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EVENT REPORT

INDIAN STAFFING FEDERATION

9th TECH CONFERENCE EVOLVING HORIZONS: TECH UNLEASHED



TAJ MG Road, Bengaluru



21st May, 2025

INDIAN STAFFING FEDERATION
 9th TECH CONFERENCE
 EVOLVING HORIZONS: TECH UNLEASHED



May 21st, 2025



TAJ, (MG Road), Bengaluru

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KEYNOTE SPEAKER



SANJEEV JAIN
 CHIEF OPERATING OFFICER,
 WIPRO



KUMARALINGAM MC
 VICE PRESIDENT
 CHIEF PROCUREMENT OFFICER,
 WIPRO



JAYA MAHADEVAN
 DIRECTOR-TERRITORY CHANNELS,
 MICROSOFT, INDIA



CHAYA MANGESH
 HEAD OF TALENT ACQUISITION - SPECIALTY RECRUITING, AMAZON DEVELOPMENT CENTRE



SREDEVI HEGDE
 MANAGING DIRECTOR & BOD - INDIA GCC HEAD,
 VERVENT



MADHU MENON
 GLOBAL HEAD-TALENT ACQUISITION,
 WIPRO



SUBBA GONELLA
 GLOBAL HEAD OF HUMAN RESOURCES,
 RAKUTEN SYMPHONY



BALAMURALI RENGASAMI
 CHIEF EXECUTIVE OFFICER,
 MONYX ENGINEERS PRIVATE LIMITED



KRISHNA VARDHAN REDDY
 FOUNDER & CEO,
 AIDOOS TECHNOLOGIES PRIVATE LIMITED



ABHIJIT GOON
 HEAD OF CONSULTING & BUSINESS SOLUTION,
 GREATFOUR SYSTEMS INC



KANISHK SHUKLA
 CO-FOUNDER & CEO,
 EXPERTIA AI



HEMANT KUMAR RAVI
 PROGRAM LEADER-GCC PEOPLE ADVISORY & BUSINESS CONSULTING,
 ERNST & YOUNG



PALASH GUPTA
 R&D ENGINEERING LEADER,
 VERINT



SUDHA KRISHNAN
 AVP - HUMAN RESOURCE,
 STRAIVE



PRINCELY CHARLES
 DIRECTOR,
 ZOHO



CHARLES GODWIN
 HUMAN RESOURCE LEADER,
 ZOHO



LOHIT BHATIA
 PRESIDENT INDIAN STAFFING FEDERATION
 (PRESIDENT WORKFORCE MANAGEMENT, QUESS CORP LTD)



MR. PRAMOD PACHISIA
 BOARD MEMBER INDIAN STAFFING FEDERATION
 (COO OF 2COMS GROUP)

Session Chairs



SUNIL CHEMMANKOTIL
 CORPORATE MEMBER, INDIAN STAFFING FEDERATION (COUNTRY MANAGER, ADECCO INDIA)

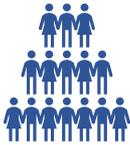


MANMEET SINGH
 VICE PRESIDENT INDIAN STAFFING FEDERATION (CEO, FIRSTMERIDIAN BUSINESS SERVICES)



VIJAY SIVARAM
 FOUNDER, RVAI GLOBAL

EVENT HIGHLIGHTS

	230+ PARTICIPANTS		20+ INDUSTRY EXPERT SPEAKERS
	160+ COMPANIES		4+ SESSIONS
	2 EXHIBITORS		MULTIPLE NETWORKING OPPORTUNITIES

Indian Staffing Federation's 9th Tech Conference is a premier event for the human resource professional experts/leaders. Bringing the industry leaders from diverse sectors, the conclave brings progressive thought process that would define trends impacting business decisions and delving into the challenges/benefits to address the Redefining Employment 2025. The conference delves into aspects of Human resource with interrelated factors impacting the future of work that are radically changing for most industries.

WELCOME ADDRESS



Suchita Dutta, Executive Director, Indian Staffing Federation commenced the 9th edition of the Tech Conference by warmly welcoming dignitaries and participants. In her address, she highlighted the conference's continued commitment to exploring how technology leads, inspires, and prepares us for the future. This year's focus was on Artificial Intelligence — examining its rapid growth in India, its impact on the global tech landscape, and the emerging interplay between artificial and emotional intelligence.

