



# GBS Investor Conference & Awards 2019

Re-Imagining 2030

Make an Impact...Change a Country  
Leave a Legacy

The **Global Business Services (GBS) Investor Conference and Awards** is South Africa's flagship industry event, proudly hosted by BPeSA, in partnership with the Department of Trade and Industry (the dti) and our 2019 host city Durban, KwaZulu Natal.



## Re-Imagining 2030' together

This multi-day event running from **19, 20 and 21 November 2019** will ask investors, delegates, and participants to shape a shared vision of how we can stimulate the African economy today, and in doing so positively transform the social and economic framework of tomorrow.

### Highlights include:

- Examining how globalising forces impact on local communities & national societies and the role the GBS sector must play in **driving economic and job growth**
- Showcasing the distinctive, empathetic attitude and value of South Africa's youth, the event **embraces Impact Sourcing** in its many forms
- Country value proposition and live **case studies from investors across the services value chain** to demonstrate new possibilities
- C-Suite master class in Data Science for **further learning**

Topping and tailing the event are the BPeSA National Awards celebrating the talent and capability of our industry and a special performance from South Africa's national pride, the **Ndlovu Youth Choir**, who last month captivated a global audience as finalists on *America's Got Talent*.

# GBS Investor Conference Agenda

## Day 1 – 20<sup>th</sup> November 2019

**7:30am** Registration, coffee and networking

**8:15am** Opening Session

**9:00am** “The Trust Economy”

**Keynote Address: Philipp Kristian Diekhöner, OxytocinGroup**

The ubiquity of the digital economy has disrupted traditional management and leadership models. Trust is placed more and more in data, social networks and one’s peer group. This keynote address unpacks the implications for leadership in the digital economy and looks at how trust will be earned and retained.

**09:45am** **New Markets, New Horizons: The Potential of Africa**

Africa is home to 17% of the world’s population. By 2050, that number will grow to over 26%. This panel discussion explores the potential for inclusive growth on the African continent, enabled by its human and economic potential.

- Martyn Davies, Deloitte (moderator)
- Disebo Moephuli, Standard Bank (Speaker)
- Christopher Wood, Trade and Investment South Africa, TISA
- Kate Philip, Trade & Industrial Policy Strategist

**10:30am** Networking Break and Exhibition Viewing

**11:00am** **Impact Sourcing: Unlocking South Africa’s Human Potential for Inclusive Growth**

Young people in South Africa offer a distinctive customer service experience that makes for a highly competitive and compelling proposition to end users in English-speaking markets across the world. Most of these young people are the product of impact sourcing, a practice that was first adopted in South Africa and that has evolved to become the global benchmark for socially responsible and economically sustainable sourcing. This session will explore how impact sourcing is serving to unlock the people potential of South Africa while spotlighting the power of women in shaping the economy.

- Maryana Iskander, Harambee Youth Employment Accelerator (moderator)
- Zondwa Mandela, Mandela Legacy Foundation
- Farah Fortune, African Star Communication
- Mark Chana, CCI
- Jon Yarlett, Intelligent Sourcing
- Lizelle Strydom, CareerBox
- Lynnette Morris (Merchants)
- Brandon Aitken, Webhelp
- Judy Robison, UCademy

**12:30pm**      **Lunch Break, Networking and Exhibition Viewing**

**1:30pm**      **South Africa's Value Proposition in the Digital Age**  
South Africa has a compelling value proposition that has been well received by end users and BPOs in the main English-speaking source markets including the UK, US, Canada, and Australia. Building on this success, the value proposition has recently been refined to present the emerging digital capabilities and strong ITES capabilities in the country. This discussion shares work on South Africa's transition into the digital economy and to highlight where and how South Africa distinguishes itself as a location for digital and BPO service delivery.

- Peter Ryan, Ryan Strategic Advisory (moderator)
- Stephan Malherbe, Genesis Analytics
- H. Karthik, Everest Group
- Malebo Mabitje-Thompson, The Department of Trade and Industry

**2: 30pm**      **Networking Break and Exhibition Viewing**

**3:00pm**      **Public-Private Partnerships for New Job Creation**  
Exploring how closer collaboration between the private and public sector has already led to increased foreign investment and economic growth – demonstrated in South Africa's Presidential Jobs Summit Framework Agreement and other public-private partnerships focused on stimulating new job creation.

