

DAY 1 AGENDA (subject to change)

TIME	THEME	PRESENTATION
7:30 – 8:00	Networking	GUEST ARRIVALS & REGISTRATION
8:15 – 8:30	Opening	WELCOME NOTE Peter Ryan and Mark Angus
8:30 – 9:15	EMEA Keynote	CX DELIVERY IN THE AGE OF BREXIT Mike Havard – Ember Group
9:15 – 10:00	Investment Priorities	2019 OMNIBUS SURVEY - DEEP DIVE Peter Ryan - Ryan Strategic Advisory
10:00 – 10:45	CX Benchmarking	VERTICAL INSIGHTS FROM CX BENCHMARKING REPORT Dimension Data
10:45 – 11:00	Networking	TEA/COFFEE BREAK
11:00 – 11:45	Contact Centres	UNCODING TOMORROW'S CONTACT CENTRE Stephen Loynd – Frost & Sullivan
11:45 – 12:30	Consumer Trends	PROFILING THE CONSUMER OF THE FUTURE Mark Hillary - Carnaby Content
12:30 – 13:30	Networking	LUNCH
13:30 – 14:15	Verticals	EMERGING VERTICALS Panel: Mark Angus (Chair), Miya Knights, Stu Ravens, Pat O'Brien, Luke Bujarski, Steve Weston
14:15 – 15:00	New Technology	THE AI REVOLUTION: WHAT TO EXPECT Ed Thomas
15:00 – 15:15	Networking	TEA/COFFEE BREAK
15:15 – 16:00	Offshoring	EVOLVING OFFSHORE MARKETS Panel: Andrew Wrobel (Chair), Vadim Anikov, Dave Rumble, Michael Zdnowski, Amita Krishna
16:00 – 17:30	Thought Leadership	RAPID FIRE PRESENTATIONS Locations, Technologies, Value-add services



Mike Havard
CX DELIVERY IN THE AGE OF BREXIT



Peter Ryan
2019 OMNIBUS SURVEY DEEP DIVE



Mark Angus
EMERGING VERTICALS & EVENT MODERATOR



Stephen Loynd
UNCODING TOMORROW'S CONTACT CENTRE



Mark Hillary
PROFILING THE CONSUMER OF THE FUTURE



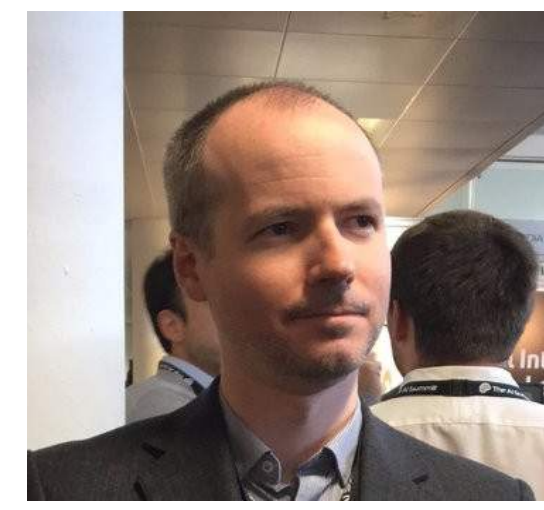
Maxine Holt
TRENDS IN CYBERSECURITY



Vadim Anikanov
EVOLVING OFFSHORE MARKETS



Christine Bardwell
THE EVOLUTION OF OMNICHANNEL



Ed Thomas
THE AI REVOLUTION: WHAT TO EXPECT



DAY 2 AGENDA (subject to change)

TIME	THEME	PRESENTATION
7:30 – 8:00am	Networking	GUEST ARRIVALS
8:00 – 8:45	Overview	LEVERAGING KEY LEARNINGS FOR FUTURE GROWTH Mark Angus – Knowledge Executive
8:45 – 9:30	Security	TRENDS IN CYBERSECURITY Maxine Holt - Ovum
9:30 – 10:15	Channels	THE EVOLUTION OF OMNICHANNEL Christine Bardwell - Oracle
10:15 – 10:30	Networking	TEA/COFFEE BREAK
10:30 – 11:15	Best Practice	OUTSOURCING MINDSHARE Rapid Fire Presentations from Outsourcers. Pain Points, Successes, Insights, Learnings
11:15 – 12:45	2019 BPO Planning	CxO EXECUTIVE ROUND TABLES Power 10 Round Tables with Collective BPO Mindshare One-on-One Interaction with Analysts and Influencers
12:45 – 14:00	Networking	LUNCH
14:00 – 14:45	Buyer Insights	GETTING INTO THE BUYERS MIND Buyers Panel: What Do BPO Buyers Want? Tesco, Mastercard, Stagecoach UK
14:45 – 15:00	Conclusion	CONCLUDING REMARKS & RESOLUTIONS

