



2164 Historic Decatur Road, Villa Nineteen, San Diego, CA 92106
619 221 9200 Fax 619 221 8201 www.servicenetwork.org

SIA Executive Roundtable program and meeting details Singapore November 5, 2015

MEETING & Welcome reception: Procurri 29 Tai Seng Ave #05-01 Natural Cool Lifestyle Hub, Singapore 534119 : +65 6818 1717

HOTEL RESERVATIONS: Contact Mae Gan, Asst. Director Sales Park Hotel Clarke Quay mae.gan@parkhotelgroup.com, mention Service Industry Association. 200 internet no breakfast, 220 with internet and breakfast, all Singapore dollars which is 25% less for U S dollar at current exchange rate. The hotel is located 1 Unity Street, Singapore 237983, DID: (65) 6593 8823; Tel: (65) 6593 8888; Fax: (65) 6593 8893

Wednesday November 4

6:00pm to 9:00pm Welcome Cocktail reception & Tour of facility at Procurri headquarters

Thursday, November 5

- 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.

9:30 am Welcome SIA & Procurri

9:45 am Recap of SIA APAC 2014 Discussion & Findings

10:00 am APAC IT Market Trends The IT landscape in APAC - trends of infrastructure spending, the drivers & focus

11:00 am How the Digital Economy is Changing Businesses? Businesses have innovated over the years by customizing their business approaches, working around institutional & infrastructural constraints, particularly in markets that are home to the next billion online customers; e.g. Uber, Alibaba, Rocket Internet, to name a few.

12:00 Networking Lunch

1:30 pm The APAC Economic Outlook & What It Means to IT Service Providers – Devaluation of China monetary yen, what does it mean for businesses in APAC?

2:30 pm Round Table Discussion APAC Member, EU Member, US Member, ME Member

- ✓ Is the rise of energy-efficient data center boon or bane to TPMs?
- ✓ Challenges faced when growing beyond core businesses & territories in APAC
- ✓ How do you market & foster customer engagement in APAC?
- ✓ Do companies really need annual performance review? *Many companies are ditching annual performance review, such as the recent case for Accenture. What do you think of its relevance? (Microsoft example)*

4:00 pm SIA Updates/Closing

6:00 pm Cocktail reception – Hotel - sponsored by IB Remarketing