



Everest Group Engage – Dallas 2025 / Agenda

Date and Time	Session Type	Session Title	Speakers, Titles & Companies
Mon, Sep 08 2:00 PM – 3:30 PM CDT	Workshop	Workshop — Is it Skills? Is it Capabilities? No, it's Mindsets! A New Way To Think About Driving GBS Performance	Jimit Arora , CEO, Everest Group Rob Bradford , Vice President of Global Business Services, Kimberly-Clark Deborah Kops , Executive Advisor, Everest Group
Mon, Sep 08 2:00 PM – 3:30 PM CDT	Workshop	Workshop — Orchestrating Value: Designing Tech-Enabled Operating Models Across the Enterprise	Ronak Doshi , Partner, Everest Group Amy Fong , Partner, Everest Group
Mon, Sep 08 3:45 PM – 5:15 PM CDT	Workshop	Workshop — Making AI Work for GBS	Julia Andrew , Chief Business Services Officer, Colgate Palmolive Shirley Hung , Partner, Everest Group Bharath M , Vice President, GBS, Everest Group
Mon, Sep 08 3:45 PM – 5:15 PM CDT	Workshop	Workshop — Pricing Masterclass: How to Utilize Under-Tapped Value Levers in an AI-First World	Achint Arora , Partner , Everest Group Abhishek Sharma , Managing Partner, Everest Group Ricky Sundrani , Partner, Everest Group
Mon, Sep 08 5:15 PM – 6:45 PM CDT	Reception	Welcome Reception	
Tue, Sep 09 8:00 AM – 8:55 AM CDT	Networking meal	Breakfast Boardroom	Chandra Pinapala , Director, WW Strategic Partners, AWS
Tue, Sep 09 8:00 AM – 8:55 AM CDT	Networking meal	Networking Breakfast	
Tue, Sep 09 9:00 AM – 10:10 AM CDT	Keynote	Keynote — The Connected Advantage: Competing in a Frictionless and Disrupted World	Jimit Arora , CEO, Everest Group Cullum Clark , Director, Bush Institute-SMU Economic Growth Initiative George W. Bush Institute / SMU Amy Fong , Partner, Everest Group Bob Safian , Founder, The Flux Group Abhishek Singh , Partner, Everest Group
Tue, Sep 09 10:15 AM – 10:40 AM CDT	Case Study	Case Study — Orchestrating Intelligence: Applying Agentic AI in Complex, Regulated Workflows	Sandeep Arora , VP, Global Business Services, The Clorox Company Sumit Taneja , SVP – Global Head of AI Consulting & Implementation EXLService LLC
Tue, Sep 09 10:15 AM – 10:40 AM CDT	Case Study	Case Study — Unlocking Innovation and Value: How Data, UX, and Behavioral Science Recovered \$200M in Sales	Bill Bickford , Client Partner, Randstad Digital Jef Fite , VP, Portfolio & Product Management B2B Solutions McKesson
Tue, Sep 09 10:15 AM – 10:40 AM CDT	Case Study	Case Study: Realizing ROI—Zora AI in Action	Abdi Goodarzi , Principal US Chief Commercial Officer for Zora AI, Deloitte
Tue, Sep 09 10:40 AM – 11:10 AM CDT	Networking break	Networking Break & Meet the Sponsors Tour	
Tue, Sep 09 10:40 AM – 11:10 AM CDT	Demo	Take a Break with Tashi	



