

2007 OutsourceWorld New York

Wednesday, October 24

9:15 am Opening remarks by Conference Chairs - *Dr. Wendell Jones & Fred Mapp*

9:25 am Global Economic Outlook and Impact on Outsourcing Trend - *David Andelman, Executive Editor, Forbes.com*

	GENERAL SESSIONS:	Vendor Track: Bonus Sessions for All Service Provider Attendees	
9:50 am	CIO Roundtable: Global Sourcing at Crossroads - <i>Moderated by: Abbie Lundberg, Editor in Chief, CIO Magazine</i>	Small to Mid-Market Focus: Vendor Success Strategies - <i>Ram Iyer, CEO, Argea</i>	10:00 am
10:50 am	COFFEE BREAK		
11:05 am	Plenary Session: Building Extended Enterprises through Globalization of Services - <i>Claude Marais, Partner TPI & Dan Mahlebashian, Chief Contracting Officer, IS&S, General Motors</i>	Competing and Winning Customers in a Mature Market- <i>Donna J. Kent, Senior VP- Global Services, Televerde</i>	11:15 am
11:45 am	KEYNOTE Session - TBA		

12:30 pm LUNCH

1:30 pm Country Showcase: Jiangsu Province - The new Chinese Tiger

	Track 1: Global Sourcing and Delivery Models	Track 2: Sourcing and Relationship Management	
2:00 pm	Different Strokes for Different Companies: Outsourcing vs Captives - <i>Paul Schmidt, Partner, TPI</i>	The 4 Ps in the Outsourcing Pod: Place, Price, Process and People - <i>Russ Finney, CIO, Tokyo Electron</i>	2:00 pm
2:45 pm	COFFEE BREAK	Negotiating a Sound Contract: Recipe For Success - <i>Mark Grossman, Technology Lawyer & Partner, Grossman Law Group</i>	2:30 pm
3:00 pm	Navigating the Offshore Labyrinth - How to Choose the right location - <i>Marty Pine, SVP Global Strategic Sourcing, ACE-INA</i>	COFFEE BREAK	3:00 pm
3:45 pm	Saturation in India vs. Maturity in China - <i>Soumitra Rathod, VP Worldwide IT Sourcing, McGraw Hill</i>	Outsourcing Relationship Management: Excellence through Alignment - <i>Steven Bandrowczak, CIO, Nortel</i>	3:15 pm
4:30 pm	The Rise of Infrastructure Outsourcing - <i>Moderated by Fred Mapp, CEO of Quality Service Solutions, Former CIO of AMD</i>	Alternative Pricing Models: From Pain Sharing to Gain Sharing	4:00 pm
		Legal Issues of Global Sourcing - <i>Richard Raysman, Partner, Partner, Thelen Reid Brown Raysman & Steiner LLP</i>	4:30pm

5:00 pm Day 1 Closing Remarks - *Dr. Wendell Jones, Co-Conference Chair*

5:00 pm Gala Cocktail Reception - All Attendees Welcome! - Complimentary Drinks, Food, and Entertainment

Thursday, October 25

9:00 am Day 1 Summary and Day 2 Remarks by Conference Chair - *Dr. Wendell Jones*

9:05 am Plenary Session: Return on Outsourcing Investment - Myth vs. Reality

Moderated by: *Julia Homer, Editor in Chief, CFO Publishing Corp*

9:50 am KEYNOTE Session: TBA

10:30 am Beyond Offshore or Nearshore: Finding the Right Shore Blend

11:00 am COFFEE BREAK

	Track 1: Global Sourcing and Delivery Models	Track 2: Sourcing and Relationship Management	
11:15 am	Finding Your Next Outsourcing Haven - The Hottest Emerging Destinations - <i>Peter Ryan, Call Center Director, Datamonitor</i>	From Success Strategies to Pitfalls - The Art and Science of BPO - <i>Lisa Ross, Founder, FAO Research</i>	11:15 am
12:00 pm	Winning the Competitive Game with KPO	Managing the Outsourcing Deal: An Essential Primer - <i>Gerard Insall, Vice president Data Operations-IT, Avis Rent A Car System, LLC; Donna J. Kent, Senior VP- Global Services, Televerde; George Logeman, VP Client Relationships, Fiserv</i>	12:00 pm
12:45 pm	LUNCH	LUNCH	12:45 pm

1:00 pm Lunch Editor's Roundtable - Bridging the Divide: Is Outsourcing a Panacea or the Trojan Horse?

David Andelman, Executive Editor, Forbes.com

Julia Homer, Editor in Chief, CFO Publishing

Steve Hamm, Sr. Writer, BusinessWeek

Abbie Lundberg, Editor in Chief, CIO Magazine

Greg MacSweeney, Editor in Chief, Wall St. & Technology Magazine

Richard Murphy, Assistant Managing Editor of Fortune Small Business Magazine

	Track 3: Industry Focus	Track 4: Managing Risk and Increasing Business Value	
2:00 pm	What's Ahead for Financial Services Outsourcing - <i>Moderated by: Peter Nag, Head of Global Wealth Management Offshore Initiative, Citigroup</i>	Managing Risk through Effective Governance - <i>Richard Raysman, Partner, Thelen Reid Brown Raysman & Steiner LLP; Jim Foreman, VP Client Solutions, ESI International</i>	2:00 pm
2:45 pm	Small to Mid-Market Focus: Outsourcing for Agility - <i>Ram Iyer, CEO, Argea</i>	Avoiding Outsourcing failures - Knowing your Total Cost of Offshoring (TCO) - <i>Mark Dallmeire, Founder, Robb Group</i>	2:30 pm
3:15 pm	COFFEE BREAK	COFFEE BREAK	3:00 pm

General Sessions (Bonus Sessions for All Service Provider Attendees)

3:20 pm Climbing up the Value Chain: Escaping the Commoditization Trap - *Steve Hamm, Senior Writer, BusinessWeek*

3:50 pm Private Equity-The New Trigger to Globalization - *Raj Gupta, Partner, Flatworld Capital & Ed Caso, Managing Director and Senior IT/BPO Service Analyst, Wachovia Capital Markets, LLC*

4:25 pm Innovate like Edison: Enhancing Customer Value through Innovation Outsourcing - *Sarah Caldicott, Author of "Innovate like Edison" - great grandniece of Thomas Edison*

5:00 pm Closing Remarks - *Dr. Wendell Jones, Fred Mapp*