**Outsource2Jamaica – Symposium & Expo 2019**

Theme: “Global Services: Transforming Processes, People and Culture”

**DAY ONE: Thursday, April 11th**

08:30am – 09:00am **Registration & Networking**

09:00am – 09:45am **O2J Opening Ceremony**

 **Opening Remarks**

* Conrad Robinson, **O2J Conference Chair**

 **Invocation**

**Greetings**

* His Worship Cllr. Homer Davis, Mayor of Montego Bay – **St James Municipal Corporation**
* Mrs. Audrey Tugwell Henry, Executive Vice President – **Scotiabank**
* Mr. Delroy McLean, Senior Director – **C&W Business Jamaica**
* Ms. Marjorie Straw, Programme Director - **Global Services Sector Jamaica**

**Remarks & Conference Overview**

* Ms. Gloria Henry, President – **Business Process Industry Association of Jamaica**

**Government Remarks**

* Honourable Karl Samuda, CD, MP – Minister, **Ministry of Education, Youth & Information**

Performance by **Herbert Morrison Technical High School Band**

09:45am – 10:00am **Networking & Refreshment Break**

10:00am – 10:30am **Opening Keynote:** *Leveraging People, Processes and Artificial Intelligence* – Mr. Jim Iyoob, Chief Customer Officer – **Etech Global Services**

This session will highlight the trends and emerging technological advances you need to know and its impact on the contact center industry.

10:30am– 11:00am **Fireside Chat:***P**eople and Process Modernization: Driving Transformational Change*

Modernization is all about people, processes and technology. Today intelligent technologies can really help businesses make better sense of data, plan and predict outcomes, and optimize the entire product lifecycle including and enhancing the customer experience. In today’s business environment, organisations must transform and evolve to meet the rising customer demands and rapid shifts in business dynamics. This session will highlight the importance of transforming your organisation to successfully compete on the global stage.

Moderator: Jim Iyoob, Chief Customer Officer - **Etech Global Services**

* Mr. Kirk Laughlin, Managing Director – **Nearshore Americas**
* Mr. David Fullwood, **IT Executive Professional**
* Mr. Terrin Gayle, Senior Vice President – **Scotiabank**

11:00am – 11:45pm **Panel Discussion:** *Best Practices and Innovation in Your IT Infrastructure*

IT has increasingly been perceived as a critical business enabler, companies are eager to take advantage of IT to support their operational and strategic objectives. The inability of any organization to involve itself in an ongoing process of improvement will result in wastage of time, resource and money as well as deteriorated services and products. This session is geared towards highlighting the importance of investing in IT infrastructure to support process improvement and innovation; thereby leveraging technology to improve service delivery. It will address the managing of the transformation process, return on investments in infrastructure and provide an insight on how to estimate cost and savings associated with innovation and process improvement.

Chair: Chris Reckord, Chief Executive Officer - **tTech Jamaica**

* Andrew Fazio, Director – Hospitality & BPO, **C&W Business** **Jamaica**
* Egbert von Frankenberg, Chief Executive Officer - **Knightfox App Design**
* Audrey Tugwell Henry, EVP of Retail Banking – **Scotiabank**
* Ryan Sterling, Chief Executive Officer – **Vertis Technology**

11:45am – 12:30pm**Panel Discussion:** *Finding a Niche in the BPO Space*

Discussion with key BPO entrepreneurs on their experience in starting a BPO operation, the processes involved and some key takeaways for budding investors and entrepreneurs in the sector. The session will also shed light on some of the funding options available to firms seeking to enter the BPO space.

 *Chair*: Kirk Laughlin, Founder & Managing Director – **Nearshore Americas**

* Patrick Casserly, CEO & President – **PCR Nearshore**
* Jacqueline Sutherland, CEO – **Contax360 BPO Solutions**
* Edison Galbraith, General Manager – **Development Bank of Jamaica**
* Yoni Epstein, Executive Chairman **– ItelBPO Smart Solutions**

12:30pm – 02:00pm **BPO Lunch N’ Learn**

In keeping with the Government of Jamaica’s mandate to grow up the value chain, the BPIAJ through this series would like to educate its members and potential operators on the opportunities in the global services sector and how they can position their entities to tap into the opportunities available. Critical to that success is the availability of talent to support that growth into higher value services.

