

**Day 01/
13th Nov '24
India D2C Summit
+ ISCA JURY**



**NOVEMBER
13-14, 2024**
HOTEL PULLMAN
NEW DELHI AEROCITY

**NEW-AGE
DESTINATIONS**
ANCHORED BY EXPERIENCES



09:00 - 10:15 am
REGISTRATION & BREAKFAST MEETS

10:15 - 10:25 am
D2C WARM UP
Anish Trivedi, President & CEO, Alenka Media

10:25 - 10:30 am
WELCOME ADDRESS
Bhavesh Pitroda, Convenor, D2C & CEO, IMAGES Group



10:30 - 11:30 am
HALL 1 : D2C Open House
D2C TURBOCHARGE: 60 MINUTES WITH INDIA'S SHARPEST FOUNDERS

A high-octane session with 100+ D2C brand founders. Crisp insights, battle-tested strategies, and innovative approaches to scaling, marketing, and customer acquisition. A ride packed with actionable advice, inspiring stories, and firsthand accounts of triumphs, setbacks, and disruption in India's competitive D2C landscape.

Host: Himanshu Chakrawarti, CEO, **Snapdeal and Stellaro Brands - Ace Vector Group** & Devangshu Dutta, Founder & CEO, **Third Eyesight**

Aditya Seth, Co-founder, Wellversed
Alok Paul, Co-founder, Berrylush
Anuj Nevatia, Co-founder & Director, Bacca Bucci
Ashutosh Kumar, Founder, Offmint
Atul Shivnani, AVP - E-commerce & Digital, The Body Shop
Deepanshu Manchanda, Founder & CEO, ZappFresh
Dhruv Agarwal, Director, Stahl Kitchens
Ganesh Kamath, Founder & CEO, Earthraga
Mohit Khatri, Strategist - Middle East and MENA region, Tripura Oud
Mohit Malik, VP & Head - Digital Business, Heads Up For Tails
Neha Kant, Founder & Director, Clovia Lingerie
Rahul Kumar, Co-founder, Love of India
Samayesh Khanna, Co-founder, Beanly Coffee
Siddharth Dungarwal, Founder, Snitch
Sidharth S Oberoi, Founder & CEO, Lets Shave
Ujjwal Sarin, Founder, Nu Republic
Richa Kapila, Co-founder, D'chica

Nitin Jain, Founder & CEO, Indi Gifts
Jasmeet Thind, Co-founder, CoutLoot
Niharika Talwar, Founder & CEO, Marsallime
Akash Valia, Co-founder, Secret Alchemist
Aditya Agrawal, Co-founder, P-TAL
Arpit Upadhyay, AVP & Business Head - D2C, The Man Company
Shrey Jain, Founder & CEO, Alphavedic
Ankita Chaudhary, Co-founder & COO, Power Gummies
Prateek Singhal, Co-founder, Yoho
Karan Singla, COO, The Sleep Company
Kammal V KKalra, Director of Operations, VegNonVeg
Stuti Ashok Gupta, Founder, Amrutam
Sushant Nayyar, Founder & CEO, Denzour Nutrition
Abdus Samad, Founder, Sam & Marshall

Garima Kakkar, Co-founder, Fraganote
Apeksha Jain, Co-founder, Get Sain
Pratik Mukherjee, Head of Business - Beauty, House of Masaba
Lavanya Aneja, Founder & CEO, Lea Clothing Co.
Ketan Munoth, Co-founder, Plush
Raj Bhagat, Head of Business Strategy, Heel Your Sole
Supriya Malik, Founder & CEO, Indulgeo Essentials
Vinayak Garg, Founder, Lazy Gardener
Sonam Solti, Co-founder, AKISO
Vinni Aggarwal, Founder, Coco Crush & Essentia Extracts
Rimjim Deka, Founder, Littlebox
Astha Katta, Founder, Shyle
Mayank Sisodia, Founder, The Honest Home Company
Kedar Mehta, CGO, BeyondSeed

Kuldeep Parewa, Founder & Chief Farmer, Anveshan
Param Bhargava, Founder, Khadi Essentials & The Ayurveda Co.
Abhishek Negi, Co-founder, Eggoz
Jitendra Sharma, Founder & CEO, HairOriginals
Aditya Khanna, Co-founder, Assembly
Aashish Batra, Co-founder, myPAPERCLIP
Dr. Shweta Choudhary, Founder & Director, InnovHer
Ankur Lall, AVP, GetVantage, GetGrowth
Capital, Fintech NBFC
Abhiram Bhalerao, Partner, V3 Ventures
Vishal Kapur, CEO & Co-founder, The Nut Lounge
Simran Khara, Founder, Koparo
Manushree Khandelwal, Founder, Femora
Chirag Gupta, Founder, 4700BC
Puneet Tripathi, Head of Data, Wakefit

Aakriti Rawal, Founder, House of Chikankari
Akshay Shivpuri, Co-founder, SAADAA
Nikhil Doda, Co-founder, COO, Lahori Zeera
Rahul Agarwal, Founder & CEO, Organic Harvest & RASA Group
Garima Tyagi, Head of Business, MyMuse India
Mohit Rathod, Co-founder & Director, Truly Desi
Hitesh Rathi, Founder, Aadvik Foods
Archit Kaushik, Associate Director, KindLife
Himanshu Adlakhia, Co-founder, Winston
Riddhi Jain, Founder, Necesera
Yash Singhal, Founder, Hancock
Puneet Tyagi, Vice President, EGOSS
Mansi Baranwal, Founder, Troovy
Amresh Kumar, CRO & CPO, Otipy
Dr. Renita Rajan, Founder, CHOSEN
Ankita Srivastava, CMO, Nat HabitVireVire

Day 01/ 13th Nov '24 Contd.



