TEX

TECHNOLOGY EXCELLENCE

WEEK 2018

DELIVERING OPERATIONAL TRANSFORMATION TO YOUR BUSINESS THROUGH DIGITAL AND TECHNOLOGY EXCELLENCE

June 4-6 2018 • Nashville, TN

A glimpse at the 60+ insightful brands:

GM | Google Express | Kellogg's | Life Fitness WHAT WE LIVE FOR | WU | UNITED | mastercard

Shell | EA | Coca-Cola | BARCLAYS | Symantec | NOVARTIS VACCINES | EAST WEST BANK | P&G

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ACCELERATING YOUR ORGANIZATION THROUGH DIGITAL AND TECHNOLOGY EXCELLENCE

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Dear Colleagues,

This is an exciting time! Technology excellence is being brought into the fold of discussions.

Now more than ever CIOs, Transformation Leaders, Business Architects and Operational Excellence experts are being challenged by the changing digital landscape and what it means for their business. The driving demands of a digitally focused customer base, combined with a relentless pressure from the C-suite to re-evaluate and update business processes to meet a new business reality.

Because business operations are shifting; redesigned models, disruptive technologies and digital transformation initiatives are resulting technology excellence efforts to help better create and deliver value to customers and the business. Racing against the speed of change, in order to survive, businesses are breaking down barriers, intertwining partners, employees and customers into business processes and practices to create a digital ecosystem.

The fourth industrial revolution has arrived, and the needs of a business have changed. You as transformation leaders are called upon to revolutionise, and strive for innovation, or risk watching your business become obsolete!

And so, the questions arise:

- Are we effectively implementing useful, cutting-edge technology, whilst constantly solving problems within our business model?

- What is digital/technology excellence? What do we need to consider in order to drive its success?

- Are our operational excellence strategies stable enough to support our transformation?

- How does the changing tide of the consumer revolutionise our internal processes?

TEX Week 2018 will feature an innovative and inspiring speaker faculty, including C-level strategy and Heads of Digital Transformation and Innovation know-how, as they unveil their approaches and tactics for embedding digital projects and enterprise wide technology excellence within their businesses.

I am excited to be discussing these pressing questions with you all. Don't miss the chance to transform your business for a digital world!
On behalf of the entire team, we look forward to meeting you in Nashville!

See you there!!

Felicia Madsen
Event Director
TEX Week 2018
Registering is easy - just visit **www.technologyexcellenceweek.com**, email us at
enquire@pexnetwork.com, or give us a call on **+44 (0) 207 368 9809**

TEX Week Sessions You Won't Want To Miss!

Join a panel on prioritizing customer journey mapping to **re-engineer your customer's experience**

Join us as we debate the **digital journey** – natural progression vs disruptive change

Google Express Seamless customer experiences. Engage with **Google Express'** Michael Pezzicola and Ryan Quinlan on ways to use technology across a disjointed network

BNY MELLON The influence of technology to the **speed of change** with Brenton Harder, Head of Business Productivity Improvement, BNY Mellon

Business intelligence in the digital age: the marriage of strategies with insights from NY Life and Guardian Life

At TEX Week 2018, you will not just be sitting at a table listening to people talk at you.

There are a variety of session formats, in large, medium and small groups, that allow you to participate so that you never feel like you're overwhelmed or bored by the agenda.

Listen in on Softwear Automation, and its potential to **disrupt a $3 trillion industry**

Hear how Eleanor Meltzer at **Electronic Arts** is making sense of the gold rush of data and analytics

Try your hand at applying data science to your business with **MasterCard**

Nicole Raimundo, CIO to the Town of Cary, share with us the journey of **digitally transforming a town**

Debate and discuss Design Thinking to **revolutionize legacy systems**

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Party

The TEX Party!

Join us on Tuesday night to celebrate the official launch of TEX Week.

Grab a drink or two, and join in the fun.

There's no better time to meet new friends than at a TEX Party!

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Exceptional Learning Experiences

Interactive Discussion Groups

An invaluable opportunity for you to drill down into the details of a subject which is particularly pertinent to you and your organization. You have the chance to brainstorm your challenges and pick the brains of expert roundtable leaders as well as 12 other practitioners seated at your table. Numbers are kept to a minimum to allow for maximum interaction and provide an informal yet highly constructive approach to problem solving.

Fire-side Chat

Join an interactive conversation between interviewer and guest speaker in an engaging and intimate setting. These informal chats area great alternative to keynotes and allow audiences to get involved and engage directly with the speaker by asking questions throughout the discussion.

Tag-Team / Panel Discussion

Brainstorming panels invite delegates to get involved from the very beginning. With 2-4 experts, they will set the scene and open a discussion topic, but the answers, conclusions and roadmap to action ultimately come from you. Benefit from more than the expertise of our chosen panelists – hear contributions and ideas from the minds of the other experts sat alongside you.

"TEX-Talk" Session

A fast-paced, and engaging session, bringing in multiple insights around a central topic. Panelists are given 10 mins to present each of their case, and then open up the floor to the audience for discussion. You'll be given the opportunity to not only hear from the experiences of our chosen panelists, but have the chance to interact with them and those around you.

Shark Tank Demo Drive

Find the next game changers in process excellence. Don't miss this engaging session where our event partners have 5 minutes to share insight, ideas and pitches on a new technology, way of working or innovative idea to the entire delegation, using the most imaginative means possible. Leave inspired and excited about the opportunities that exist which can help your organization find greater success.
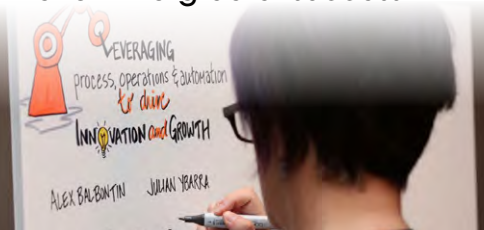
Deep Dive Workshops

A dive into some of your most pressing challenges in a more traditional classroom environment. Open to 25 attendees, workshops are facilitated by expert leaders who create an interactive and highly engaging session where participants are invited to share ideas, brainstorm and find the best solutions to a particular problem. Leave with a step-by-step plan to action on return to your office.

