

Event Program



Service Leaders Summit 2022

A hybrid event on **May 10th and 11th**

hosted at and streamed from

Hilton Munich City

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ISLA's 13th annual conference is arranged as a face-to-face event plus global online attendance. Under the motto **The (new) role of Aftersales: Driving profitable growth while embracing corporate sustainability** it will have informative presentations and case studies from



Schindler



Dear Colleague,

ISLA's main purpose is to promote the exchange of ideas and experience in Customer Service, Aftersales Management, and Spare Parts Logistics — in both stable and uncertain times. With this in mind, we have been bringing together service professionals from across industries. At countless events, colleagues met face-to-face to discuss how to be ahead of the game when it comes to delivering maximum uptime and keeping the customers' business running. When the pandemic broke out, we moved online. Digitally, we reached more people from more companies and more countries than ever before. But we really missed to meet new people in person, see friends again, have intimate talks, and chat informally over a cup of coffee. Thus, we are delighted to invite you to the Service Leaders Summit 2022, which combines a face-to-face meeting with connecting to a global audience via the internet. We look forward to welcoming you to our conference in Munich on 10th & 11th May — hopefully face-to-face, or online.

Stefan Brehm
Vice President
Asia-Pacific
Jungheinrich

Eamon Doherty
Chief Service Officer
Bystronic

Dr. Bernd Garbe
President
KSB SupremeServ

Stephan März
Former Head of Services
at Bobst Group and
GF Machining Solutions

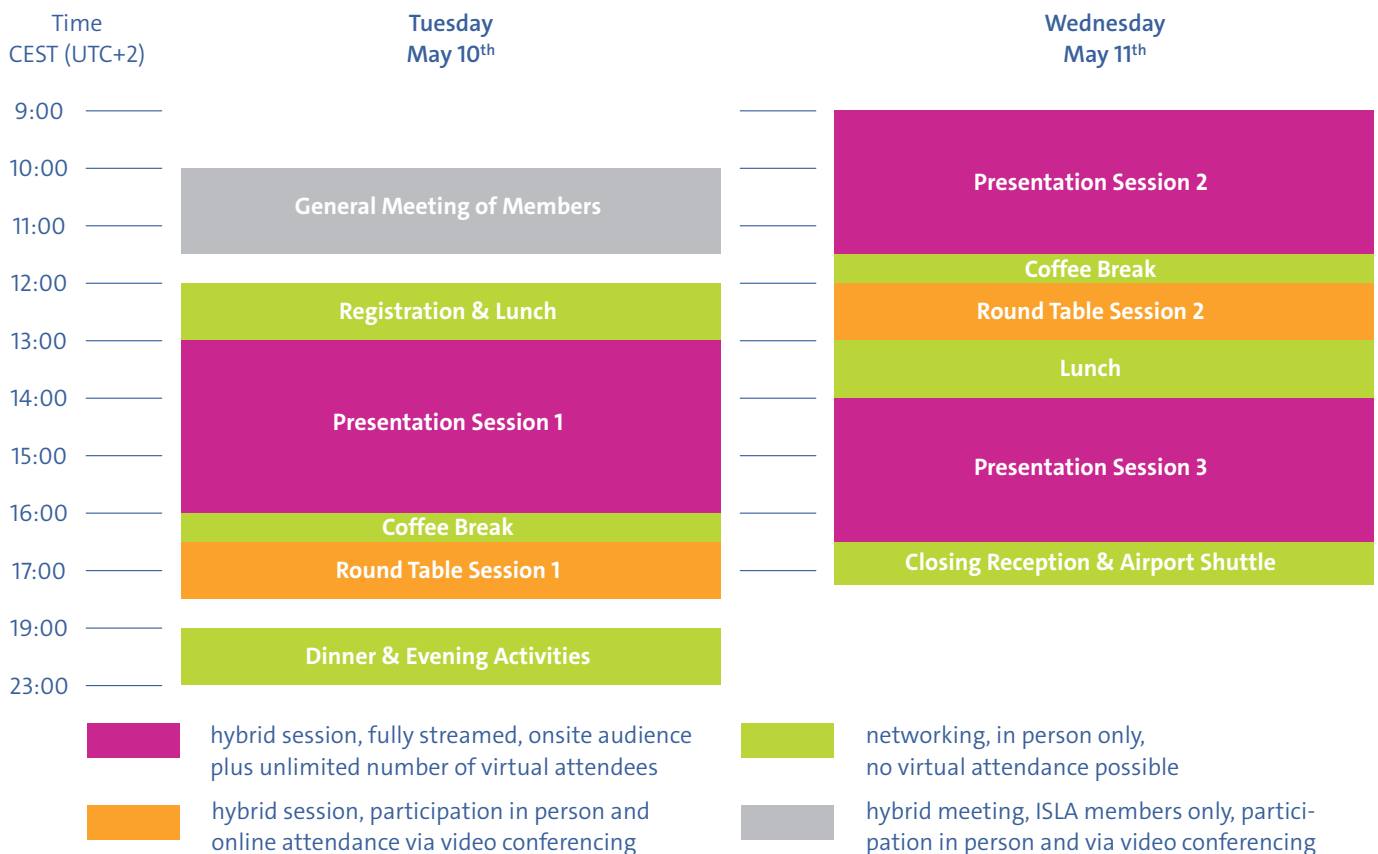
Ulf Nitz
ISLA Association
Coordinator

Simon Roberts
SVP Services
ATS Automation

Peter Rudzio
Managing Director
CLAAS Service and Parts

Magne Svendsen
EVP After Sales
Kverneland Group

The Event at a Glance



Speakers



Jost Bendel
Global Head
Existing
Installation
at Schindler



Oliver Bendig
Partner
Customer Service
and After Sales EMEA
at Monitor Deloitte



Carlo Buck
Head of Customer
Service Europe and
Latin America at
GF Machining Solutions

Ralf W. Dieter
Entrepreneur, Member of several
Supervisory Boards, and former
CEO of the Dürr Group



Prof. Dr. Sabina Jeschke
Senior Advisor to Deloitte, and former
Member of the Management Board for
