



Winning and serving customers in the age of convergence

Agenda

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2017

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TIMINGS	TOPIC	Speaker (s)
16:30-17:00 hrs	Registration	
17:00 – 17:15 hrs	Introduction	<ul style="list-style-type: none">• S Anjali Kumar Partner, Consulting - Strategy & Operations• Monojit Mazumdar Partner, Consulting - Technology
17:15 – 17:30 hrs	Benefiting from Convergence – A state of mind	P.R. Ramesh Chairman, Deloitte India
17:30 – 18:00 hrs	Citizen as customer	Kaustubh Dhavse Joint Secretary, CM Office & Officer on Special Duty to Maharashtra CM, Mr. Devendra Fadnavis
18:00 – 18:45 hrs	The Catch-up trap	Michael E. Raynor Director, Monitor Deloitte
18:45 – 19:45 hrs	Customer in the era of convergence: Customer aspirations and new value propositions	<ul style="list-style-type: none">• Timothy P. Hanley Global Consumer & Industrial Product Leader, Deloitte• Ravichandran Purushothaman President, Danfoss India• Hari Sankaran Vice-chairman & Managing Director, ILFS• Pramod Sharma Executive Director – Business Development & Corporate Strategy, BPCL• Joy Chakraborty COO, P.D. Hinduja Hospitals
19:45 – 19:50 hrs	Thank you note	

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