



Everest Group Engage 2025 – London / Agenda

Date and Time	Session Type	Session Title	Speakers, Titles & Companies
Mon, Mar 31 1:30 PM - 2:45 PM	Workshop	Pricing Masterclass: Understanding Levers for Value in Technology & Services	Achint Arora, Partner, Everest Group Rahul Gehani, Partner, Everest Group Abhishek Sharma, Managing Partner, Everest Group
Mon, Mar 31 3:00 PM - 4:15 PM	Workshop	Is It Skills? Is It Capabilities? No, It's Mindsets!	Jimit Arora, CEO, Everest Group Arushi Gupta, Practice Director, Everest Group Deborah Kops, Executive Advisor, Everest Group Erin Vincent, Vice President of Global Business Services, Sonoco Products Company
Mon, Mar 31 4:30 PM - 5:45 PM	Opening Keynote	Pragmatic Solutions: Lessons That Deliver	Serge De Vos, Head of GBS, Kraft Heinz Deborah Kops, Executive Advisor, Everest Group Sandy Khanna, VP, Finance, Mars Marcel Mertens, Head of SSPM, ABN AMRO Philip Priest, Head of GBS, Rolls-Royce Madeleine Roach, EVP Business Operations, Sanofi
Mon, Mar 31 5:45 PM - 7:15 PM	Reception	Welcome Reception	
Tue, Apr 1 8:00 AM - 9:00 AM	Breakfast Briefing	Powering Global Business Services Forward with AI	Sponsored Session by Wipro
Tue, Apr 1 8:00 AM - 9:00 AM	Networking	Networking Breakfast	Birds-of-a-feather Networking
Tue, Apr 1 9:00 AM - 9:10 AM	Opening Remarks	Welcome & Opening Remarks	Peter Bendor-Samuel, Founder & Executive Chairman, Everest Group
Tue, Apr 1 9:10 AM - 9:40 AM	Keynote	AI: Moving from Potential to Reality	Imran Ahmed, Head of Europe, Business Process Services, Wipro David McKean, Tower Division Director, British Telecom Caroline Monfraiss, Head of Consulting Europe, Wipro Eric Simonson, Managing Partner, Everest Group
Tue, Apr 1 9:45 AM - 10:10 AM	Case Study	VOIS: Vodafone's GBS Journey to Commercial Services Entity	Olivier Girard, Accenture Operations EMEA Lead, Accenture Carl Nicholson, Operations & Transformation, VOIS Sara Tavecchi, Finance Director, Vodafone
Tue, Apr 1 10:10 AM - 10:40 AM	Break	Morning Coffee Break	
Tue, Apr 1 10:40 AM - 11:05 AM	Breakout Session	How To Landlord	Deborah Kops, Executive Advisor, Everest Group
Tue, Apr 1 10:40 AM - 11:05 AM	Breakout Session	Selecting and Managing Service Providers for the AI Era	Amy Fong, Partner, Everest Group Nitish Mittal, Partner, Everest Group David Rickard, Partner, Customer Experience, Everest Group
Tue, Apr 1 11:10 AM - 11:45 AM	Panel Discussion	GBS Architectures: One Size Doesn't Fit All!	Vanessa Gleason, Head of Takeda Business Solutions, Takeda Deborah Kops, Executive Advisor, Everest Group Bharath M, VP Global Business Services, Everest Group Jessica Shields, VP Global Business Services, Dexcom



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Tue, Apr 1 11:10 AM - 11:45 AM	Panel Discussion	Optimizing the Partner Portfolio: Finding Balance in Complexity	Jay Desai , VP Head IT Infrastructure & Ops, JTI Amy Fong , Partner, Everest Group (Moderator) Madhu M , Worldwide Leader Delivery Partner, Microsoft
Tue, Apr 1 11:45 AM - 11:55 AM	Announcement	Top Employers Main Stage Announcement & Photo	Rohitashwa Aggarwal , Partner, Everest Group
Tue, Apr 1 11:50 AM - 12:30 PM	Roundtable	Managing Vendors Through Technology	Amy Fong , Partner, Everest Group Bhanushee Malhotra , Practice Director, Everest Group
Tue, Apr 1 11:50 AM - 12:30 PM	Roundtable	Opportunities & Requirements in Sustainability	Asim Hussain , Executive Director, Green Software Foundation Sharon Machado , Head of Sustainable Business, ACCA Nitish Mittal , Partner, Everest Group
Tue, Apr 1 11:50 AM - 12:30 PM	Roundtable	The Now & Next for GCCs	Rohitashwa Aggarwal , Partner, Everest Group
Tue, Apr 1 12:30 PM - 1:40 PM	Break	Lunch	
Tue, Apr 1 1:40 PM - 2:05 PM	Case Study	GenAI Accelerated Integrations: Next- Gen Seamless Data Connectivity	Vitor Domingos , GenAI Evangelist, Hitachi Digital Services Smitha Dunwell , Industry Partner Lead, AWS Eric Simonson , Managing Partner, Everest Group
Tue, Apr 1 2:10 PM - 2:50 PM	Panel Discussion	Global Talent & Location Strategies: Finding the Right Mix	Rohitashwa Aggarwal , Partner, Everest Group (Moderator) Chad Daugherty , Global Service Delivery Strategy, WTW Susanne Dreyer , Global Head/VP Shell Business, Shell International BV Akshay Mathur , Vice President, Everest Group Uma Ratnam Krishnan , Managing Director - India, Optum
Tue, Apr 1 2:50 PM - 3:30 PM	Roundtable	Highly Regulated Industries	Rohitashwa Aggarwal , Partner, Everest Group (Moderator) Nitish Mittal , Partner, Everest Group (Moderator)
Tue, Apr 1 2:50 PM - 3:30 PM	Roundtable	Less Regulated Industries	Amy Fong , Partner, Everest Group (Moderator) David Rickard , Partner Customer Experience, Everest Group (Moderator)
Tue, Apr 1 3:30 PM - 4:00 PM	Break	Afternoon Coffee Break	
Tue, Apr 1 4:00 PM - 4:25 PM	Breakout Session	The Now and Next of Services Pricing	Rahul Gehani , Partner, Everest Group Abhishek Sharma , Managing Partner, Everest Group
Tue, Apr 1 4:30 PM - 5:10 PM	Closing Keynote	Transformational Trends Shaping Our Collective Future	Richard Sear , Managing Partner Advanced SciTech, Everest Group
Tue, Apr 1 5:10 PM - 5:15 PM	Closing Remarks	Closing Remarks	Jimit Arora , CEO, Everest Group