



SIA Executive Roundtable San Diego December 3, 2015 MEETING & Host: ISC 9550 Ridgehaven Ct., San Diego CA 92123 619 221 8000 Contact Joel Chait, Director, Joel.Chait@iscgroupllc.com

Hotel: Kona Kai Resort & Marina, 1551 Shelter Island Drive, San Diego CA 92106. For Reservations call 800 566 2524, local 619 819 8144 www.resortkonakai.com. Rate \$159, resort reduced by 50% to \$10 day.

You must say you are part of Service Industry Association reference group code 1202SIA when making reservations. Cut off 12/2/2015. Link [SIA Executive Roundtable](#)

<https://gc.synxis.com/rez.aspx?Hotel=58621&Chain=11910&template=flexgrayscale&shell=GCF2&arrive=12/2/2015&depart=12/3/2015&adult=1&child=0&group=1202SIA>

Noon Welcome & Lunch – ISC and SIA

1:00 pm.

- Introductions; Genesis came from past board meetings where a lot of value came from the industry topics and issues that were discussed at board meetings impacting many of us.
- Format –open and dynamic discussions –facilitator will lead the discussion, challenge our thinking, ask relevant questions, and keep us focused on the subject to remain productive keeping in mind our time available.

1:15 – 2:15pm

- The afternoon session will begin with a discussion led by ISC on **Challenges of Global Expansion**. The focus will be Latin America but may apply to other geographic areas as well. Discussion will include: Difference between countries, Logistics and custom challenges, opening your company and office in other countries, how you find qualified technicians, supporting customers in English, payment terms.

2:15 – 3:15pm

- How are TPM's dealing with the cloud, add-on recurring service options, where are the growth opportunities of TPM's party as UNIX dies and VMware/HyperV accelerate server consolidation, how will hyper converged systems (Nutanix, Simplivity) affect those companies that still have on premise systems and further accelerate consolidation. Dana Collins, President Abtech will lead the discussion

3:15 – 3:45 pm

- Break & Tour ISC

3:30pm

- On Demand Economy discussion (TBD) – How some technologies and platforms are game changers. Examples; Amazon, one of largest E-commerce growths in history; Uber, changing employee/worker strategy, what will jobs look like in the future using platform workers and variable labor. Craig Youngblood, President LMS will lead the discussion.

4:30 – 5:00pm

- Wrap up – Open Discussions (this is meant to bring up any topic you would like input on)

6:00 – 7:00pm Cocktails at Hotel Bar – hosted by NCE - 7:30pm Dinner