

## RT Participates in RLA Conference & Expo in Singapore

**Singapore, 04 November, 2009:** RT Outsourcing Services Limited took part in RLA Conference & Expo held in Singapore from September 27<sup>th</sup> to 29<sup>th</sup> 2009. Mr. R.K.Goel and Mr. Sanjeev Kakar represented RT in this event. RT was the only Indian company to participate in this global event. It was a proud moment to be able to step on the global platform and discuss issues related to Reverse Logistics and the prevalent industry trends.

RLA (Reverse Logistics Association) is a trade association that is focused on Third Party Service Providers to whom OEMs, ODMs, Branded and Retail companies outsource. This Association monitors thousands of 3PSPs worldwide who are providing Aftermarket Supply Chain services, while supporting the outsourcing needs of OEM, ODM, Branded and Retail companies.

The event of RLA Conference & Expo held in Singapore saw the panel discussion upon RL (Reverse Logistics), Industry trend, constraints & challenges faced by RL and RT presented its experience on how to reduce the Total Cost of Services through use of RT's integrated service model or command centre.

Big names in the IT industry were present that included well known names like, Dell, HP and Microsoft. The panel discussion at RLA included eminent personalities like, Mr. Sanjeev Kakar (RT Outsourcing Services Ltd), Mr. Mathias Von Bescherer (Microsoft), Mr. Onno Boots (TNT), Ms. Gana. C. Kularasah (Segate Technologies International) and Mr. Wendy McDowell (Hewlett Packard). They all participated in a panel discussion that raised the question 'To repair or to Swap?' in relation to Reverse Logistics.

A presentation was given by Mr. Sanjeev Kakar on Reducing Total-Cost-of-Service to a full house. This raised many questions like how's & why's of RL cost reduction, a few points regarding the challenges faced by RL in India too were highlighted also contribution of RT towards RL and its development were put forth.

All in all it was a memorable experience where RT got a chance to represent IT industry from India and discuss various issues, provide possible solutions and contribute towards a meaningful discussion.