



DAY 1 13 DECEMBER 2022

09:50 - 10:00 WELCOME ADDRESS:

- > **ANISH TRIVEDI**, CMD, Banyan Tree Communications
- > **SIJU NARAYAN**, Chief Experience Officer, Rex Emptor Consult

10:00 - 10:20 RESEARCH PRESENTATION:

- The art & science of delivering exceptional experiences
- > **PRATEEK SINHA**, Partner Experience Consulting, PwC

10:20 - 10:40 RESEARCH PRESENTATION:

- 10 things on why, how and when of ecommerce in 2023
- > **ANURAG MATHUR**, Partner - Consumer Goods & Retail, Bain & Company

10:40 - 11:00 CHAIRMAN'S INAUGURAL ADDRESS - DIGITAL DEMOCRACY - Accelerating the Future of e-Commerce

- > **MANISH TIWARI**, Vice President: India Consumer Business, Amazon

11:00-11:15 KEYNOTE ADDRESS: Winning big with email

- > **VINAY BHARTIA**, Country Manager - India, MessageBird

11:15 - 12:15 The 'Big Idea'-tors- Solox

- > **SWAGAT SARANGI**, Co-Founder, Smytten
- > **SATISH THAKER**, Director, Elastic Run
- > **MAHESH REDDY**, CEO, GoPizza India Pvt Ltd
- > **NAVIN JOSHUA**, Founder, Greenhonchos

12:15 - 12:30 KEYNOTE ADDRESS: WhatsApp Commerce & Experiential Selling

- > **ANILA RAO**, VP - APAC, Haptik

12:30 - 12:45 KEYNOTE ADDRESS: Delight Customers with Smarter Conversations

- > **DHIVAKARAN THAMILCHELVAN**, Regional Head, Freshworks

12:45 - 13:45 FOUNDERS CONCLAVE - Driving the agenda for ecommerce business - now and in future

- Moderator: **ANURAG MATHUR**, Partner - Consumer Goods & Retail, Bain & Company
- > **DIVYASHREE BHAT**, Head of Industry, Platforms, Google
 - > **RAGHUNANDAN SARRAF**, Founder & CEO, INSARAF (Saraf Furniture)
 - > **ASHWANTH S**, Co-Founder & CEO, A Toddler Thing
 - > **SIDDHARTH JAIN**, Founder, Snitch
 - > **ALAMJIT SEKHON**, Commercial Director, Bel

13:45-14:00 KEYNOTE ADDRESS:

- Standardisation initiatives in e-commerce industry & framework for managing online reviews
- > **PARUL GUPTA**, Deputy Director, A&F, Bureau of Indian Standards

14:00 - 14:30 LUNCH

TRACK - 1

14:30 - 15:30 PANEL DISCUSSION: The Digital Experiences You Need Today To Guarantee Long Term Growth

- Moderator: **TITUS THOMAS**, AVP - Technology Partnerships, WebEngage
- > **SATISH PANCHAPAKESAN**, Sr. Vice-President and Chief Information Officer, Arvind Fashions
 - > **ASHMEER M SAYYED**, Chief Retail Officer, DaMENSCH
 - > **YASH DAYAL**, Head of Engineering and Data, Zepto

- > **HARSHAVARDHAN CHAUHAAN**, VP-Chief Marketing & Omnichannel Officer - Spencer's Retail & Nature's Basket, Spencers Retail
- > **SANTOSH KUMAR**, Chief Business Officer - FTH Daily, FreshToHome Foods
- > **JATINDER PAUL SINGH**, Chief Operating Officer - Leisure Travel & Retail, Yatra.com
- > **PRAVEEN SONI**, Head of Partnerships Business, Amazon Prime, India

15:30 - 16:00 FIRESIDE CHAT:

- Reimagining Ecommerce Experiences for Today's Customer Needs
- Moderator: **KAVITHA RAO**, Managing Director, Accenture
- > **PRABHDEEP BEDI**, Director & Head - Direct to Consumer eCommerce Business, PUMA India
 - > **PRATEEK MAHAJAN**, Director & Head Business Operations, Unicommerce
 - > **MAHESH REDDY**, CEO, GoPizza India Pvt Ltd

16:00 - 16:15 KEYNOTE ADDRESS:

- Leverage Technology for eCommerce Growth-the right way
- > **PRAKASH KUMAR**, CTO, GreenHonchos

16:15 - 17:15 OMNICHANNEL CONCLAVE:

- The Digital Roadmap to ensure Omnichannel success and digital growth
- Moderator: **SIJU NARAYAN**, Chief Experience Officer, RexEmptor Consult
- > **MAYUR PATHAK**, Head Product and UX, Titan Company Limited
 - > **AGNES RAJA GEORGE**, Founder & MD, De Moza
 - > **AMIT SHARMA**, Head eCommerce, Fossil
 - > **KG GEORGE**, Senior Vice President - Retail, TTK - Prestige Limited
 - > **KOSTUBH VASHISHTH**, VP Product Management, Customer Engagement & Marketing, GE Healthcare
 - > **ABHISHEK GUPTA**, Sr. VP- Growth (D2C), Honasa Consumer Pvt Ltd (MamaEarth)
 - > **PRASENJEET SHAHI**, Co-founder Carnival

17:15-17:30 KEYNOTE ADDRESS: Insights led customer engagement with MoEngage

- > **NARASIMHA RAO P**, General Manager (India, Middle East & Africa), MoEngage

17:30-18:15 BANKING & BFSI CONCLAVE

- PANEL DISCUSSION: Keeping alive the concept of digital transformation in banking & BFSI segment**
- Moderator: **ANKUR GUPTA**, AVP - Strategy & Partnership, Plural by Pine labs
- > **AMIT KUMAR S**, Chief Operating Officer, ARTH - Powering Micro Businesses
 - > **SAKSHAM BHAGAT**, Co-founder & CEO, Swift Money
 - > **VENKATARAMANI PRAKASH**, Senior Director Payments India, Global Payments, Flywire

TRACK - 2

14:30 - 15:30 THE D2C CONCLAVE:

- In Pursuit of Profitability
- Keynote By: **VINAY KOTHARI**, Founder, GO DESI
- PANEL DISCUSSION:**
- Moderator: **SIJU NARAYAN**, Chief Experience Officer, RexEmptor Consult
- > **MAHESH PATEL**, Co-founder, Cloud Tailor
 - > **NEERJA LAKHANI**, Founder, Innersense
 - > **SUPRIYA SHIRSAT SATAM**, Founder, FOReT® Sustainable Fashion
 - > **SATISH SINGH**, Founder & CEO, Joker & Witch

- > **PRODIPTO ROY**, Co-founder, Quickshift
- > **APARNA THYGARAJAN**, Founder, Shobitam
- > **ABISHEK ELANGO**, Co-founder & Creative Director, Tailor and Circus
- > **DAMO SAMPATHKUMAR**, Chief Product Officer and General Manager of India Operations, Chargeback Gurus

15:30-16:00 SOLOX PRESENTATION: Chasing Dreams | Starting from Scratch | Disrupting the Normal | Fearless Entrepreneurship | Master Strokes | Capital Gains | Merging Passion & Process

- > **ISHITA SAWANT**, Founder & CEO, Meolaa
- > **JUGAL MISTRY**, Founder, Bombay Trooper

16:00-17:00 PANEL DISCUSSION: Driving Quality Conversations Throughout the Customer Shopping Journey

- Moderator: **ANILA RAO**, VP - APAC, Haptik
- > **SACHIN SONGAONKAR**, General Manager IT, Jockey India
 - > **ANIL MENON**, CIO, LuLu Group India
 - > **TT VENKATESH**, DGM Retail, TTK Prestige
 - > **CHAKRADHAR REDDY** - Head of Digital Product - Urban Ladder

17:00-17:15 KEYNOTE ADDRESS: Keeping up with retention evolution

- > **APOORV SOOD**, VP - Global Sales, WebEngage

17:15 - 17:30 CASE STUDY PRESENTATION:

- Digital Transformation in Supply Chain
- > **ANKITA SINGH**, Associate Director Sales, ClickPost

17:30-18:15 FIRESIDE CHAT: Empowering Self Care through Phygital: A Great Future for Healthcare

- Keynote Address & Moderator: **AKASH VALIA**, Managing Director (Docon), Pharmeasy (API Holdings)
- > **VAIBHAV MEHTA**, Head of Acquisitions (Growth), Kapiva
 - > **NILAY MEHROTRA**, Founder & CEO, Kindly

THOUGHT LEADERSHIP MEETS

13:00-14:00 "Delight your customers with Smarter Conversations"

- Hosted by **Freshworks**
(Venue: Petunia Hall)



14:30-15:30 "Race to retention -lead success"

- Hosted by **WebEngage**
(Venue: Petunia Hall)



17:30 onwards

SUNDOWNER OVER WINE & CHEES

- Hosted by **KALEYRA**
(Venue: Petunia Hall)

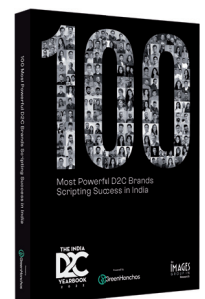


18:30 onwards

NETWORKING COCKTAILS

19:00 onwards

- LAUNCH OF D2C YEARBOOK 2022 EDITION**
(Venue: Grand Ballroom)



TRACK - 1

10:30 – 10:50 KEYNOTE ADDRESS: Adding Additional Revenue Streams And Reaching New Customers Using Marketplaces

> **SWAGAT SARANGI**, Co-Founder, Smytten

10:50 – 11:50 FULFILMENT & DELIVERY CONCLAVE

PANEL DISCUSSION: How can Supply Chains be a Revenue Enabler?