**Keynote Presentation:** *Bridging the Gap in Employability, the Workforce & Economy – Transitioning from BPO to KPO*

* Alex Cole, Chief Innovation Officer - **Tin Smart Social**

02:00pm – 02:30pm **Fireside Chat:** *Shared Services: Transforming Your Business from Inside Out*

The shared services delivery model has proven extremely effective for solving the basic challenges—reducing data entry redundancy and improving data quality; reducing financial and compliance risks; improving the consistency and quality of HR policy implementation; managing costs; and reducing the administrative workload of the HR generalist/business partner. As we seek to diversify Jamaica’s global services sector, we seek to grow up the value chain from traditional “low-cost” centres, to embracing “high-value” shared services activities that undeniably play critical roles in strategic decision-making for businesses. This session is intended to highlight how Shared Services can become an integral part of any business? How can businesses strategically leverage Shared Services insights for the benefit of achieving greater success?

*Chair:* Donald Barnett, Head of Outsourcing, **KPMG Jamaica**

* Maria Thompson White - Executive Director (Transformation Implementation Unit) - **Ministry of Finance & the Public Service**
* Elva Williams Richards, Senior Vice President – **The Port Authority of Jamaica**

02:30pm – 03:20pm**Panel Discussion**: The Dawn of a New Paradigm for Service Delivery in the Global Services Sector

 A global value chain involves the coordination of activities, people and processes across geographies. In today’s information technology driven business environment, opportunities abound to restructure value chain to better serve end customers. Value chain optimization is about implementing the right processes, capabilities and technologies. This session will be geared towards discussing the opportunities in value chain optimization and workforce preparation. As we grow up the value chain in global services, how are we prepared to upskill and reskill our workforce to access higher value jobs for Jamaicans?

 *Chair:* Gloria Henry, President – **Business Process Industry Association of Jamaica**

* Lynda Langford, Chief Executive Officer - **Conduent Jamaica**
* Yoni Epstein, Chairman - **Global Services Skills Board**
* Wayne Sinclair, Managing Director - **National Credit Adjusters**
* Orville Plummer, Director – **HEART/NTA**

03:20pm – 03:45pm **Networking & Refreshment Break**

03:45pm – 04:35pm **Panel Discussion:** Diversifying the Portfolio in the Global Services Sector

This session seeks to highlight the importance of value creation in improving service experience in the service supply chain sector. Customers’ expectations are changeable. Thus, service providers in all fields must stay in line with rapidly changing conditions and customer’s expectations in order to deliver the decent services. Service providers can bring about many opportunities by designing inventive and innovative services to create good customer experiences. They are exploring different, disruptive avenues to deliver service to customers in their preferred channels of communication. The key current industry trends include online channels driving growth, demand for personalized experience, technology empowered customers with the power of digital devices. This session will highlight the various inventive and innovative solutions in Travel and Tourism, Healthcare and other services-oriented sectors.

*Chair*: Edmond Marsh, Senior Vice President – **Port Authority of Jamaica**

* Mark Kerr Jarrett, Managing Director - **Barnett Tech Park**
* Sheree Cameron, Senior Geoinformatics Specialist – **GeoTech Vision**
* Janice Allen, Chief Executive Officer - **Forge Consulting**
* Dr. Alfred Dawes, Senior Medical Doctor – **Savanna LaMar Hospital**

04:35pm – 05:00pm **Closing Keynote:** *Managing Digital Disruption and Turning it into Opportunities*

Digital disruption also means digital opportunities. Technological disruption is forcing changes in the workplace and operational processes. The session is geared towards highlighting the impact of disruption and how an organisation can reinvent its operating model to win in the digital world.

* Ms. Odetta Rockhead-Kerr, Vice President & Country Manager- **Sutherland Global Services**

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**6:30pm - 09:30pm Outsource2Jamaica Cocktail & Networking Event @ The S Hotel** (7 Jimmy Cliff Boulevard, Montego Bay)

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**DAY TWO: Friday, April 12th**

**Conference Chair:** Delroy McLean, Senior Director, **C&W Business (Jamaica)**

08:30am – 9:00am **Registration & Networking**

09:00am – 09:05am **Chairman’s Welcome**

09:05am – 09:25am **Opening Keynote***: Attracting Foreign Direct Investments: Encouraging Sustainable Business Practices using Incentives*

The inflow of foreign direct investment (FDI) is one of the most important stimuli boosting the economy of host countries. The increasing mobility of international firms and the gradual elimination of barriers to global capital flows have stimulated competition among governments to attract foreign direct investment, often through tax incentives. This presentation will highlight benchmark incentives for the services sector and highlight Jamaica’s ranking as a competitive location on the global stage.

