

Ryan Hoyle (Senior Director + O2A Program Executive, GalaxE.Solutions):

Good afternoon, everybody. It is such an honor to be back here in our Hartford office. I don't mind telling you guys, this is the first time since March, I've put on a belt or hard bottom shoes. So as much as I love my wife, three children, two dogs, and three pandemic lizards, it is a blessing to get up this morning and come be with you guys again, after all this time, and for such a special and amazing occasion, which I'll kick off just a little personally, if you don't mind. I joined GalaxE about 20 years ago as a young man in his twenties with a liberal arts degree that might not have been worth the paper it was printed on, and no idea what I would do with my future. I interviewed with GalaxE along with a number of firms and I left that interview knowing I wanted to be a Galaxian.

Then 20 years later, I've been blessed with the opportunity to partner with all of you, our partners in the community, to start to create programs that are going to create jobs for people like me, people like my children. And that is an honor and a blessing to be an advocate for something like that. So today we're bringing our office back together, obviously much smaller than we normally are. So, hello to all 2000 employees that are going to get a chance to view this and hear the words from our honored speakers today. But to you that made the desire and dedication to come out today, to hear these words, to participate in Outsource to America, to learn about Outsource to Hartford, to Datto, and the growth that we have planned is again, truly a blessing. We're at about 75 active employees in this office right now. We have another, roughly 15 who are in process of joining us.

So, our business hasn't stopped during COVID. When I'm working from Detroit, I'm blessed to have an opportunity to speak with community leaders in Hartford, Detroit, Milwaukee, St. Louis, and more, those are just the confirmed expansion cities. So what we're doing right now during this pandemic is nothing short of a miracle and amazing, and we couldn't do it without the hard work and dedication of you guys, our team members, our community partners, who are our direct linkage, the access to talent, like all of us that are helping us connect and meet with people who are deserving of opportunities. And then again, the panelists on this stage whose innovations are creating roadmaps, pathways for people to realize the American dream. So again, thank you to, for all of you coming out for everyone, who's going to watch this from home and to our panelists who have the pleasure of introducing now.

And one last thing before I say that is thank you to the staff here at Upward Hartford. GalaxE and our 2000 plus employees are blessed to be able to work from home and stay safe during this crisis, but we're able to come together. Upward Hartford has created a very safe, pleasant space for us, and I want to acknowledge them. Joining us today are first and foremost, our President and COO, Sandipan Gangopadhyay, Senator Richard Blumenthal, who has been an advocate of us coming to Hartford and is going to hear share some thoughts and remarks on how he can support us with our growth. Our President and CEO, Tim Bryan, and recently retired Executive Vice President and CIO of Cigna Health and now serving as Chief Operating Officer of University of Hartford and our partner in some new, amazing programs that are being formed as we speak. This is just a pleasure, again, and thank you again for coming out.

Tim Bryan (CEO, GalaxE.Solutions):

First of all, I want to welcome the Senator and Dr. Boxer and Sandipan, of course. I think it's helpful just to give a couple of remarks about what brings us here in terms of the opportunity here in Hartford and in the United States. The pandemic has changed everything in our world and one of the things that it has changed is how work is delivered from offshore. As we all know

that there, there are tens of thousands of workers in third-party service firms in foreign countries being paid millions and millions of dollars in the IT space. And we believe that the pandemic has made the resilience of those workers, their ability to perform in work from home offshore highly questionable. And it's the perfect time to bring jobs back to the United States, to enable the domestic workforce, which, where we're looking at something like 30 million unemployed Americans at this time, using automation to bring those jobs back to the United States, back to cities like Hartford, and within our borders, because work from home enables that in a way that's never happened before.

And you overlay that with a program like Outsource to Hartford with, with special consideration for minority hiring here in the United States to enable people to participate in the American dream, to really have a stake in the success of a city like Hartford and in the United States. And you really are looking at the perfect storm of opportunity that exists today. So GalaxE.Solutions is proud to be leading the charge in bringing IT jobs back to the United States, back in a way that will help in terms of hiring locally and inside the borders of our country, and really give us an opportunity to direct that spend towards workforce development, diversity hiring, and urban revitalization in our smaller cities. So, having Senator Blumenthal join us is an incredible honor.

