**AGENDA**

**Thursday, October 10th**

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| **Location** | **Plaza del Ayuntamiento, 1**  **28760 Tres Cantos MADRID** |

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| **8:30AM** | **Transportation from Hotel (Exe Plaza) to Plaza del Ayuntamiento**  Meet in front of hotel |
| **9:30AM** | **Registration & Networking**  Sponsored by  A picture containing clipart  Description automatically generated |
| **10:15AM** | **City Mayor & COS Global President Speech** |
| **10:30 AM** | **SIA Welcome Message**   * Jerry Edinger, CFO |
| **11:00 AM** | **Economic Impact Assessment report of ICT secondary market in Europe**   * Jan Hoogstrate, Executive Director – Free ICT Europe Foundation |
| **12:00 PM** | **Coffee Break & Networking**  Sponsored by  A picture containing clipart  Description automatically generated |
| **12:30 PM** | **Service Trends, Vendor Strategies and How As-A-Service Works: What Support Providers Can Expect in the Next 1-3 Years** Rob Brothers, Program VP Datacenter & Support Services at IDC |
| **1:30 PM** | **COS Global Presentation, Company Showcase** |

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| **2:30 PM** | **Lunch & Networking**  Sponsored by  A picture containing clipart  Description automatically generated |
| **3:30 PM** | **VDI / Citrix Solution, COS Partner Presentation** |
| **4:00 PM** | **SIA Closing Remarks**   * Jerry Edinger, CFO   **COS Global Facilities Tour** |
| **5:00 PM** | **Networking** |
| **6:00 PM** | **Transportation to Hotel (Exe Plaza)** |
| **7:30 PM** | **Transportation from Exe Plaza to Puerta57**  Meet in front of hotel |
| **8:00 PM** | **Dinner**  Puerta57  Estadio Santiago Bernabeu  Calle de Padre Damian  28036 MADRID  **Cost of ~ 77€ / US$88 per person.**  **RSVP BY OCTOBER 3RD**  ***Please inform Patricia Oponski patricia.oponski@servicenetwork.org whether you plan on attending*.** |