Digitalization & Technology of Deutsche Bahn



Carsten W. Knudsen
Global Head of Supply
Chain & Logistics
(Service Spares & Supply)
at Siemens Gamesa



Bernhard Lorentz
Managing Partner
Climate Strategy
at Deloitte



Stefan Maasl
Head of Parts
Delivery Network
at Bühler

Marco Piovano
Director Dealer
Digital Solutions
at Terex Materials
Processing



Petra Popp
Head of Service
and Aftersales
at Tecan



Josep Rius
Global Product
Manager Digital
Services at ABB



Marcus Schwarz
Global Head of
Logistics and Repair
at Satair, an Airbus
Services company



Arnd Sett
Senior Vice
President Service
at Viessmann



Locations

The Service Leaders Summit 2022 will be held as a hybrid conference at the Hilton Munich City (Rosenheimer Str. 15, 81667 Munich). Close to the city center, it is attached to the Rosenheimer Platz S-Bahn station, with a direct service to MUC airport. With a total event space of over 750 m², its meeting area is spacious enough to host a group of 90 people while following the current Covid-19 guidance. Equipped with state-of-the-art AV technology, the hotel is a good set to live stream the presentations to a global online audience. At the end of the first day, all delegates are invited to dinner at one of Greater Munich's best Biergarten restaurants to enjoy culinary specialities and the Bavarian way of life.



The Agenda

Tuesday, 10th May

Registration and Lunch / 12:00 – 1:00 p.m. CEST / 10:00 – 11:00 UTC

Presentation Session 1 / 1:00 – 4:00 p.m. CEST / 11:00 – 14:00 UTC

Prof. Dr. Sabina Jeschke // Deloitte

Meeting the challenges of the future with the technology of yesterday? — No way!

Jost Bendel // Schindler

Achieve sustainable services and overcome labor shortages

Marcus Schwarz // Satair, an Airbus Services company

Go-around in unpredictable conditions — Challenges and opportunities in aviation spares logistics

Petra Popp // Tecan

The fight against COVID-19 — Scaling up the service and support for high-capacity 24/7 PCR test labs in record time

Coffee Break / 4:00 – 4:30 p.m. CEST / 14:00 – 14:30 UTC

Round Table Session 1 / 4:30 – 5:30 p.m. CEST / 14:30 – 15:30 UTC

Participants choose 1 from 2 different topics to discuss it in depth in up to 4 concurrent groups:

- a) How can digitalization make aftersales operations more effective and efficient while providing (chargeable) customer benefits?
- b) Equipment-as-a-Service — How to make it a win-win for you and your customer?

