



Execs In The Know

# OUTSOURCING BRIEFING AGENDA

## WEDNESDAY, JUNE 12<sup>TH</sup>, 2019

Capital One Headquarters  
15000 Capital One Dr.  
Richmond, VA 23238

**8:00 A.M. – 8:30 A.M.      Breakfast**

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**8:30 A.M. – 8:45 A.M.      Kickoff**

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**8:45 A.M. – 9:30 A.M.      Scaling Culture and Purpose Globally**

While the importance of culture and purpose in any organization’s success is indisputable, it can be a difficult thing to scale and even more challenging when outsourcing. Discussion will be centered around learnings and strategies to advance culture and purpose to drive engagement and elevate customer success while making a positive human impact.



**TOM McCORMICK**  
Senior Director of Channels  
Supplier Partner Operations



**9:30 A.M. – 10:30 A.M.      Panel Discussion with Outsourcing Partners**

The questions will be sourced from the audience in advance of the meeting. For each question, each participant will have up to three minutes to respond and then five minutes is allotted for discussion. This may include responses to comments made by other roundtable members and/or questions from the audience. Panelists join us from...



Transparent BPO



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10:30 A.M. – 10:45 A.M. Break

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10:45 A.M. – 12:00 P.M. Panel Discussion with Outsourcing Partners, Cont.

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12:00 P.M. – 12:45 P.M. Lunch

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12:45 P.M. – 2:30 P.M. Corporate Only Discussion

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2:30 P.M. – 4:30 P.M. Cocktails & Networking

## Outsourcing Partner Panelists



**Igor Sarenac**  
Senior Vice President



**Matt Wheatley**  
Senior Vice President of  
Customer Experience



**Michaud Ray**  
VP of Client Management &  
Business Development



**Patti M. Beaubien**  
SVP, Head of Sales,  
Global English Region



**Scott Newman**  
CEO