Emphasizing that the future is no longer approaching but already here, Ms. Dutta set the stage for a day of insightful dialogue. She also underlined key themes of the event: the transformation of jobs through AI, the critical need for upskilling, and the evolving role of leadership in adapting to this fast-changing technological environment.

The event commenced with the auspicious lighting of the lamp, where all Board Members and Corporate Members, along with Mr. Sanjeev and Mr. Kumar, participated in the ceremony.

PRESIDENT ADDRESS



Lohit Bhatia, President, Indian Staffing Federation

The event opened with a warm welcome extended to customers, partners, ISF board members, and delegates, setting the tone for a high-energy gathering of technologists, thought leaders, and industry pioneers. The speaker humorously noted the characteristic charm of Bangalore—complete with vibrant energy and signature traffic—even recounting a personal anecdote about needing a cab to reach the airport despite

staying just 50 meters from the venue. The session quickly shifted to the purpose of the conference: a candid exploration of India's role in the global technology ecosystem.

India's tech sector currently contributes over \$280 billion in exports, commands 59% of the global outsourcing market, and supports more than 20 million livelihoods. With over 6,000 technology companies and a thriving startup environment, it stands as the largest private-sector employer in the country.

Yet, the President posed a critical question: Whom should India benchmark against? The answer: China and the United States.

China's tech economy, already valued at \$2 trillion, includes nearly half a million companies and leads in R&D, innovation, and manufacturing — despite language barriers. The U.S., meanwhile, invests 3.4% of its GDP in research and development. India lags at just 0.7%.

To remain globally competitive, India must evolve beyond cost and speed advantages. The path forward must be paved with deep tech, proprietary IP, and advanced innovation.

New research from the Indian Staffing Federation underscores a critical insight: formal education cannot keep pace with the rapid evolution of technology. Therefore, it falls on industry leaders, employers, and policymakers to take proactive steps in reskilling and future-skilling the workforce.

The President concluded with a powerful call to action:

- Let's not settle for low-cost leadership.
- Let's aim for tech leadership.
- Let's build the future—together.

INDIAN STAFFING FEDERATION AND WIPRO LIMITED COLLABORATING TO PROMOTE AND ESTABLISH BEST PRACTICES IN EMPLOYMENT STANDARDS (MoU Exchange)



Indian Staffing Federation (ISF), is proud to announce a landmark ‘first time ever’ initiative whereby it has joined hands in a MOU with Wipro Limited, a global leader in IT and consulting, to foster collaboration and promote best practices towards responsible employment practices, and aiming to enhance industry standards. The partnership leverages ISF’s expertise, and Wipro’s insights to drive professionalization in employment practices. The key objectives will include facilitating knowledge exchange, promoting market practices. ISF and Wipro will also collaborate on sustainability and diversity initiatives; collaborate on research papers; input on government policies to advocate for formal employment growth.

KEYNOTE ADDRESS



Sanjeev Jain, Chief Operating Officer, Wipro, A key moment during the National Conference was the signing of the MOU, accompanied by a thought-provoking address that offered valuable insights from a buyer and user perspective. The speaker built upon Mr. Lloyd’s observations by highlighting India’s long-standing reputation as a talent hub, while also stressing the importance of adaptability, practical skills, and common sense in shaping successful careers—often beyond formal

academic training. While acknowledging the high global demand for Indian talent, the speaker urged the audience not to rely solely on macroeconomic advantages like wage differentials, which are rapidly diminishing. Instead, there was a strong call to redefine “skill” as a new currency—linked directly to compensation and employability—and to remove the stigma often attached to certain roles. The address also outlined the growing demand–supply mismatch in critical tech domains such as Java, SAP, VLSI, and ServiceNow, suggesting that collaborative workforce planning could help bridge this gap. The evolving dynamics of work, the workplace, and the workforce were explored, including the impact of

AI on routine tasks, the rise of remote and flexible work environments, and the growing expectation among professionals for purpose-driven careers. A significant emphasis was placed on the need for ethical, compliant talent and stronger integrity frameworks across the industry. The session concluded with a powerful call for collaboration among industry leaders, staffing partners, and academia to co-create a tech-enabled, skill-centric, and ethically grounded talent ecosystem for the future.

