



SIA Global Executive Summit for Service Leaders April 15 – 17, 2018

Venue / Hotel

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

AGENDA

SUNDAY – APRIL 15, 2018

6:30PM	<p>Welcome & Speed Networking</p> <p>SPONSORED BY</p> <div data-bbox="516 1129 1047 1255">The logo for Field Nation, featuring a stylized orange 'F' followed by the text "FIELD NATION" in orange.</div> <div data-bbox="1079 1129 1513 1255">The logo for Agile Equity, featuring the text "AGILE EQUITY" in grey with a blue wave icon to the right.</div>
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MONDAY – APRIL 16, 2018

7:30 AM – 8:30 AM	<p>Continental Breakfast & Break (Champagne Ballroom I) <i>Breakfast with new SIA members & Board</i></p> <p>SPONSORED BY</p> <div data-bbox="532 1543 852 1705">The logo for Terix Computer Service, featuring the word "TERIX" in a stylized blue font above the text "Computer Service" in a smaller blue font.</div>
8:30 AM – 9:00 AM	<p>Welcome Tom York – Board President, SIA Claudia Betzner – Executive Director, SIA Location: Champagne I</p>

9:00 AM – 10:00 AM	Insights <i>Christine Tenneson – Director Research Infrastructure, Gartner</i>
10:00 AM – 11:00 AM	Break & Networking
11:00 AM – 12:00 PM	eVOLUTION of IT Service – Next Decade <ul style="list-style-type: none"> • Chris Adams, President – Park Place • Tom York, President – DecisionOne • Ralf Dingeldein, Managing Director – Technogroup • Ron Alvesteffer, President – SEI • Steve Studley, President – Trident Computer • “Talk Show” Host
12:00 PM – 1:00 PM	Lunch & Networking (Champagne Ballroom II) SPONSORED BY 
1:00 PM – 2:00 PM	OEM Strategy – Next Decade: Changing Landscape in Competition for Service Solution Providers <ul style="list-style-type: none"> • Martin Hingley, CEO - IT Candor UK
2:00 PM – 3:00 PM	Break & Networking
3:00 PM – 4:00 PM	eVOLUTION in Analytics <ul style="list-style-type: none"> • Service Express Team
4:00 PM – 5:00 PM	Breakouts <ul style="list-style-type: none"> • Equity Partner Forum
6:30 PM	Cocktails & Networking SPONSORED BY 

TUESDAY – APRIL 17, 2018

8:30 AM – 9:00 AM	Continental Breakfast & Break (Champagne Ballroom II)
9:00 AM – 9:30 AM	State & Vision of the Association <ul style="list-style-type: none"> • Tom York – Board President, SIA & President, DecisionOne
9:30 AM – 10:00 AM	Break

10:00 AM – 10:45 AM	CTO Interview & Discussion Al Pytel – Former Kay Bank CTO <ul style="list-style-type: none"> • What are CTOs reviewing in a Service Solutions provider? • Buyers perspective from a Fortune 500 CTO
10:45 AM – 11:30 PM	Break & Networking
11:30 PM – 12:30 PM	Shipping, Logistics & Supply Chain Management <ul style="list-style-type: none"> • Dave Schauble - Senior Manager, FEDEX Supply Chain
12:30 PM – 1:30 PM	Lunch & Networking <i>SPONSORED BY</i> 
1:30 PM – 2:15 PM	Right to Repair – Owner’s Rights <ul style="list-style-type: none"> • Kyle Wiens, President – Repair.org & iFIXIT
2:15 PM – 2:45 PM	Break & Networking
2:45 PM – 3:45 PM	Closing – The 3 “Must” for Leadership Greatness <ul style="list-style-type: none"> • Dan Lier
6:30 PM	“April in Paris” Chateau Nightclub & Garden <ul style="list-style-type: none"> • Rooftop Paris Resort under the Eiffel Tower (Badge required) <i>SPONSORED BY</i> 
7:30 PM	Dinner <i>SPONSORED BY</i>  