HALL 1

11:30 - 11:45 am

KEYNOTE ADDRESS: MULTIMODAL AI SEARCH FOR E-COMMERCE

By Ramesh Srinivasan, Chief Growth Officer, **Flyfish**



11:45 - 12:30 pm

D2C 2.0 – HOW TO KEEP THE MOMENTUM GOING

A host of 'perfect storm' elements came together almost concurrently to birth the D2C phenomenon in India. A devastating pandemic-induced lockdown, India's digital-forerunner status, rise of an entrepreneurial culture, market gaps and a mammoth digital-first consumer base. Four years on, things look more stable, but many revolutionary concepts have fallen by the wayside, and tough lessons have also been learnt.

* After the many highs and lows, hits and misses in the first chapter of India's D2C revolution, what may we expect for the next five years?

* Will entrepreneurship become more cautious? Will investors tighten wallets and pre-conditions? Will brand-stickiness become a thing of the past? Will India deliver a global D2C brand?

Panelists:

Aashish Batra, Co-founder, **myPAPERCLIP**

Aditya Agrawal, Co-founder, **P-TAL**

Chirag Gupta, Founder, **4700BC**

Ganesh Kamath, Founder & CEO, **Earthraga**

Param Bhargava, Founder, **Khadi Essentials & The Ayurveda Co.**

Prateek Singhal, Co-founder, **Yoho**

Salil Kumar, Director Marketing & Business Management, **CRC Group**

Siddharth Dunganwal, Founder, **Snitch**

Moderator: Jonathan Yach, Head of Operations and Customer Success, **Gopalan Malls**



12:30 - 12:45 pm

FIRESIDE CHAT

Guest Speaker : Sonakshi Nathani, Co-founder & CEO, **Manifest AI + BIK**

Host : Bhavesh Pitroda, Convenor, D2C & CEO, **IMAGES Group**



HALL 1

12:45 - 01:00 pm

KEYNOTE ADDRESS

By Arpit Khurana, Senior Manager - Product Sales Specialist, **Netcore Cloud**



01:00 - 01:15 pm

CASE STUDY: MNMLST

Vishnu Vankayala, Founder, CEO, **CustomerLabs**

With Shubhronil Talukdar & Gaurav Jain

01:15 - 02:00 pm

THE SUSTAINABLE EDGE: CLV STRATEGIES FOR D2C SUCCESS

In today's competitive D2C landscape, acquiring new customers is costly, and retaining them is crucial. To achieve sustainable growth, brands must prioritize Customer Lifetime Value (CLV). Join industry experts as they share strategies for balancing Customer Acquisition Cost (CAC) and CLV, and explore how curating personalized experiences through digital engagement can foster enduring customer relationships, drive loyalty, and unlock limitless lifetime value.

* How can D2C brands optimize their Customer Lifetime Value (CLV) to Customer Acquisition Cost (CAC) ratio for sustainable growth?

* What role do data-driven insights, digital touchpoints, and personalized experiences play in cultivating lifelong customer relationships?

Panelists:

Ankita Srivastava, CMO, **Nat Habit**

Anuj Nevatia, Co-founder & Director, **Bacca Bucci**

Ashutosh Kumar, Founder, **Offmint**

Neha Kant, Founder & Director, **Clovia Lingerie**

Raju Kumar Sinha, Chief Business Officer, **Fship**

Ujjwal Sarin, Founder, **Nu Republic**

Moderator: Ankita Chaudhary, Co-founder & COO, **Power Gummies**

02:00 - 02:45 pm **Lunch & Networking**

Day 01/ 13th Nov '24 Contd.



HALL 1

02:45 - 03:30 pm

PASSION VS PROFIT: SHORT-TERM AND LONG-TERM

Investors typically enter a venture with the primary purpose of making an exit, and a profitable one. Most have a shorter investment horizon, while most entrepreneurs have a longer growth vision. Investors are concerned with return on investment (ROI), while many founders may prioritize market acquisition, product innovation and carefully paced expansion. These differing objectives can create tension, as investors would logically be focussed on rapid scaling, while founders would be more oriented towards creating a sound business that may pace up slower. It is the timeless clash of passion vs profit or growth vs profitability. However, it is also true that a business that is not profitable has a limited life span. How do you do Profitable Passion?

Panelists:

Abhiram Bhalerao, Partner, **V3 Ventures**

Ankur Lall, AVP, **GetVantage, GetGrowth Capital, Fintech NBFC**

Brijesh Damodaran, Founding & Managing Partner, **Auxano Capital**

Shrishti Sahu, Managing Partner, **Swadharma Source Ventures**

Moderator: Dr. Shweta Choudhary, Founder & Director, **InnovHer**



04:30 - 05:15 pm

FAST LANE TO LOYALTY: CRAFTING UNBEATABLE D2C EXPERIENCES

In today's ultra-fast delivery landscape, D2C brands must move beyond speed to win customers. Join industry leaders as they share strategies for building loyalty through seamless fulfillment, immersive brand experiences, and data-driven customer engagement, uncovering the secrets to sustainable growth and market differentiation.

- How can D2C brands balance speed with personalized experiences to drive customer loyalty?

- What role do technology, logistics, and storytelling play in crafting unforgettable brand moments?

