



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 – 9:00 AM Continental Breakfast & Break (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” Portfolio**

Steve Studley – Managing Director, Trident Computer Resources
Tomas O’Leary – President, Origina UK



12:15 PM – 1:15 PM	Lunch & Networking (Champagne Ballroom II) <ul style="list-style-type: none"> • <i>Sponsored by Park Place Technologies</i>
1:15 PM – 2:15 PM	Social Media Marketing <i>Josh Leatherman – Chief Marketing Officer, Service Express</i>
2:15 PM – 3:00 PM	Break & Networking
3:00 PM – 4:30 PM	Equity Partner Forum <i>Jay Henry – Board of Director, Pamlico Capital</i> <i>Dave Cummings – Managing Partner, Agile Equity</i> <i>Ervin Schellenberg – CoFounder & Managing Partner, Capitalmind</i> <i>Financial Advisors</i>
6:00 PM – 7:30 PM	Cocktails & Networking <i>Sponsored by Integrity Global Solutions</i>

TUESDAY – APRIL 25, 2017

8:30 AM – 9:00 AM	Continental Breakfast & Break (Champagne Ballroom II) <i>Sponsored by ISS Solutions</i>
9:00 AM – 9:30 AM	State & Vision of the Association <i>Tom York – Board President, SIA & President, DecisionOne</i>
9:30 AM – 10:30 AM	Protecting Your Business: Repair.org <i>Phil Boyle – NY Senate</i> <i>Kyle Wiens – President, Repair.org</i>
10:30 AM – 11:30 AM	Break & Networking
11:30 AM – 12:30 PM	Big Data <i>Alfried Neitzband – Chairperson</i>
12:30 PM – 1:30 PM	Lunch & Networking (Champagne Ballroom II) <i>Sponsored by OnForce</i>
1:30 PM – 2:30 PM	Nationalism <u>Facilitator</u> <i>Tomas O’Leary – President, Origina UK</i> <u>Participants</u> <i>Phil Boyle – New York Senate</i> <i>Ron Belt – Managing Partner, Capitalmind Financial Advisors (NL)</i>
2:30 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

7:00 PM

Dinner

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