Drum roll please…

Introducing you to your All Star Speakers

At TEX Week 2018

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Your All Star Speaker Line Up Include:

Transformative and Innovative Thinkers, giving you first hand experiences in the journey to technology excellence and digital transformation

Abhishek Mittal
Vice President of Customer Insights & Operational Excellence
Wolters Kluwer

Alan Boehme
Global Chief Technology Officer, Chief Innovative Information Technology Officer
Procter & Gamble

Alberto Brea
EVP, Group Planning Director,
Edelman NY

Amy McFarlain
Vice President of Operational Excellence
Westgate Las Vegas Casino & Resort

Andrew Shakman
President and Chief Executive Officer
LeanPath

Ashok Kumar
Head of Digital,
Verizon

Brad Ellis
Director of Production Technology
Mimeo

Brandon Wright
Director, Global Operational Excellence
Aramark

Brenton Harder
Head of Business Productivity Improvement
BNY Mellon

Bruno Singh
Former Chief Information Officer
NBCUniversal

Christy Cook
Global Account Director
LeanPath

Clint Westbrook
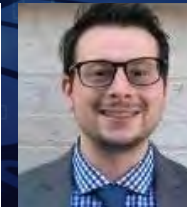Vice President of Global Operational Excellence
Aramark

David Castellani
Business Information Officer
NY Life

Diana Krohn,
Principal Business Architect
United Airlines

Dan Griffith
Director Of Sales
Everteam

Dennis O'Connell
Senior Global Architect
Bank of America Merrill Lynch

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Donald Kuk
Chief Transformation Officer
MEDNAX

Doug Drolett
Americas Continuous Improvement Leader,
Shell

Eleanor Meltzer
Risk Manager
Electronic Arts

Gustav Toppenberg,
Former Vice President, Enterprise Architecture - Chief Architect
Catalina

Guy Sereff
Vice President - Enterprise Architecture
Change Healthcare

James Holthaus,
Director of Continuous Improvement
Kaplan

Jason Liberman
Product Risk & Governance Lead
PayPal

Jean Gehring
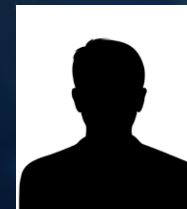Vice President
Fulton Financial

Jim Zupancic
Vice President of Operational Excellence
Standex

John Poff
Senior Vice President, Continuous Improvement,
Klaussner Furniture

Karen Buffo
Senior Director, Business Enablement Cyber Security Services,
Symantec

Kim Loumankin
Master Operational Excellence
General Motors

Laurie Brooks
Senior Principal, IT Business Architecture,
Kellogg's

Lisa Butcher
Senior Vice President, Chief Strategy and Transformation Officer
March of Dimes

Maria Swainson
Director, Service Delivery Cyber Security Services,
Symantec

Michael Pezzicola,
Head of Operations, Expansion
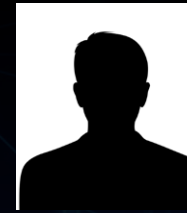**Google Express**

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Michelle Knauf
Vice President of Continuous Improvement
Life Fitness

Neil Gomes
Chief Digital Officer,
Thomas Jefferson University Hospital and Jefferson Health

Nicole Raimundo
Chief Information Officer
Town of Cary, N.C.

Olamide Adegbesote,
Director, Robotics Process Automation,
UBS

Paul Taylor
Owner/Director,
Body-Brain Performance Institute

Pete Santora
Chief Commercial Officer,
SoftWear Automation, Inc.

Peter Ducci
Vice President Operational Excellence
The Wonderful Company

Pranay Butala
VP Business Transformation and Process Improvement
Reed Group

Raju Deshpande,
Director of Operational Excellence
East West Bank

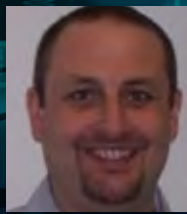**Ravi Arvapally**
Data Scientist
MasterCard

Rick Starbuck
Senior Vice President, Chief Design Officer
Change Healthcare

Ryan Quinlan
Head of Fulfillment,
Google Express

Scott Forest
Vice President of Operations and Continuous Improvement,
RenewAire

Seth Morrell
Vice President Enterprise Architecture
HUB International

Shirley Sartin
Business Analyst Lead, Business Relationship Management – Retirement Services
OneAmerica Financial Partners

Sridhar Vishnubhotla,
Customer Experience Architecture Lead,
F5 Networks

Your All Star Speaker Line Up Include:

Suzanne Conrad
Business Analyst Lead,
Business Relationship
Management – Retirement
Services
**OneAmerica Financial
Partners**

**Vijayanath
Bhuvanagiri**,
Former Senior Vice
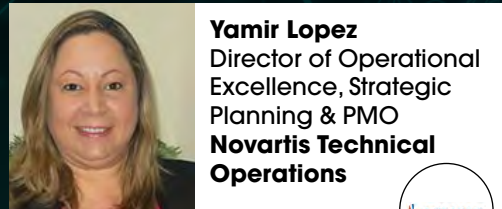President, Enterprise
Architecture
MasterCard

Virgil Miller
Senior Vice President
Head of Aflac Group

Wally Lo Faro
Principal Consultant,
Data Scientist
MasterCard

William Owad,
Senior Vice President,
Operational Excellence,
Cardinal Health

Yamir Lopez
Director of Operational
Excellence, Strategic
Planning & PMO
**Novartis Technical
Operations**

"With the conference focused on Innovation, Technology and Process I can't think of a better time for leaders to share best practices and opportunities on how technology can help companies like Catalina work smarter, deliver differentiated value to our customers and build partnerships across boundaries that were considered impossible before the disruptive ways technology allows us to collaborate.

Gustav Toppenberg, Vice President, Enterprise Architecture - Chief Architect, **Catalina USA**

"I am looking forward to sharing my experience and excitement about how we optimize businesses/services/revenues/productivity/morale…all through technology! This is my passion…and how to do flawlessly. I also want to learn from the experiences of others!!

Amy McFarlain, Vice President of Operational Excellence, **Westgate Las Vegas Resort and Casino**

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Inspirational Speakers

PETE SANTORA

DISRUPTING YOUR INDUSTRY, OR CREATING ITS FUTURE? HOW YOU CAN TRANSFORM DIGITALLY FOR MARKET CHANGING RESULTS

Sewing is the one area that has been starved from the technological wave that has graced most industries. With the design process made easier through advanced computer-assisted design software;

bottlenecks in the cutting room having been alleviated by computer controlled cutting; the only real solution around sewing has been to chase cheap labor around the globe. Here steps in SoftWear Automation, and its potential to disrupt a 3 trillion dollar industry. Don't miss out on hearing more about it!

Chief Commercial Officer, **SoftWear Automation, Inc**

PAUL TAYLOR

LEADERSHIP, WELLBEING AND HIGH PERFORMANCE AND ITS IMPACT ON ENTERPRISE EXCELLENCE

"I suppose leadership at one time meant muscles, but today it means getting along with people" – Gandhi

In order to successfully execute any transformation, you need the backing of your people. Leadership can and should stimulate innovation, and convey a sense of confidence and

meaning. An employee's well being can be lead by the challenges and developments set out by a leader.

Join Paul as he explores the linkages between leadership and an employee's cognitive performance!

