

Event Program



Service Leaders Focus Day

Swiss Service Champions



Organized by ISLA

Supported by

April 13th, 2021

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

Monitor
Deloitte.

Presenting



Oliver Bendig
Partner
Customer Service
& Aftersales EMEA
Monitor Deloitte



Eamon Doherty
Chief Service
Officer
Bystronic



Mercedes Jul
Head of Product Mgmt.
& Strategy for Grid Inte-
gration Service Solutions
Hitachi ABB Power Grids

Markus Koch
National Sector Lead
Industrial Products
Deloitte Switzerland



Julien Laran
Head of Business Unit
Services & Performance
BOBST



Tjark de Vries
Head of Global
Customer Service
Bühler



Agenda

10:00 – 10:30	Welcome, opening remarks, and live survey	Markus Koch , National Sector Lead Industrial Products Switzerland, and Oliver Bendig , Partner Customer Service & Aftersales EMEA	Monitor Deloitte.
10:30 – 11:15	Presentation There is no one single answer — A consistent service is always based on a holistic approach	Julien Laran Head of Business Unit Services & Performance, and Member of Group Executive Committee	BOBST
11:15 – 12:00	Presentation Shaping the future of digital service partnerships today	Mercedes Jul Head of Product Management and Strategy for Grid Integration Service Solutions	HITACHI ABB
12:00 – 14:00	Lunch break (offline)		
14:00 – 14:15	Wrap-up of the morning and outlook to the afternoon session		
14:15 – 15:00	Presentation Managing through crisis and coming out stronger	Eamon Doherty Chief Service Officer	Bystronic
15:00 – 15:45	Presentation Rolling out a new service strategy during the pandemic	Tjark de Vries Head of Global Customer Service	BUHLER
15:45 – 16:00	Closing discussion and final remarks	Markus Koch , National Sector Lead Industrial Products Switzerland, and Oliver Bendig , Partner Customer Service & Aftersales EMEA	Monitor Deloitte.

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

Online Platform and Live Location

We actually planned to hold the Swiss Service Champions Focus Day as a hybrid event which should have been open for both online attendance and on-site participation in Zurich. Unfortunately, a third wave of Covid-19 which is sweeping Europe makes face-to-face meetings impossible. The Focus Day is therefore fully digital. It will be held on Zoom, a leading video conferencing platform (zoom.us). Organized in cooperation with Monitor Deloitte, the event production will be hosted at the Deloitte Greenhouse in Zurich from where the presentations will be streamed to attendees in throughout Europe and beyond. The login details to join the Zoom sessions on 13th April will be provided by e-mail a few days prior to the event.



Organizer

The live virtual Swiss Service Champions Focus Day is organized by ISLA. Our association is a network of professionals dedicated to Customer Service, After Sales Management, and Service Logistics in the digital age. 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. Nearly 60 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

Due to the pandemic, ISLA moved online 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 which were (and will be) hosted by ISLA members at their company's site. The next conference following the Swiss Service Champions Focus Day are the Service Leaders Summit Days 2021 on 15th, 16th and 22nd June. Since we started our activities, peers from 450+ companies attended our events, and 370+ speakers from leading companies gave their presentations.

