concepts	Top Functions	Top Industries	Provider Strategies
End-to-End Challenges of Outsourcing Initiatives	Emergence of Services Globalization	Governance and Relationship Mgmt.	Knowledge Process Outsourcing	The Tipping Point	Transforming Mktg. & Sales Rivalry into Profit

4:30 - 5:20 pm **EDUCATIONAL TRACK SESSIONS - ROUND 2**

Leadership	Global Destinations	Emerging Concepts	Leadership	Provider Strategies
Outsourcing Business Case	Established Destinations Panel	Achieving Business Value	Contracting & Legal Issues	PwC Client Case Study

5:30 - 7:00 pm Welcome Reception, hosted by LASON - *Exhibition Hall Casablanca Ballroom*
 7:30 pm Vegas Night - Complimentary Shuttle to The Strip - *Meet at The Straits*

Tuesday, February 20

8:00 - 9:00 am Continental Breakfast in the Exhibition Hall
 9:00 - 9:50 am **KEYNOTE: Atul Vashistha, Chairman & CEO, neoIT**
 9:50 - 10:40 am **KEYNOTE: Marta Foster, Vice President Business Solutions, Procter & Gamble**
 10:40 - 11:10 am Refreshment Break in the Exhibition Hall
 11:20 - 12:10 pm **EDUCATIONAL TRACK SESSIONS - ROUND 3**

Leadership	Global Destinations	Emerging Concepts	Top Functions	Top Industries	Provider Strategies
Renegotiations	Destination Nicaragua	Key Findings from ORN at Duke	HTMT Client Case Study	State of the Airline Industry	Midmarket Companies and Outsourcing

12:15 - 1:45 pm Outsourcing Hall of Fame Luncheon - *Casablanca Ballroom*

1:50 - 2:40 pm **EDUCATIONAL TRACK SESSIONS - ROUND 4**

Leadership	Global Destinations	Emerging Concepts	Top Functions	Top Industries	Leadership
Managing Global Services Portfolio	Malaysia as an Offshore Destination	Revenue Cycle Mgmt. Virtual Captive	Real Estate Portfolio Management	BMS and Pharmaceutical Outsourcing	Managing in a Multi-Vendor Environment

2:50 - 3:40 pm **EDUCATIONAL TRACK SESSIONS - ROUND 5**

Leadership	Global Destinations	Emerging Concepts	Top Functions	Top Industries	Provider Strategies
Executive Perspective: Governance	Emerging Destinations Panel	Outsourcing's Generation Next	ITO: The Cisco Way	Outsourcing Core: A New Trend in Telecom	Managing a Spoilt Talent Pool

3:50 - 4:40 pm **EDUCATIONAL TRACK SESSIONS - ROUND 6**

Leadership	Emerging Concepts	Top Functions	Top Industries	Leadership
Managing Risk	Advanced Pricing Options	Automating the Back Office	Financial Services Outsourcing	Best Practices for Offshoring SMEs

5:00 - 6:00 pm Cocktail Reception in the Exhibition Hall
 6:30 - 9:30 pm IAOP Members Networking Event - *Casino Barakas*

Wednesday, February 21

8:00 - 9:00 am Continental Breakfast - *Medinas Foyer*
 9:00 - 9:50 am **KEYNOTE: David Barrett, Partner and Head of Technology & Outsourcing, Simmons & Simmons**
 9:50 - 10:40 am **KEYNOTE: COP Roundtable - How Outsourcing is Changing Where and How People Work**
 10:40 - 11:00 am Refreshment Break - *Medinas Foyer*
 11:00 - 12:00 pm **KEYNOTE: Chris Disher, Vice President, Booz Allen Hamilton**
 12:00 - 1:30 pm It's a Wrap Networking Luncheon - *Skala Terrace*
 12:30 pm Golf Outing
 1:30 - 5:00 pm **COP Prep Class**
 5:00 pm Conference Close

About IAOP

International Association of Outsourcing Professionals (IAOP), with 40,000 corporate, professional, and associate members worldwide, is leading the effort to transform the world of business through outsourcing. IAOP's client-side members are, on average, responsible for \$60 million per year of outsourcing spending with some overseeing outsourcing programs in the billions of dollars. The association's major programs include:

- The Strategic Advisory Board and Outsourcing Standards Board
- The Research, Training, Services and Advocacy & Outreach Committees
- Geographic, Industry, Topical Chapters
- Online Member Directory and IAOPNetwork
- The Outsourcing World Summit
- The Outsourcing Executive Forum
- IAOP Knowledge Center (Firmbuilder.com®)
- Certified Outsourcing Professional (COP) Program
- COP Master Class
- The Global Outsourcing 100
- Outsourcing Professional Code of Ethics



INTERNATIONAL ASSOCIATION OF
OUTSOURCING PROFESSIONALS



Certified Outsourcing Professional (COP) Program

The Standard of Excellence in Outsourcing

The Certified Outsourcing Professional (COP) designation distinguishes individuals as leaders in the field of outsourcing. It powerfully demonstrates that they possess the experience and knowledge required to design, implement, and manage outsourcing initiatives that have a high probability of achieving an organization's intended outcomes. This professional designation, which focuses on the management process of outsourcing itself, is equally valuable to individuals working as customers, providers, or advisors. It promotes an environment where all of the parties to an outsourcing business relationship have a common and shared professional knowledge, approach, and commitment to mutual success.