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Tue, Sep 09 11:10 AM – 11:35 AM CDT	Breakout	Global Talent & Location Strategies: Finding the Right Mix	Rohitashwa Aggarwal , Partner, GBS, Everest Group Patty Drexler , Global Operations, Allstate Akshay Mathur , Partner, Everest Group Peter Nag , Global Head GBS BPO, Merck
Tue, Sep 09 11:10 AM – 11:35 AM CDT	Breakout	Scaling Smarter: Reducing IT Cost and Energy Without Slowing Innovation	Jack Faunce , Vice President Procurement, Flexential Nitish Mittal , Partner, Everest Group
Tue, Sep 09 11:10 AM – 11:35 AM CDT	Breakout	Tackling Supply Risk Across the Partner Ecosystem	Amy Fong , Partner, Everest Group Sumit Mittal , Sr. Director, BJ's Wholesale inc. Jose Ramirez , Sr. Director, Support & GTM Global Vendor Ops LinkedIn Shuchita Singh , Vice President, Procurement Strategy & Capabilities AbbVie
Tue, Sep 09 11:40 AM – 12:05 PM CDT	Case Study	Case Study - Designing Intelligence, Delivering Autonomy: RPA to Agentic AI transformation Journey	Sushant Tripathi , Head - Tech Transformation (North America), TCS
Tue, Sep 09 11:40 AM – 12:05 PM CDT	Case Study	The Blueprint for AI-Driven Enterprise Operations: Journey from Automated to Autonomous Ops	Sam Mathew , President, Microland Abhishek Singh , Partner, Everest Group
Tue, Sep 09 12:10 PM – 12:50 PM CDT	Keynote	Running in the Fog: Leading Through the Agentic AI Revolution	Brian Bohan , Director, WW Consulting Partners, AWS
Tue, Sep 09 12:50 PM – 2:00 PM CDT	Networking meal	Networking Lunch	
Tue, Sep 09 12:55 PM – 1:55 PM CDT	Networking meal	Lunch & Learn: Realizing ROI—Zora AI in Action	Abdi Goodarzi , Principal US Chief Commercial Officer for Zora AI, Deloitte Ritu Mathur , Managing Director, Deloitte
Tue, Sep 09 2:05 PM – 2:20 PM CDT	Awards	Top Employers Recognition Awards	
Tue, Sep 09 2:20 PM – 3:00 PM CDT	Keynote	Keynote - New Ways of Working: Rewiring Enterprise Operations for the Agentic Era	Shveta Arora , Senior Vice President & Global Head of Consulting, Cognizant Naveen Sharma , Global Practice Head -AI, Data & Analytics, Cognizant
Tue, Sep 09 3:05 PM – 3:30 PM CDT	Breakout	How Agentic AI Will Shift the Paradigm for Procurement and Vendor Management	Amy Fong , Partner, Everest Group Bhanushee Malhotra , Vice President, Everest Group
Tue, Sep 09 3:05 PM – 3:30 PM CDT	Breakout	The Next Winners: Predicting the Future of the Services Supply Landscape	Rod Bourgeois , Managing Partner, DeepDive Equity Research Abhishek Singh , Partner, Everest Group
Tue, Sep 09 3:05 PM – 3:30 PM CDT	Breakout	The Now and Next of GCCs	Avinash Arora , Strategy & Transformation, Verizon Brian Bohan , Director, WW Consulting Partners, AWS Bharath M , Vice President, GBS, Everest Group Mitul Rustagi , Global Vice President, Finance Centre of Excellence Johnson Controls



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Date and Time	Session Type	Session Title	Speakers, Titles & Companies
Tue, Sep 09 3:30 PM – 4:00 PM CDT	Demo	Fuel Up and Power Smarter Pricing	
Tue, Sep 09 3:30 PM – 4:00 PM CDT	Networking break	Networking Break + Meet the Sponsors Tour	
Tue, Sep 09 4:00 PM – 4:30 PM CDT	Roundtable	Facilitated Roundtable Discussions - Topics	Anish Agarwal , Vice President, Everest Group Rohitashwa Aggarwal , Partner, GBS, Everest Group Nikhil Anand , Senior Vice President & Global Head, Digital Business Services, Sutherland Achint Arora , Partner, Everest Group Cyril Francois , Chief Sales Officer - FS, Capgemini Nitin Gupta , VP - GCC Strategy & Transformation, Capgemini Vignesh Kannan , Vice President, Everest Group Amit Lad , Practice Director, Everest Group Bharath M , Vice President, GBS, Everest Group Bhanushee Malhotra , Vice President, Everest Group Akshay Mathur , Partner, Everest Group Sunitha Palla , Sr. Strategic Procurement Leader – Global Indirect Procurement -Professional Services, Contingent Labor & HR Categories, Lucid Motors David Rickard , Partner, Everest Group Toshal Roy , Vice President, Global Business Solutions Transformation, McCormick & Company Namita Seth , Vice President, Strategic Growth, Cognizant Kunal Verma , Vice President, Everest Group
Tue, Sep 09 4:30 PM – 5:30 PM CDT	Keynote	Keynote — Pragmatic Solutions: Lessons That Deliver	Tony Abate , SVP, Global Procurement & Third Party Management, The Cigna Group Shane Abeyratne , SVP, Global Business Services, Cardinal Health Carrie Nichol , Vice President & Chief Accounting Officer, ADM Madhu Muralidharan , Worldwide Leader - CE&S Delivery Partner Strategy & Management, Microsoft Corporation Kent Scott , General Manager, Customer Experience & Success, Business Transformation & Strategic Programs Microsoft, Corp.
Tue, Sep 09 5:30 PM - 7:30 PM CDT	Reception	Evening Reception & Networking	
Wed, Sep 10 8:00 AM – 8:55 AM CDT	Networking meal	Breakfast Boardroom — Evolving GBS-GCCs into Intelligent Business Hubs: Powered by AI, Designed for Impact	Lars Boeing , Head of GBS Capgemini Invent North America, Capgemini Harsh Madan , Vice President - Global Head of GBS, Capgemini Geetanjali Purushottam Khatri , Executive Vice President & MD - Invent India, Capgemini
Wed, Sep 10 8:00 AM – 8:55 AM CDT	Networking meal	Networking Breakfast	



