14:30 - 15:30

PANEL A: OUTSOURCING BECOMING A NECESSITY MORE THAN A NEED

Chair
- Mr. Ameet Nivsarkar, Vice President and Head Global Trade Development, NASSCOM, India

Questions
to be addressed
- How has outsourcing gained importance in the current world economic situation?
- How have the types of services being outsourced changed over last 5 years? How are Social Media, Analytics and Cloud changing the ecosystem?
- What is driving outsourcing decisions for the customers?
- Where do emerging countries position themselves in the offshoring landscape?

Panellists
- Mr. Hanumantha Karthik, Vice President, Research, Everest Group
- Mr. Russell Ives, Managing Director, Business Process Outsourcing, Accenture for Australia and New Zealand
- Mr. Tiak Koon Loh, CEO, Pactera Technology International Ltd., People’s Republic of China
- Mr. Marco Sorgetti, Director General, International Federation of Freight Forwarders Associations
- Mr. Jean-Marie Paugam, Deputy Executive Director, International Trade Centre (ITC)

15:30 - 16:00

Interactive discussion on Panel A
16:00 - 17:00  PANEL B: BUILDING SUPPLY AND EXPORT CAPACITY: SUCCESS FACTORS AND CHALLENGES

Chair  
- Mr. Mahbub Ahmed, Secretary, Ministry of Commerce, Bangladesh

Questions to be addressed
- What are the challenges to develop supply and export capacity in IT services that are outsourced and how can they be addressed?
- (From a business perspective) what is required to succeed in outsourcing, in the current market environment?
- How can Governments’ policy/measure/actions be assessed with regard to corporate decisions to outsource functions to specific markets?
- What are the challenges faced by Governments designing policies aimed at developing services sectors, with the view to capture greater opportunities from outsourcing?

Panellists
- Mr. Abdelwahab Maatar, Minister of Trade and Handicrafts, Tunisia
- Mr. Wim van Heumen, Programme Director for Services, Center for the Promotion of Imports from Developing Countries, the Netherlands
- Ms. Pumela Salela, Member of the Advisory Council of the World BPO/ITO Forum

Contributors
- Mr. Nanno Mulder, Economic Commission for Latin America and the Caribbean, ECLAC
- Mr. Gerardo Antonio Meza Grillo, Ministry of Foreign Trade and Tourism, Peru
- Mr. Robert Skidmore, Chief of Sector Competitiveness, Division of Market Development, ITC

17:00 - 17:30  Interactive discussion on Panel B