To find out more, sign up for one of the COP Preparation Class Webinars offered monthly at www.outsourcingprofessional.org or register for a pre- or post- conference COP Preparation Class taking place at The 2007 Outsourcing World Summit (see page 12 for details).

Master Class offerings to double in 2007 due to increased demand!

The Certified Outsourcing Professional (COP) Master Class is an integral part of Certified Outsourcing Professional (COP) Program. It provides outsourcing professionals with an intensive learning experience on the state-of-the-art, end-to-end process for outsourcing success. Individuals who complete the course will not only earn 75 points toward their COP designation but will immediately be able to improve outsourcing outcomes at the organizations with which they work. Visit www.outsourcingprofessional.org to see which class fits into your schedule.

New Company-Wide Training and Certification Programs: If your firm is interested in offering the COP Master Class and/or Certification program company-wide, please contact Christina Powers at 854.452.0600 ext.106.

Educational Sponsors



Discover why Atlantic Canada is a leading North American destination for shared services and IT Outsourcing operations. It has the lowest operational costs for shared services in the G7, a population

boasting one of the highest post secondary degree ratios per capita, single digit turnover rates, and low legislated benefit costs.



Booz Allen Hamilton has been at the forefront of management consulting for businesses and governments for 90 years. Booz

Allen, a global strategy and technology consulting firm, works with clients to deliver results that endure. With more than 15,000 employees on six continents, the firm generates annual sales of \$2.7 billion.



Colliers is one of the leading commercial real estate organizations in the world. As a global affiliation of independently-owned real estate services firms with 9,327 employees in 241 offices in 54 countries, Colliers is able to provide expert local real estate advice wherever their clients need them.



Genpact, a pioneer and market leader in business services and technology solutions. Built on GE DNA, Genpact has a global workforce of

over 17,000 employees with principal offices located in the major financial centers of the world, including US, UK, Japan and China.



HTMT's mission is to develop unique, flexible, world-class customer solutions for their clients through personal collaboration, utilizing our dedicated employees and innovative technology – a practice

we refer to as Co-Sourcing. HTMT offers three main services, contact center services, and back office processing information technology.



Mercator Dubai provides IT solutions to the airline industry and covers Financial Solutions for all areas of airline finance Cargo Solutions - from reservations to ground handling, Airline & Airport - reservations, DCS, customer loyalty BPO -

Bureau services for finance, CLP, call centers, data centers Professional Services - systems integration, ERP implementation and consulting.



neoIT is a premier management consulting firm that helps organizations develop and implement services globalization strategies that optimize operational productivity and fuel

expansion and growth. Since 1999, the company has advised on over 75 engagements that have spanned functional areas such as IT and Business Process Outsourcing.



Pitney Bowes gives you the proven processes, the latest technologies and the most highly motivated people -- to cut costs, raise standards and

minimize downtime. Small wonder one of the largest insurance companies and the financing arm of a major automaker outsource their mail services with us.



PricewaterhouseCoopers provides industry-focused assurance, tax and advisory services

to build public trust and enhance value for its clients and their stakeholders. More than 130,000 people in 148 countries work collaboratively using Connected Thinking to develop fresh perspectives and practical advice.



Simmons & Simmons is a world class business law firm. It provides a comprehensive range of

legal services and applies considerable expertise to all business sectors. Its approach combines high quality and pro-active legal advice; a "can do" approach and a dedication to solving business and legal problems in context.



At Unisys Corporation, Outsourcing is more than an operational solution (it is a business proposition) a strategic alternative that more and more companies are choosing. We enable cus-

tomers to achieve IT cost predictability, quickly transition to a viable e-business environment, so they can improve business competitiveness and time-to-market.



Welcome Reception Sponsor

LASON provides secure and accurate document management outsourcing services. The company's integrated solution platform impacts all document-

centric processes by reducing costs, improving service levels and increasing regulatory compliance. Services include mailroom processing; scanning; media conversion; data capture; print; mail and ePresentment, and electronic content conversion.

