

24-25  
NOV  
2016

# CX CONCLAVE 2016 MUMBAI

In Association With



**TATA BUSINESS SUPPORT SERVICES LIMITED**

Organized by  
**goldman**  
communications



[WWW.CXCONCLAVE.COM](http://WWW.CXCONCLAVE.COM)



24-25 November, 2016

“ONE CUSTOMER WELL TAKEN CARE OF  
COULD BE MORE VALUABLE THAN  
\$10,000 WORTH OF ADVERTISING”

~Jim Rohn

We are in an era where the customer is king! Technology has revolutionized the way we connect and with it, re-defined the way we understand Customer Experience. Organizations are today required to assess and reassess how this digital revolution impacts their processes, products & services.

The process of building an in-depth repository of knowledge about your customers is a long-drawn process. It involves deriving insights from every customer touch point, based across the entire network of your organization. The entire exercise is about getting to know your customers and their needs from the grassroots up, so you can create and deliver personalized experiences. A great customer experience makes for loyal customers that then become citizen advocates for your brand, thus setting you apart from your competition

CX Conclave 2016 aims to address the latest challenges faced by you and your peers as well as present opportunities to better current practices. Attendees can take advantage of the **15 + speakers, and over 150+ attendees / practice heads and practical case studies / examples** to help implement these essential techniques in real time. This event will provide you with the opportunity to learn and network with leading national and international Customer Experience experts from the industry, to identify opportunities, take away key strategies and gain insights to achieve a consistent successful customer experience management.

## Key Benefits

We guarantee a proven and practical experience. You will experience first-hand, valuable ideas and practices, through case studies and case examples presented by industry leaders, learn from Indian and international customer experience experts, gain insights, identify opportunities and take away key strategies for a successful customer experience management.

- How to make an already great Customer Experience even Better.
- Deploying digital technologies across the organization to deliver Excellent Customer Service.
- The importance of trust to the Customer Experience – Protecting your customers' security and privacy and how to recover when things go wrong.
- Developing An Intense Data Driven Customer Experience Strategy.
- Translating Your Understanding of the Customer Journey into Business Opportunity.



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## Who should attend?

**Members of Board, C-level, Senior Vice Presidents, Vice Presidents, Directors, Heads of Departments of**

- Customer Experience
- Customer Relations
- Customer Services
- Customer Operations
- Customer Analytics and Insights
- Multi-Channels/Omni-Channels
- Customer Intelligence
- Web Intelligence
- Customer Retention
- Customer Loyalty
- Customer Engagement
- Marketing & Communication

### **From Industries such as:**

- Banking, Financial Services and Insurance
- E-Commerce & M-Commerce
- Specialty Food Chains
- Telecommunications
- Aviation & Airlines
- Hotels & Hospitality
- Logistics & Transport
- Retail & FMCG
- Consumer Durables
- Automotive

## EVENT PARTNERS

### PLATINUM PARTNER

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### GOLD PARTNER

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10 Countries | 100% Quality Assured

### SILVER PARTNER

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### MEDIA PARTNERS

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## PARTICIPATING DELEGATES

Head - Customer & Channel Services <b>IndiaFirst Life Insurance Company Ltd</b>	Consultant <b>Tata Business Excellence Group</b>
Head Training and Service Quality Customer Care <b>Videocon D2H</b>	Senior Consultant <b>Tata Business Excellence Group</b>
Subscriber Management Group <b>Videocon D2H</b>	Deputy General Manager <b>Tata Business Excellence Group</b>
National Head- Sales & Customer Relationship Management <b>Titan Eye Plus</b>	Assistant Manager Customer Care <b>Hafele India Pvt Ltd</b>
Assistant Manager- Customer Experience & Customer Relationship Management <b>Titan Eye Plus</b>	Head Terminal 1 Operations <b>Delhi International Airport</b>
Vice President -Customer Experience & Head Customer Connect <b>Myntra</b>	Associate General Manager - Head Service Excellence <b>Delhi International Airport</b>
Director Customer Experience <b>Myntra</b>	<b>Bajaj Allianz</b>
<b>Club Concierge</b>	<b>Bajaj Allianz</b>
Program Director <b>Club Concierge</b>	Head - Policy Servicing <b>Bajaj Allianz</b>
Group Head Customer Service <b>Future Retail Limited</b>	Head - Grievance Management <b>Bajaj Allianz</b>
Consultant <b>Tata Business Excellence Group</b>	Senior Manager Loyalty Cards <b>Hindustan Petroleum Corporation Limited</b>





