



SIA Global Executive Summit for Service Leaders April 23 – 25, 2017

Venue / Hotel Paris Las Vegas Hotel
3655 S Las Vegas Blvd
Las Vegas, NV 89109
(702) 946-7000

AGENDA

SUNDAY – APRIL 23, 2017

- 5:00 PM Registration (Champagne Ballroom II)
- 6:30PM Welcome & Speed Networking
- *Sponsored by Field Nation*

MONDAY – APRIL 24, 2017

- 8:30 AM – 9:30 AM Continental Breakfast (Champagne Ballroom II)
- *Sponsored by Amcor Service Solutions*
- Breakfast with new SIA members & Council
- 9:00 AM – 9:15 AM Welcome
- Tom York – Board President, SIA*
- Location: Champagne I*
- 9:15 AM – 10:15 AM Keynote Speaker
- Christine Tenneson – Director Research Infrastructure, Gartner*
- 10:15 AM – 11:15 AM Break & Networking
- 11:15 AM – 12:15 PM XaaS: Expanding the “as a Service” Provider
- Steve Studley – Managing Director, Trident Computer Resources*
Tomas O’Leary – President, Origina UK



- 12:15 PM – 1:15 PM** **Lunch & Networking (Champagne Ballroom II)**
- *Sponsored by Park Place Technologies*
- 1:15 PM – 2:15 PM** **Social Media Marketing**
- Josh Leatherman – Chief Marketing Officer, Service Express*
- 2:15 PM – 3:00 PM** **Break & Networking**
- 3:00 PM – 4:30 PM** **Equity Partner Forum**
- Jay Henry – Board of Director, Pamlico Capital
 Dave Cummings – Managing Partner, Agile Equity
 Ervin Schellenberg – CoFounder & Managing Partner, Capitalmind
 Financial Advisors*
- 6:00 PM – 7:30 PM** **Cocktails & Networking**
- Sponsored by Integrity Global Solutions*

TUESDAY – APRIL 25, 2017

- 8:30 AM – 9:00 AM** **Continental Breakfast (Champagne Ballroom II)**
- Sponsored by ISS Solutions*
- 9:00 AM – 9:30 AM** **State & Vision of the Association**
- Tom York – Board President, SIA & President, DecisionOne*
- 9:30 AM – 10:30 AM** **Protecting Your Business: Repair.org**
- Phil Boyle – NY Senate
 Kyle Wiens – President, Repair.org*
- 10:30 AM – 12:30 PM** **Big Data**
- Alfried Neitzband – Chairperson*
- 12:30 PM – 1:30 PM** **Lunch & Networking (Champagne Ballroom II)**
- Sponsored by OnForce*
- 1:30 PM – 2:15 PM** **Nationalism**
- Facilitator
 Tomas O’Leary – President, Origina UK*
- Participants
 Phil Boyle – New York Senate
 Ron Belt – Managing Partner, Capitalmind Financial Advisors (NL)*
- 2:15 PM – 2:45 PM** **Break & Networking**

2:45 PM – 3:45 PM

Closing Keynote

David Houle – Futurist, Thinker, Author of Shift / Transformation: 2017-2037

Sponsored by CDE



6:00 PM

Cocktail & Networking

“April in Paris” Chateau Nightclub & Garden

Rooftop Paris Resort under the Eiffel Tower (required badge)

Sponsored by maintech

7:30 PM

Dinner

Sponsored by Service Express, Inc. and Customer Service Delivery Platform