



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)**
 - **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 & Break (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 – 11:30 AM** **Break & Networking**
- 11:30 AM – 12:30 PM** **Big Data**
Alfried Neitzband – Managing Director, TechnoGroup
- 12:30 PM – 1:30 PM** **Lunch & Networking (Champagne Ballroom II)**
 - **Sponsored by OnForce**
- 1:30 PM – 2:30 PM** **Nationalism**
Facilitator
Tomas O’Leary – President, Origina UK
Participants
Phil Boyle – New York Senate
Ron Belt – Managing Partner, Capitalmind Financial Advisors (NL)

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. (SEI) and Customer Service Delivery Platform (CSDP)**