



**The First Outsourcing & Shared Services Forum for NGOs and  
Development Partners, Laico Regency Hotel, Nairobi  
17 June 2009**

*Theme: Optimising service delivery through shared services*

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## Forum Programme

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| 0730 | Coffee & Conference Registration   |
| 0830 | <p><b>Opening Session</b></p> <p><b>Welcome</b><br/>Sean Moroney, Chairman, AITEC Africa</p> <p><b>Introductory Remarks</b><br/>Dr Wiebe Boer, Associate Director, Rockefeller Foundation</p> <p><b>Keynote Address</b><br/>Dr Bitange Ndemo, Permanent Secretary, Ministry of Information &amp; Communications</p>  |
| 0900 | <p><b>Session One: Overview of the BPO Industry Kenya</b></p> <p><i>Chair:<br/>John Mwangi,<br/>MD AITEC East<br/>Africa</i></p> <p><b>Building Kenya's competitiveness as a shared services location</b><br/>Paul Kukubo, CEO, Kenya ICT Board</p> <p><b>Kenya BPO Industry Report</b><br/>Zakir Gaibi, Partner, McKinsey &amp; Co, Dubai</p> <p><b>The operators' value proposition: What services are on offer and why outsource to them?</b><br/>Gilda Odera, Chair, Kenya BPO &amp; Contact Centre Society</p> <p><b>What Kenya's emerging BPO SMEs have to offer</b><br/>Moses Mwaura, Regional Director, ENABLIS East Africa</p>  |
| 0945 | <b>Q &amp; A</b>   |
| 1000 | <b>Refreshment Break</b>   |
| 1030 | <p><b>Session Two: Benefits of Outsourcing and Shared Services</b></p> <p><i>Chair: Muriuki<br/>Mureithi, CEO,<br/>Summit<br/>Strategies<br/>(15 minutes per<br/>presentation)</i></p> <p><b>Socially responsible outsourcing: Empowering the poor through remote work</b><br/>Leila Chirayath, Founder and CEO, Samasource, USA</p> <p><b>The fundamentals of outsourcing and shared services for NGOs</b><br/>Adam Bricker, CIO, World Vision International, USA</p> <p><b>Nethope Shared Services</b><br/>Thomas Abell, Manager, Accenture Development Partnerships, USA</p> <p><b>NGO Outsourcing</b><br/>Mark Dronzek, CIO, Family Health International, USA</p> <p><b>South Africa's experience with outsourcing and shared services in the development sector</b></p> |

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|   | <p>David Barnard, Executive Director, Southern African NGO Network (SANGONeT)</p> <p><b>Fund-raising through African contact centres: Save costs, maximise benefits</b><br/>David Stewart, CEO, Horizon Contact Centres, Kenya</p> <p>Google Apps benefits to NGOs <b>(tbc)</b></p>   |
| 1300  | <b>Q &amp; A</b>  |
| 1330  | <b>Lunch</b>  |
| <p>1430</p> <p><i>Chair: Dr Wiebe Boer, Associate Director, Rockefeller Foundation</i><br/><i>(10 minutes per case study)</i></p> | <p><b>Session Three: Case Studies</b></p> <p><b>NetHope Shared Services Work</b><br/>William A. Brindley, Chief Executive Officer/Executive Director, Nethope</p> <p><b>Lessons from the ILRI-ICRAF Shared Services model</b><br/>Tony Simons, Human Resources, ICRAF</p> <p><b>Lessons from Kencall Famine relief Work "Answering hunger one call at a time"</b><br/>Nick Nesbitt, CEO, KENCALL</p> <p><b>Case Study: Providing contact centre services to World Neem Foundation</b><br/>Peres Were, Cascade Global, Kenya</p> <p><b>The concept of an outsourced farmer helpline</b><br/>Fiona Smith, GSMA Development Fund Programme Manager, GSM Association, UK</p> <p><b>How to develop an information technology and shared services architecture</b><br/>James Mwangi, Dalberg – Global Development Advisors</p> <p><b>Payroll outsourcing</b><br/>Eric Langton, MD, Data Centre, Kenya</p> |
| 1600  | <b>Refreshment Break</b>  |
| 1630  | <p><b>Session Five: Workgroups – Matching needs with services on offer</b></p> <ul style="list-style-type: none"> <li>• Financial services</li> <li>• Human Resources</li> <li>• IT</li> <li>• Procurement</li> <li>• Customer care/Contact Centres</li> </ul>  |
| 1730  | <b>Workgroup reports</b>  |
| 1800  | <b>Way Forward and Vote of Thanks</b>   |
| 1830  | <b>Networking Cocktail Reception</b>  |