His advocacy for domestic jobs is second to none for the infrastructure that is required to enable workers to have great jobs in the United States, as a partisan for cities like Hartford in Connecticut and for Connecticut as a state in general is second to none. So, it's a real honor to have you here, sir. Our goal here is to have comments by Sandipan and Dr. Boxer to give a little bit more flavor to the opportunity that we're facing right now and then of course, sir, your comments would be welcomed perhaps whenever you like. But I would like to start if I could with Sandipan Gangopadhyay our President and Chief Operating Officer, a man whose teams have developed the technology that's going to enable work to come back to the United States and drive American jobs. So Sandipan, would you like to make some comments?

Sandipan Gangopadhyay (President + COO, GalaxE.Solutions):

Thank you, Tim. Thank you. Thanks for visiting, Senator. What you know, a question that I get asked sometimes about the Outsource to America program is how are the jobs coming back? And, you know, it's a great objective, but how does that happen? And I want to point out that today the largest number of high learning universities in the world is still the United States, it's India is maybe a close second, China is a distant third. And in terms of quality they're incredible universities, the top four of the top five best universities are still in the United States, right? We also if you notice that among the biggest innovations and inventions that are driving growth in the world, the highest market cap companies, right, you mentioned Amazon, Microsoft, Tesla, those are all technologies and inventions that were made in which country, incidentally some of the founders may have been born in other countries, but they found success here in the United States.

They studied here and they were successful here. And that's the differentiator. That's why we bring jobs back, not by focusing on the lowest common denominator, not by looking at jobs that are because in IT, you can do grant work kind of jobs, and you can do jobs with advanced technology. And if you're doing the lowest level of jobs, then the cost matters, then you're always going to face pressures of labor arbitrage, right? How are you going to compete with the lowest cost resources in other countries in Asia and elsewhere? That's not what the United States was built on. United States was built on innovation and invention and pushing the envelope all the time. And in our world, that what that means is advanced technology. Some of

what we are doing in GalaxE with GxFource is when we bring in the talent, we are not necessarily looking for what they'll know or what they have learned.

We are looking for aptitude, we're looking for the burn to learn and to grow. And when you get that raw material, you're getting that latent talent pool, and you merge that with advanced technology, nobody can beat us. Nobody can beat us in a long, long time to come because these institutions and Dr. Boxer's here with us today, he leads the University of Hartford right here, and these are things that don't happen overnight. These institutions don't grow up, you turn on a switch and suddenly they appear. And so, this is a latent and an incredible resource that United States has that we leverage in order to make Outsource to America work. And over the last 30 years, that singular property has been a recipe for our success.

Tim Bryan:

Thank you, Sandipan. As I mentioned Senator, we're thrilled to have Dr. Boxer with us who is truly a visionary when it comes to talent development here in the United States and the opportunity to bring these jobs back to US, and he's become both a dear friend and a real mentor to our organization. So, Dr. Boxer I know from our many conversations that you've seen this opportunity coming and now it's right in front of our eyes and I'd be very pleased if you'd share your thoughts about this particular unique moment in history that we're facing.

Dr. Mark Boxer (COO, University of Hartford | Retired EVP + CIO, Cigna):

Thank you, Tim. I am pleased to do that. And Senator, thank you for joining us today. Your support for initiatives like Outsource to America, the job creation programs is unparalleled, and we deeply appreciate your doing that.

I've seen firsthand the power and the value that comes from this program. As a technology executive, as an educator, as a sponsor, the value creation has been incredibly clear. What it's done for the economy, what it's done for the workforce, what it's done for individual people's lives is powerful, but at the end of the day, it's going to take three legs of the stool so to speak. One, it takes strong government support. Thank you very much for what you're doing. Two, it takes enlightened corporations, companies like Cigna that are committed to job creation and willing to make an investment in programs like Outsource to America. But it also takes educational institutional partnerships. We have great assets there. We have universities like University of Connecticut, University of Hartford, which by the way, is over 40% diverse in terms of its composition, schools that have strong STEM programs and schools that produce graduates that want to stay in the geography.

