



PRESENT

HR LEADERS ROUNDTABLE

Empowering the Frontline Workforce: Driving Efficiency and Flexibility with AI



Session Overview:

An exclusive, invite-only breakfast roundtable hosted by ObserveNow Media in collaboration with UKG, bringing together 16+ senior HR leaders from across India's top organizations. The session focused on how AI is transforming frontline workforce management — from smarter scheduling to enhancing agility, reducing burnout, and improving employee experience.

Held at The Westin Pune, the event offered a high-value setting for peer-led dialogue, first-hand insights, and networking among HR decision-makers, all within a closed-door, no-sales environment.

Curated By:

ObserveNow Media

ObserveNow Media is a leading B2B Data Intelligence company known for curating impactful leadership dialogues and closed-door roundtables. With a strong focus on connecting brands with their target audience, ObserveNow specializes in knowledge-sharing forums that showcase ideas, solutions, and real-world applications in the most engaging formats.

UKG (Ultimate Kronos Group)

UKG is a global leader in Human Capital Management and AI-powered workforce management. Through innovative scheduling, labor forecasting, and compliance automation tools, UKG empowers organizations to drive frontline flexibility, improve engagement, and enable data-driven decisions at scale.

Event Objective:

- To bring together senior HR leaders for a focused conversation on AI-driven workforce transformation.
- To highlight real-world challenges and success stories in managing the frontline workforce with agility and efficiency.
- To position UKG as a trusted thought partner in next-generation workforce enablement.

Event Format:

- Closed-door, invite-only format with participation from 16+ senior HR and business leaders.
- Morning breakfast session (8:00 AM – 11:00 AM) at The Westin Pune.
- Roundtable-style seating to encourage candid conversations and cross-industry learning.
- Peer-to-peer exchange, led by real-world case studies and facilitated discussions.

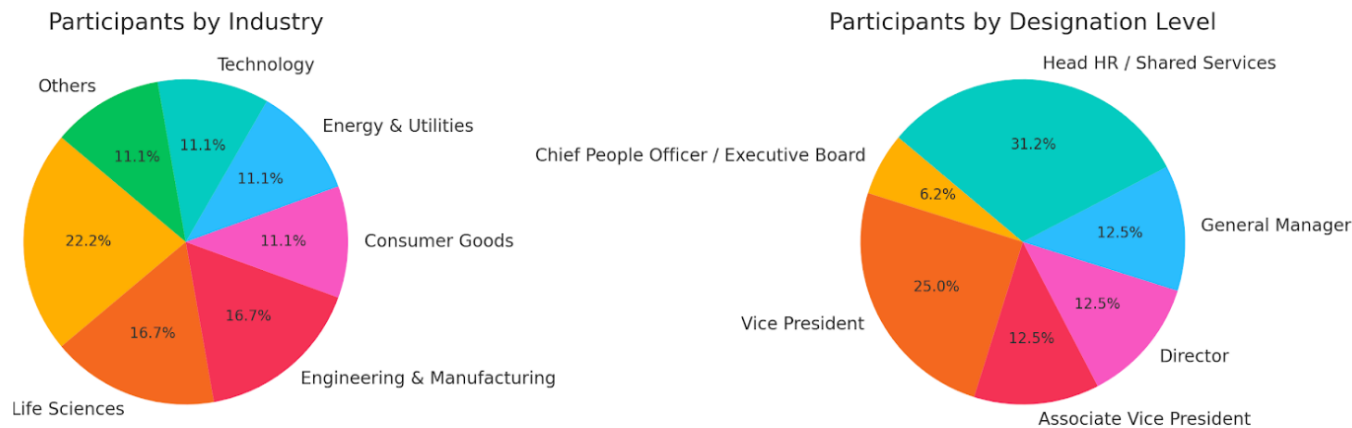
Key Themes Discussed:

- **AI in Frontline Workforce Management:**
How organizations are leveraging AI to automate and enhance shift scheduling, labor forecasting, and operational efficiency.
- **Smart Scheduling & Flexibility:**
Exploring AI-enabled models that balance employee preferences with business requirements.
- **Enhancing Employee Experience:**
Reducing burnout, increasing retention, and boosting engagement through personalized, tech-enabled frontline support.
- **Data-Driven Decision-Making:**
Using workforce data insights to optimize resource planning and enable strategic HR decision-making.
- **The Future of Frontline Work:**
Emerging trends in workforce technology, compliance, and sustainable transformation in a post-pandemic era.