• Examining the critical role of leadership

• Implement a list of daily rituals for enhancing your employee's performance

• Exercising their physical and mental wellbeing

Owner/Director **Body-Brain Performance Institute**

Pete Santora

Paul Taylor

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How We'll Do The Dance

The Full Schedule

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Agenda-at-a-glance

PRE-CONFERENCE WORKSHOPS Monday, June 4, 2018

09:00 – 10:30	**A:** Building a high performing wellbeing program to drive transformation initiatives **B:** Purpose led business transformation	
11:00 – 12:30	**C:** How to transform you enterprise architecture for an agile structure **D:** Uncover how to implement a value-added Center of Excellence for Robotic Process Automation	
13:30 – 15:00	**E:** Requirements management lifecycle integration: critical success factors for your digital transformation **F:** Beyond Blockchain 101: Can blockchain transform enterprises?	
15:30 – 17:00	**G:** Driving Design Thinking to enable innovation **H:** Applying data science to your collected data to achieve operational excellence	

MAIN CONFERENCE DAY ONE Tuesday, June 5, 2018

08:00	TEX Week Welcome Address
08:10	Keynote: The influence of technology to the speed of change in business transformation
08:40	Panel: Business intelligence in the digital age: the marriage of strategies
09:40	Keynote: Thinking outside the box: digitally transforming a town
10:10	Keynote: User Guide: Proper care and feeding of the automated information worker
10:40	Morning coffee and networking break
11:10	Big Idea Speaker: The Age of The Customer – What you can learn from retail
11:40	Keynote with Uipath
12:10	Networking lunch
13:10	Track sessions on Process Automation, BPM, and Customer-Centric Transformation
14:40	Afternoon Networking Break
15:10	Interactive Discussion Groups
16:40	Shark Tank Demo Drive
17:10	Active Session: Leadership, wellbeing and high performance and its impact on enterprise excellence
17:50	Chairman's closing remarks
18:00	TEX Week Drinks Reception

MAIN CONFERENCE DAY TWO Wednesday, June 6, 2018

08:20	Chairman's Welcome Address
08:30	Panel: Re-imagining the balance within your processes: technology vs. methodology
09:00	Keynote with Microsoft
09:30	Active session
09:45	Keynote: Disrupting your industry, or creating its future? How you can transform digitally for market changing results
10:15	Keynote: The 7 Steps to Operational Excellence
10:45	Morning coffee and networking break
11:15	Track sessions on Data, Digital Connectivity, and Change Management
12:45	Networking Lunch
13:45	Interactive Discussion Groups
15:15	Chairman's closing speech
15:30	**Final networking boost before the end of TEX Week!**

08:30   **Welcome Refreshments**

09:00

WORKSHOP A

Building a high performing wellbeing program to drive transformation initiatives

Fully engaging in different areas of your life can lead to positive results; this is something most know, a balance in life, and yet fewer live by. Research supports that productivity levels increase when you have a higher wellbeing. In the session, Paul will explore the key ingredients to encourage commitment and secure buy-in for big transformations. Join in to learn:

- Establishing clear guidelines on best practice content
- Identifying engagement and delivery methodologies
- Achieve a framework for effective measurement on both Return On Investment and total Value Of Investment

Paul Taylor, Founder/Director, **Body Brain Institute**

WORKSHOP B

Purpose led business and digital transformation

Lisa is leading the strategy and business transformation initiative at a not-for-profit foundation that all started with President Franklin D. Roosevelt. Despite the transformative train, and technological adoptions most industries have undertaken, March of Dimes has been lagging behind due to its longstanding legacy. In order to be able to tackle such an enormous task, Lisa developed a strategy which involved finding the enterprise North Star; helping direct the transformation. Join her today to take part in learning how to navigate your way in this new world.

- Determining your North Star for transformation initiatives
- The analysis of past data
- Realizing the state of your current processes
- Understanding the importance of leadership, and change management

Lisa Butcher, Senior Vice President, Chief Strategy and Transformation Officer, **March of Dimes**

10:30   **Coffee Break**

11:00

WORKSHOP C

How to transform your enterprise architecture for an agile structure

Dive deep into the latest in Lean-Agile thinking, a more visible pipeline incorporating scalable DevOps and continuous delivery. Join Jean in learning how to effectively implement this into your business.

- Understanding where agile fits into a regulated architecture
- How to move forward, and find the tools to develop an open architecture
- Identifying a vehicle to transform your business

Jean Gehring, Vice President, **Fulton Financial Corporation**

WORKSHOP D

Uncover how to implement a value-adding Center of Excellence for Robotic Process Automation

The process world has been radically transformed by RPA. With extraordinary speed, organizations are launching themselves into the digital world with increased efficiency, bought time, and enabled innovative opportunities. Establishing a Center of Excellence comes at high importance as the need to redistribute accumulated knowledge and resources across future deployments is made possible thanks to successful implementation within the organization. Join the workshop to learn more about:

- Achieving pilot to scale-up: Our implementation strategy
- Partnership with IT and how to accelerate the integration of RPA
- Long Term Roadmap and benefits of Automation: Way more than just cost savings
- Change Management, Communication and Training

12:30   **Lunch**

13:30

WORKSHOP E

Critical success factors for your digital transformation

Various methodologies are at play in an organization looking to transform. While requirements are progressing from business ideation ("what" is needed and "why") through to solution implementation (the "how"), it is important to understand how requirements methodology relates to other methodologies engaged, their purpose, and how they should work together. This facilitated workshop will provide attendees with an opportunity to participate in driving out methodology integration as the initial step in digital transformation. Techniques and process used will assist you in

- Identifying your business value pain points and inefficient delivery methods

- Driving enterprise application development in-line with business strategy

- Maturing your implementation process, merging technology and traditional methodologies

Shirley Sartin, Business Analyst Lead, Business Relationship Management – Retirement Services, **OneAmerica Financial Partners**

Suzanne Conrad, Business Analyst Lead, Business Relationship Management – Retirement Services, **OneAmerica Financial Partners**

WORKSHOP F

Planning a business transformation from strategy through execution

Session hosted by

capsifi
INTELLIGENT BUSINESS TRANSFORMATION

15:00   **Afternoon Break**

15:30

WORKSHOP G

Driving Design Thinking to enable digital transformation

With technology having changed the scene of how we approach business strategies, and operational excellence, it is hard to ignore innovation unless you wish to be left behind. Design Thinking provides a set of tools and techniques for a practical, creative resolution of problems. You will work in teams to solve a real case study, while learning how to adopt basic design thinking methodology.

- A clarification on what design thinking methodology entails

- Best practices to leverage Design Thinking in driving innovation within your enterprise

- Accomplishing prism vision when looking at your business architecture

Abhishek Mittal, VP, Data & Operational Excellence, **Wolters Kluwer**

WORKSHOP H

Applying data science to your collected data to achieve digital transformation and excellence

Traditionally, Mastercard is known as a payment processor, and though it still remains the majority of the business, it also offers hundreds of products to financial institutions and others in its ecosystem around the world. Therefore, there is a need for large operations and customer support teams. In this session you will discover how Data Science can be applied to data to solve business problems, and help achieve operational excellence.

- Understanding the realm of data science. What exactly is data science and what does it mean within your business?

- Using data to identify and tackle issue areas within your business – finding the hammer to your nail.

- Discovering how to create your OPEX blueprint through data strategy; capturing and curating operational data for your data science tasks.

- Looking to the future: Machine Learning models to support your data

Wally Lo Faro, Principal Consultant, Data Scientist, **MasterCard**

Ravi Arvapally, Consultant, Data Scientist, **MasterCard**

17:00   **End of Day**

TEX WEEK 2018
TECHNOLOGY EXCELLENCE

07:30 **Registration and welcome refreshments**

08:00 **Chair's welcome address**

08:10 ### THE INFLUENCE OF TECHNOLOGY TO THE SPEED OF CHANGE IN BUSINESS TRANSFORMATION

KEYNOTE

Time is considered one of our most precious commodities, and that's no different in business. Change is accelerating at a faster pace, thanks to innovative technologies, leaving companies at a cross-road on how to maintain their advantage. Join BNY Mellon on how they redeveloped their way of approaching enterprise improvement; quickly and easily improving the processing speed of most transactions by focusing on the supporting technical infrastructure and flow of data across a process.

