



Luncheon Seminar
Department of Information Systems, Business Statistics
& Operations Management
School of Business and Management, HKUST

Date: **Saturday, 20 September 2008**

Time: **1:15 – 2:25pm**
Buffet Lunch 12:30 – 1:15pm

Venue: **Room 2306 (Lift 17, 18)**

Speaker: **Mr. Wai C Chan**
Senior Manager
Infosys' Product Engineering Group

Topic: **Outsourcing - A Catalyst for Carrier Transformation**

Bio-sketch of Mr. Wai C Chan

Mr. Chan has over 20 years of management consulting, international, R&D and outsourcing experience in the telecommunications industry.

Mr. Chan is a Senior Manager with Infosys' Product Engineering Group based in New Jersey, USA, leading its telecom practice in North America. Prior to joining Infosys, he held several senior positions at Deloitte Consulting and CSC Consulting. He had served major RBOC, CLEC, wireless and broadband carriers. His clients include AT&T, Ameritech (SBC), Bell Canada, Verizon, FairPoint, Omnipoint (T-Mobile), Cingular Wireless, Lucent and Sprint-Nextel, Comcast and BT.

Before joining Deloitte and CSC, Mr. Chan was with AT&T for more than 10 years. He served as a systems engineer at the Bell Laboratories, and managed several projects in global network management, network planning and provisioning. He also spent about four years in business development for the Asia/Pacific region with several AT&T International organizations. In the mid-

80's, he was one of the pioneers setting up AT&T's first office in China, and establishing market presence of AT&T's computer and network products there.

Mr. Chan holds an MBA degree from the Stern School of Business, New York University, a MAsc degree from the Institute for Aerospace Studies, University of Toronto, and a BMath degree from the University of Waterloo. He was the author/co-author of several IEEE paper on global network management, globalization of Internet access and Internet –based customer care. He gave an IT strategy seminar at the Business School of HKUST to a group of IT executives from China Telecom in 2006. His PTC07 conference speech on telecom outsourcing market in China was quoted in Telecom Magazine (Jan 07 Issue).

Synopsis of the talk:

Competition in the US telecom industry is growing at an unprecedented rate, regulation is shackling some service providers and enabling others, new technologies are hitting the scene almost daily, and customer expectations are increasing. The carriers are focusing on the twin challenges of declining revenues from traditional telecom services and continual erosion of technology barriers for new services.

This presentation examines how outsourcing could serve as an enabler for the carriers to transform their business models while growing their revenues. It will cover the outsourcing trends, different delivery models, and a case study on how a large wireless service provider outsources its handset pre-certification function to control cost and sustain its growth.

A discussion on the China's role in the global outsourcing industry will be followed:

- Will China be a viable player in outsourcing?
- What are the challenges facing the industry?
- How can China leverage its strengths to grow this industry?

All are welcome!

Registration: <http://www.bm.ust.hk/mscism/>

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