Inspire Days Essentials

Agenda – Partner Day

All sessions take place in the room Yangtze, 1st floor

Wednesday, September 12th – Partner Day	
11:00 – 2:00	Partner Day Registration / Lunch
12.30 – 2.00	Lunch Buffet
2:00 – 2:30	Welcome and Partner Strategy for EMEA – Mike Davies
2:30 - 3:00	Partner Success story - Philippe Suchetet, Jean-Luc Vecchio
3.00 – 3.30	Partner Success story
3:30 – 4:00	Break
4:00 – 4:30	Quadient Partner, a center of Excellence – Richard van Leuven
4:30 – 5:00	Partner Program and tools update - Jayati Shah-Thiel, Rob Daleman
5:00 – 5:30	Build the Future: glimpse on R12, Moving to Digital – Scott Draeger
5:30– 6:00	Ask your questions
7:00 – 10:00	Welcome Dinner - Crowne Plaza Hotel

Agenda Thursday, Sept. 13

Plenary sessions, testimonials	Be Digital	Customer experience	Service Providers	Deep Dive in the Solutions	Increase your productivity	Solution Demos	Work with Quadient

	Auditorium King Willem Alexander						
10.00 – 10.45	Welcome to the Inspire Days – I. Clarke						
10.45 – 11.15	State of the business – T. Sigal						
11.15 – 11.45	Break: Exhibition area, 1to1						
11.45 – 12.45	Keynote: Trust, customer loyalty and reputation capital – S. Pillot de Chenecey						
12.45 – 2.15	Exhibition area, 1to1 &Lunch						
2.15 – 2.45	Sponsor Messages						
2.45 - 3.15	A Customer Journey – D. Stabel						
3.15 - 3.45	Getting to the Next Level with Quadient – S. Draeger, J. Knoulich						
3:45 – 4:15	Break: Exhibition area, 1to1						

Room	Asia - 56	Europe - 110	Oceania - 100	Auditorium	Africa - 56	South America - 56	Antarctica
4:15 – 4:45	Enterprise: Your customers choose the journey. You deliver the experience. L. Ghio	Vontobel content factory P. Duersteler	How poor Data is hurting your business C. Hubbard	Inspire R12 under the hood J. Knoulich	Test your digital-readiness… How far do you want to go? Y. Nahar	Omnichannel onboarding –having high impact customer conversations	Ask the Experts PSO
4.45 – 5.15	Workshop: Through the lens of your customer: Mapping the Customer Experience L. Ghio	Beyond CCM with Canon Steve Narancic	Make the Move to Digital – Mobile Apps and Web Portals A. Hemon-Laurens		News by Quadient Education Center V. Vatrt	Connected Claims Management	
5:15 – 5.45	Best practices upgrading to R12 Jiří Pečonka	Transform a CCM center in a high value competence center A. Bodet, Gdoc		SP: Transform your client relationships through Customer Journey Mapping D. Collins	Moving out of the Shadows: Bringing Together the Business + IT to Amplify Impact A. Stevens	Data quality	
5.45 - 7.00	Break: Exhibition area, 1to1						
7.30	Dinner						

Agenda Friday Sept. 14

Plenary sessions, testimonials	Be Digital	Customer experience	Service Providers	Deep Dive in the Solutions	Increase your productivity	Solution Demos	Work with Quadient

	Auditorium King Willem Alexander					
9.15-9.30	Recap Day 1					
9.30 – 10.00	What Digital Means - B. Hildahl					

room	Asia	Europe	Oceania	Auditorium	South America	Antarctica
10.00 – 10.30		Moving to Omni-Channel D. Collins	Behind the curtain: Ensuring the security & compliance of your customer experience A. Stevens	What's new: Digital Advantage M. Moravec 9.45 – 10.30	Car Leasing Company – Agile Upgrade Offer	Ask the Experts - PSO
10.30 – 11.00	Break: Exhibition area, 1to1					
11.00 – 11.30	R12: from idea to execution S. Draeger, J. Knoulich	Digital Now for SP and BPOs D. Rouillard	True obsession: Think like a customer A. Stevens	Break: 10.30 – 11.00 What's new: Inspire Interactive T. Sedláček 11.00 – 11.45	Connected Claims Management	Ask the Experts - PSO
11.30 – 12.00		Customer testimonial: Paragon UK	The Employee Experience: Digitally enable and upskill your teams Y. Nahar, R. Tucker		Omnichannel onboarding – having high impact customer conversations	
12.00 – 13.30	Exhibition area, 1to1 & Lunch					
13.30 – 14.00	Key Learnings of Implementation M. Tkadlec	From Customer Journey Mapping to Customer Journey Management! M. Willemsen	Innovation - DX Builder preview Hemon-Laurens, M. Moravec	Scaling your enterprise with Inspire Scaler M. Švadlenka, A. Stevens	Digital onboarding for Utilities	Ask the Experts - PSO

	Auditorium King Willem Alexander					
2:00 –2.30	R13 and beyond – Z. Hodic					
2.30 –3.00	Conclusion – I. Clarke					

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