



Everest Group Engage Bengaluru 2025 Attendee Prospectus

November 13, 2025
Bengaluru, India





Everest Group Engage is a premium-experience educational and networking event for **executives leading global capability centers (GCCs) and shared services leaders**

Everest Group Engage is the number one event focused on tech & business services from the number one tech & business services research firm.

Learn more at
<https://events.bizzabo.com/engage-Bengaluru2025>

2025 Bengaluru Theme

The Now & Next Of GCCs

Conference Date

November 13, 2025

Cost

₹10,000 for Enterprise Members

**₹17,000 for non-member
Enterprise Attendees**

₹345,000 for Tech/Service Provider
Attendees limit 1 per company and limit 20 total

Demographics

**Senior executives from
relevant business functions**

150 attendees

from global capability centers, and
locally-led shared services functions

20+

Everest Group
Analysts



Location

**Four Seasons Hotel Bengaluru
At Embassy One**

Conference Theme – The Now & Next of GCCs

Owning the Edge in Talent, AI, and Enterprise Impact

Global Capability Centers (GCCs) stand at a defining inflection point. With enterprise expectations surging and generative AI redrawing the playbook for global operations, the mandate for GCC leaders has never been sharper—or more strategic. **Everest Group research shows that over 70% of global enterprises plan to expand or evolve their GCCs in the next 12–18 months**, driven by the dual pressures of cost containment and the need for value acceleration.

This exclusive, one-day event **convenes senior GCC and enterprise leaders to dissect the “Now” and anticipate the “Next”**—how to lead on AI adoption, win the talent wars, orchestrate greater value from GCCs across in house and outsourced teams, and redefine GCCs as engines of transformation. Expect war-room level conversations, candid benchmarks, and practical guidance on owning the edge in an increasingly competitive landscape.

Advisory Board

The Engage agenda and experiences are shaped by a panel of global industry leaders



Harpreet Bedi

Head of GCC India,
Poland Global Hub, &
Enterprise Transformation
Office



Naveen Gullapalli

Managing Director & Vice
President, India



Lalitha Indrakanti

CEO, Jaguar Land Rover
- Technology and
Business Services India
(JLR-TBSI)



Anne-Claire Javelle

Head of Global GBS
Operation & Performance



Kapil Khaneja

Director of GBS India &
Chair, India Management
Group



Uma Ratnam Krishnan

Head and Managing Director
Optum Global – India



Tarun Sareen

Managing Director, Sun
Life Global Solutions

Conference chairs and key sessions

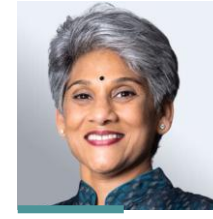
Everest Group research leaders partner with the Advisory Board to build the sessions and actions



Rohitashwa Aggarwal
Partner, Global Business Services
Everest Group



Bharath M
Vice President
Everest Group



Swapna Allapur
Chief People Officer
Everest Group

Key topics include:

Geopolitical and economic factors impacting GCCs & outsourcing - tariffs and regulations

Security, compliance & trust in partner and provider ecosystem

Driving measurable impact not just efficiency

Hybrid work models and workforce planning

Strategic positioning and influence within the enterprise

Next-gen operating models and orchestration

Acquiring and AI-skilling talent

Note: Topics are subject to change.

Sessions & discussions on the agenda will include

AI-Powered Transformation & Capability Building

Building AI-First GCCs: Scaling from Experiments to Enterprise Impact - What it takes to move beyond pilots and drive GenAI adoption across functions—from finance to engineering.

From Process to AI Agents: Rethinking Enterprise Operations - How GCCs can lead the transition toward autonomous operations and real-time decisioning.

Talent Strategy for the Specialized, Hybrid Future

The Talent Advantage: Attracting and Growing Future-Ready Teams - How leading GCCs are differentiating their brand and building deep digital and AI talent pipelines.

Next-Gen Career Hubs: Reimagining GCCs as Talent Accelerators - Creating environments that offer impact, growth, and leadership opportunities—not just operational excellence.

Next-Gen Operating Models and Orchestration

Evolving the GCC Operating Model: From Centralized Delivery to Business Alignment - Building more flexible, agile, and product-centric models that keep pace with enterprise change.

Driving Value Across the Ecosystem: Aligning In-House and Partner Teams - Structuring collaboration and accountability across internal capabilities and outsourced providers.

Sessions & discussions on the agenda will include

Enterprise-Centric Innovation and Value Realization

Beyond Efficiency: Making the Business Case for GCC-Led Innovation - Real examples of GCCs accelerating transformation, building IP, and driving measurable value.

Rethinking KPIs: Measuring GCC Success Through Business Outcomes - Shifting from operational metrics to business impact—what leading companies are tracking now.

Cybersecurity, Compliance & Digital Trust

Leading with Trust: The GCC Role in Enterprise Resilience - Strengthening cybersecurity, compliance, and governance as digital responsibilities grow.