SPECIAL SESSION

BRIDGING THE TALENT GAP: HOW ZOHO IS REIMAGINING WORKFORCE READINESS



CHARLES GODWIN, HUMAN RESOURCE LEADER, ZOHO

Charles delivered an inspiring and insightful session on unconventional hiring and experiential learning, drawing from his extensive experience of over 28 years. Emphasizing the need to move beyond traditional degree-based hiring, he highlighted the value of practical skills, contextual learning, and real-world problem-solving. His address focused on bridging the

gap between academic learning and industry expectations, advocating for early talent identification and grassroots initiatives to uncover hidden potential. One of the most powerful moments of the session was the story of Abdul Aleem, who transitioned from working as a security guard to becoming a Senior Software Engineer at Zoho—a testament to what’s possible when organizations prioritize potential over pedigree. Charles’ talk served as a compelling call to action for industry leaders to embrace people-first, skill-centric hiring models that empower individuals and positively impact communities.

SESSION 1

GCC’S: EVOLVING HORIZONS



Session 1 (L to R): Sunil Chemmankotil, Corporate Member, Indian Staffing Federation; (Country Manager, Adecco India); Kumaralingam Mc, Vice President, Chief Procurement Officer, Wipro; Sreedevi Hegde, Managing Director & Bod – India GCC Head, Vervent; Palash Gupta, R&D Engineering Leader, Verint; Hemant Kumar Ravi, Program Leader – GCC People Advisory & Business Consulting, Ernst & Young LLP

Speakers

Kumaralingam MC, Vice President, Chief Procurement Officer, **Wipro**

Sreedevi Hegde, Managing Director & BOD, **Vervent**

Palash Gupta, R&D Engineering Leader, **Verint**

Hemant Kukar Ravi, Program Leader – GCC People Advisory & Business consulting, Ernst & Young LLP

Session chair

Sunil Chemmankotil, Corporate Member, **Indian Staffing Federation**; (Country Manager, **Adecco India**)

The panel discussion titled “GCCs: Evolving Horizons” shed light on the transformative journey of Global Capability Centers (GCCs) in India, evolving from primarily scale-driven operations to becoming strategic innovation hubs. With over 2,200 GCCs currently operating in India, the focus has shifted from cost arbitrage to delivering sustained value and vision. Key insights emphasized the importance of addressing skill gaps by fostering stronger employee alignment with organizational goals, customer journeys, and ongoing business acumen, alongside robust managerial training to curb high attrition and build mid-to-senior level talent. Despite India’s abundant talent pool, challenges persist in sourcing specialized product expertise, customer-centric insights, and cross-functional capabilities, prompting GCCs to prioritize deep skill development. The panel also highlighted the unique strengths of Indian professionals—their solution-oriented approach, agility in learning, and comfort with ambiguity—which make them indispensable to global consulting projects. Additionally, procurement innovation emerged as a critical theme, advocating early partner engagement, collaborative problem-solving, and strategic talent forecasting. Moving beyond merely filling roles, GCCs are now focusing on upskilling and cross-skilling their workforce, as well as expanding talent pipelines through stronger collaboration with academia.

Session 2:

ARTIFICIAL INTELLIGENCE VS EMOTIONAL INTELLIGENCE: FUTURE TECH DRIVERS



Session 2 (L to R): Manmeet Singh, Vice President, Indian Staffing Federation; (Ceo, FirstMeeridian Business Services); Balamurali Rengasami, Chief Executive Officer, Monyx Engineers Private Limited; Chaya Mangesh, Head of Talent Acquisition - Specialty Recruiting, Amazon Development Centre; Madhu Menon, Global Head- Talent Acquisition, Wipro; Jaya Mahadevan, Director- Territory Channels, Microsoft, India

Speakers

Balamurali Rengasami, CEO, **MONYX Engineers Private Limited**

Chaya Mangesh, Head of Talent Acquisition - Specialty Recruiting, **Amazon Development Centre**

Madhu Menon, Global Head- Talent Acquisition, **Wipro**

Jaya Mahadevan, Director- Territory Channels, **Microsoft, India**

Session Chair

Manmeet Singh, Vice President, **Indian Staffing Federation**; (CEO, **FirstMeeridian Business Services**)