Panelists:

Atul Shivnani, AVP - E-commerce & Digital, **The Body Shop**

Hitesh Rathi, Founder, **Aadvik Foods**

Lokesh Kumar, Founding Member, **ClickPost**

Rahul Agarwal, Founder & CEO, **Organic Harvest & RASA Group**

Riddhi Jain, Founder, **Necesera**

Sonam Sobti, Co-founder, **AKISO**

Vinni Aggarwal, Founder, **Coco Crush & Essentia Extracts**

Moderator: Kedar Mehta, CGO, **BeyondSeed**



HALL 1

03:30 - 04:30 pm

BUILDING A BRIGHTER FUTURE FOR D2C BRANDS IN INDIA LEVERAGING TECHNOLOGY

03:30 - 03:45 pm

KEYNOTE By Anshuman Wahal, Customer Advisory - Senior Specialist, **SAP**

03:45 - 04:30 pm

Panel Discussion

India's D2C landscape demands innovative strategies to navigate volatility and optimize profitability. This session brings some of the great D2C brands to discuss data-driven insights, customer delight and sustainable growth.

Panelists:

Sidharth S Oberoi, Founder & CEO, **Lets Shave**

Richa Kapila, Co-founder, **D'chica**

Akash Valia, Co-founder, **Secret Alchemist**

Mohit Malik, VP & Head - Digital Business, **Heads Up For Tails**

Nitin Jain, Founder & CEO, **Indi Gifts**

Pratik Mukherjee, Head of Business - Beauty, **House of Masaba**

Rimjim Deka, Founder, **Littlebox**

Moderator: Anshuman Wahal, Customer Advisory - Senior Specialist, **SAP**



05:15 - 06:00 pm

CHANNEL AUDIT: PARTNER OR GO IT ALONE?

In addition to their own webstores, most D2C brands are also present across both category-focussed and category-agnostic marketplaces. Each channel has its own pros and cons, and all do not deliver the same outcomes or experiences. Channel partnerships with ecommerce marketplaces are also sometimes fraught with challenges related to transparency on costs, data and revenue sharing. This session features leading D2C brands offering candid SWOT analyses on channel fit and efficacy across Discovery, Personalisation, B2B Partnerships and overall Shopper Experience.

Panelists:

Abhimanyu Mukherjee, SVP - Enterprise Sales, **Netcore Cloud**

Aditya Khanna, Co-founder, **Assembly**

Akshay Shivpuri, Co-founder, **SAADAA**

Jasmeet Thind, Co-founder, **CoutLoot**



Kammal V KKalra, Director of Operations, **VegNonVeg**

Mohit Khatri, Strategist - Middle East and MENA region, **Tripura Oud**

Shrey Jain, Founder & CEO, **Alphavedic**

Stuti Ashok Gupta, Founder, **Amrutam**

Moderator: Himanshu Chakrawarti, CEO, **Snapdeal and Stellaro Brands - Ace Vector Group**

	<p>HALL 2 12:00 - 06:00 pm JURY MEET:</p>	<p>PRESENTATIONS BY FINALISTS OF IMAGES SHOPPING CENTRE AWARDS</p>	 <p>•MARKETING PROMOTIONS •MALL - TENANT COLLABORATION SUCCESS STORY</p>
---	---	---	---

<p>Jurors Abhishek Sharma, Sr Director, Retail - India, Knight Frank Arpita Tandon, Director - Retail, JLL India Ashish Dhir, Senior Director, 1Lattice Bimal Sharma, Head - Retail, CBRE South Asia Devangshu Dutta, Founder & Chief Executive, Third Eyesight Manoj K Agarwal, Founder MD, Consultant Partner Mukesh Mathur, CRO & Sr. Partner, BOD Consulting Shivjeet Kullar, Founder, NFX Digital Sumit K Lal, Retail One Solutions & Services Viren Razdan, MD, Brand-nomics</p>	<p>Retailers in Jury include: Abhinav Agarwal, National BD Head, Levi's Abhishek Raj, COO, Lacoste India Akash Srivastava, Head of BD, Raymond Arun Sharma, Business Head - Retail, Wildcraft Dheeraj Maini, National BD Head India, Kenangan Coffee Indranil Banerjee, National Head - BD & Projects, Wow! Momo Lokesh Makhija, Manager - National BD & North Ops, Celio Future Fashion Manik Dhodi, Real Estate Director - Global Sales, Adidas Group</p>	<p>Mathew Chandy, Country Head, More Retail Mohsin Khan, National Head BD, VIP Industries N P Singh, Director - Retail Development, Samsonite South Asia Neerav Sejjal, Vice President - Business Development, Spencer's & Nature's Basket Nitin Bansal, Head BD, Miniso Life Style Puneet Bhatia, Sr. VP & Head - Business Development, Sapphire Foods</p>	<p>Raghu Rajagopalan, President - Group BD, Lifestyle Int. Rajiv Kalwani, Sr. VP - Retail Ops, Business Development & Projects, Reliance Retail Rakesh Ajila, Senior Director - Real Estate & Brand Expansion, cult.fit Ranjeet Thakur, VP - Head BD, Subway India Sachin Damle, Director - Real Estate, McDonald's India West & South, Hardcastle Restaurants Sumit Ghildiyal, Sr. VP BD & NSO, Landmark Group Sumit S Suneja, Chief Expansion Officer & Head - International Markets, Bestseller India</p>
---	--	---	--