Moderator: **MADHAV KASTURIA**, Founder, ZFW

> **YASH DAYAL**, CIO, Zepto

> **DR. ANIL CHINNABHANDAR**, Senior VP - Retail Planning & Supply Chain, Landmark Group

> **LIEUTENANT COMMANDER (DR) ASHVINI JAKHAR**, Founder & CEO, Prozo

> **PUNEET TRIPATHI**, Head of Data Science, Wakefit

> **JP MISHRA**, Country Manager - India, Newland AIDC

> **MANOJ KANSAL**, CTO, Kitabeli

> **ANIKET BOSE**, Chief Supply Chain Officer, DaMensch

> **SHWETA PODDAR**, Head - Supply chain and Planning, Flipkart Health+

11:50 – 12:10 FIRESIDE CHAT: Leverage Ads on Instagram to drive engagement and sales with Instagram Business Messaging

Moderator: **SIJU NARAYAN**, CEO, RexEmptor Consult

> **NIYATI AGARWAL**, Director - Product & Strategy, Gupshup

> **EKTA AGARWAL**, Strategic Partnership Manager - Business Messaging, Meta

12:10 – 13:10 PANEL DISCUSSION: India's 4-fold meteoric growth in VC investments: Unfolding the red carpet for global investors

Moderator: **VINEET SATIJA**, Partner, Deals, PwC

> **PRAYAG MOHANTY**, Principal, Fireside Ventures

> **IVY CHIN**, Partner, Inflection Point Ventures

> **APURVA DIXIT**, Investment Team, Blume Ventures

> **DEEPAK GARG**, Founder & CEO, WARPFY

13:15 – 14:15 LUNCH

14:15 – 15:00 FIRESIDE CHAT: Gaming Commerce: Make Buying a Part of the Game

Moderator: **SHREYANS GANGWAL**, VP, Fireside Ventures

> **KRISHNENDU MUKHERJEE**, Founder & CEO, Giga Fun Studios

> **MAYUR BHIMJIYANI**, Founder & CEO, Hypernova Games

15:00 – 15:15 KEYNOTE ADDRESS: High quality Customer acquisition via Loyalty program

> **AYUSH GUPTA**, CEO, SwoopStore

15:15 – 16:15 D2C CONCLAVE

PANEL DISCUSSION: Personalisation to get closer to the customer

Moderator: **ANJU GUPTA**, President & Co-Founder, IvyCamp

> **AMAN TEKRIWAL**, Co-founder, Supertails

> **ANDREW LEO**, Founder, Athflex

> **BHARAT RANKA**, Co-founder, Ethik

> **NAVEEN MAHLAWAT**, Co-Founder, Madbow Ventures Ltd

> **VINAYAK**, Founder & CEO, BiteSpeed

16:15 – 16:30 KEYNOTE ADDRESS: eCommerce with ndhgo

KUMAR P SAHA, Founder, ndhgo

16:30 – 16:45 KEYNOTE ADDRESS:

> **MARICHI MATHUR**, ONDC

16:45 – 17:45 CXO PANEL: How to accelerate your brand in today's digital-first world?

Moderator: **SIJU NARAYAN**, Chief Experience Officer, RexEmptor Consult

> **RICHA GUPTA**, Vice President - Innovation and Strategic Projects, WOW

> **RITHISH SARALAYA**, SVP of Engineering, RedBus

> **JP MISHRA**, Country Manager - India, Newland AIDC

> **PUSHKAR**, Head of Product Growth, Lenskart

> **VIKRAM IDNANI**, President- CIO, Landmark Group

> **YASH BHATIA**, Business Head, Licious

TRACK - 2

10:30 – 10:45 KEYNOTE ADDRESS: Market Place Business Model is like a "Digital Retail"

> **SAURABH BALUJA**, Head - Digital Business, Arvind Fashions Limited

10:45 – 11:10 KEYNOTE ADDRESS: Building e-commerce for the next 500 mn customers

> **KIRTI VARUN AVASARALA**, Chief Product Officer, Meesho

11:10 – 11:20 KEYNOTE ADDRESS: OUT WITH THE OLD – Your customers expect personalised connections