- Transforming expectations – changing the way you change
- Maximizing opportunities through Rapid Process Improvement
- Never underestimate the importance of clean and structured data

Brenton Harder Head of Business Productivity Improvement **BNY Mellon**

08:40 ### BUSINESS INTELLIGENCE IN THE DIGITAL AGE: THE MARRIAGE OF STRATEGIES

"TEX-TALK" PANEL

Success in today's digital world is directly linked to the quantity and quality of information possessed, from your clients to your market. Cognizant decision-making ultimately leads to further opportunities and technological development; this tight rope that businesses are willing to walk can be the difference between sustainable success and ultimate failure. Join this session to hear how these businesses are maneuvering across intertwining strategies to drive operational excellence.

- How to align cross-company initiatives to form a cohesive approach across OPEX, Technology and Operations
- Achieving clear consistent strategies for technology excellence - prescriptive and preventative
- Watch out for the bumps and bruises along the way (planning, sponsorship, budgeting, and prioritizing)

David Castellani, Business Information Officer, **NY Life**

Pranay Butala, Head of Continuous Improvement and Consulting, **Guardian Life**

Virgil R. Miller, Senior Vice President, **Head of Aflac Group, Aflac**
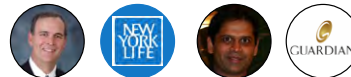
09:10 **Barometer Discussion: Time to play a game! You as the audience will be asked a series of questions, and will be required to position yourselves according to your answers. Meet those next to you who share similar views!**

09:40 ### THINKING OUTSIDE THE BOX: DIGITALLY TRANSFORMING A TOWN

KEYNOTE

Municipalities aren't usually known for their digital transformation initiatives, but that changed when Nicole began the process of eliminating more than 100 disparate legacy applications used within the public services. Embarking on a platform strategy that gave the municipality a 360 view of Cary's citizens led to the development of apps, and even to the exploration of chatbots; all in an effort to better connect with its citizens. What better way to understand the mammoth project of dealing with digitally transforming a legacy system than that of a town!

Nicole Raimundo, Chief Information Officer, Town of Cary, **North Carolina**

10:10 ### USER GUIDE: PROPER CARE AND FEEDING OF THE AUTOMATED INFORMATION WORKER

KEYNOTE

Technology advancement has ushered in a new era of work. Technology and people are inseparable and the way we work is quickly changing to reflect that. What's emerging in the Age of Digitization is a new kind of employee: the Automated Information Worker. With robotic process automation handling repetitive tasks and streamlined workflows accelerating collaboration, the Automated Information Worker uses cloud and cognitive computing to gain a deeper understanding of customers, markets and processes, and powerful enterprise search tools to pinpoint relevant data and content at the right moment to make better decisions for the business. This session will reveal how IBM Clients have defined and shaped the Automated Information Worker, with real world stories from the Digital Frontier to demonstrate the bottom line value.

IBM

10:40 **Take a moment and network – refresh yourself with some coffee and nibbles, and make the first move!**

11:10

THE AGE OF THE CUSTOMER – CHANGING YOUR CUSTOMER DELIVERY THROUGH DIGITAL TRANSFORMATION

Amazon is not killing the retail industry. Not being customer-centric is. Today's consumer habits are changing by the day, and very few brands can adapt. The problem is that many retail journeys begin and end with the product, not with customers. To thrive in the "Age of The Customer", we need intelligent retail, where your processes are able to adapt to an ever-changing consumer. Leading the strategy and planning team at Ogilvy, Alberto provides an insightful look at how companies need to look to the future in order to keep up with the ever-changing market.

· How to deliver successful and sustainable customer-centric strategies in this new world
· To scale and optimize or create; identifying when to buy or self-develop innovative initiatives
· Embracing disruption to raise operational strategies, and improve process efficiencies

Alberto Brea, Executive Vice President, Group Planning Director, **Edelman NY**

11:40 Session Reserved

UiPath

12:10 Meet and greet - lunch & networking for all attendees. Join us for lunch in the exhibition hall and take it to the next level. A chance to win prizes, all the while making new connections!

TRACK SESSIONS

THIS IS YOUR OPPORTUNITY TO CUSTOMIZE YOUR LEARNING AND CHOOSE THE TRACK THAT IS MOST APPLICABLE TO YOU AND YOUR ORGANIZATION. YOU ARE WELCOME TO MOVE IN AND OUT OF TRACKS AS YOU SEE FIT!

	TRACK A INTELLIGENT AUTOMATION	TRACK B BPM: PAST, PRESENT, FUTURE	TRACK C CUSTOMER-CENTRIC DIGITAL TRANSFORMATION
13:10	**"TEX Talk" Panel: Robotics and the road to automate business processes** • Achieving an automation mindset • Exploring the positioning of the enterprise function • Contact management within automation **James Holthaus** Director Continuous Improvement **Kaplan** **Raju Deshpande,** Senior Vice President, Director of Operational Excellence, and Change Execution, **East West Bank**	**Digital Data Debt: Overcoming The Legacy Hurdle** • Discover an agile approach to modernizing legacy applications with process orchestration • Learn how to compose a cost effective plan for identifying and preserving critical application data so applications can truly be decommissioned • Explore practical ways that companies achieve their transformation goals while avoiding digital data (and technical) debt **Dan Griffith,** Director, **Everteam**	**Enhanced customer insights that shape your operational excellence** • Understanding the customer at the end of the digital chain • Working business innovation and enterprise minded culture into a legacy company • How to re-invigorate enterprise architecture across the business • Implementing agile and resilient frameworks for continuous value delivery **Guy Sereff,** Vice President, Enterprise Architecture, **Change Healthcare** **Rick Starbuck,** Senior Vice President, Chief Design Officer, **Change Healthcare**
13:40	**RPA: Reality vs Fairy-tale – is it a happy ending for operational excellence?** • Understanding insights into process, and customer journey • Traditional work flow to leading tech such as AI and RPA • The challenges of RPA and its implementation • Speed of execution and sustainability • Scalability of the platform – the plan before creation **Olamide Adegbesote,** Director, Robotic Process Automation, **UBS**	**Learn how to approach digital business strategies in order to drive continuous improvement** • The evolution of continuous improvement in the digital age • Redesigning a modern profession • Approaching the schematics of digital strategies	**Case-study Panel:** *Re-engineering your customer's journey - how to deliver to your customers through digital transformation* • The changing customer journey and the role of integrating the physical and digital footprint. • The role of digital transformation in the retail value chain - how companies are digitizing their organizations to disrupt and innovate. • The futurist's perspective - the customer journey in retail 2030. With the impact of 3D printing of goods, the hyper-longevity of human life spans to 110+ years and the role of shopper intelligence and the 'quantified self' **Gustav Toppenberg,** Former Vice President Enterprise Architecture, Chief Architect, **Catalina**

14:10

Case-study: Lessons learned from scaling-up RPA:

- Reasons for and against expanding process automation
- Case study: the bump in the road of RPA development
- How to overcome the hurdles

Session hosted by Workato

Blockchain: A better way to Business Process Improvement?

