



Christopher Stancombe

Global Head of Finance and Accounting Outsourcing for Capgemini BPO
Capgemini

Years of Experience: Nearly a decade

Major accomplishments: Designed Capgemini BPO's Global Process Model (GPM) encompassing a multi-layered, world-class process delivery and transformation asset, complete with embedded controls, service measurements and a ground breaking transition methodology to create standardization for clients at maximum speed to value.

Education: Holds masters degrees from the University of Cambridge and Imperial College and also is a fellow of the Association of Chartered Accountants of England and Wales.

Notable: Stancombe has been instrumental in establishing Capgemini BPO's innovative Finance Academy approach to the recruitment, on-boarding and training of staff, enabling them to deliver services to clients at the highest level.

Outsourcing Vision: See the outsourcing industry truly becoming partners to their clients, delivering outcomes that add value to both parties. To achieve this, providers will have to take more business risk and apply their skills from managing labor pools in distributed delivery networks to world class process knowledge and fit for purpose technology solutions.



Shunee Yee

CEO and President
CSOFT International Limited

Years of Experience: 15 years

Major accomplishments: Founded CSOFT in 2003 in a one-room office and guided it to a multinational, multimillion-dollar enterprise providing multilingual localization, application testing, terminology management and software development services for the international market. Based in Beijing, China, the company has four locations in key markets around the globe and more than 400 employees.

Education: Completed a senior executive education program at Harvard Business School, and holds a Bachelor of Arts from Nanjing Normal University in Nanjing, and a Master's degree from Rhode Island College.

Notable: A leading mobile phone/cell phone manufacturer is using CSOFT's wiki-based technology tool as its main resource for terminology management. The community version of this platform, TermWiki, is now the world's fastest growing social learning network.

Personal: Yee was awarded the International Stevie Award for Best Asian Entrepreneur for Women in Business in 2009.



Peter Lowes

Principal and Global Leader of Outsourcing and Service Delivery Transformation Advisory Services
Deloitte

Years of Experience: 24 years

Major accomplishments: Lowes has led, co-led or advised on more than \$25 billion in outsourcing arrangements spanning more than 30 countries. He has been global leader of Deloitte's Service Delivery Transformation offering since it launched in 2009.

Education: Holds a bachelor's in Computer Science from Imperial College, University of London, and did summer internships at Unisys during its formation.

Notable: Lowes currently oversees Deloitte's continuing advisory work on the outsourcing of CoreLogic's Indian Captive in 2011, which is the largest offshore BPO deal this year to date, among other major deals.

Quotable: "I'm inspired by the potential of this industry to make the world a better place through its ability to deliver services that improve the lives of individuals all around the world, while at the same time increasing global communication and understanding among people, enterprises and governments."
– Peter Lowes

Personal: Serves on the International Advisory Board of Global Angels and as the U.S. Treasurer of The IOCC, both children's charities.

Outsourcing Vision: Sees exciting times ahead for the outsourcing industry and a radical transformation in the landscape over the next decade. He envisions rapidly growing awareness, understanding and adoption, fueled at the core by technology innovation and the global sourcing and utilization of both employee and third-party service provider talent.

Connect: Learn more about Lowes: www.deloitte.com/view/en_US/us/Services/additional-services/Service-Delivery-transformation/28e0aeaf7a6e3210VgnVCM100000ba42f00aRCRD.htm



Phil Fersht

Founder and CEO
HfS Research

Major accomplishments: Created the first true research analyst brand, "HfS Research," associated with the outsourcing industry that is breaking the mold of the traditional incumbent research firms, according to Fersht. He has advised on more than 100 major outsourcing and offshoring engagements and consults regularly with senior operations and IT executives on their global sourcing strategies.

Education: Holds a bachelor's with Honors in European Business & Technology from Coventry University,