* Andrew Clutz, Director – Corporate Investment & Analytics – **Conway USA**

*09:25am – 10:15am* **Panel Discussion:** *Encouraging Sustainable Business Practices Through Incentives*

In an ever-changing economy, business incentive programs are an important tool for any country trying to compete for jobs in a global marketplace. As businesses continue to look for ways to remain competitive and increase their bottom lines, deciding where to locate can make all the difference. Generally, this important decision will depend on multiple factors, including access to talent, transportation, infrastructure, and regulations. However, more than ever, the availability of incentives is playing a critical role in the decision-making process. Investment incentive, policy implemented by government to promote the establishment of new businesses or to encourage existing businesses to expand or not to relocate elsewhere. This session seeks to highlight the role of Government in ensuring the business environment is competitive through provision of incentives which will enable private sector growth and expansion.

Chair: Shullette Cox, Vice President – **Jamaica Promotions Corporation**

* Andrew Clutz, Director – Corporate Investment & Analytics, **Conway USA**
* Grantley Stephenson, Managing Director - **Kingston Wharves**
* Anya Levy, Broker Associates – **Remax Elite**
* Narda Graham-Laird, Partner – **DunnCox**

*10:15am – 10:25am* **Networking & Refreshment Break [Exhibition Area]**

10:25am – 10:45am **Keynote:**  *Preparing a “Ready” Agile Workforce*

* Dr. Grace McLean, Permanent Secretary – **Ministry of Education, Youth & Information**

The way we work is changing rapidly in today’s digital economy. New generations of workers are bringing new expectations and demands to the workplace. The structure of work is related to how work gets done. An agile workforce needs to be quickly ready to add value. In the new agile workplace, employable individuals must continuously hone their skills, be multi-talented, multitasking, flexible, dynamic, global, and local – all at the same time.

10:45am – 11:00am **Keynote:** *Jamaican Labour Laws 101*

* Ms. Faylene Foster, Director of Pay and Conditions of Employment Unit - **Ministry of Labour & Social Security**

A brief insight into Labour law in Jamaica and relevant sections and statutes applicable to operations in the BPO sector.

11:00am-11:15am **Presentation**: *The Nature of Work in the 21st Century*

* + - * Mr. Dwayne H. Lockhart, Manager, Caribbean - **Pearson Education Limited.**

11:15am – 12:00pm **Panel Discussion:** *Embracing the Digital Workforce and Culture*

Robotic process automation has and will continue to eliminate and reduce human execution of repetitive and repeatable processes. Artificial intelligence and machine learning will enable automation of additional processes that involve minor to moderately complex variability. What will be left for humans? Arguably, the most complex and compelling processes that affect business outcomes. This shift in the division of responsibilities (technology versus human) will bring real meaning to the concept of “knowledge workers.” With the digital workforce disruption upon us, companies will be forced to assess, reorganize and reinvent the way employees work. How are we prepared as a nation for these technological changes?

*Chair:* Roger Williams, National BPO Coordinator – **Jamaica Promotions Corporation**

* Ryan Grala, Country Manager - **Concentrix Jamaica**
* Dr. Sean Thorpe, Head of School - **University of Technology**
* Edward Morris, Assistant Professor - **Northern Caribbean University**
* Melarka Williams, Chief Executive Officer – **Ingenuity Technologies**

12:00-12:15pm **Presentation:** *Building a Culture of Customer Service; the BPO Experience*

Every company in every industry is seeking new ways to improve their business. We live in a service-based economy where great customer service is a competitive advantage for almost every company. Building a culture of customer service excellence is key in building and sustaining a company's livelihood in almost any industry.

* Geoffrey Fullerton, Managing Director – **Fullerton Management Group**

12:30pm – 2:30pm **O2J VIP Luncheon & Industry Awards**

 Welcome

 Grace

 Lunch / Entertainment

Introduction of Guest Speaker

Guest Speaker: *Strengthening Employee Potential and Enhancing Productivity in the Workplace*

Mr. Howard Mitchell, President – **Private Sector Organisation of Jamaica**

 Presentation of Awards

 Closing Remarks