

Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Wednesday 17th & Thursday 18th May



EXCELLENCE IN
ENTERPRISE IT



Since March 2020 virtually everyone's digital transformation strategies have been turbo charged and the COVID-19 pandemic has shown that different ways of working can be put in place very quickly. The changing role of IT has not only changed how a company operates in terms of its staff but also with how the customer engages with the organisation. With remote working the new normal and more and more customers going online rather than into the stores even with restrictions being lifted, organisations need to use data in a different way.

However, it's not just the physical aspects of remote working, online usage, customer engagement and tracking which are the challenges, the pandemic has seen a risk in data theft / loss, cyber-attacks, identity thefts and various system hacks.

How do we increase the access of information whilst keeping it secure? How do we deliver digital transformation whilst ensuring that the cultural shift comes with it? How do we learn from the recent speed up in technology adoption to ensure that we don't repeat the same mistakes?

The Excellence In Enterprise IT event brings together individuals involved in all aspects of IT from across both the public and private sectors to share their experiences and challenges.

Topics to be discussed include:

- BI • ITaaS • Big data • Security • AI and MI • Integration • Governance • Cloud adoption • IoT and Analytics • Strategy development • Driving improvement through • Balancing function v accessibility • Operating models / methodologies • Improving the user-centric experience • Technologies – Cloud, Analytics, Mobile • Security / Business Service Management • The human element – It's not all about technology



Staverton Park Hotel
Daventry Road
Daventry
NN11 6JT

WEDNESDAY 17TH MAY

15:00 – 18:00 HOTEL CHECK-IN AND FREE TIME

18:45 – 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 – 22:00 NETWORKING DINNER

THURSDAY 18TH MAY

07:45 - 08:20 **REGISTRATION, TEA, COFFEE & PASTRIES**

08:20 - 08:30 **CHAIR'S WELCOME AND OPENING REMARKS**



Russell Carr, Head of Digital Buildings (Global)



08:30 - 09:00 **PRAGMATIC SECURITY, SOME OBSERVATIONS, DO'S AND DON'TS?**



Cyber security – ensuring the confidentiality, integrity and availability of data and the platforms and systems which enable them – is a perennial hot topic and every CIO and CISO in the world understands it. This is not always the case in the boardroom or the C-suite, of course. This talk briefly reviews the state of the art and delves into some pragmatic and measured approaches to take with ‘the business’ to enable cost-effective security and resilience operations”.

*Henrik Kiertzner, Head of IT Operations
(Cyber and Infrastructure)*



09:00 - 09:30 **WHAT TO CONSIDER FOR YOUR DATA PROTECTION IN A CHANGING WORLD**



Veeam provides one solution for simple, reliable and flexible protection of cloud, virtual and physical workloads. Veeam gives you data protection and ransomware prevention while we help with compliance challenges. In today's changing world, come and hear how the data protection industry has changed and how we help our customers as they face relentless security threats.



*Zubair Janjua, Territory Manager
Thomas Richardson, Territory Manager*



09:30 - 09:55

THE JOURNEY TO DIGITAL EFFICIENCY



The business of banking has traditionally been driven by manual paper processes performed by people, often duplicated and often slow. This was our position when we decided change was needed. Philip will discuss...

- The journey
- The drivers
- Where are we?
- What's next?

Philip Taylor, *Chief Information Officer*

 Kingdom Bank

10:00 - 10:30

OPTION 1 DRIVING SOC EFFICIENCY IN 2023



Adversaries are innovating at pace whilst our SOC's still struggle with alert fatigue and a lack of context. Cyber-attacks such as business email compromise, supply chain attacks and ransomware attacks increasingly highlight the gaps in expertise and resource that are impacting our ability to navigate these threats and secure our organisations. What measures can we introduce to overcome these threats and improve our organisation's cyber resiliency?

Joshua Faulkner, *Senior Sales Engineer*

 cybereason

10:00 - 10:30

OPTION 2 IMPROVING END-USER EXPERIENCE & REDUCING IT SPEND FOR ENTERPRISE IT



Organisations are under pressure to meet business demands and achieve a higher level of employee and customer experience and retention. The accelerated pace of adoption and execution of digital initiatives means IT teams need to deliver fast, agile, and resilient digital platforms.

Riverbed's Unified Observability platform provides contextual insights that streamline and automate trouble shooting to solve problems before your end-user even notice there's an issue. We focus on employee sentiment therefore you can see the true end-user experience, find out how IT is affecting your team and how they feel about their device and application performance.

Delivering the best employee digital experience will ultimately lead to satisfied customers.

Pete Furneau, *Solutions Engineer*



10:30 – 11:30

TEA, COFFEE & NETWORKING BREAK

**PLEASE CHECK THE SCHEDULE ON THE BACK OF YOUR BADGE AND
ENSURE YOU ATTEND YOUR MEETINGS WHICH WILL TAKE PLACE
OUTSIDE OF THE MAIN CONFERENCE ROOM**

11:30 – 12:00

INTRODUCING NEW METHODOLOGIES



Back in 2020 Samantha Horsman introduced Agile to the Infrastructure and Network team where traditionally they only used the Waterfall methodology. Given this significant change there was a large shift needed in how the team thought and operated to make this a reality.