- Enterprise obsession with improving processes, can Blockchain provide a better approach?
- The difference in traditional BPM and blockchain technology-driven transformation
- Is blockchain an opportunity, threat, or risk for enterprises?

Dennis O'Connell, Senior Global Architect, **Bank of America Merrill Lynch**

Tag-team Discussion: Using technology to create seamless customer experiences across a disjointed network

- Exploring the operational excellence in quality customer experience
- Unlocking the delivery model that augments CX
- The impacts on business operations, and scalability
- Renovating customer interactions

Michael Pezzicola, Head of Operations, Expansion, **Google Express**

Ryan Quinlan, Head of Fulfillment, **Google Express**

14:40   **Afternoon break – get your networking groove on**

INTERACTIVE DISCUSSION GROUPS – PRACTITIONERS ONLY

EACH PRACTITIONER CAN SELECT 3 DISCUSSION GROUPS TO TAKE PART IN. THE SESSIONS CONSIST OF 10-15 INDIVIDUALS, AND LAST 40 MINUTES. DISCUSSION GROUPS ARE KEPT SMALL TO ENSURE YOU HAVE PLENTY OF TIME TO SHARE YOUR CHALLENGES, AND LEARN FROM YOUR PEERS HOW THEY ARE BATTLING, OVERCOMING AND MASTERING SIMILAR ISSUES.

TECHNOLOGY

15:10

IDG A: The hurdles of digital transformation in a regulatory environment

- Enabling the way to driving innovation
- Understanding the customer and their needs in mobility
- Delivering a sustainable model for operational excellence

Jason Liberman, Product Risk & Governance Lead, **PayPal**

IDG B: The digital journey – natural progression vs disruptive change

- Initiating transformation in a structured environment
- Discovering operational excellence through a prism
- Identifying innovative strategies to enhance industry and organizational architecture

Neil Gomes, Chief Digital Officer and Senior Vice President for Technology Innovation and Consumer Experience, **Thomas Jefferson University, and Jefferson Health**

IDG C: Digitally transforming your processes

- Identifying where to digitally transform in your business
- Discover when its necessary to use plug-in applications
- Redesigning your processes for new technology

Amy McFarlain, Vice President of Operational Excellence, **Westgate Las Vegas Casino and Resort**

IDG D: Bots and Virtual Assistants for your Processes

- Buying time for your internal processes
- Developing talent management and learning solutions
- Achieving successful integration between bots and people
- Accomplishing high spirits within the workplace through bots

PEOPLE

IDG E: How digitalization is changing your employees, their processes and ways of working

- Getting buy-in from an employee population to drive process improvement
- Proactive data processes vs reactive
- Agile thinking – contributed solutions

James Zupancic, Vice President, Operational Excellence, **Standex**

IDG F: Business process leadership during a digital transformation

- Identifying process ownership
- Understanding the separation from process delivery
- Achieving

Doug Drolett, Americas Continuous Improvement Leader, **Shell**

IDG G: Do "best practices" kill your digital transformation

- Identifying the limitations of structuring "best practices"
- Understanding the affect on potential growth and innovation
- Achieving a balance between corporate foundations, and operational excellence

William Owad, Senior Vice President, Operational Excellence, **Cardinal Health**

PROCESS

IDG H: The sweet spot of operational excellence and its impact on end-to-end supply chain strategy

- The key ingredients for employee engagement
- How process maintenance add strategic value to the supply chain
- Assessing the possibilities of IoT

IDG I: Design thinking to solve legacy systems, processes and digital transformation

- Understanding the basics of design thinking
- Delivering continuous improvement through strategic deployment
- Utilization of analytics to redesign your transformational approach

Abhishek Mittal, Vice President, Data & Operational Excellence, **Wolters Kluwer**

IDG J: Continuous improvement through domain driven design and microservices

- Understanding why systems fail
- Building simple systems with specific responsibilities
- Achieving domain driven design
- Event storming, and microservices

Brad Ellis, Director of Production Technology, **Mimeo**

16:40   **Shark Tank Demo Drive**

Don't miss this engaging session where participants have 5 minutes each to share insight, ideas and pitches on a new OPEX technology, way of working or innovative idea to the entire delegation, using the most imaginative means possible – video, audio, technology, audience participation and props.

17:10   **Active Session:** Leadership, wellbeing and high performance and its impact on enterprise excellence

"I suppose leadership at one time meant muscles, but today it means getting along with people" – Gandhi

In order to successfully execute any transformation, you need the backing of your people. Leadership can and should stimulate innovation, and convey a sense of confidence and meaning. An employee's well being can be lead by the challenges and developments set out by a leader.

Join Paul as he explores the linkages between leadership and an employee's cognitive performance!

- Examining the critical role of leadership
- Implement a list of daily rituals for enhancing your employee's performance
- Exercising their physical and mental wellbeing

Paul Taylor, Owner/Director, **Body-Brain Performance Institute**

17:50   **Closing Remarks**

18:00   **Hit the town in Nashville! Join your TEX friends as we hit the town in Nashville for the drinks reception - bring your cowboy boots!**

08:00   **Get your morning coffee and refreshments to help you start the day!**

08:20   **Chair's welcome address**

08:30   **RE-IMAGINING THE BALANCE WITHIN YOUR PROCESSES: TECHNOLOGY VS. METHODOLOGY**

Traditional organizations have been running on traditional processes, which used to give them their edge. However, as times have changed, many have had to re-imagine how to better understand process performance, cost drivers, and causes of risk, in an efficient and time-saving manner, just to stay in the game. And yet, even the obvious transition of replacing paper and manual processes with software, has been met with legacy roadblocks. Join our expert panelists as they take you through how technology has influenced their business framework, and allowed them to identify the best go-to-market strategy.

• Becoming your own facilitator, and creating your business as a network

• Cut-down to the bone: refocusing on growth over lean

• Rebuilding your business framework based on new thinking and tools

• Re-engineering the focus for operational excellence

Amy McFarlain, Vice President of Operational Excellence, **Westgate Las Vegas Casino and Resort**

Donald Kuk, Chief Transformation Officer, **MEDNAX**

09:00   **MICROSOFT CLOUD TECHNOLOGIES – A SHOCK AND AWE SHOWCASE OF HEIGHTENED PRODUCTIVITY**

What if you had a magic wand and decided to have a breeze for a work day? What would you affect? This session will showcase how an acute understanding of People & Productivity in the Modern Workplace, built into seamlessly connected Enterprise Solutions, has become the core enablers to organizations. This results in driving successful transformations, digital or otherwise. Come experience the wonders of Visio, Project and Microsoft's Productivity solutions.