Privacy at Scale: Managing Data Across Borders and Regulations - Operating confidently amid evolving frameworks like India's DPDPA, GDPR, and global data localization laws.

Strategic Positioning & Enterprise Influence

Elevating the GCC Charter: From Execution Partner to Enterprise Co-Leader - How GCCs are evolving their identity, mandate, and influence across global organizations.

Benchmarking What's Next: Traits of High-Impact GCCs - A data-backed look at what separates leading GCCs on talent, technology, delivery, and business partnership.

Agenda at-a-glance

The comprehensive agenda mixes visionary keynotes, pragmatic action sessions, enlightening case studies, and useful networking sessions to ensure a balanced and complete learning experience.

The full agenda will be published in August 2025.

Thursday, November 13, 2025

| | |
|---------------------|--|
| 8:00 – 9:30 a.m. | Badge pickup and High Tea |
| 9:30 – 10:30 a.m. | Welcome address and opening keynotes |
| 10:30 a.m. | High Tea break |
| 11 a.m. – 1:00 p.m. | Breakout sessions, case studies, and analyst 1:1 sessions |
| 1:00 p.m. | General Lunch / Lunch & Learn |
| 2 – 3:45 p.m. | Breakout sessions, Sponsor panel, networking, and analyst 1:1 sessions |
| 3:45 p.m. | Afternoon High Tea break |
| 4 – 5:35 p.m. | Breakout sessions, Sponsor panel, networking, and analyst 1:1 sessions |
| 5:35 – 6:15 p.m. | Closing keynotes |
| 6:15 – 8:15 p.m. | Dinner, Drinks & Band |

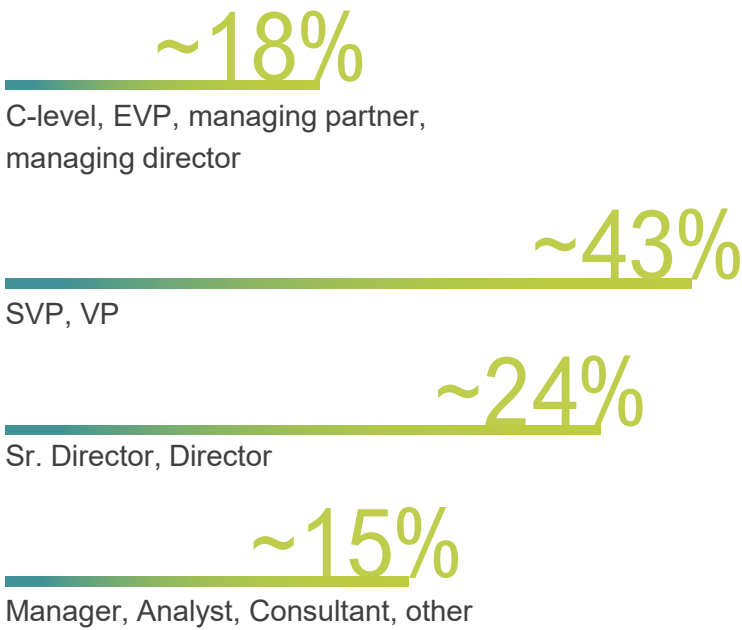


Note: Agenda times are subject to change.

Who will attend

Everest Group engages senior-level decision-makers across all key functions in business services and sourcing. Attendees from Global 2,000 enterprises will attend with teams of 2-3 leaders from GCC sites, global GBS, and other key functions represented