The session on “Artificial Intelligence vs. Emotional Intelligence: Future Tech Drivers” examined the profound disruptions transforming today’s employment landscape, with a focus on fostering inclusive, multigenerational work environments and redefining the role of HR. Panelists emphasized that embracing diversity and inclusivity not only drives financial performance but also enhances talent retention. They underscored the critical role of technology in enabling collaboration across generations while highlighting the need to support the mental and emotional well-being of the workforce. A significant portion of the discussion centered on the integration of AI in workforce management and decision-making, advocating for a careful balance between AI-driven insights and human judgment, alongside transparency and upskilling initiatives to facilitate AI adoption. The importance of hybrid skills—combining human empathy with digital proficiency—was identified as essential for future readiness, with adaptability and continuous learning as key themes. Addressing concerns over data security and privacy in cloud-based platforms, the panel called for proactive mindset shifts and robust security measures. The conversation also touched on the evolution of compensation, advocating for more personalized, innovative packages that reflect diverse employee priorities, including work-life balance and personal growth, moving beyond traditional salary models towards a richer focus on overall employee experience.

Session 3:

REDEFINING HR: IS AI CHANGING JOBS



Session 3 (L to R): Vijay Sivaram, FOUNDER, (RVAI GLOBAL) SUDHA KRISHNAN, AVP – HUMAN RESOURCE, STRAIVE; SUBBA GONELLA, GLOBAL HEAD OF HUMAN RESOURCES, RAKUTEN SYMPHONY; Abhijit Goon, Head of Consulting & Business Solution, GreatFour Systems Inc; Krishna Vardhan Reddy, Founder & CEO, AiDOOS Technologies Private Limited; Kanishk Shukla, Cofounder & CEO, Expertia AI

Speakers

SUDHA KRISHNAN, AVP – HUMAN RESOURCE, **STRAIVE**

SUBBA GONELLA, GLOBAL HEAD OF HUMAN RESOURCES, **RAKUTEN SYMPHONY**

Princely Charles, Director, **Zoho**

Abhijit Goon, Head of Consulting & Business Solution, **GreatFour Systems Inc**

Krishna Vardhan Reddy, Founder & CEO, **AiDOOS Technologies Private Limited**

Kanishk Shukla, Cofounder & CEO, **Expertia AI**

Session Chair

Vijay Sivaram, FOUNDER, **RVAI GLOBAL**

The session “Redefining HR: Is AI Changing Jobs?” explored the profound impact of artificial intelligence on business operations and talent management, moving beyond traditional talent acquisition to highlight the rapid pace of organizational change driven by AI. Referencing the Shopify CEO’s challenge—“why can’t this job be done by AI?”—panelists discussed the rise of digital employees and the potential for talent displacement, as seen in IBM’s growing reliance on AI for HR functions. The conversation acknowledged that traditional employment models are evolving into platform-based and gig economies, where workers increasingly act as “micro-entrepreneurs,” prompting a shift in employee expectations toward purpose, wellness, and continuous learning over conventional career paths. AI’s role in enhancing productivity and accelerating research and development—especially in complex industries like telecom—was noted, alongside concerns that workforce layoffs are often due to capacity planning errors rather than AI itself. A forward-looking solution proposed was leveraging AI to create hybrid data sets combining internal and external inputs for more precise workforce forecasting. On talent development, the session emphasized transitioning from linear skill acquisition to a dynamic approach centered on adaptability and lifelong learning. While AI can automate routine recruitment tasks, the “human touch” remains essential for nuanced decisions such as cultural fit and candidate experience. The discussion concluded with a strong call for ethical AI implementation and clear governance, underscoring that the future workplace will require a balanced integration of AI-driven efficiency and human emotional intelligence to build trust and meaningful connections.

VOTE OF THANKS



Pramod Pachisia, IT CHAPTER & EVENT CO-CHAIRPERSON, **Indian Staffing Federation**; (COO, 2COMS CONSULTING PVT LTD)

The conference concluded with closing remarks delivered by Pramod, who expressed appreciation for the strong engagement of attendees, noting the impressive turnout even at 4:15 PM—a rarity in Bengaluru after a full day of sessions. He extended sincere thanks to the audience, sponsors, speakers, panelists, and session chairs for their invaluable contributions to the event’s success. Reflecting on the theme

“**Evolving Horizons**,” Pramod highlighted how the diverse discussions around AI, Global Capability Centers (GCCs), and the future of staffing converged to provide rich insights into the industry’s trajectory. A particularly significant takeaway was the evolving role of staffing firms, which are poised not to be replaced by AI, but rather to manage AI-driven recruitment systems in the future. Closing on an optimistic and forward-looking note, he urged the industry to embrace change proactively and continue innovating to remain relevant in an era of rapid technological transformation.

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