**PARTICIPATING DELEGATES**

Dy. Manager Loyalty Cards <b>Hindustan Petroleum Corporation Limited</b>	Deputy Manager Marketing <b>Hindustan Petroleum Corporation Limited</b>
Vice President <b>DSP Black Rock</b>	Manager <b>DSP Black Rock</b>
Deputy General Manager & Head - Customer Engagement & Service Quality <b>Bangalore International Airport</b>	Senior Manager - Terminal Operations <b>Bangalore International Airport</b>
Deputy General Manager - Marketing & Customer Relationship Management <b>Mahindra Finance</b>	Head Customer Service <b>SBI Funds Management Pvt Ltd</b>
Senior Manager Customer Care South Asia <b>BASF</b>	Assistant General Manager - Special Projects <b>Chola MS General Insurance</b>
Head - Customer Experience <b>Hicare Services Pvt Ltd</b>	Senior Manager - Customer Experience <b>Hicare Services Pvt Ltd</b>
Sr. Manager Special Projects <b>Hicare Services Pvt Ltd</b>	Associate Vice President - PEG <b>ICICI Lombard General Insurance</b>
Associate Vice President - -Customer Support <b>ICICI Lombard General Insurance</b>	Deputy General Manager - Marketing and Customer Service <b>Mumbai Metro One Pvt Ltd</b>
Chief Manager- Collections <b>ICICI Prudential Life Insurance Co. Ltd</b>	Manager- Customer Servicing and Customer Service Recovery <b>ICICI Prudential Life Insurance Co. Ltd</b>
Senior Manager- Contact Centre and Communications <b>ICICI Prudential Life Insurance Co. Ltd</b>	Manager- Central Processing <b>ICICI Prudential Life Insurance Co. Ltd</b>
Management Associate- Services <b>ICICI Prudential Life Insurance Co. Ltd</b>	DGM - Branding <b>Essar Oil Limited</b>



**PARTICIPATING DELEGATES**

DGM - Marketing <b>Mahanagar Gas Limited</b>	Sr Manager CRM <b>Mahanagar Gas Limited</b>
Sr Manager Loyalty <b>Bharat Petroleum Corporation Limited</b>	DGM RS <b>Indian Oil Corporation Limited</b>
Manager RS - IS <b>Indian Oil Corporation Limited</b>	Accounts Officer <b>Indian Oil Corporation Limited</b>
AM (Plant) <b>Indian Oil Corporation Limited</b>	AM (T) <b>Indian Oil Corporation Limited</b>
AM (RS ) <b>Indian Oil Corporation Limited</b>	DM (LPG-S ) <b>Indian Oil Corporation Limited</b>
Head Customer Support <b>Kirloskar Oil Engines Ltd</b>	Head - Digital Products <b>ICICI Prudential Asset Management Company Ltd</b>
Vice President - Customer Operations <b>OnMobile Global Limited</b>	Director – Customer Service <b>OnMobile Global Limited</b>
National Manager - Customer Experience <b>Bajaj Finserv Limited</b>	Senior Manager Customer Experience <b>Bajaj Finserv Limited</b>
Head- Customer Service (APMEA) <b>Apollo Tyres Ltd</b>	Sr Manager - Customer Experience <b>Axis Bank Limited</b>
Sr Manager - Customer Experience <b>Axis Bank Limited</b>	Head Customer Service <b>Capital First Limited</b>
Head - Business Development, Products & Customer Service <b>ASK Investment Managers Private Limited</b>	GM-CRM <b>Eureka Forbes Limited</b>



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## PARTICIPATING DELEGATES

Manager-Customer Experience  
**Titan Company Limited**

Senior Manager-CRM  
**Titan Company Limited**

Head Customer Engagement & Mobile App  
**Aditya Birla Money MyUniverse**

Head Customer Service & Operations  
**Aditya Birla Money MyUniverse**

Director - IT  
**CA Technologies**

Account Manager - Client Servicing  
**Accentiv India Private Limited**

Account Manager - Client Servicing  
**Accentiv India Private Limited**

Assistant Vice President – Customer Experience  
**TUI India Pvt Ltd**

Head of AW CX - India  
**Google**

Head Service & Operational Excellence  
**Club Mahindra**

Regional Sales Manager  
**Zoho Corporation Private Limited**