09:30   **Recharging with Paul Taylor, Owner/Director, Body-Brain Performance Institute**

09:45   **DISRUPTING YOUR INDUSTRY, OR CREATING ITS FUTURE? HOW YOU CAN TRANSFORM DIGITALLY FOR MARKET CHANGING RESULTS!**

SEWBOT® Made: Design for Automation of Apparel & Footwear Imagine a world where nothing is made until it's ordered. Is this the death of clothing, or the future of apparel and footwear design? With the end of cheapest labor in sight, manufacturers and brands must reengineer the way clothes and shoes are made — and that means focusing on style that doesn't sacrifice manufacturability. Join SoftWear Automation in learning how their SEWBOTS™, AI, and patented machine vision technology can have brands start with a t-shirt and finish with a garment that unlocks the future of automated design.

Pete Santora, Chief Commercial Officer, SoftWear Automation, Inc.

"TEX-TALK" PANEL

10:15   **THE 7 STEPS TO OPERATIONAL EXCELLENCE AND DIGITAL TRANSFORMATION**

Signavio was born out of an obvious need for a more collaborative and accessible approach to process management. With businesses increasingly required to effectively share knowledge between employees or departments for operational excellence, their web-based collaborative BPM software drove visibility, and in turn efficiency.

Signavio

KEYNOTE PANEL

10:45   **Grab a top up on your coffee, and mingle with your newly made connections!**

TRACK SESSIONS

This is your opportunity to customize your learning and choose the track that is most applicable to you and your organization. You are welcome to move in and out of tracks as you see fit!

	TRACK A DATA AND DIGITAL	TRACK B DIGITAL CONNECTIVITY	TRACK C CHANGE MANAGEMENT AND DIGITAL TRANSFORMATION
11:15	**Making sense of the gold rush of data and analytics** • Sorting and unifying enterprise initiatives before relying on mass data • Understanding pitfalls, and managing risk more efficiently • Adopting real-time analysis for operational excellence	**"TEX-Talk" Panel: Architecture Enabled Business Model Agility - Technology and Cultural Transformation** • Exploring the architecture for business alignment, and agility • Re-designing data architecture across the foundation of the business • Identifying which technology to enable the re-design of enterprise architecture • Preparing the culture for a more agile business model **Vijayanath Bhuvanagiri,** Former Senior Vice President, Enterprise Architecture, **MasterCard** **Seth Morrell,** Vice President of Enterprise Architecture and Design, **HUB International**	**Fire-side chat: Getting into the DNA of the organization for continuous improvement during digital transformation** • How do you get people to think differently? • Getting people to challenge back, and become leaders • The process of innovation and ideation within the business function **Michelle Knauf,** Vice President of Continuous Improvement, **Life Fitness** **Bruno Singh,** Former Chief Information Officer, **NBCUniversal**
11:45 12:15	**Enhancing customer experiences through machine learning** • Bringing about digital transformation in a constrained industry • Understanding ML to enhance customer experience • Exploring trained data sets to provide elaborate summaries, and bring about creative strategies and option values for product leaders **Neil Gomes,** Chief Digital Officer and Senior Vice President for Technology Innovation and Consumer Experience, **Thomas Jefferson University, and Jefferson Health**	**Approaches to dynamic adoptions of a digital centric business** • Evolving to a digital centric business with a digital mindset • Driving operational excellence with an IT infrastructure • Integrating mobile and retail channels to offer a connected digital experience • The adoption of a client-service minded approach both internally and externally **Ashok Kumar** Vice President of Digital **Verizon**	**Front-Line Measurement Tools and Feedback Loops: The Often Ignored Path to Engagement and Results during transformation** • Journey from manual to tech-enabled measurement • Positive culture transformation through employee engagement • Building a measurement program that creates value for the front line first and foremost **Clint Westbrook,** Vice President of Global Operational Excellence, **Aramark** **Brandon Wright,** Director, Global Operational Excellence, **Aramark**
	Fire-side chat: Real time data deployment • What data you can capture about your clients • Identifying the most impactful data sets • Understanding behaviors to support client demands • The influence on creating meaningful exchanges **Kim Loumankin,** Master OPEX, **General Motors** **Vinay Mehta,** Chief Information Officer, **Affinion Group**	**Achieving operational excellence in the world of connectivity and security** • Discover how a service-oriented operating environment can help accelerate your business • Breaching opportunities and how that impacts operational excellence • Not "if" but "when" – implementing proactive measures to cyber attacks **Karen Buffo,** Senior Director, Business Enablement Cyber Security Services, **Symantec** **Maria Swainson,** Director, Service Delivery Cyber Security Services, **Symantec**	**Lessons Learned: Cuts, bruises and victories on the journey to a global enterprise efficiency program** • Measurement driving activity v. Measurement driving results • Mobilizing a complex organization to drive broad-based change • Winning hearts and minds **Andrew Shakman,** President & CEO, **LeanPath, Inc.** **Christy Cook,** Global Account Director, **LeanPath, Inc.**

12:45   **Lunch & networking for all attendees. Join us for lunch in the exhibition hall and partake in competitions, games and fun – a chance to win great prizes!**

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INTERACTIVE DISCUSSION GROUPS – PRACTITIONERS ONLY

Each practitioner can select 3 discussion groups to take part in. The sessions consist of 10-15 individuals, and last 40 minutes. Discussion groups are kept small to ensure you have plenty of time to share your challenges,and learn from your peers how they are battling, overcoming and mastering similar issues.

TECHNOLOGY

13:45

IDG K: Deploying technology to energize continuous improvement

- Identify process of implementation - transitioning from a heavier to a lighter footprint
- Explore incentives to get users on board
- Maintain continued adoption for full integration

John Poff, Senior Vice President, Continuous Improvement, **Klaussner Furniture**

IDG L: The brave new world of digital disruption

- The evolution of traditional, successful business models
- Best use of Blockchain for your line of business
- Navigating your way to picking the best type of Blockchain

Dennis O'Connell, Senior Global Architect, **Bank of America Merrill Lynch**

IDG M: Mobility transformation: simplifying steps for process delivery

- Taking time out of the whole business
- Embedding a digital environment – a case study
- Deploying a cloud-based configurator for a custom order business

Scott Forest, Vice President of Operations and Continuous Improvement, **Renewaire**

PEOPLE

IDG N: Company Culture in the Digital age

- Redesigning and sustaining culture to enable operational excellence
- Motivating change through digital transformation
- Mapping the steps to ensure successful adoption

Seth Morrell, Vice President of Enterprise Architecture and Design, **HUB International**

IDG O: Ignore employee experience at your own risk

- Understanding employee experience during digital transformation
- Achieving on-board implementation
- Creating an environment that allows employee contribution and ideation

Bruno Singh, Former Chief Information Officer, **NBCUniversal**

IDG P: Change management journey when implementing digital excellence

- Identifying key transformational players to sustain a continuous improvement culture
- Discover implementation of agile methodology in agile
- Achieving a sustainable continuous improvement culture

Yamir Lopez, Director of Operational Excellence, Strategic Planning & PMO, **Novartis**

PROCESS

IDG Q: What's more important: digitally transforming your business processes or digitally transforming your strategy?

