



## 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 &amp; Speed Networking</p> <p><b>SPONSORED BY</b></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="1075 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 &amp; Break (Champagne Ballroom I) <i>Breakfast with new SIA members &amp; Board</i></p>
8:30 AM – 9:00 AM	<p>Welcome <i>Tom York – Board President, SIA</i> <i>Claudia Betzner – Executive Director, SIA</i> <i>Location: Champagne I</i></p>

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

## TUESDAY – APRIL 17, 2018

8:30 AM – 9:00 AM	Continental Breakfast & Break (Champagne Ballroom II)
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9:00 AM – 9:45 AM	<b>State &amp; Vision of the Association</b> <ul style="list-style-type: none"> <li>• Tom York – Board President, SIA &amp; President, DecisionOne</li> </ul>
9:45 AM – 10:00 AM	<b>Break</b>
10:00 AM – 10:45 AM	<b>CTO Interview &amp; Discussion</b> Al Pytel – Former Kay Bank CTO <ul style="list-style-type: none"> <li>• What are CTOs reviewing in a Service Solutions provider?</li> <li>• Buyers perspective from a Fortune 500 CTO</li> </ul>
10:45 AM – 11:30 PM	<b>Break &amp; Networking</b>
11:30 PM – 12:30 PM	<b>Shipping, Logistics &amp; Supply Chain Management</b> <ul style="list-style-type: none"> <li>• Dave Schauble - Senior Manager, FEDEX Supply Chain</li> </ul>
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"> <li>• Kyle Wiens, President – Repair.org &amp; iFIXIT</li> </ul>
2:15 PM – 2:45 PM	<b>Break &amp; Networking</b>
2:45 PM – 3:45 PM	<b>Closing – The 3 “Must” for Leadership Greatness</b> <ul style="list-style-type: none"> <li>• Dan Lier</li> </ul>
6:30 PM	<b>“April in Paris” Chateau Nightclub &amp; Garden</b> <ul style="list-style-type: none"> <li>• Rooftop Paris Resort under the Eiffel Tower (Badge required)</li> </ul> <i>SPONSORED BY</i>  
7:30 PM	Dinner <i>SPONSORED BY</i>  