MALL - TENANT COLLABORATION SUCCESS STORY	MALL - TENANT COLLABORATION SUCCESS STORY	MARKETING PROMOTIONS	MARKETING PROMOTIONS	MARKETING PROMOTIONS
DLF Mall of India & Lifestyle Pacific Mall, Tagore Garden & Croma Lulu Mall & Lulu hypermarket Forum South Bengaluru & Swarovski Nexus Select CITYWALK & Glass Box Brands Lulu Malls, Bengaluru & CROSSWORD Lulu Mall Trivandrum & Acer Nexus Hyderabad Mall & Bajaj Electronics Nexus Elante Mall & Croma	Nexus Seawoods Mall & The Sneaker Fest Brands Phoenix United, Lucknow & Reliance Smart R CITY & Shoppers Stop Nexus Koramangala Mall & Skechers Nexus Esplanade & Metro Shoes Ambience Mall, Vasant Kunj & SS Beauty Amanora Mall, Pune & Snitch	Lulu Mall, Lucknow Nexus Select Citywalk DLF Cyberhub Lulu Mall, Bengaluru Lulu Mall, Kochi Nexus Koramangala Mall Nexus Ahmedabad One Nexus Esplanade Fiza by Nexus HiLITE Mall Calicut Inorbit Mall Malad Infiniti Mall Malad Fiza By Nexus	Lulu Mall Trivandrum DLF Mall of India VR Nagpur Pacific Mall, Tagore Garden Lulu Mall Hyderabad Inorbit Malls Vadodara Inorbit Mall Vashi Forum Kochi Lulu Mall Trivandrum VR Ambarsar VR Surat Forum South Bengaluru Nexus Elante Mall	VR Punjab Nexus Hyderabad Mall VR Chennai Vegas Nexus Seawoods Mall Vegas R City Ambience Mall, Gurgaon Nexus Shantiniketan R City Orion Mall @ Brigade Gateway Growel's 101 Quest Mall

Day 01/ 13th Nov '24 Contd.

4.00 - 5.00 pm
BOARDROOM ROUNDTABLE
Participants: Operations Heads -
In Retail and Shopping Centres
D2C Brands with 30+ stores

AI-POWERED IN-STORE/MALL ANALYTICS FOR SUCCESS

Join retail & shopping centre industry leaders as they delve into mitigating risk, ensuring safety, and optimizing performance through advanced in-store analytics. Explore features like visitor counting, family tracking, repeat shoppers, demographics analysis, and anti-shoplifting measures for enhanced efficacy. Experience Automated Visual Inspection, generating real-time insights and reports across multiple locations at the click of a button.

Moderator: Dhaval Vora, Co-Founder & CEO, AIVIDTechVision

HOW TO DISCUSSION

Identify Challenges Early

- Clearly define evaluation and implementation challenges to streamline the adoption of in-store analytics solutions and ensure alignment with existing systems.

Target Operational Pain Points

- Focus on resolving specific operational issues like staff optimization and customer experience enhancement through tailored analytics solutions.

Enhance Footfall Measurement

- Transition from traditional methods to advanced analytics for accurate, real-time footfall data, addressing reliability and timeliness concerns.

Choose the Right Licensing Model

- Evaluate the pros and cons of subscription versus perpetual licensing to find the best fit for your retail operations and budget.

- Leverage Analytics for Loss Prevention

Utilize in-store analytics to strengthen loss prevention strategies, minimizing pilferage and enhancing overall store security

Retail Panelists:

Arun Sharma, Business Head - Retail, **Wildcraft**
 Dr Sibabrat Sahu, President, Executive Director & CEO, **Hira Sweets**
 Indranil Banerjee, National Head - BD & Projects, **Wow! Momo**
 N P Singh, Director - Retail Development - South Asia, **Samsonite**
 Rajiv Kalwani, Sr. VP - Retail Ops, BD & Projects, **Reliance Retail**
 Shekhar Chandra, Offline Lead, **Zouk**

Mall Panelists:

Jonathan Yach, Head of Operations and Customer Success, **Gopalan Malls**
 Ravinder Choudhary, Vice President, **Unity One & Vegas Malls**
 Sameer Verma, GM, **Lulu Shopping Malls**
 Sanjeev Sarin, Sr. Centre Director - North, **Phoenix Malls & Hospitality**



HALL 1
 06:00 - 07:00 pm
JOINT MEGA SESSION -
Malls and D2C Brands

Moderator:
 Sakshi Goel, Associate Executive, Director, **CBRE**

D2C Panelists:

Alok Paul, Co-founder, **Berrylush**
 Karan Singla, COO, **The Sleep Company**
 Pradeep Krishnakumar, Co-Founder, **Zouk**



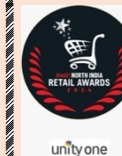
MALLS AS CATALYSTS: ELEVATING D2C BRANDS' OFFLINE EXPERIENCE

In the era of digital-first shopping, malls can play a pivotal role in elevating the offline experience for D2C brands. Join this session to explore how mall developers can collaborate with D2C labels to craft immersive, engaging physical spaces that complement their online presence. Discover strategies for integrating technology, events, and experiential marketing to drive foot traffic, customer loyalty, and sales.

- * How can mall developers tailor spaces to meet the unique needs of D2C brands?
- * What role do experiential marketing and events play in driving offline engagement for digital-first brands?
- * How can data analytics inform effective phygital strategies for D2C brands in malls?

