

DAY 1 - MON 17 SEPT

09:00 Welcome coffee

12:00 Lunch at the east restaurant

13:00 Welcome

- Siegfried Heimgaertner, Equatex
- Frank Juhre, Equatex

13:20 Keynote speaker

Pat Sims, PJS Consultancy

Moderator - Frank Juhre, Equatex

Panel members

- Adrian Wyss, Equatex
- Pat Sims, PJS Consultancy
- Sean McGee, Nomura
- James Eaton, Vodafone
- Gregor Sapinsky, SAP

14:00 Navigating the reporting jungle

- Jonas Saltnes, Equatex
- Edna Schweizer, HSBC

Q&A moderator - Patrick Stierli, Equatex

14:30 The power of performance

- Alex Pradas, Equatex
- Daniel A. Kapinos, Aon Equity Services
- Hans De Jong, Ericsson

Q&A moderator - Frank Juhre, Equatex

15:00 The future of communications

Moderator - Frank Juhre, Equatex

- Natalia Mikulich, JT International SA
- Raluca Ciliacu-Hetzer, Fresenius Medical Care
- Carola Weimer, Siemens

15:35 Closing remarks

Frank Juhre, Equatex

15:45 Personal time

17:00 Meet up in east hotel lobby for Reeperbahn walking tour

17:30 Bus transfer to social activity

17:50 Social activity

19:40 Bus transfer to dinner venue

20:00 Dinner

00:00 Transfer back to hotel

DAY 2 - TUES 18 SEPT

Product innovation session: Part 1

09:00 Introduction - Adrian Wyss, Equatex

EquatePlus plan participant survey
Adrian Wyss, Equatex

EquateService

Jessica Kreysar, Equatex

Introduction to breakout sessions

Adrian Wyss, Equatex

09:50 Coffee break

Product innovation session: Part 2

10:20 Breakout sessions: Three sessions running in parallel, 30 mins each. First session starts at 10:20 and the second at 11:00. Select two of the following you would like to attend.

Investment roadmap

- Johanna Vidlund, Equatex
- Jessica Kreysar, Equatex

EquateMobile user testing

Alex Pradas, Equatex

Contact Centre deep dive

David Couzens, Equatex

11:40 Conclusions product sessions

Adrian Wyss, Equatex

11:50 Closing remarks

- Siegfried Heimgaertner, Equatex
- Frank Juhre, Equatex

12:10 - 14:00

Lunch at the east restaurant.

End of conference.