

THE CUSTOMMERCE NATIONAL CONVENTION

23, 24 January 2014 | Marriot Jaipur

Schedule of events

23 January

02:00 PM – 03:00 PM	Registrations
03:00 PM – 03:10 PM	Inauguration ceremony
03:10 PM – 03:15 PM	Welcome address <i>G. Shankaran Nair</i> Director, Custommerce President and Chief Strategy Officer Servion Global Solutions
03:15 PM – 03:30 PM	Custommerce progress report <i>Ramesh Venkateswaran</i> Chairman, Custommerce Service Excellence Foundation; Visiting Professor IIM B
03:30 PM – 04:00 PM	Building and sustaining ICONIC brands <i>Rajeev Bakshi</i> Vice President and Managing Director Metro Cash & Carry
04:00 PM – 04:20 PM	Tea break
04:20 PM – 04:50 PM	An ICONIC way of redefining performance metrics <i>Binny Bansal</i> COO and Co-founder Flipkart
04:50 PM – 05:10 PM	Q & A
05:10 PM – 05:40 PM	Bucking convention; building ICONS <i>Jessie Paul</i> CEO Paul Writer
05:40 PM – 05:50 PM	Q & A
05:50 PM – 06:30 PM	Group activity - 1
07:30 PM onwards	The ICONIC Rajasthani networking dinner

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09:00 AM – 09:30 AM	Creating and sustaining the ICONIC people network <i>Aniruddha Limaye</i> Director Great Places To Work Institute
09:30 AM – 10:00 AM	Inclusive ICONOMICS <i>Rajiv Khandelwal</i> Executive Director Aajeevika Bureau
10:00 AM – 10:20 AM	Q & A
10:20 AM – 10:40 AM	Tea break
10:40 AM – 11:10 AM	ICONIC customer experience trends <i>Sidney Yuen</i> Chairman Contact Center Association, APAC
11:10 AM – 11:20 AM	Q & A
11:20 AM – 12:00 Noon	Group activity 2
12:00 Noon – 12:45 PM	Group presentations
12:45 PM – 01:00 PM	Summation and closing remarks <i>R. Muralidharan</i> Vice Chairman, Custommerce board Group Head – Operations, L&T Finance
01:00 PM onwards	Lunch & departures