SCN Panelists:

Aman Trehan, Executive Director, **Trehan IRIS**
 Ashish Gupta VP - BD, **Pacific Malls**
 Jatin Goel, Executive Director, **Omaxe Malls**
 Shibu Philips, Director, Shopping Malls, **Lulu Group India**
 Yogeshwar Sharma, Chief of BD & Leasing, **DLF Retail**



07:00 - 08:00 pm **Networking cocktails**

08:00 pm onwards
IMAGES North India Retail Awards

HONOUREES

- New Shop, Convenience Store Chain
- Kapsons Fashion, Fashion Retail Group
- BIBA, Trailblazing Retailer
- Navneet Kalra, Dayal Opticals, Retail Icon
- Daryaganj Restaurant, Speciality Food Service
- Zeelab Pharmacy, Value Pharmacy Innovation
- Ram Chandra Agarwal, V2 Retail, Retail Icon
- Bhagirath Jalan, Jalan's Retail, Young Achiever
- Ghoomar Traditional Thali, Speciality Food Service
- Hira Sweets & Confectionery, Speciality Food Service
- Forest Essentials, Beauty Retailer
- Otipy, Online Grocery
- Good Earth, Responsible Luxe Lifestyle
- Campus Activewear, Reinvention Success Story
- Heads Up For Tails, Pet Care Category Pioneer

**Day 02,
14th Nov 2**
**India D2C Summit +
SCN Convention -
CONCURRENT SESSIONS**




**NOVEMBER
13-14, 2024**
HOTEL PULLMAN
NEW DELHI AEROCITY

**NEW-AGE
DESTINATIONS**
ANCHORED BY EXPERIENCES



09:00 - 10:00 am **REGISTRATION & BREAKFAST MEETS**

10:00 - 11:15 am **UPCOMING SHOPPING CENTRES JURY & OPEN HOUSE**



HALL 2
10:00 - 10:05 am
SCN WARM UP
Anish Trivedi, President & CEO, Alenka Media

10:05 - 10:15 am
WELCOME ADDRESS
Vineet Chadha, COO-Retail, IMAGES Group

ISCA RETAIL JURORS & Panelists:
Abhinav Agarwal, National BD Head, Levi's
Abhishek Raj, COO, Lacoste India
Akash Srivastava, Head of BD, Raymond
Arun Sharma, Business Head - Retail, Wildcraft
Dheeraj Maini, National BD Head India, Kenangan Coffee
Lokesh Makhija, Manager - National BD & North Ops, Celio Future Fashion
Manik Dhodi, Real Estate Director - Global Sales, Adidas Group
Mayank Gupta, Business Head - Retail, Stovekraft
Mohsin Khan, National Head BD, VIP Industries
N P Singh, Director - Retail Development, Samsonite South Asia

ISCA RETAIL JURORS & Panelists:
Neerav Sejpal, VP - Business Dev., Spencer's & Nature's Basket
Puneet Bhatia, Sr. VP & Head - Business Development, Sapphire Foods
Preeti Chopra, VP - Business Development - India & Global, Being Human Clothing
Rajiv Kalwani, Sr. VP - Retail Ops, Business Development & Projects, Reliance Retail
Rakesh Ajila, Senior Director - Real Estate & Brand Expansion, cult.fit
Ranjeet Thakur, VP - Head BD, Subway India
Sachin Damle, Director - Real Estate, McDonald's India West & South, Hardcastle Restaurants
Sumit Ghildiyal, Sr. VP BD & NSO, Landmark Group
Sumit S Suneja, Chief Expansion Officer & Head - International Markets, Bestseller India



10:15 - 10:45 am
HALL 2
**PRESENTATION BY ISCA FINALISTS -
UPCOMING SHOPPING CENTRES**

Jurors
Abhishek Sharma, Sr Director, Retail - India, Knight Frank
Arpita Tandon, Director - Retail, JLL India
Ashish Dhir, Senior Director, 1Lattice
Bimal Sharma, Head - Retail, CBRE South Asia
Devangshu Dutta, Founder & Chief Executive, Third Eyesight
Manoj K Agarwal, Founder MD, Consultant Partner
Mukesh Mathur, CRO & Sr. Partner, BOD Consulting
Shivjeet Kullar, Founder, NFX Digital
Sumit K Lal, Retail One Solutions & Services
Viren Razdan, MD, Brand-nomics



NOMINEES:

- **The Flagship** by CRC Group
- **ONE Global** by Capital Developers
- **IRIS Broadway Greenowest** by Trehan
- **HILITE Mall** Thrissur

10:45 - 11:15 pm
SCN OPEN HOUSE: Retail Insights from the Frontlines
As shopping centres evolve into vibrant social spaces, retailers seek expansion opportunities across diverse markets. However, navigating high-streets, malls, and cities of varying sizes poses challenges. Retailers must identify emerging spaces with quick returns potential while prioritizing sustainability. Join SCN Open House with cross-category retailers as they discuss: What factors influence retailers' decisions when choosing high-streets, malls, or emerging markets for store expansion?

Anchor: Sagar J Daryani, Co-founder & CEO, **Wow! Momo Food**

Day 02/ 14th Nov '24 -Hall 1 India D2C Summit & HALL 2 : Shopping Centres Next Convention - CONCURRENT SESSIONS



HALL 2

11:15 - 12:00 noon

NEW AGE DESTINATIONS ANCHORED BY EXPERIENCES

Gone are the days of shopping malls. Today's shopping centres are evolving into vibrant, multifaceted hubs that combine entertainment, community engagement, and immersive experiences.

But what does this mean for performance metrics? Beyond trading density, we're entering an era where success is measured by the Experience Quotient (EQ) of visitors. Inspired by Bhutan's Gross National Happiness (GNH) index, we're redefining mall performance.

- What makes an unforgettable experience?
- How do you monetize experiences?
- What's the new formula for mall success?