- The differences in digital transformation initiatives
- Achieving an approach which is right for your business
- Driving implementation to success

Laurie Brooks, Sr. Principal, IT Business Architecture, **Kellogg's**

IDG R: Strategizing Business Architecture for Technology Excellence

- Evolving your approach to business architecture
- Driving process innovation into your business framework
- Enable transformational initiatives to generate agile thinking

Diana Krohn, Principle Business Architect, **United Airlines**

IDG S: Force majeure circumstances: maintaining operational excellence through strategized processes

15:15 **Coffee and networking boost!**

15:30 **FINAL NETWORKING BOOST BEFORE THE END OF TEX WEEK!.**

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IBM is a globally integrated technology and consulting company headquartered in Armonk, New York. With operations in more than 170 countries, innovation is at the core of IBM's strategy. IBM's cognitive business operations are processes and decisions that can help your company sense, respond and learn. Business operations infused with cognitive capabilities capitalize on data to heighten awareness of workflows, context and environment. Cognitive business operations continuously learn, yielding more accurate forecasting and greater operational effectiveness — and decision making at the speed of streaming data.

www.ibm.com

UiPath is a leading provider of Robotic Process Automation technology enabling global enterprises to design, deploy and manage a full-fledged robotic workforce that mimics employees in administering rules-based tasks and frees them from the daily routine of rote work. The UiPath RPA computing platform is dedicated to automate business processes.

It provides process modelling, change management, deployment management, access control, remote execution and scheduling, execution monitoring, auditing and analytics in full compliance with enterprise security and governance best practices.

www.UiPath.com

Signavio is the world's first integrated platform combining both Business Process Management (BPM) and Business Decision Management (BDM). The solution provides an ideal environment for modeling, analyzing and improving your business processes and decisions. Signavio offers both On-Premise and SaaS based solutions for modeling business processes and decisions using BPMN 2.0 and DMN 1.0.

Established in 2009 with offices in Berlin, Singapore and the Silicon Valley, the company stands out through its technical innovation and understanding in the area of Business Process Management as well as a pioneer in the area of collaborative process design. Signavio's BPM solution was designed to be intuitive and easy to use. The Signavio Process Editor offers a collaborative environment that includes as many process participants as desired in process design, making it possible for any organization to achieve process excellence.

Register for our free 30-day BPM trial at www.signavio.com/try and stop by our booth and say hello!

www.signavio.com

Everteam is a leading provider of process orchestration and information governance solutions.

Our agile "building block" approach powers our customer's business transformation by helping them:

· Orchestrate and automate customer facing business processes with an open standards business process engine that easily connects with data sources and existing systems

· Comply with regulations through the analysis and remediation of content in shared file and legacy ECM systems

· Decommission legacy systems, migrate critical data to economical storage solutions and manage as records

· Search for content (and provide insights) across information silos Everteam is a global solution provider with offices in Boston (US Headquarters), Paris, Lyon, Beirut, and Dubai.

www.everteam.com

Capsifi provides a cloud based platform for intelligent business transformation. We achieve this by creating a dynamic and reusable business model that becomes a core strategic asset that incrementally evolves with the business. A Capsifi business model helps de-risk complex change initiatives, and insulates the business from the upheaval of ongoing technology innovations. Capsifi incorporates solutions that support business analysis practices and frameworks (including the IIBA BABOK). With Capsifi everything is consistent, everything is connected, everything is aligned. Capsifi offers 6 modules that can be used individually or as an integrated platform: Strategic Purpose: A structured framework for articulating a business plan, aligning the 'what' of the plan with the 'how'.

www.capsifi.com

Workato, an iPaaS leader trusted by over 21,000 organizations, is the only platform for intelligent automations providing process automation, enterprise integration, and a citizen experience, enabling business users and IT to collaborate to build, operate and rollout automations without compromising security and governance. The world's top brands run on Workato including the #1 SaaS company, #1 enterprise collaboration company, #1 financial services company, #1 bakery cafe chain, #1 big data company, #1 cloud content management company, #1 home improvement company, #1 professional soccer league, #1 arts and crafts retail store, and more

www.workato.com

MEGA International is a global software company that helps customers reduce time-to-market, eliminate information silos that divide business units, and improve the customer experience. Our HOPEX platform gives you clear visibility so you can understand the relationships throughout your company's ecosystem, spot opportunities for strategic investments in digital technology, and tie strategy to a roadmap for execution.

Our mission is to make something that people need. Your job is to make smart investment decisions and we're here to provide you with the transparency you need to be confident, informed, & ready at a moment's notice.

Customers use MEGA's enterprise architecture platform to support digital transformation and gain a stronger understanding of their organization's strategy, investments, processes, risks, and IT landscape. We're proud to have a portfolio of customers who have achieved a 300+% ROI. Together, let's see how we can do even better for your business.

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Qlik® delivers intuitive platform solutions for self-service data visualization, guided analytics applications, embedded analytics and reporting to approximately 45,000 customers worldwide. Companies of all sizes, across all industries and geographies, use Qlik solutions to visualize and explore information, generate insight and make better decisions. At Qlik, we optimize Business Intelligence (BI) by harnessing the collective intelligence of people across an organization. We focus on empowering people—by enabling everyone in an organization to see the whole story that lives within their data.

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The Loop!

Make your experience smoother with our app - we'll be keeping you in the loop.

Group Discussion:

Found a good local restaurant? Want to know where tonight's after party is?

Post anything you want on the app's timeline and the audience will respond.

Direct Messaging:

Need to follow-up with the person you just met? You can view & message all attendees to continue the conversation or set up meetings.

The Agenda:

To choose which sessions to attend & to view the real-time agenda, use the app.

You can also highlight your favorite speakers, and receive a notification when they go onstage. And remember, your pre-event printouts will be out of date!

Live Polling:

During sessions, we'll perform live audience polls. When you see questions appear on the big screen, vote on your device & you'll see what everyone is thinking in real-time.

DOWNLOAD THE **TEX WEEK APP**

> **The app was great - I would definitely use it more. It helps to become paperless, and know where to go.**
>
> Devi Kencki, VP, Customer Experience & Digital Delivery, Swiss Re

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2018 Media Partners

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Website: www.processexcellencenetwork.com

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> " Very excited about helping others to understand how they can also use Requirements Management Lifecycle integration techniques (to drive their digital transformation).
>
> **Shirley Sartin,** Business Analyst Lead, Business Relationship Management – Retirement Services, **OneAmerica**

Technology Evaluation Centers

Website: http://www.techtarget.com

TEC is a technology media company that provides online content for technology buyers researching and making technology decisions. The company sells marketing programs and data analytics solutions for targeted sales and marketing efforts.

Lean for Banking

Website: https://www.linkedin.com/groups/2188719

Lean for Banking is online community for lean practitioners that are interested in sharing best practices, concerns, doubts on and to learn how to successfully walk the lean journey within a Financial services institution.

BP Group

Website: http://www.bpgroup.org

The BP Group is a global 'not for profit' business club originally founded in 1992.

As a 'not for profit' the vision is to connect and network people interested in significantly improving organisation processes and as a consequence business performance.

Our mission is to help you improve individual and corporate performance through advanced process management.

Lean Six Sigma

Website: http://www.linkedin.com/groups/Lean-Six-Sigma-37987

Bandwidth Recruitment

Website: http://www.bandwidthrecruitment.com

Bandwidth Recruitment is an independent specialist in the provision of permanent and contract/interim staff solely to the payments industry.

