

ServiceSUMMIT EMEA2019 AGENDA

Tuesday, Oct. 22nd

Session - Meeting Room 3

- 2:00pm – 2:45pm Interactive Product Walk-Through: Building the Perfect Customer Portal
- 2:45pm – 3:30pm Interactive Product Walk-Through: Optimizing Business Performance with Smart Scheduling
- 3:30pm – 4:00pm Break
- 4:00pm – 4:45pm Interactive Product Walk-Through: Improving Technician Productivity with Mobility
- 4:45pm - 5:15pm Interactive Product Walk-Through: Assessing Performance with Service Stats Reporting and Analytics

6:00pm – 11:00pm

RECEPTION AND DINNER AT 20 STORIES

Wednesday, Oct. 23rd

Session - Ballroom 2

- 8:00am – 9:00am Breakfast Buffet
- 9:00am – 9:15am Welcome to ServiceSUMMIT EMEA 2019
- 9:15am – 9:45am ServicePower in 2019 And Beyond
- 9:45am – 10:15am Client Experience: Service Operational Excellence with Scheduling and IoT
Steve Randall, Head of Business Change, Baxi Heating
- 10:15am – 10:35am Break
- 10:35am – 12:05am Delivering Value at Every Stage of The Customer Journey
- 12:05am – 12:35pm Client Experience: Improving the Customer Experience
Chris Jessop, Customer Service Director, Ideal Boilers
- 12:35pm - 1:30pm Lunch
- 1:30pm - 2:00pm Introducing ServicePower HUB: A Next-Generation Business Management Software
- 2:00pm – 2:30pm Break
- 2:30pm - 3:30pm Roundtable Discussions: Customer Experience, IoT Enabled Proactive Service, Hybrid Workforce Management
- 3:30pm - 3:45pm Thank You and Closing