But I've seen these graduates become part of the GalaxE organization and make significant, meaningful contributions to the work right here in Connecticut. And Connecticut is right for this. The Hartford region is right for this. We step back and we look at what's going on in this country right now, the incredible suffering that's taking place, and the challenges that we have, and we will come out of that. But at the end of the day, when you think about the social determinants of health, when you think about the social determinants of health, it comes down to many factors, but it also comes down to employment. It also comes down to jobs because with jobs comes freedom, comes flexibility, comes self-worth, composition, contribution, and most of all, the engine that drives the economy, and that's really what this is about at the end of the day. I'm very, very pleased to be part of this partnership, pleased to help bring this to the Hartford region, grow it within the Hartford region and watch it take off. Thank you very much.

Tim Bryan:

So, Senator, if you think about these components, number one work from home in foreign countries doesn't work. While those countries have a wonderful complex, robust office parks, work from home as an alternative is not functioning properly. That means that there's a market opportunity to bring those jobs back to the United States and what we need here in the United States, and many of the things that you've been advocating for years and years, are robust technology, infrastructure, educational institutions, workforce development programs, a focus on communities that may have been bypassed by previous growth times in our economy, and all of that revolves around strong public private partnership. And, you know, one of the reasons that we were so excited to have you here is because you're such an advocate for those things.

And so, as we are looking at the future of technology and technology employment here in the state of Connecticut, the city of Hartford and in the United States, we're very interested in the alignment of all of these things, education, job opportunity, public private partnership and the leadership that you've provided in those sectors. So, it'd be very interested in your comments around those elements and obviously as we're in an election year, and we see a lot of challenges in our country today, be very interested in your commentary on where you see things going.

Senator Richard Blumenthal (CT):

Right. Well, I'm very excited to be here. I really appreciate you having me and thank you for your determination to bring more jobs to Connecticut. Nothing is more important to me, especially at this moment in our history with our going through what I would agree is a perfect storm. I view the future of job development is kind of a rainbow at the end of that storm. I know you meant perfect storm in the sense of a good conglomeration of developments. But what I see right now is a tremendous time of hardship and heartbreak and economic crisis, the healthcare emergency, and really the kind of emotional trauma, as well as real hunger, food insecurity, homelessness, all of the economic ramification. And you're absolutely right about the importance of all those factors for job development. But in some ways, the point that I think is most important about work today is that it gives people dignity and self-respect.

Of course, it's important for income put food on the table, to pay rent, to clothe children, and people are struggling to do that today, which is the reason why I think another relief package is so vital with unemployment insurance and rental assistance and aid for hospitals, more testing, hazardous duty pay for our frontline workers, other measures that will enable us to move forward with economic recovery. But I think what you emphasize today is that work, and the dignity of work, will require initiatives. It will require using technology in a creative way. Some of those old jobs may never exist. Jobs are going to be reinvented. Some of the skills that I see as necessary for our national security and our national defense - to build submarines, to build joint strike fires, the engines here at Pratt and Whitney, the submarines in Groton at electric boat helicopters at Sikorsky, those skills, welding, pipe fitting, machine working, those are going to be absolutely necessary, but they too will use technology in different ways.

They can't be outsourced abroad. And I think the point that you make is so key, we need to take advantage of the changing concept of work to bring jobs back, Outsource to America, in ways that are now more than encouraged, they are made essential because as you put it so well, you can't do it at home in another country, you can in this country, and you can do hybrid models in

this country making use of technology. You know, all of what I'm saying, and I'm just repeating in a sense what you have said, impliedly or explicitly, but I think the important point is that we need to be on our toes. We need to be proactive, energetic, and we need to, we have all hands-on deck to take advantage of opportunities made available by GalaxE, by the Outsource to America and Outsource to Hartford initiatives. And so anything I can do to increase the availability of the opportunity for job creation, I just think at this point in our history, when there are so many divisions and where the threat of internal divides is so dangerous, jobs and economic growth have the capacity to bring us together and make it more likely that we will continue with the great democracy that we have here.

Because I think one of the real threats to our democracy is the fear that's created by change. Change is always unsettling. Loss of jobs is terrifying. Opportunity and hope are the great unifiers. And we need leaders at this point in our history, talking about the election, leaders who will bring us together, who will create that sense of community in hope, in a feeling for each other, in hope that better times are ahead. And in fact, the best of times are ahead, because technology, if used properly can, unlock such tremendous human potential, can unleash the most creative instincts and insights that we have. And there's so much out there, and I so appreciate just to close on this note, your emphasis on diversity, because what we're seeing in the streets of Connecticut as we are all the country is a demand for more justice and end to racism.

