



STRATEGIC SOURCING SYMPOSIUM

Sustainable Resilience

22nd November 2022, 160 Aldersgate, London, EC1A 4HT

REGISTER TODAY!

The GSA's Thought Leadership Symposium will guide organisations to sustainable resilience through optimised use of technology and business services. With unadulterated best practice, leading edge content and guaranteed no sales pitches, this really is a conference to educate and to arm our industry professionals with the skills and ideas they'll need to build sustainable resilience into their own and their clients' businesses into 2023 and beyond.

TIME	SESSION
09:00 – 09:25	REGISTRATION
09:30 – 09:45	Opening Address <i>Kerry Hallard, CEO at the GSA</i> Kerry will provide a summary of the dramatic changes afoot across the global technology and business services arena as the industry continues to grow at breakneck speed.
09:45 – 10:05	Key Sourcing Trends Through a Legal Lens <i>Katherine Hurrell, Legal Director at DLA Piper</i> Pricing pressures and the move to the cloud are having an impact on the contracts of today. Katherine will share latest sourcing trends through a legal lens.
10:05 – 10:25	Future of CX <i>David Rickard, VP of Supplier Management & CXM at Everest Group</i> Inflation, technology and cloud are all having a major impact on negotiating and delivering customer service arrangements. The industry needs to adapt to address these changes.
10:25 – 10:45	Automation Through Conversation - Let's Chat About Bots <i>Terry Walby, Co-Founder & CEO at OpenDialog AI</i> Terry will explore how conversational technology can transform customer experiences, delight users and deliver significant cost savings, but has often failed to deliver on the promise. He will also share how to avoid building bad bots.

10:45 – 11:00	<p>How the Use of Open Talent will be Instrumental in Building Resilience <i>Callum Adamson, CEO at Distributed</i></p> <p>By 2025 over 50% of digital talent will be freelancers (Open Talent), if you don't have an Open Talent strategy as part of your workforce planning, you have a problem. In this presentation we'll learn how open talent is being used to build anti-fragile workforce strategies.</p>
11:00 – 11:15	<p>Sustainability Targets in Vested Outsourcing Deals <i>Shehan Kamal, Associate at Eversheds Sutherland</i></p>
11:15 – 11:35	<p>BREAK</p>
11:35 – 12:05	<p>Entrepreneurs Panel Chaired by: <i>Terry Walby, Co-Founder & CEO at OpenDialog AI</i> <i>Callum Adamson, CEO at Distributed</i> <i>Jason Roberts, CEO at Kaleida</i> <i>Mark Brooks-Lewis, CEO at Lavasource HR</i> <i>David Jones, CEO at Clausify</i></p> <p>Finalists for Entrepreneur of the Year in the 2022 Professional Awards give an overview of their ground-breaking products and services which the GSA has highlighted to bring great value to our industry. They will also discuss the trials and tribulations of working with enterprise buyers and how working with small businesses can build resilience.</p>
12:05 – 12:25	<p>Agile Sourcing <i>Hemant Puthli, Partner at Neo Group</i></p> <p>This session by Hemant Puthli is aimed at delivering a quick overview, starting with the background and need for Agile Sourcing, some clarifications on what it is and isn't, how it typically works and the benefits it delivers.</p>
12:25 – 12:45	<p>Intelligent Automation Collective <i>James Hall, CEO at Enate and Founding Member of the IAC</i></p> <p><i>The Intelligent Automation Collective (IAC) is a unique collaboration between seven best-in-class tech companies, to build the ultimate end-to-end intelligent automation solution. James will tell the IAC story – who we are, why we set ourselves up, what were doing (differently) and the benefits on contracting and working with us.</i></p>
12:45 – 13:00	<p>AI Regulation: where are we now <i>Imran Syed, Partner at DLA Piper</i></p>

	As we are about to move to finalisation of AI regulation in Europe, Imran will discuss what it means for UK businesses, what regulation might we see in the UK and how clients are approaching AI compliance programs.
13:00 – 13:45	LUNCH
13:45 – 14:15	Lawyers Panel – Buying and Contracting for New Tech
14:15 – 14:30	<p>The Best Performing Companies Have a Strategic Sourcing Function <i>Kerry Hallard, CEO at the GSA</i> <i>Chris Halward, Exec Director of Professional Development at GSA</i></p> <p>Kerry & Chris will discuss how organisations are moving to a blended strategic sourcing function and highlight the skills required for Strategic Sourcing Professionals of tomorrow. They will also touch on how to assess the competencies and capabilities needed for your team on both the buy and supply side.</p>
14:30 – 14:45	<p>For The Services Industry, ESG Requires a Robust Focus on Social <i>Kerry Hallard, CEO at the GSA</i></p> <p>The GSA has developed an ESG model for the industry to use to guide a path to sustainability across service providers with specific focus on the social elements. This best practice guide will be fully launched at the symposium.</p>
14:45 – 15:05	<p>The Journey to Net Zero <i>Mattie Yeta, Chief Sustainability Officer at CGI</i></p> <p>Fresh back from Cairo and COP27, Mattie will speak on the global situation and the very important and real role technology has to play in increasing global sustainability.</p>
15:05 – 15:35	<p>ESG Panel Chaired by: <i>Kerry Hallard, CEO at the GSA</i> <i>Anne Todd, Partner at Michelmores LLP</i> <i>Mattie Yeta, Chief Sustainability Officer at CGI</i> <i>Hemant Puthli, Partner at Neo Group</i></p> <p>This panel of industry experts will discuss the very real challenges of ESG for the technology and business services industry covering subjects ranging from service provider sustainability maturity, The Chancery Lane Project and how buyers and service providers need to work much more closely together to deliver the change the planet needs.</p>
15:35 – 15:55	BREAK
15:55 – 16:15	The Importance of Supplier Diversity to Build Resilience Fireside Chat

	<p><i>Sunita Hirani, Head of SRM at Guy's & St Thomas' NHS Foundation Trust</i> <i>Kerry Hallard, CEO of the GSA</i></p> <p>Sunita Hirani, as chair of the Council for Supplier Diversity UK, will provide an overview of the work of the council to date, future plans and explain why having diversity in the supply chain is so important and can add significant value.</p>
16:15 – 16:30	<p>Supplier Diversity Panel <i>Sunita Hirani, Head of SRM at Guy's & St Thomas' NHS Foundation Trust</i> <i>Jason Roberts, CEO at Kaleida</i> <i>Peter Zerp, Global Supplier Inclusion & Diversity – Supply Chain at Accenture</i></p> <p>This panel will cover the challenges faced from all perspectives; how to find and how to engage diverse suppliers from the buyer perspective, as well as what it is like to be a diverse supplier and the challenges they face.</p>
16:30 – 17:00	<p>Global Leaders Panel Chaired by: Chris Halward, Executive Director of Professional Development at the GSA <i>Munni Trivedi, Managing Director at Indigo Premedia</i> <i>Sameer Jalundhwala, Senior Vice President: GBS Operations and Outsourcing at NTT Ltd</i> <i>Kerry Hallard, CEO at the GSA</i> <i>Reshni Singh, CEO at BPESA, South Africa</i></p> <p>This panel will look at the role of global partnering and delivery destinations in the future of technology and business services to include better mapping global supply and demand, how global alliances can deliver significant transformation as well as a look to the role emerging destinations can play.</p>
17:00 – 18:00	Drinks Reception & Networking