Hear from industry captains - their vision for New Age Destinations Anchored by Experiences



Panelists:

Harsh V Bansal, Director, **Vegas Mall & Unity Group**
Pramod Arora, CEO, **PVR**
Pushpa Bector, Sr. Executive Director & Business Head, **DLF Retail**
Rohan Anand, Director, **VR South Asia**
Siddharath Bindra, MD, **Biba Apparels**
Vineet Gautam, CEO, **Bestseller India**

Moderator:

Bimal Sharma, Head - Retail, **CBRE South Asia**



11:00 - 12:00 noon

IMPACT OF OMNI CHANNEL UNIFIED RETAIL ON ENHANCING CUSTOMER JOURNEYS

JOURNEYS

This session delves into practical strategies for seamless retail experiences, integrating technology and channels. Industry experts will discuss delivering scalable, profitable and engaging customer journeys, and D2C brands' strategic moves toward all-channel approaches. A key focus will be fulfillment's pivotal role, leveraging flexible models like BOPIS and BORIS to enhance customer satisfaction and loyalty, and optimizing strategies for evolving consumer expectations and sustainable growth.

Panelists:

Arpit Upadhyay, AVP & Business Head - D2C, **The Man Company**
Dr. Renita Rajan, Founder, **Chosen**
Samayesh Khanna, Co-founder, **Beanly Coffee**

Moderator: Smita Bhatia, Business Consultant, **Third Eyesight**



12:00-12:45 pm

HOW TO CRACK THE SMALL CITY DILEMMA

Developing successful shopping centres in Tier 2, 3 cities, and small towns poses unique challenges. How can developers and retailers overcome infrastructure limitations, understand local consumer behavior, and create viable business models?

Join this session to explore strategies for cracking the small city code. Learn from pioneers who have successfully navigated these markets and gain insights on:

- Assessing market feasibility and identifying viable locations
- Curating tenant mixes that resonate with local consumer preferences

- Optimizing operations and logistics for efficient performance



Panelists:

Anupam R Bansal, ED, **Liberty Shoes**
Deepak Kumar, MD, **Elpro International**
Rajiv Kalwani, Sr. VP - Retail Ops, Business Development & Projects, **Reliance Retail**
Tushar Dhingra, Co-founder & CEO, **Dhishoom Cinemas**
Abhishek Sharma, Sr Director, Retail - India, **Knight Frank**

Moderator:

Rajesh Jain, MD & CEO, **Lacoste India**



12:00 - 12:45 pm

ACCELERATING GROWTH THROUGH D2C DIGITAL TRANSFORMATION

Why is there a need to acquire new age brands to match changing customer expectations? Hear the experts talk about why are corporate brands opting for the D2C channel and how D2C brands are opening new avenues for corporate conglomerates.

Panelists:

Aakriti Rawal, Founder, **House of Chikankari**
Aditya Seth, Co-founder, **Wellversed**
Himanshu Adlakha, Co-founder, **Winston**
Kuldeep Parewa, Founder & Chief Farmer, **Anveshan**
Supriya Malik, Founder & CEO, **Indulgeo Essentials**

Moderator: Ashish Dhir, Senior Director, **1Lattice**

Day 02/ 14th Nov '24 -Hall 1 India D2C Summit & HALL 2 : Shopping Centres Next Convention - CONCURRENT SESSIONS



HALL 2

12:45 - 01:30 pm

OPTIMIZING RETAIL PORTFOLIOS: STRATEGIES FOR TENANT MIX AND LEASE ADAPTATION.

The retail landscape is transforming as consumers prioritize engagement, convenience, and seamless omnichannel experiences. Traditional store formats are giving way to innovative, experience-driven spaces. Join industry experts as they examine the implications for mall owners, landlords, and retailers, and share insights on optimizing retail portfolios for sustained success.

- How are retailers reimagining physical stores to integrate with online channels and meet evolving consumer demands?
- What strategies can mall owners and landlords employ to adapt tenant mixes and lease structures for long-term resilience and growth?

Panelists:

- Atul Talwar, Director - BD, **Pacific Malls**
- Rohit Gopalani, SVP & Head Leasing, Marketing & Corporate Communications, **Inorbit Malls**
- Salim Roopani, Regional Director - North, **Nexus Select Malls**
- Stephen Jude Noah, Portfolio Leasing Head, Brigade Group - **Forum Malls**
- Sumit S Suneja, Chief Expansion Officer & Head - International Markets, **Bestseller India**
- Vivek Sandhwar, COO, **Being Human Clothing**

Moderator: Nandini Taneja, Regional Director, **Reach Group**



HALL 1

12:45 - 01:30 pm

THE 100 CR CLUB: INCUMBENTS AND ASPIRANTS

The session typically highlights key players who are already part of this prestigious group and the strategies that helped them succeed. It also focuses on the "aspirants," brands on the verge of crossing this milestone, exploring their growth tactics, challenges, and innovations. The conversation might cover scaling strategies, market trends, and the role of technology, funding, and customer engagement in hitting the 100 crore mark.

Panelists:

- Apeksha Jain, Founder & Chief Confiturier, **The Gourmet Jar**
- Deepanshu Manchanda, Founder & CEO, **ZappFresh**
- Dhruv Agarwal, Director, **Stahl Kitchens**
- Manushree Khandelwal, Founder, **Femora**
- Nikhil Doda, Co-founder, COO, **Lahori Zeera**
- Puneet Tyagi, Vice President, **EGOSS**
- Rahul Singh, Founder, **The Beer Café**
- Vishal Kapur, CEO & Co-founder, **The Nut Lounge**

Moderator: Sagar J Daryani, Co-founder & CEO, **Wow! Momo Foods**

01:30 - 02:15 pm **LUNCH & NETWORKING**



02:15 - 03:00 pm

MASTERCLASS: HOW TO KEEP MALLS RELEVANT WITH TIME

Key Takeaways

1. Understanding shifting consumer preferences and behaviors.
2. Leveraging technology, sustainability and experiential retail.
3. Effective tenant mix and revenue optimization strategies.
4. Enhancing customer engagement through events and marketing.
5. Adapting to e-commerce and omnichannel retail.
6. Revitalizing mall design, amenities and services.
7. Building community connections and loyalty.
8. Measuring and improving mall performance metrics.
9. Understanding competition and finding winning solutions.