During this presentation Samantha will discuss how she embarked on this including developing the strategy in order to gain support and what skills are required to make it happen.

*Samantha Horsman, Senior Manager – Network, Cloud
and Workspace*



12:00 – 12:25

NHS ANALYTICS IN ACTION – THE OPPORTUNITY AND THE CHALLENGE



With the advent of more data and AI techniques available to NHS analysts, strategic guidance from the Goldacre Review and the DataSavesLives strategy there exists a huge opportunity for the analytical community to work hand in hand with clinicians and operational managers to improve patient flow and outcomes. Marc discusses this opportunity and the challenge that exists to recruit to this new dynamic workforce.

Marc Farr, Chief Analytical Officer



12:30 – 13:00

OPTION 1 4 WAYS TO WIN AT ENTERPRISE CLOUD IT



The cloud promises shiny benefits such as increased speed, better agility, improved security, and even cost savings. The reality? Cloud bills are skyrocketing, new products and services release is slow, and teams keep on fighting fires instead of innovating – all far from the promised land.

Realising those benefits involves a holistic shift in your processes and people, as well as technology. In this session, you'll learn about the critical areas that are slowing organisations down, and gain actionable recommendations on the activities you can implement to start realising the benefits cloud technology offers.

Alex Hammond, Partner



12:30 – 13:00

OPTION 2

IN HINDSIGHT IT'S ALL ABOUT FORESIGHT: SAMSUNG OMNICHANNEL JOURNEY



Samsung prides themselves on staying two steps ahead of the competition. While the COVID-era saw others flocking to digital channels, Samsung was already preparing for our return to brick-and-mortar stores.

In this session, we'll see how Catalyst and Samsung leveraged the 'data rush' via the SDM app – an intelligent data analytics platform that has evolved Samsung's Omnichannel marketing and business strategy. We'll also take a sneak peek into Samsung's future. Hear how they're tackling the changing landscape of AI with unparalleled innovation and a forward-thinking mindset.



Stefano Rabbiosi, *Account Director*



13:00 – 13:45

LUNCH

13:45 – 14:15

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14:15 – 14:45

OPERATING OVERSEAS - WHAT YOU NEED TO DO AND HOW TO DO IT?



We live in a global age, the ability for organisations to operate in different jurisdictions has never been greater. Goods and services flow across the globe but with this comes the requirement for all companies to abide by the governance of the countries they are working in. Adrian will talk about how Jaguar Land Rover has been approaching its work in China including:

- The Security Operations Centre
- How do organisations operate within China?
- New laws and regulations in China relating to Cyber

Adrian Creek, *Lead Enterprise Security Architect*



14:45 – 15:10

TECHNOLOGY AND CLOUD ADOPTION AT AN ENTERPRISE LEVEL



The adoption of technology and or a shift to a cloud operating model is no longer just an IT thing, it's a pan organisation challenge which must be met by all.

Ray will discuss how TUI got everyone to enable this adoption and the improvements this has led to both with regards to how the company operates internally but also interacts with its customers.

Ray Siripan, Global Enterprise Cloud Architect



15:15 – 15:45

OPTION 1 DIGITAL TRANSFORMATION TECHNOLOGY ENABLING A MORE FLEXIBLE AND ACCURATE WORKING ENVIRONMENT



A look into Digital Transformation products and services from Scan-Optics and Ricoh Fujitsu, enabling more flexible working patterns seen in business and departments today, all while increasing business intelligence and accuracy.



Ben Moralee, Business Development Director
Matt Smith, Channel Development Manager



15:15 – 15:45

OPTION 2 EFFORTLESS, SMART, SECURE COMMUNICATIONS: GIVING EMPLOYEES THE FREEDOM TO FOCUS, WHILST IMPROVING COMMUNICATION SECURITY



In 2022, according to the ICO, the vast majority of reported data incidents were the result of human error; sending emails to the wrong person, misuse of cc/Bcc, failure to recall... the list goes on.

The repercussions of a data incident today are large fines, with many businesses experiencing irreparable reputational damage. Because today, data protection is about people protection. Stakeholders understandably expect those handling their data to do so with care – yet leaks continue to happen.

So what is the solution? In wake of strapped resources and tightening budgets, digital fatigue and hybrid work, Amir Khan will showcase how, through seamless integration with existing IT infrastructure, smart effortless technology can empower organisations to prevent data leaks and achieve compliance, whilst giving their people the freedom to focus on their work.

Amir Khan, Strategic Accounts



15:45 – 16:30

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16:30 – 17:00

WHEN IT REALLY IS A MATTER OF LIFE AND DEATH



Like all organisations the COVID 19 pandemic meant that working practices had to be radically changed. IT and the cloud became an essential platform to enable CHSW's change and the digital transformation plans that started pre COVID were accelerated at break neck speed. Matt will take you through this journey, the lessons learned, the successes and failures. He will also talk about digital transformation post COVID at CHSW.

Matt Argyle, *Head of Information Technology*



17:00 – 17:30

CREATING A DATA DRIVEN ORGANISATION



Peter Rees will discuss how A.P. Moller Maersk is transforming to be an integrated and data lead organisation. He will explore the improvements this has made to decision making as well as enabling the organisation to function.

Peter Rees, *Lead Enterprise Architect*



17:30 – 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