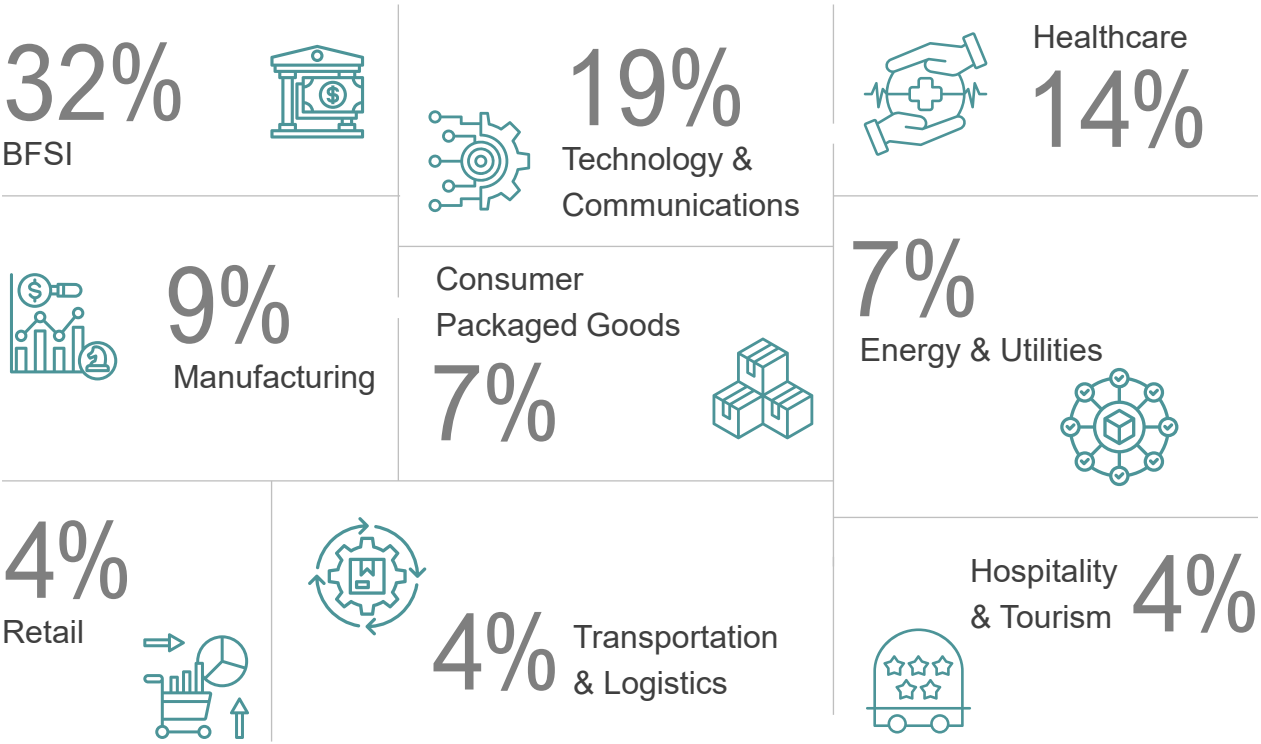
Attendee role level



Source: Everest Group Engage 2024 & 2025 Attendee database

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Attendee industry



Who will attend

India-based operational leadership and the global strategic leadership of GBS and GCC functions with the following titles will benefit from attending:



India-Based GCC Leadership

- Country Head – Global Capability Center (GCC)
- Managing Director – India Operations
- SVP / VP – GCC Leader / Site Head
- Global Delivery Head – India
- Head of India Center / Shared Services
- Director / Sr. Director – GCC Operations
- Head of Enterprise Functions (Finance, HR, IT, Procurement)



Global GBS / GCC Leadership

- EVP / SVP – Global Business Services (GBS)
- Global Head – Shared Services / Global Operations
- Global Head – GCC Strategy / Transformation
- COO (for GBS-governed orgs)
- VP / Director – Global Locations Strategy / Capability Centers
- Chief Digital / Innovation / Transformation Officer



Strategic Enablers / Ecosystem Influencers

- Global Head – Enterprise AI / GenAI / Automation
- Head – GCC Governance / Vendor Management
- Head – Global Talent Strategy / Future of Work
- Corporate Strategy Lead – Global Services Delivery
- Head of ESG / Sustainability
- Head – Strategic Partnerships & Ecosystem Innovation



Appendix – About Everest Group



2025 Dallas Engage Advisory Board



Tony Abate

Global Procurement &
Third Party Management



CardinalHealth

Shane Abeyratne

Senior Vice President,
Global Business Services



Rob Bradford

Vice President of Global
Business Services



Trent Causey

Vice President, Strategic
Sourcing



Jane Connell

Head of Strategy &
Transformation Global Services
& CIO Enterprise Systems



Jodi Dudley

Head of Global Business
Services



Paul Erunse

Senior Vice President,
Business Controls – Global
Technology & Operations



Joe Heynoski

Chief Procurement Officer



Shelly Hoover

Senior Vice President



Sarah Pascual

AVP, Corporate Procurement



Mitul Rustagi

Global Vice President,
Finance Centre of
Excellence



Kent Scott

Executive General Manager,
Customer Experience &
Success, Business
Operations & Programs



Tanuja Singi

Vice President, Head of
Global Business Services



Ranjan Wadhwa

Global Business Services
Executive




Denise Williams

Executive Director Supplier
Ops & Services, Operations
Enablement


Everest Group at a glance



Founded in
1991



Research analysts
around the world with
offices in North America,
Europe, and India



Trusted partner to the world's largest
companies, Everest Group focuses on technology,
business processes, and engineering through the
lenses of talent, sustainability, and sourcing



90%
renewal rate


We provide our clients with business-critical
insights and guidance based on specialized,
focused data sets



800+
service
providers



7,000+
Global Business
Services (GBS) centers




350+
service delivery
locations




36,000+
outsourcing
contracts

140+
spend
categories

We provide our clients with
guided expertise driven by our
high-engagement culture




5,350+
research engagements in
the past 5 years, serving
the Global 2000



300+
analysts

We help clients become experts in their
organizations, make confident decisions,
and accelerate success outcomes



Our clients are global and diverse

8 of the 12 largest companies

10 of the 12 largest tech companies

7 of the 10 largest financial services
firms and healthcare companies

56%
Americas

29%
Asia

15%
Europe

Select Everest Group attendee, advisory board & client companies

Enterprises





Bengaluru 2025

The Now & Next of GCCs