



ServicePower

TRANSFORMING SERVICE EXPERIENCES



ServicePower.com

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ServiceSUMMIT 2019

AGENDA

Thursday, May 9th

Session (Location: Splash 3 - 4)

- 2:00pm - 2:45pm Interactive Product Walk-through: Building the Perfect Customer Portal
- 2:45pm - 3:30pm Interactive Product Walk-through: Navigating New Scheduling and Mapping Capabilities
- 3:30pm - 4:00pm Break
- 4:00pm - 4:45pm Interactive Product Walk-through: Seamless Third-Party On-Boarding and Management
- 4:45pm - 5:15pm Interactive Product Walk-through: Experience the New Service Stats Reporting and Analytics

6:00pm - 9:00pm

OPENING RECEPTION ON THE LAPIS POOL DECK

Friday, May 10th

Session (Location: Flicker 1 - 3)

- 7:30am - 8:30am Breakfast Buffet
- 8:45am - 9:00am Welcome to ServiceSUMMIT 2019
- 9:00am - 9:20am ServicePower in 2019
- 9:20am - 10:00am Customer Experience: Leveraging the ServicePower Platform Globally
Steve Zannos, Sr. Director, Customer Care, Electrolux
- 10:00am - 10:15am Break
- 10:15am - 11:45am ServicePower's Dedication to Delighting the Customer: An Interactive Demo to Showcase the ServicePower Platform
- 11:45am - 12:30pm Customer Experience: Improving the Customer Experience
Andrew Keating, Group Services Director, BDR Thermea Group
- 12:30pm - 1:30pm Lunch
- 1:30pm - 2:15pm Announcing the ServicePower HUB BMS: A First Look for our Customers
- 2:15pm - 2:45pm Customer Experience: Service Operational Excellence with Scheduling and IoT
Jeff Moore, Sr. Manager, Service Technology, GE Appliances
- 3:00pm - 3:15pm Break
- 3:15pm - 4:00pm ServicePower Customer Panel
Greg Leonberger, VP, Service Operations, AIG
Itzi Padgett, Director of Claims and Vendor Relations, Centricity
Frank Sandtner, Executive Vice President, Nationwide Marketing Group
- 4:00pm - 4:15pm Thank You and Closing