02:15 - 02:20 pm

KEYNOTE: THE SCIENCE OF CUSTOMER INFLUENCE: LEVERAGING AI

By Sandip Hazra, Director, **PwC India**

02:20 - 03:00 pm **How to Build a Scalable D2C Tech Stack**

This interactive workshop will guide attendees through the process of building a tech stack optimized for scale. Topics will cover eCommerce platforms, warehouse management services, inventory management systems, and customer experience tools. The goal is to help brands streamline operations and support exponential growth while reducing inefficiencies.

Panelists:

- Apeksha Jain, Co-founder, **Get Sain**
- Abhishek Negi, Co-founder, **Eggoz**
- Lavanya Aneja, Founder & CEO, **Lea Clothing Co.**
- Jitendra Sharma, Founder & CEO, **HairOriginals**

Moderator: Garima Tyagi, Head of Business, **MyMuse India**

Day 02/ 14th Nov '24 -Hall 1 India D2C Summit & HALL 2 : Shopping Centres Next Convention - CONCURRENT SESSIONS



HALL 2

03:00 - 03:30 pm

FESTIVAL PROMOTIONS: THE RETAILER-MALL REPORT CARD

What worked, what didn't, and how to boost partnerships.

Industry experts share lessons learned from this year's festival promotions, discussing challenges, growth opportunities, and strategies to optimize retailer-mall collaborations for maximum impact.

Sameer Verma, GM, **Lulu Shopping Malls**

Lokesh Makhija, Manager - National BD & North Ops, **Celio Future Fashion**

Moderator: Vinay Shenoy, VP - Marketing & Communications, Prestige Group - **Forum Malls**



03:30 pm - 04:10 pm

RETAILER-LED MARKET INSIGHTS: GUIDING MALL DEVELOPMENT

Join retail business development heads as they share expert insights on emerging markets, consumer demand, and growth opportunities. This session provides valuable guidance for developers seeking to expand into new territories.

- Which untapped markets offer potential for retail growth?

- What are the key factors influencing retailer expansion decisions in newer markets?

Panelists:

Abhinav Agarwal, National BD Head, **Levi's**

Ankur Kohli, Head - Real Estate & BD, Projects & Excellence - South Asia, **Bata**

Nikhil Tiku, AVP, Real Estate & BD, **Reliance Brands**

Sadique Ahmed, CEO, **Pathfinder**

Sachin Damle, Director - Real Estate, Hardcastle Restaurants, West & South India, **McDonald's**

Sumit Ghildiyal, Sr. VP BD & NSO, **Landmark Group**

Moderator: Jonathan Yach, Head of Operations and Customer Success, **Gopalan Malls**



HALL 1

03:00 - 03:45 pm

**DIGITAL THOUGHT LEADERSHIP -
GAME CHANGING ECOM CUSTOMER STRATEGIES**

Discover how leading e-commerce brands are harnessing the power of social media to drive sales, build brand loyalty, and stay at the forefront of industry innovation. From influencer partnerships to shoppable posts, and from AI-driven personalization to harnessing the marketplaces, our panelists will reveal their game-changing insights and provide you with the hacks you need to thrive in 2024 and beyond.

Panelists:

Amresh Kumar, CRO & CPO, **Otipy**

Ketan Munoth, Co-founder, **Plush**

Rahul Kumar, Co-founder, **Love of India**

Sonakshi Nathani, Co-founder & CEO, **Manifest AI + BIK**

Vinayak Garg, Founder, **Lazy Gardener**

Moderator: Ankit Aneja, VP Marketing, **Herbal Chakras**



03:45 pm - 03:50 pm

KEYNOTE:

INTEGRATED SAAS PLATFORM TO DIGITIZE & STREAMLINE MALL OPERATIONS

By Abhinav Khanna, Chief Business Officer, **Fundle.Ai**



04:10 - 04:50 pm
EXPERIENCE PAYS: THE FUTURE OF IMMERSIVE RETAIL EVOLUTION



As malls evolve into dynamic social ecosystems, they must transcend traditional retail models to become emotionally resonant destinations. Tomorrow's malls will integrate immersive storytelling, interactive technologies, and community-driven spaces to forge deep connections with patrons. Join visionary experts as they share cutting-edge strategies for designing, transforming, and monetizing experience centers, leveraging data, partnerships, and brand experiences to drive engagement, sales, and lifelong loyalty.

- How can malls balance the high costs of creating immersive experiences with measurable revenue growth?
- What role do technology integration, data analytics, and strategic partnerships with tenants play in converting engagement into sales?

Panelists:

Abhishek Bansal, ED, **Pacific Group**
 Aslam Packeer Mohamed, MD, **Marina Mall**
 Rajneesh Mahajan, CEO, **Inorbit Malls**
 Shibu Philips, Director, Shopping Malls, **Lulu Group India**

Moderator:
 Najeeb Kunil, CEO, **PPZ Services**



HALL 2
 04:50 - 05:30 pm
BEYOND MULTIPLEXES AND HYPERMARKETS: THE NEW ANCHOR PARADIGM



The retail landscape is shifting dramatically. With the rise of e-commerce, groceries are increasingly ordered online and delivered swiftly to homes, while cinemas face competition from streaming services and mobile devices. Traditional anchor tenants like multiplexes and hypermarkets, once footfall magnets, are no longer guaranteed draws. Join leasing heads and retail real estate experts as they explore innovative anchor concepts, destination retail models, and experiential spaces that will redefine the future of malls.