National City Private Breakfast Sponsor



National City Managed Service Solutions (MSS), a division of National City Commercial Capital Corporation, offers a financial solution designed

specifically for the needs of the Managed Services market. Our program gives the provider the flexibility to market a fixed term, bundled services contract, including the equipment, with a single monthly fee. This innovative financial solution offers a process for the provider to finance the equipment component of the solution by leveraging the credit strength of their customer.

Exhibition Sponsors



The 2007 Global Outsourcing 100 Unveiled at The Summit

The 2007 Global Outsourcing 100, IAOP's annual listing of the world's BEST outsourcing service provider companies, will once again be unveiled this February in the Summit's Exhibition Hall. Join your colleagues in toasting the selected companies. The final rankings will be announced when they appear in the April 16th, **FORTUNE 500 issue of FORTUNE® magazine.**



To learn more and to get involved, go to www.globaloutsourcing100.com. If your company hasn't already applied, you have until November 30th, 2006.

Looking for the right provider partner?
Visit IAOP's Knowledge Center, Firmbuilder.com, for the 2006 FORTUNE sections featuring The 2006 Global Outsourcing 100, the top HR, BPO, and offshore providers as well as more than 25 sub-lists created by industry, function, and geography.



Publication & Media Sponsors



HYATT REGENCY LAKE LAS VEGAS

Cradled in a hillside just outside Las Vegas, the Hyatt Regency Lake Las Vegas Resort offers unrivaled charm, beauty and one of the most exquisite desert locations in the world. Experience lakeside luxury at its finest at this elegant Mediterranean style haven. Enjoy complimentary intra-resort shuttle service to... **Montelago Village at Lake Las Vegas Resort.** Wander down a cobblestone street, browse for the latest fashions or curl up with a cappuccino and compare your latest round of golf. Around every corner you'll find new options for dining in the best international traditions...from the Auld Dubliner to Bistro Zinc. Lake Las Vegas' sandy shores offer varied recreation. Indulge in a blissful treatment at the 9,000-square-foot Spa Moulay. Test your luck at Casino Baraka or meander off site to experience Lake Mead, Hoover Dam or the glitz and glamour of the Las Vegas strip, just 17 miles away.



A limited number of rooms have been reserved at the special group rate of \$219.00 per night. Please call group reservations directly at (800) 233-1234 and identify yourself as attending The 2007 Outsourcing World Summit or BOOK ONLINE:

<http://lakelasvegas.hyatt.com/groupbooking/lasrl2006iaop>

REGISTER ME FOR THE 2007 OUTSOURCING WORLD SUMMIT

Name: _____
Title/Position: _____
Company: _____
Address: _____

City: _____ State: _____ Zip: _____
Country: _____
Telephone: _____ Fax: _____
Mobile: _____ Email: _____
Do you have any special physical or dietary requirements? _____

PAYMENT INFORMATION

Summit Fee

- IAOP Member Registration Fee:** \$1,750.00
 Non-Member Registration Fee: \$1,900.00
Includes access to keynote and track sessions, the Exhibit Hall, conference meals and select receptions.

IAOP Member Event: Casino Barakas (see page 13)

- _____ tickets @ \$35.00 each = _____

Private Golf Outing (see page 13)

- \$225.00 Individual Play

_____ Total Fee

- Credit Card: AmEx VISA MC

Name on Card: _____

Card Number: _____ Expires: _____

Signature: _____

I agree and accept that any cancellation penalties are charged to my credit card according to the published cancellation conditions

- Check Enclosed (please make payable to IAOP - US funds only)
 Electronic Funds Transfer (banking details will be immediately faxed to you)

Terms and Conditions: Space cannot be confirmed without payment. Name changes are gladly accepted at any time. Cancellations must be received in writing and will be charged a 25% fee up to 30 days in advance of program date, 100% thereafter.

SPECIAL ONLINE OFFERS

Register online to take advantage of the current special offer!



Pre- and Post-Conference Workshops and COP Training

#1 For Customers Only - Lessons Learned from the ORN Case Study

- \$250.00 IAOP Member \$350.00 Non-Member

#2 For Providers Only - How to Win Deals

- \$250.00 IAOP Member \$350.00 Non-Member

#3 For Customers, Providers and Advisors - COP Preparation Class

- \$250.00 IAOP Member \$350.00 Non-Member

Please select date you will attend: Sunday, 2/18 Wednesday, 2/21 class

Register for two workshops and SAVE!

Workshop #1 or #2 plus #3

- \$400.00 IAOP Member \$550.00 Non-Member

REPLY BY MAIL, PHONE OR FAX TO:

International Association of
Outsourcing Professionals (IAOP)
Lexington Park, North Building, Suite B,
1133 Route 55, LaGrangeville, NY 12540

Phone: 845.452.0600 ext. 110

Fax: 845.452.6988



Lexington Park
North Building, Suite B
1133 Route 55
LaGrangeville, NY 12540