

Managed Service User Group

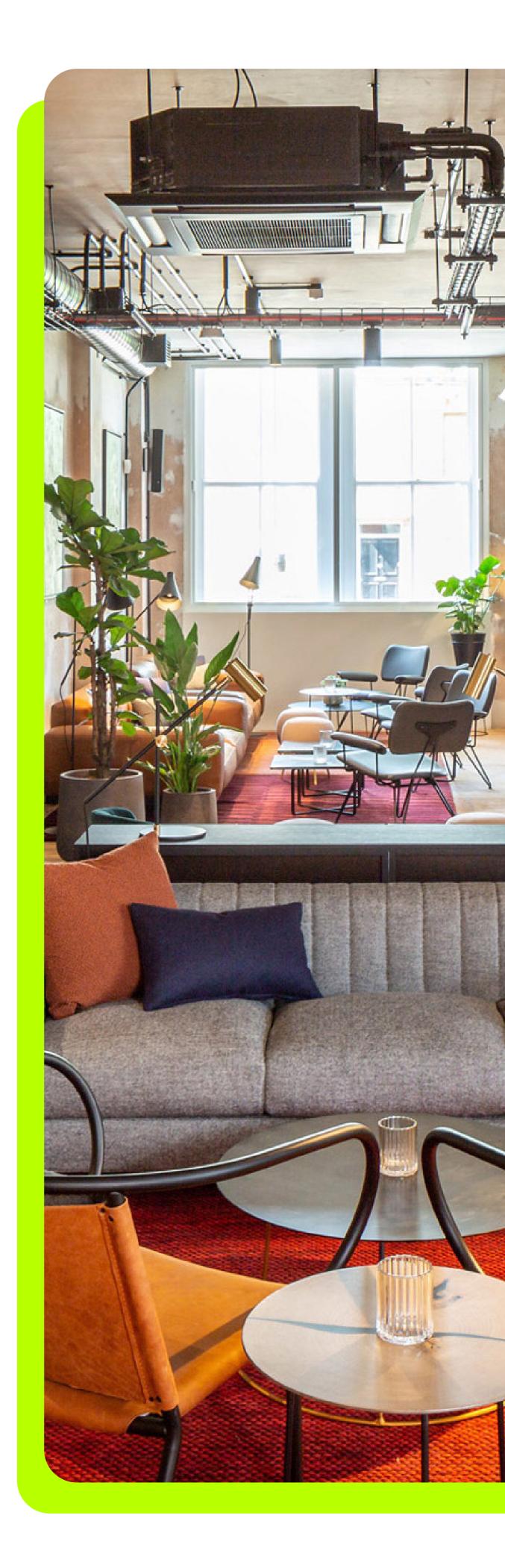
Thursday 14th November. 13.00 - 18.00 - The Ministry, SE1

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.