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### GBS FORUM EVENT 3

LOCATION: G TOWER HOTEL, KUALA LUMPUR, MALAYSIA

DATE: 14 DECEMBER 2015

THEME: EVALUATING CHANGES IN THE ENERGY INDUSTRY: A GBS PERSPECTIVE

**THE** third and final instalment of the GBS Forum series for 2015 focused on the energy and utilities sector which is under increased pressure to transform, both in terms of cutting costs for consumers and improving customer services. The event was graced by high-profile leaders and executives such as Fermin Fautsch – Chairman of the EU Malaysia Chamber of Commerce & Industry, Andreas Truls - 'T-Systems' Vice President for Global ITO Operations, David Burgess - Vice President for Finance Operations at Shell, Anthony S. Rajamanickam – Tenaga Nasional Berhad's Head (ICT) of Corporate Planning & Sustainability, Regulatory Economics and Planning Division, and Imran Kunalan – Director of MDeC's Talent Division.

The forum mainly explored the role and abilities of technology vendors in meeting the rising demand of the energy community. There were also sessions designed to assist delegates understand sourcing developments within the energy sector while providing a snapshot for ITO and BPO vendors in addressing the sourcing market of this spectrum. Besides the participation of top executives from the energy sector, ITO and BPO players, this event was also graced by representatives from international trade commissions, academicians, government facilitators and embassies such as Spain, The Netherlands, Afghanistan, Mexico, Morocco, Maldives, Hungary, Saudi Arabia and Pakistan.