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Wed, Sep 10 9:00 AM – 9:40 AM CDT	Keynote	Keynote — The AI Advantage: Innovation and Resilience at Scale	Banwari Agarwal , CEO of Banking, Financial Services, Insurance, Digital Business Services, BPaaS, Retail, and Travel and Logistics Practices, Sutherland Nagendra Bandaru , President – Technology Services, Wipro Michael Nieves , Executive Vice President - Head of Cloud, Americas, Capgemini Bob Safian , Founder, The Flux Group
Wed, Sep 10 9:45 AM – 10:10	Breakout	Journey in the Cloud: A Sourcing and IT Playbook for Maximizing Cloud Value	Nitish Mittal , Partner, Everest Group Chirajeet Sengupta , Managing Partner, Everest Group
Wed, Sep 10 9:45 AM – 10:10 AM CDT	Breakout	Quantifying and Communicating GBS Value to Stakeholders	Rohitashwa Aggarwal , Partner, GBS, Everest Group Rob Bradford , Vice President of Global Business Services, Kimberly-Clark
Wed, Sep 10 9:45 AM – 10:10 AM CDT	Breakout	The Now and Next of Services Pricing	Abhishek Sharma , Managing Partner, Everest Group Rahul Gehani , Partner, Everest Group
Wed, Sep 10 10:15 AM – 10:40 AM CDT	Case Study	Case Study - AI-Led Transformation with Genpact and AWS	Jeff Saye , Insurance Channel Growth Leader, Genpact Allen Sulgrove , Sr. Partner Development Manager, AWS
Wed, Sep 10 10:15 AM – 10:40 AM CDT	Case Study	Case Study - Accenture	Suzanne Liewald , VP, Enterprise Operating Model Transformation, LyondellBasell Laura Peterson , Senior Managing Director, Americas, Accenture
Wed, Sep 10 10:40 AM – 11:10 AM CDT	Networking break	Networking Break + Meet the Sponsors Tour	
Wed, Sep 10 10:40 AM – 11:10 AM CDT	Demo	Take a Break with Tashi	
Wed, Sep 10 11:10 AM – 11:35 AM CDT	Breakout	Building a High-Impact GCC: A Playbook for Rapid and Right-Fit GCC Setups	Rohitashwa Aggarwal , Partner, GBS, Everest Group Prashray Kala , Partner, Everest Group
Wed, Sep 10 11:10 AM – 11:35 AM CDT	Breakout	Mastering the Landlord Model: GBS as Enabler, Not Executor	Deborah Kops , Executive Advisor, Everest Group
Wed, Sep 10 1:10 AM – 11:35 AM CDT	Breakout	Reimagining BPO: Architecting the Future of Business Services in an AI-First World	Shirley Hung , Partner, Everest Group Rajesh Ranjan , Managing Partner, Everest Group
Wed, Sep 10 11:40 AM – 12:25 PM CDT	Roundtable	Facilitated Roundtable Discussions - Industries	Manu Aggarwal , Partner, Everest Group Ronak Doshi , Partner, Everest Group Shirley Hung , Partner, Everest Group Aaditya Jain , Partner, Everest Group David Rickard , Partner, Everest Group
Wed Sep 10 11:40 AM – 12:25 PM CDT	Roundtable	Roundtable: Disrupt, Transform, Reimagine: Understanding the Tech Shaping Healthcare's Future	Chad Singleton , Director of Sales, North America, Everest-Global Jillian Walker , Vice President, Everest Group



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Wed, Sep 10 12:30 PM – 1:00 PM CDT	Keynote	Closing Keynote — What To Do When You Leave Here	Rohitashwa Aggarwal , Partner, Everest Group Amy Fong , Partner, Everest Group
Wed, Sep 10 1:00 PM – 1:30 PM CDT	Meal	Grab & Go Lunch	