And it's not only in policing and criminal justice, it's in housing where redlining still exists. It's in education where the quality of a child schools still depends on the zip code, where they live, and in healthcare, we're seeing it right now. I had a seminar or a meeting this morning on the distribution of the vaccines that will come to deal with coronavirus to make sure that we overcome existing discrimination in healthcare, the injustices and inequities occur there, but in the workplace, we need to overcome discrimination as well. And it will take outreach. It will take initiatives, and I'm really very, very impressed by that emphasis by GalaxE and Outsource to America. So, thank you for having me today. And I look forward to working with you.

Tim Bryan:

Thank you. Alright, Senator, we'd like to say we love Hartford. We're here because as we're all seeing in the news larger cities are struggling, struggling with the virus, struggling with the costs, struggling with civil unrest and Hartford is just a breath of fresh air and a meaningful alternative to large cities in the United States. And, you know, the state of Connecticut is an absolutely wonderful place. And I think people are really taking a long positive look at coming to cities like Connecticut and some of the other wonderful cities here excuse me, cities like Hartford and the other cities here in Connecticut. And the portability of IT jobs is really enabling that. And so we're in a competitive situation here. And we want people to understand that there are great IT jobs here in Hartford. There are training programs, workforce development programs that we're tapping into. There are fantastic universities and community colleges here. There are great companies like Cigna and Stanley Black and Decker and GalaxE.Solutions that are advocating for this city. And this is a great place to be, to work, to live, to raise a family. And you know your presence here of course is a, another exclamation point about that, right?

Senator Richard Blumenthal:

Hartford is a great city. My hometown is Stanford. Also, a great city, which has undergone tremendous transformation, as you probably know, being near to New York. Hartford's location in between Boston and New York is also really opportune and New Haven, Waterbury we're, we're very blessed in Connecticut, have great cities and every one of them offers different opportunities, but I would just second your point. I think you're absolutely right that at a time when there is movement and we see it literally in the real estate prices in Stanford and, and the Greenwich area where I live, people are escaping New York, and Hartford is a natural place for businesses to come throughout Connecticut. And we have a very welcoming view of business. I am very grateful that you consider me an advocate, but we also have an advocate in our governor who comes from the business world and nobody appreciates the importance of economic development more than he does.

So, I think we have a great team right now. We have an opportunity to take advantage of it. And so, I'm happy to work with my colleagues here in Connecticut and frankly in the United States Senate, because this is a national movement that we have to encourage bringing those jobs back long, a topic of discussion, but I think we've arrived at a critical moment. We can meet that moment and really Outsource to America.

Dr. Mark Boxer:

Very, very important point center, which is the, the government support of programs like this has been phenomenal and incredible. And seeing it from both the corporate side, as well as the educational side, the work that the mayor has done, the governor has done, that you've done in terms of making it a friendly place to launch technology-enabled, valuable firms, like the programs that GalaxE put in place, in my opinion is unparalleled and the support of the corporate infrastructure obviously is so keeping it's interesting because Connecticut has a history and a legacy of innovation. And this quarter is very much becoming a tech sector, especially for things like healthcare. And so, I think it's one of the best kept secrets it's out there. But if you look at what's happened around healthcare and innovation and Connecticut unparalleled. Jackson labs, the work that the pharmaceutical companies are doing, the payer community, the hospital systems, it's just phenomenal. And that whole infrastructure then supports the innovation that GalaxE has helped to drive

Senator Richard Blumenthal:

Good point.

Tim Bryan:

Very pleased, Sandipan, closing comments, sir?

Sandipan Gangopadhyay:

Yeah, I do support what Dr. Boxer just said. What we find is that there is today, this is the case, but also Connecticut has been the birthplace of many industrial innovations, I mean insurance has been one of the you know founders and you know, of some of these core concepts out of

which businesses built. And what we find is as we are bringing in talent, local talent they you know, it permeates the, their culture and their psyche, so that influences their aptitude and the culture that they bring into the job. And that's incredibly important for us to layer the advanced technology, because that's something we can do. That's what we do for a living, but to get that raw material and combine it with this, teach them our playbooks. That's when the combination of these three, four forces, you know, the technology, the playbooks and the training and mentoring, and then that talent, that's something that it's very difficult to compete from another country. We are way ahead of other countries from that standpoint.