> **ANKIT JAIN**, Head of New Business Development, APAC, Kaleyra

11:20 – 11:40 FIRESIDE CHAT: Unlock growth by driving meaningful engagement and innovative experiences on WhatsApp

Moderator: **SUDIP GUPTA**, Director, PwC

> **ANKIT JAIN**, Head of New Business Development, APAC, Kaleyra

> **CHAND AJMERA**, Business Development, Commerce Solutions, META

11:40 – 12:40 PANEL DISCUSSION: What are customers looking for in a connected world? How are bussiness adapting to consumer expectations and deliver meaningful experiences.

Moderators: **JAYDEEP SHETTY**, Consulting Partner, Greenhonchos & **ANURIMA DAS**, Managing Editor-Phyigital

> **SAMIR SRIVASTAV**, CEO, Jean-Claude Biguine Salons, India

> **MANIK KINRA**, Founder, Pin Click

> **DHIRAJ AGARWAL**, Founder, Campus Sutra

> **PALASH AGRAWAL**, Founder and Director, Vedas Exports Private Ltd.

> **AISHWARYA SUBRAMANIAN**, Founder, Listocity

> **HARSHWARDHAN PATWARDHAN**, Founder, Chappers

> **PRAKASH BHARAT**, Director India/ SAARC Business, Freshworks

> **ABHINAV MATHUR**, Founder, Something's Brewing

> **PUSPEN MAITY**, Chief Executive Officer, Techno Sportswear Pvt. Ltd.

12:40 – 13:20 PANEL DISCUSSION: E-Commerce and Cybersecurity

Moderator: **SIJU NARAYAN**, Chief Experience Officer, RexEmptor Consult

> **VISHWADEEP KAMBLE**, Founder & CEO, HITS (HackerHelps)

> **MONURANJAN BORGHAIN**, CEO, e2eHiring Pvt Ltd

> **SRINIVASAN MAHALINGAM**, Chief Information Security Officer, Netmeds

> **ARJUN KALLAWAR**, Head of Solutions Engineering-India & South Asia, Edgio

13:15 – 14:15 LUNCH

14:15 – 15:15 PANEL DISCUSSION: CMO Outlook: Data Driving Content & Creative Marketing

Moderator: **SUBHAJIT MAZUMDER**, Director- Strategic Growth, Microsoft India

> **CHETAN SIYAL**, CMO, Snitch

> **ABHAY KUMAR**, Sr. Digital Marketing Manager, Byjus

> **KUMAR P SAHA**, Founder, ndhgo

> **ANURAG SRIVASTAVA**, Founder, Madover Print

15:15 – 16:15 THOUGHT LEADERSHIP MEET: How can brands drive better CX and improve engagement with Instagram Business Messaging Hosted by GUPSHUP

16:15 – 17:15 PANEL DISCUSSION: The New World Order: Web3, Metaverse & Business Opportunities

Moderator: **ANIRBAN CHAKRABORTI**, Vice President & Chief Architect, Digital Business & Technology, Sangeetha Mobiles Pvt Ltd

> **ASHISH SINHA**, Associate Director - Blockchain, S&P Global

> **RAVEESH BHATNAGAR**, Industry Head - FinServ, Meta

> **VIVEK SANDHWAR**, COO, Being Human Clothing

> **SAI KRISHNA**, Head of Product and Innovation Architecture, Flipkart Labs

> **APARNA KRISHNA**, Program Manager, Biboxlabs

> **NEHA SUYAL**, Co-founder & COO, Woovly

17:15 – 18:15 PANEL DISCUSSION: Sustainability & Circular Economy - Towards a zero-waste future

Moderator: **VISWANATH P**, Partner, Grant Thornton Bharat LLP

> **AKASH WADHWANI**, Co-Founder, OatMik

> **ABHAY RANGAN**, Founder, One Good

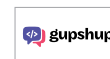
> **KRISHNA MANIYAR**, Director, Reshamandi

> **MOHIT RATHOD**, Co-Founder, Truly Desi

> **SWATHI SRI ARAVIND**, Founder and COO, A Toddler Thing

THOUGHT LEADERSHIP MEET

15:15-16:15 "How can brands drive better CX and improve engagement with Instagram Business Messaging" Hosted by **GupShup** (Venue: Track-2)



17:30 onwards NETWORKING COCKTAILS

19:00 onwards IMAGES eCOMMERCE Awards 2022 - Recognising Excellence in e-commerce innovation (Venue: Grand Ballroom)



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