

Event Program



Live Virtual Focus Day

Creating trust in and through digital solutions



Organized by ISLA

Supported by

October 8th, 2020

A free event on **Zoom** from
Deloitte Greenhouse **Berlin**

Monitor
Deloitte.

Featuring speakers from






**BMW
GROUP**

Krauss Maffei
Pioneering Plastics

Dräger

JUNGHEINRICH

Agenda

10:00 – 10:15	Welcome, opening remarks, and quick survey		
10:15 – 11:00	Presentation w/ live demonstration Keeping skills up to date through Virtual Reality — 1) Certified driver training online and on forklift simulator, and 2) Digital training concepts for service technicians on the Jungheinrich CAMPUS	Frank Marschatz, Director Service, & Thomas Diwan, Head of Training Center, at Jungheinrich	
11:00 – 11:45	Presentation Smart Assist — The future of digital enabled field services and collaborative working	Stefan Feldmeier, Product Owner Digital Solutions at KraussMaffei Technologies	
11:45 – 12:00	Wrap-up of the morning and outlook to the afternoon session		
12:00 – 14:00	Lunch break (offline)		
14:00 – 14:45	Presentation Digital fulfillment along the customer journey — Trust in the future for customers and employees	Sebastian Krause, Director Market Fulfillment & Global Distribution, & Sören Eggers, Principal Business Development & PMO Digital Fulfillment, at Dräger	
14:45 – 15:15	Presentation w/ live demonstration Data and trust — The power of Digital Transformation in Aftersales Service	Oliver Bendig, Partner Customer Service & Aftersales EMEA at Monitor Deloitte	
15:15 – 16:00	Presentation The PartChain project — Using blockchain to enable tamper-proof data sharing and traceability of components in international (Automotive) supply chains	Daniel Miehle Product Owner Emerging Technologies at BMW Group	
16:00	Final remarks and end of the event		

Each presentation is followed by a Q&A where the speakers will answer questions posted via Zoom

Online Platform and Live Location

With Covid-19 making face-to-face meetings difficult if not impossible the Focus Day “Creating trust in and through digital solutions” will be held on Zoom, a leading video conferencing platform (zoom.us). Organized in cooperation with Monitor Deloitte, it is technically supported by the Deloitte Greenhouse Berlin, which is equipped with state-of-the-art technology and run by a team experienced in realizing innovative events onsite and online. At the Deloitte Greenhouse Berlin, the Focus Day will be moderated by Oliver Bendig, Partner at Monitor Deloitte and Member of the Advisory Board of ISLA, who looks forward to welcoming and interacting with attendees, speakers, and panelists from locations across the world via Zoom.



Organizer

The Live Virtual Focus Day »Creating trust in and through digital solutions« on Zoom is organized by ISLA. Our association is a network of professionals dedicated to Customer Service, After Sales Management, and Service Logistics. It is based in Munich where it was founded in 2003. As ISLA is not commercially driven, it depends on the support of its members. Over 50 companies from Europe, Japan, and North America have joined ISLA (see some of them listed below).

New members, first and foremost OEMs running spare-parts and service-intensive businesses, are welcome. For more information, please visit www.servicelogistics.info or contact us: ISLA International Service Logistics Association e. V. Rosenheimer Platz 4, 81669 Munich, Germany Phone +49-(0)89-74 98 26-960, Fax -969 isla@servicelogistics.info

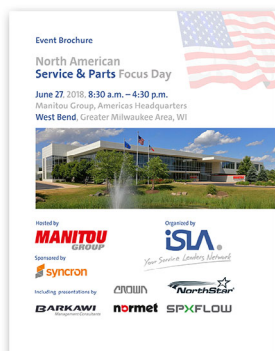
Executive Board: Stefan Brehm, Eamon Doherty, Dr. Bernd Garbe, Stephan März, Peter Rudzio, Simon Roberts, and Magne Svendsen

Selection of ISLA members



Events

In response to the pandemic, ISLA moved into the online space to keep on bringing service leaders together for an exchange of views on excellent service and to learn from each other. In times of social distancing, frequent webinars and virtual meetings are the logical continuation of our face-to-face events such as Service Leaders Circles and Focus Days which were (and will be) hosted by ISLA members at their company's site. The Service Leaders Summit 2020 is postponed to June 2021. Since we started our activities, peers from 400+ companies attended our events, and 340+ Directors, (S)VPs, and Board Members from leading companies gave their presentations.



Registration

Attendance to the event is free of charge, but prior registration is required.

To register for the Virtual Live Focus Day »Creating trust in and through digital solutions« on October 8, 2020, please complete the below form, or sign up on ISLA's webpage at www.servicelogistics.info/events/virtual-focus-day#sign-up. Once confirmed, you will be sent the link and login to our Live Virtual Focus Day in good time in advance. ISLA reserves the right to make changes to the program as stated in this document.

Please return the completed form via **fax to +49 (0)89 749826-969** or **e-mail to isla@servicelogistics.info**

Mr Mrs Ms

Title, first and last name _____

Company / Institution _____

Department _____ VAT-ID-N° _____
(for non-German Europe only)

Position / Job Title _____

Address _____

Postal Code _____ City _____ Country _____

Tel _____ Mobile _____ E-Mail _____

I consent to ISLA keeping my contact details given above for the following purpose: Registration to the Focus Day and providing information on future events. According to the EU's General Data Protection Regulation (GDPR), we are required to obtain your permission ("consent") to keep and process your personal data. You have the right to withdraw your consent at any time.

Date, Signature _____