Participating Leaders:

- **Lt Col Alok Kumar Das**, Executive Board Member & Chief People Officer, Brinton Pharmaceuticals Ltd.
- **Dr. Sandeep Chaugule**, Head Human Resources, Faurecia
- **Ms.Sudhanwa Agawekar**, Director, HR Systems & Technology Leader Whirlpool Corporation
- **Mr.Parth Kulkarni**, Vice President Human Resources, Schindler India
- **Ms.Arnabi Marjit**, Vice President Human Resources, Lupin
- **Mr.Rajendra Dhainje**, Vice President - Corporate HR, Uno Minda (Confirmed, not attended)
- **Mr.Vinayak Jadhav**, Associate Vice President Human Resources, JSW Energy Ltd
- **Ms. Kamini Singh**, Associate Vice President Human Resources, Bharat Forge Ltd
- **Ms. Vartika Jindal**, General Manager Human Resources, Johnson Controls
- **Mr.Vinod Phadatare**, General Manager - Group HR, RSB Transmissions (I) Ltd.
- **Ms. Trupti Patkar**, Head Of Human Resources, Eaton
- **Mr.Avinash Sonavane**, Head Finance & HR, Mahindra Group
- **Ms.Reshma Geete**, HR Lead, Toro Technology Center - India
- **Ms.Madhura Poonekar**, Head of HR - India Shared Services, FORVIA
- **Mr.Neeraj Kumar Gupta**, Director HR, Knorr-Bremse Technology Center India Pvt Ltd
- **Ms.Nidhi Dhanju**, PhD, Head HR, Michelin India
- **Ms.Archana Srivastava**, Head HR, India, TE Connectivity
- **Mr.Ravichandra T**, Ph.D, Head of Human Resources, Varroc

Participant Overview: Below is a visual breakdown of participants by industry and designation level:



Conference Report:

The session began with a networking breakfast, allowing participants to connect informally before transitioning into the formal roundtable.

Opening remarks by ObserveNow and UKG set the stage for a highly relevant conversation on how frontline talent strategy is being redefined by AI and data. Participants shared organization-specific use cases — from solving scheduling conflicts and shift shortages to building AI-backed compliance and engagement frameworks.

What made the discussion especially engaging was the cross-industry lens, with inputs from pharma, auto, manufacturing, consumer tech, and heavy engineering sectors — each facing unique frontline workforce challenges, but united in the need for greater agility, smarter scheduling, and more connected workforce experiences.

Several attendees shared that while automation is critical, human-centric design remains key to driving true transformation — a point reinforced through UKG’s case examples.

The session ended with key takeaways, a group photograph, and extended peer networking.

Closing Note:

The UKG x ObserveNow HR Roundtable proved to be a dynamic exchange of ideas and experiences, offering a rare opportunity for HR leaders to align on the real challenges and opportunities of frontline transformation in an AI-enabled world.

With strong participation from influential voices across sectors, the session reinforced UKG's position as a strategic partner in building efficient, flexible, and people-first frontline organizations.

Industry Insights:

Over 42% of frontline workers globally say that better scheduling flexibility would directly improve their job satisfaction (UKG Global Study 2024).

AI is increasingly being used not just for forecasting demand but for balancing well-being, compliance, and business performance.

Frontline enablement is no longer just an HR concern — it's a strategic imperative impacting operations, customer service, and retention.

B2B Event Industry Facts:

92% of B2B marketers find in-person events deliver the highest ROI compared to other marketing channels.(Source: Gartner (2024))

1 in 2 event attendees convert into qualified leads, with 20–30% progressing to active sales conversations within 30 days. (Source: Bizzabo (2024))

Buyers are 1.7x more likely to finalize decisions after face-to-face interactions versus digital-only engagements.(Source: McKinsey (2023))

And ObserveNow events consistently exceed these benchmarks:

- ✔ 80–90% of attendees report a better understanding of our partners' products and solutions after direct, in-person interactions.
- ✔ On average, 60% of event attendees become direct business leads, and within that, 40% express clear interest in exploring partnerships or solutions further

BRANDING ELEMENTS



EVENT GALLERY



EVENT GALLERY