We are constantly in touch with the best minds in the business to provide a first class service to our clients. Whether your requirements are for contingency recruitment or a full search and selection retained service, we provide a professional and creative offering to suit your needs.

Card and Payment World

Website:https://www.cardworldonline.com

Card and Payments World has the latest news posted on the www.cardworldonline.com web site every working day and this is supplemented with in-depth reports and additional features in the printed Card and Payments World delivered to your desk every month.

In addition we report from the world's card conferences, analyse the latest marketing and loyalty initiatives, keep you up to date with technology announcements,

customer analytics, card fraud and security issues – plus of course news of what your competitors are doing.

The Quality Assurance and Process Engineering LinkedIn Group

Website: http://www.linkedin.com/groups/78075

The Quality Assurance and Process Engineering LinkedIn Group focuses on fostering and exchanging best practices in the areas of:

• Product and Process Quality
• Testing Best Practices
• Peer Reviews and defect reduction
• Standards, Models and Frameworks
• Process Improvement Methods

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Top Tips for Nashville

We certainly wouldn't blame you if you wanted to tie TEX Week in with a couple of days holiday...in fact, why wouldn't you?

Here at PEX Network, we have compiled our top 5 things to do in order for you to make the most of your trip to Nashville...

1 THE NASHVILLE PARTHENON

In Centennial Park, a short walk west of the city center, is the famous reproduction of Athens' Parthenon. Originally built of wood in 1897 to commemorate the state's centenary, it's an impressively accurate full-scale replica of the original Greek temple.

2 MUSIC ROW

Considered the heart and soul of the music industry, stroll through numerous souvenir and memorabilia shops and museums devoted to music and musicians

3 THE COUNTRY MUSIC HALL OF FAME

Set in a stunning building in the heart of downtown Nashville, its tall windows resembling the keys of a piano. Offering ever-changing exhibits, check out the legends of country music past and today's hottest stars.

3 CHEEKWOOD BOTANICAL GARDENS

Looking for a chance to escape, discover, and be amazed? Check out Cheekwood Botanical Gardens and its reflection pool, Japanese garden and their nature sanctuary. This 55-acre botanical garden and art museum, features national traveling exhibitions, set in a breathtaking backdrop.

4 THE GRAND OLE PRY

In a city filled with performance venues, the Grand Ole Opry House is the one all country musicians want to play in. Featuring some of the genre's most famous acts multiple times per week, catching a Grand Ole Opry show is a must for any fan of country music.

Introducing The Team Behind TEX Week

The TEX Week Team work tirelessly to bring you an unforgettable event experience, unite you with the contacts you need to speak to and accelerate your brand awareness. With many sponsors & exhibitors returning to our events, we have the pleasure of connecting with them each year. We're looking forward to working with you and having you at TEX Week 2018.

Richard Mills
Managing Director
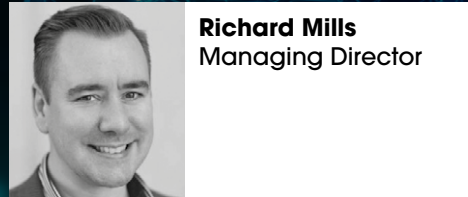
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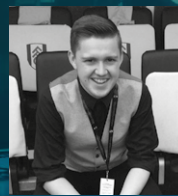Event Director

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What do people say about PEX Network Events?

★★★★★

"That was a right balance between high level, startegical approaches presented by different companies and practical, simple examples which can be easily used/adapted in my organization

Continuous Improvement, **Lufthansa Global Business Services**

★★★★★

"I have some good take-aways from a few presenters. It is also a great opportunity to meet and network with peers. It was definitely valuable, time well spent

Vice President Operational Excellence, **ENI**

★★★★★

"Good high level insights from different countries and industries, which helps us a lot and gave us new ideas and insights to move forward. Also proof that we're on the right track with our approach

Global Process Management Expert, **ING Group**

★★★★★

"Good speaker panel, diverse backgrounds and experiences from different nations

Head Of World Class Delivery Model, **ANZ**

"Fully met my expectations in respect of professionalism and experience

Head of Investments & Business Excellence, **Siemens Financial Services**

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(June 4-6, 2018)**

~~$3,299~~ **$2,899**
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- Membership to PEX Network Online Community
- Access to Presentation Slides Post Event
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- Interact, benchmark and learn from your peers with access to 3 Interactive Discussion Groups

REGISTER NOW

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Groups of 5+ 45% standard price

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TECHNOLOGY EXCELLENCE WEEK

6-8 JUNE 2018 | NASHVILLE, TN

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Please photocopy for each additional delegate

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Approving Manager

Name of person completing form if different from delegate

I agree to IQPC's cancellation, substitution and payment terms

Special dietary requirements: ☐ Vegetarian ☐ Non-dairy ☐ Other (please specify)

Please indicate if you have already registered by: ☐ Phone ☐ Fax ☐ Email ☐ Web

Please note: if you have not received an acknowledgement before the conference, please call us to confirm your booking.

PAYMENT METHOD

Total price for your Organisation: (Add total of all individuals   Card Number: VISA ☐   M/C ☐   AMEX ☐

Exp. Date: Sec:

Name On Card:

Billing Address (if different from above):

City/County/Postcode   Cheque enclosed for: $
                                        (Made payable to IQPC Ltd.)

(Please quote 28918.001 with remittance advice)
Account name: IQPC Ltd Bank: HSBC Account number: 59090618 Sort code: 40 05 15 IBAN: GB98MIDL40051559090618
SWIFT: MIDLGB22 Bank: HSBC Bank Plc 67 George Street, Richmond Surrey TW9 1HG, United Kingdom

VENUE & ACCOMMODATION

Nashville, TN

For updates on the venue and accommodation information, please visit: www.texweek.iqpc.com

Travel and accommodation are not included in the registration

FREE ONLINE RESOURCES

To claim a variety of articles, podcasts and other free resources please visit www.texweek.iqpc.com

TERMS AND CONDITIONS

Please read the information listed below as each booking is subject to IQPC Ltd standard terms and conditions.

Payment Terms: Upon completion and return of the registration form full payment is required no later than 5 business days from the date of invoice. Payment of invoices by means other than by credit card, or purchase order (UK Plc and UK government bodies only) will be subject to a €65 (plus VAT) per delegate processing fee. Payment must be received prior to the conference date. We reserve the right to refuse admission to the conference if payment has not been received.

IQPC Cancellation, Postponement and Substitution Policy:

You may substitute delegates at any time by providing reasonable advance notice to IQPC.

For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.

In the event that IQPC cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of cancellation.

In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend in on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement.

Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances.

IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency.

Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible.

Discounts: All 'Early Bird' Discounts must require payment at time of registration and before the cut-off date in order to receive any discount.

Any discounts offered whether by IQPC (including team discounts) must also require payment at the time of registration.

All discount offers cannot be combined with any other offer.

Please do not pass my information to any third party

CLICK HERE TO SUBMIT THIS FORM NOW VIA EMAIL