- How will malls adapt to changing consumer behavior and technological advancements?
- What alternative anchor formats (e.g., entertainment zones, wellness centers) will drive footfalls?
- How can malls integrate experiential retail, F&B, and leisure activities to stay relevant?
- What role will technology and immersive experiences play in next-gen anchor concepts?
- How can malls and retailers collaborate to create mutually beneficial anchor strategies?

Panelists:

Abhishek Raj, COO, **Lacoste India**
 N P Singh, Director - Retail Development - South Asia, **Samsonite**
 Puneet Bhatia, Sr. VP & Head - Business Development, **Sapphire Foods**
 Ravinder Choudhary, Vice President, **Unity One & Vegas Malls**
 Sanjeev Sarin, Sr. Centre Director - North, **Phoenix Malls & Hospitality**
 Sunil Munshi, VP & Head - Retail, Brigade Group (**Orion Malls**)
 Surjit S Rajpurohit, CEO, **Amanora Mall**

Moderator: Anand Dutta, Associate Executive, Director, **CBRE**



04:00 - 04:45 pm
RISING STARS OF THE D2C ECOSYSTEM: THE YOUNG TURKS DRIVING INNOVATION

These young leaders are challenging traditional business models, leveraging innovative strategies, and redefining consumer experiences. The discussion will cover their journeys, the unique challenges they face, and the bold approaches they use to capture market attention.

Panelists:
 Abdus Samad, Founder, **Sam & Marshall**
 Garima Kakkar, Co-founder, **Fraganote**
 Malvika Jain, Founder & CEO, **Sereko**
 Mayank Sisodia, Founder, **The Honest Home Company**
 Simran Khara, Founder, **Koparo**

Moderator: Mansi Baranwal, Founder, **Troovy**



HALL 1
 04:45 - 05:30 pm
DARE TO D2C: BOLD MOVES FOR FUTURE-PROOFING YOUR BRAND!

In an era where consumer expectations are rapidly shifting, D2C brands must embrace bold strategies to thrive. This session will focus on transformative approaches that not only enhance brand visibility but also ensure long-term sustainability.

Panelists:
 Astha Katta, Founder, **Shyle**
 Niharika Talwar, Founder & CEO, **Marsallime**
 Sushant Nayyar, Founder & CEO, **Denzour Nutrition**
 Yash Singhal, Founder, **Hancock**

Moderator: Archit Kaushik, Associate Director, **KindLife**

Day 02/ 14th Nov '24 - HALL 2 : Shopping Centres Next Convention



05:30 - 06:15 pm

LEASING RESILIENCE: CRAFTING MUTUAL BENEFIT AND MANAGING RISK

In today's dynamic retail landscape, leasing heads and retail real estate experts must navigate complex agreements and mitigate potential risks. Join industry leaders for a panel discussion on creating mutually beneficial lease structures, terms, and risk management strategies to ensure long-term success.

- What innovative lease models (e.g., revenue-sharing, turnover-based) promote collaboration?
- How can malls and retailers balance flexibility with financial stability in lease agreements?
- What strategies mitigate vacancy and default risks in uncertain markets?
- How can data analytics inform lease negotiations and risk assessment?
- What dispute resolution mechanisms ensure harmonious mall-retailer relationships?



Panelists:

Ashish Gupta, VP - Business Development, **Pacific Malls**
Indranil Banerjee, National Head - BD & Projects, **Wow! Momo**
Manik Dhodi, Real Estate Director - Global Sales, **Adidas Group**
Mayank Gupta, Business Head - Retail, **Stovekraft**
Mohsin Khan, National Head BD, **VIP Industries**
Nikhil Aggarwal, Founder, **CRA Realtors**
Preeti Chopra, VP - Business Development - India & Global, Being Human Clothing
Salim Roopani, Regional Director - North, **Nexus Select Malls**

Moderator: Rehan Huck, VP & Head - Leasing, **DLF Shopping Malls**



06:15 - 07:00 pm

Measuring Mall Performance: Trading Density-ROI Debate

Join retailers and malls for a lively debate on the ultimate metric for mall success: Trading Density or Return on Investment (ROI). Trading Density fuels footfall, customer engagement sales per sq ft, while ROI ensures profitability, sustainability, and long-term viability.

- Insights on the strengths and weaknesses of each metric
- Real-world case studies illustrating the impact of each approach

Take home actionable strategies for optimizing mall performance and fresh perspectives on the density-ROI balance.



Panelists:

Akash Srivastava, Head of BD, **Raymond**
Arif Raza, VP, Business Development & Projects, GIPL, Restaurant Business - **Bharti Group**
Madhur Laddha, ED, **Tapadia City Centre**
Munish Khanna, CRO, **Express Avenue**
Neerav Sejpal, Vice President - Business Development, **Spencer's & Nature's Basket**
Rakesh Ajila, Senior Director - Real Estate & Brand Expansion, **cult.fit**
Ranjeet Thakur, VP - Head BD, **Subway India**
Sanjay Mohta, Director, General Manager - India, **Kopi Kenangan**

Anchor: Rahul Singh, Founder & CEO, **The Beer Café**

07:00- 08:00 pm

Networking cocktails



08:00 pm onwards

IMAGES Shopping Centres Awards

Note: Session dates, timings, titles, briefs, anchors/ moderators/ speakers/ panelists, presenters are subject to change