Tim Bryan:

In closing, Senator Blumenthal. You hit it right on the head. The leadership here in Connecticut and in Hartford, Governor Lamont, Mayor Bronin, obviously Senator Blumenthal, your exemplary leadership on behalf of this state is greatly appreciated, and we are just at the stepping off point. We are just at the point right now, where we're able to bring jobs back to the United States to essentially change how outsourcing has functioned for the last 20 years with Connecticut and Hartford among other cities in the United States being in a leadership role. So, your presence here, as I mentioned, is greatly appreciated. Your leadership and your advocacy for employment and minority employment in this state and in this country and giving everyone an opportunity to participate and enjoy the American dream and using IT spend that's going on here to accomplish it. Thank you, sir.

Senator Richard Blumenthal:

I just, one more comment apropos, you're stepping off reference. I haven't run marathons recently, but I have run them. And you know, I view this effort as a marathon, not a sprint. We have to view it as a long-term effort. Not that it will involve the pain of a marathon, but I think Connecticut is ready for this kind of effort and we need to really devote the time and the resources, and I'm just really excited that you've asked me to come here today. I look forward to working with you and we can bring together other leaders to participate in this kind of exchange. And I stand ready to help you in any way to bring those jobs to Connecticut. Thank you.

Ryan Hoyle:

Thank you to our speakers for their comments. A few things I want to add is: One, we certainly love Hartford. So shameless plug to salute and to the Goodwin hotel, my kitchen and my home away from home. Can't wait to get back here weekly. One announcement that came up and thank you, Dr. Boxer for your reference to the social determinants of health. Hunger is one of them. I believe there are seven, but hunger is one of them, and I'm happy to announce to my colleagues that GalaxE.Solutions is against that fight. And we've doubled down and expanded our donations and our partnership starting with Gleaners community food bank out of Detroit the 2019 Feeding America food bank of the year. We are fully funding the school food mobile program for one of the most at risk schools in the heart of the city. We are expanding that program to also work with the food banks in each of the cities that Outsource to America is in and expands to, so that's something that all of us should feel proud in and take pride in. I also wanted to just say, Will, our most senior recruiter and hire number one, I consider Chandra our VP here hire zero, but Will, hire one in the office, had a meeting with a potential candidate for our Outsource to America program last night, and he let me know that this candidate's pushback on

the opportunity was it's too good to be true. I wish that candidate could be part of this meeting because I think she would have gotten the answers that she needed to understand that through collaboration all things are possible. But with that in mind, I want to give a call to action to all of you to come to this mic. You don't have to get on it and speak too closely into it. They'll control sound levels behind, but please come up and ask questions at this panel. You guys have already made your commitment to GalaxE into this program, but if there are things you want to know about where we're at, where we're going, why or how now is your chance. So please step up to the moon, take pride.

Tim Bryan:

We'll take a couple of questions. Go. I know the senators on a pretty short timeframe. Pretty sure. Well, I'll ask one question

Senator Richard Blumenthal:

You can ask me about anything. It doesn't have to be about offers necessarily have to be on point.

Chandra Dyamangoudar (VP of Hartford Innovation Center, GalaxE.Solutions):

Senator, thank you for coming here and showing the support. My name is Chandra Dyamangoudar VP of Innovation in Hartford. I do want to echo what Ryan and all of you guys said that I joined GalaxE eight, nine months ago. And it has been, and before that, I was in a leadership role at the Blue Cross Blue Shield on the insurance side. And it's for me job, a job is a job, but beyond that, it's been a magical experience. And working with the community here, working with the folks, grooming the local talent and, and creating the talent and compete to Sandipan's point, to bring the jobs back from offshore to here locally and compete at the same time, using automation technologies, using our Gx products. It's just been a great journey for us. I know there's a lot of energy in Hartford. There's a lot energy. We think GalaxE Hartford, a lot energy across the commute and very, very excited. And I do want to thank you, Senator, for all your support.

