

# Managed Service User Group

Thursday 14th November. 13.00 - 18.00 - The Ministry, SE1

## Agenda

**13.00 - 13.30:** Arrival and buffet lunch

**13.30 - 13.40:** Welcome from Ian Wynn, Head of Managed Service, UP3

**13.40 - 14.25: Driving digital transformation and ServiceNow adoption,** Simon Johns, a Technology Consultant working with White & Case, with extensive experience in the legal sector

*Drawing on real-world experience of delivering large-scale digital transformation projects to provide insight into the process of driving ServiceNow adoption in an organisation.*

**14.25 - 14.55: Unifying digital business services and experiences,** Paul Hardy, EMEA Innovation Officer, ServiceNow

*Insights from the frontline of ServiceNow innovation, emphasising the critical importance of strategic thinking in maximising value. With compelling case studies from UK-based customers, including examples of measurable improvements in operational efficiency and customer satisfaction.*

**14.55 - 15.00: Q+A with Paul Hardy**

**15.00 - 15.15:** Coffee break

**15.15 - 16.00: Overcoming the barriers to driving ServiceNow adoption,** Anna Williams, Engagement Manager and Business Process Consultant, UP3 & Kogie Perumaul, Engagement Manager and Business Process Consultant, UP3

*A discussion on what obstacles customers are most commonly facing when it comes to driving adoption, and how to overcome them. Including real-world examples and success stories from UP3 customers.*

**16.00 - 16.45: Live Demonstration - Xanadu,** Nav Venkatesh, Managed Support and Innovation Manager, UP3 & Justin Loftas, Technical Director, UP3

*A live demo showcasing the latest functionality and capabilities of ServiceNow's latest release, and some of the benefits this can bring to your organisation.*

**16.45 - 17.00:** MVP Award and close

*UP3's Managed Service Most Valuable Player (MVP) award is our opportunity to recognise customers and individuals who go the extra mile.*

**17.00 - 18.00:** Networking & Drinks, The Ministry Bar

*Join us for drinks and to continue the conversation in an informal setting.*

