



# Fiji Outsourcing Symposium and Exhibition (FOSE)

## Programme

22.02.23 | Cordis, Auckland | 8am - 4pm

### Time

### Details

8.00 am - 8.30 am

**Registrations and speed networking**

9.00 am - 10.00 am

### Opening

**1. Fiji's outsourcing industry introductory video**

**2. Welcoming remarks**

President, Business Process Outsourcing  
Council of Fiji

**3. Video message**

Ms Sagufta Janif, Executive Director  
Outsource Fiji

**4. Video message**

Hon. Manoa Kamikamica  
Fiji's Deputy Prime Minister and Minister  
for Trade, Co-operatives and Small and  
Medium Enterprises and Communications

**5. Statement**

Mr Simon Bridges  
Chief Executive Officer  
Auckland Business Chamber

**6. Vote of thanks**

Ms Shivika Supriya, Communications and  
Marketing Coordinator  
Outsource Fiji

10.05 am

**Group photo**

10.15 am – 10.30 am

**Grab a cup of coffee, it's time for booth tour!**

## Time

10.30 am - 12.00 pm

## Details

### Panel discussion

#### Moderator: Dr Maciu Raivoka

Director, Asia - Pacific Programmes  
Victoria University of Wellington

#### Panelists

##### 1. Mr Kamal Chetty

Chief Executive Officer, Investment Fiji

**Topic:** Fiji's investment landscape for New Zealand businesses and incentives for the outsourcing industry.

##### 2. Mr Daniel Stow

Trade Commissioner, Fiji Consulate General  
& Trade Commission - Australia & New Zealand

**Topic:** Fiji's trade partnership with New Zealand and exploring nearshoring opportunities.

##### 3. Ms Ali Wilkinson

Head of Pacific Operations, Tower Insurance

**Topic:** Navigating and embracing nearshoring opportunities in Fiji.

##### 4. Ms Joanne Stewart

Senior Leader: Fiji and Pacific Leadership team,  
ANZ

**Topic:** Delivering Shared Services resilience and performance in Fiji.

##### 5. Mr Aaron Milburn

Managing Director, Pepper Advantage Hub

**Topic:** Why Fiji?

##### 6. Mr Alan Graham

Chief Commercial Officer, Mindpearl

**Topic:** Resilience of Fiji's outsourcing industry

#### Audience Q&A

12.20 pm - 1.00 pm

### Case studies

#### Mr Faiyaz Khan

Chief Executive Officer, Nearshore

#### Ms Sheetal Rana

Chief Executive Officer, Star Global Solutions

## Time

## Details

1.00 pm - 2.00 pm

**Lunch break!**  
**Recharge & meet your fellow attendees  
& industry experts over a delicious lunch**

2.00 pm - 3.30 pm

### Interactive Sessions

#### Interactive Session A

Creating a customer-centric organisation  
**Ms Josie Prasad** | Chief Executive Officer  
& Managing Director  
Bula Outsourcing

#### Interactive Session B

Addressing workforce shortage  
**Mr Yogesh Chand** | Founder and Director  
Proficient Customer Solutions

#### Interactive Session C

Optimizing back-office operations  
**Ms Morika Hunter** | Head of Business Solutions  
Digicel Fiji

4.00 pm

### Vote of Thanks

5.00 pm - 7.00 pm

**Networking Cocktail!**  
**Meet our team and explore your  
nearshoring options!**

## Our Exhibitors



## Our Speakers



## Our Partners



Fiji Consulate General  
& Trade Commission  
Australia and New Zealand