Tim Bryan:

Senator, you'll like this. I am good friends with a retired Senator, George Mitchell, and, you know, he tells stories occasionally about [Senator Blumenthal: He is one of my heroes by the way.] Well, and so one of the things that he talks about are the friendships both inside the party and across the aisle that he had during his tenure in the Senate and as majority leader. And probably one of the things that many people don't appreciate is that those friendships are possible even in a highly partisan environment. Just be very interested in your experience in that respect and then we'll call it a day.

Senator Richard Blumenthal:

Well, that's a really great question. And I'm going to try to be succinct, but it's a very important question. First of all, about George Mitchell, I see some fairly young-looking faces in the

audience, so let me just tell you a little bit about George Mitchell. He is from Maine, still has a Maine accent. He became United States Attorney, the Chief Federal Prosecutor in Maine, and it happened to be while I was the Chief Federal Prosecutor, the US Attorney here in Connecticut, which is how I got to know him initially. So, he was a colleague as a law enforcer. He then became a federal judge in Maine.

He resigned to run for the United States Senate, and he won. He became majority leader of the United States Senate, which is the in effect, the guy who runs the Senate, just as Mitch McConnell now runs it for Republican, George Mitchell ran it for a democratic majority that existed at the time. He left elected politics and he became a peacemaker in Northern Ireland. He literally brought peace to an area of the world where no one ever thought that would ever be a resolution of the conflicts there. So, he has an extraordinary person, and if you ever met him you would see how his integrity shines through his personality. I've run into him from time to time over the years. The last time I saw him as a matter of fact, was in New York at a gathering to support one of my colleagues. I was supporting one of my colleagues, a mutual friend of ours.

So, George was there but he is the type of personality who appeals to people regardless of their party. And so, he forms friendships across the aisle. There are many people today who say, you know, the problem is you guys don't have friendships across the aisle. And the fact of the matter is we do, I have good friends who are Republicans. I'll just give you one example, Jerry Moran, who is Republican from Kansas. We vote together, I would guess maybe 8% of the time, maybe 10, but the vast majority of our votes are in different sides on almost every issue. But we serve together on the commerce committee. In fact, he is the chairman of the consumer protection subcommittee, and I'm the ranking Democrat. And we've worked together on a number of bills to try to protect consumers from scams, for example, robo calls, to protect Olympian athletes.

You may remember Larry Nassar who took advantage of young gymnast. We have a bill that has just passed the Senate by unanimous consent to provide more protection for those gymnast athletes. We have a wonderful relationship. We don't have dinner, we don't play golf, but we work together. So, I believe that those relationships are still possible. And I have them with other senators while I'm just giving you that one as an example, the problem today is it is a real problem, that there has been such polarization in the body politic. There has been such, I mentioned before division, we are in many ways so divided as a country, very unfortunately, so that ordinary people have trouble having those friendships, in effect, bridging those divides, coming together with people who may be on opposite sides of an issue. So, I think it's so important that we, as citizens, as public officials, as members of institutions, whether it is boards of corporations, or boards of hospitals, or congregations and churches and mosques and synagogues, that we try to bridge those differences.

And I'll just finish by a political note. You may recall that in the course of the democratic primaries, there was criticism of the former vice president, Joe Biden, because he had these relationships with Republicans. Some Democrats, some people in my party criticized him because he had worked with Republicans. I'm oversimplifying the criticism, maybe unfairly, but the point is, I said at the time, that's a good thing - to be able to work with people who disagree with you on five issues, to be able to find commonality on three issues. That's what makes our country work. That's what makes our government function. And too often, now we emphasize what we have in conflict rather than what we have in common. So, the quality that you mentioned in George Mitchell is one that we need so much more today. We ought to value it so much more than we do. I'm not here to argue for any particular candidate for the Senate or candidate for mayor, or candidate for president, but just to encourage everyone to value that quality and whoever the leaders are. And for my friend, Jerry Moran, you know, he has braved

criticism on his side of the aisle to work with me. I have braved criticism on my side of the aisle to work with him, and we are continuing to try to work together.

Tim Bryan:

Thank you, Senator. Thank you, everyone.