- Tanya Cohen, Public-Private Growth Initiative (moderator)
- Yunus Hoosen, Invest SA
- Sandile Gwala, SoluGrowth
- Martin Roe, CCI
- Rudi Dicks, South African Presidency

**4:00pm**      **Closing**

## Day 2: Thursday, 21 November 2019

**8. 00am**      **Registration, coffee and networking**

**8:30am**      **Opening Session - Neville Matjie, CEO of Trade and Investment KZN**

**9:00am**      **Social Progress, Digital Connection, and Financial Access: Unlocking Economic Opportunity**  
Unlocking the value of the African continent requires providing digital and financial access to all its people.

This panel discussion engages key role players at the forefront of efforts to “Connect Africa” and explores the relationship between a country’s social progress and its economic performance and prosperity.

- Reshaad Sha, Liquid Telecom South Africa (Moderator)
- Khwezi Tiya (Standard Bank)
- Shaneel Bachoo, IQ Business
- Martin Grunewald, BankservAfrica
- Jabu Sibanyoni, Amazon Web Services

**10:00am      Networking Break and Exhibition Viewing**

**10:30am      Good for Business, Good for Impact: Case Studies**

Domestic and international investors who deliver export services from South Africa discuss their experiences of doing business in South Africa, and their views on what has made them grow their investments. Representing different industry verticals and areas of specialization, these cases studies provide evidence of real value creation and impact:

- Reshni Singh, The Department of Trade & Industry (Co-moderator)
- Evan Jones, Harambee Youth Employment Accelerator & BPeSA (Co-moderator)
- Terry Boynes, Capita Customer Management UK and O2 Partnership
- Rachel Dabydoyle, Hogan Lovells, Iain Brown, Ashurst and Janet Taylor-Hall, Cognia Law
- Jackie Naughton, BYC Group
- Francois Burger, SoluGrowth

**12:00pm      “Human and Robotic Capital: A Good Partnership?”**

**Keynote Address: Agesan Rajagopaul, McKinsey & Company**

The unknown impact of automation and robotic processes and service delivery instills fear and concern in the hearts and minds of many executives worldwide. This keynote address presents the findings of research into the impact of emerging technologies, making the case for the co-existence of robotic and human capital in the future world of work.

**12:30pm      Lunch Break, Networking and Exhibition Viewing**

**1:30pm      Re-Imagining 2030: Unpacking Key Enablers for Growth**

South Africa has a new vision for the Global Business Services Sector, building on the understanding informed by the work delivered by Genesis Analytics as part of the South Africa in the Digital Age initiative (SADA). This interactive workshop session engages executives and subject matter experts in discussion to identify and prioritize the key enablers required to unlock growth at scale in the market for Globally Traded Services.

- Andy Searle, BPESA (Moderator)
- Clayton Williams, BPESA
- Reshni Singh, The Department of Trade & Industry
- Gareth Pritchard, BPESA Western Cape
- Deon Scheepers, Pivotal Data
- Stephen Shields, Harambee Youth Employment Accelerator

3:00pm **Networking Break and Exhibition Viewing**

3:30pm **Master Class: Explore Data Science Academy**  
The Explore Data Science Academy present this Master Class on Data Science, Data Engineering and Machine Learning. Facilitated by practitioners who have solved difficult real-world problems, this Master Class contextualizes the role of Data Science in the digital economy and offers an ideal introduction for Executives to the key concepts and applications of Data Science. The Explore Data Science Academy are also sponsoring one employee from one of the participating companies a free Data Science course at their Academy in 2020!!

4:30pm **Closing**

6:30pm **Global Business Services Industry Awards & Closing Banquet Dinner**  
Celebrating the talent and capability of our industry and a special performance from South Africa's national pride, the **Ndlovu Youth Choir**, who last month captivated a global audience as finalists on America's Got Talent.

**Ndlovu Youth Choir**  
will be performing!



**REGISTER TO ATTEND**  
GBS Investor Conference & Awards  
19th - 21st November, Durban, KZN  
**#GBSEvent2019**