Dinner & Evening Activities / 7:00 – 11:00 p.m. CEST / 17:00 – 21:00 UTC

Presentation Session 2 / 9:00 – 11:30 a.m. CEST / 07:00 – 09:30 UTC

Ralf W. Dieter // Dürr Group

Customer Excellence from a CEO's point of view

Josep Rius // ABB

B2B Cloud Platform Creation — How to overcome the main barriers to maximize the customer value

Marco Piovano // Terex

How to effectively drive the end-to-end digitalization of the experience of your customers and dealers

Bernhard Lorentz // Deloitte

Join the race to Net Zero and transform to win

Coffee Break / 11:30 a.m. – 12:00 p.m. CEST / 09:30 – 10:00 UTC

Round Table Session 2 / 12:00 – 1:00 p.m. CEST / 10:00 – 11:00 UTC

Participants choose 1 from another 2 different topics to discuss it in depth in up to 4 concurrent groups:

- c) The power of people in Aftersales: How to find, win, train, and retain field technicians and service managers?
- d) How to adapt the service supply chain to foreseeable challenges, unexpected events, and fundamental changes in world politics?

Lunch / 1:00 – 2:00 p.m. CEST / 11:00 – 12:00 UTC

Presentation Session 3 / 2:00 – 4:30 p.m. CEST / 12:00 – 14:30 UTC

Carlo Buck // GF Machining Solutions

The road to Servitization — Our journey from product-oriented to performance/solution-oriented

Stefan Maas // Bühler

A resilient parts logistics which leverages the full potential of network design, automation, and self-optimization

Arnd Sett // Viessmann

Providing excellent customer service for new climate-friendly climate solutions together with our network of partners

Carsten Winther Knudsen // Siemens Gamesa

Commitment to the circular economy — Refurbishment of spare parts and the process to achieve a high level of reuse

Oliver Bendig // Monitor Deloitte

The (new) role of Aftersales — Driving profitable growth while embracing corporate sustainability

Closing Reception & Airport Shuttle / 4:30 p.m. CEST / 14:30 UTC

Wednesday, 11th May

Pricing and Registration



One corporate ticket includes:

Unlimited number of virtual attendees*
 from all legal entities and affiliates worldwide
 plus one free participant attending the event in
 person at the Hilton Munich City** (accommo-
 dation not included)

590 Euros for ISLA Members

870 Euros for Non-Members (OEMs only)

490 Euros for new ISLA Members (OEMs only) ***

300 Euros per additional on-site attendance

The Service Leaders Summit 2022 is a hybrid conference, hosting up to 80 participants on-site** and an unlimited online audience. It is open to attendees from globally operative companies running service and spare-parts intensive businesses. No matter if they are a corporate member or not. Anyway, an ISLA membership reduces the attendance fee and has several additional advantages. OEMs from across industries are welcome to attend virtually with their global teams involved in the service business. One fee per company means that every employee of a company that has subscribed to the event can join every presentation session remotely*. Once a corporate ticket has been booked, the only requirement to attend the online sessions is an individual registration using the corporate e-mail. The base fee includes one free in-person participation at the venue**, but additional seats are available for an extra charge. For registration use the form on last page or go to www.servicelogistics.info/events/sls-2022

* The number of attendees from service providers, software vendors, and other sales driven companies is limited to three (sponsors excepted)

** In compliance with the Covid-19 regulations and guidance in force in May

*** Application for membership prior to the event (annual fee is 800 Euros)

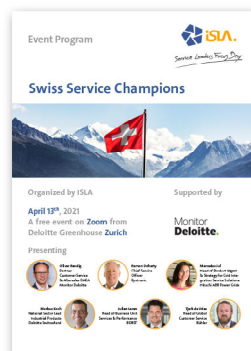
Organizer

The Service Leaders Summit 2022 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 and North America have joined the association (see some of them listed next page).

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 +49-(0)89-510 76 431 and isla@servicelogistics.info
 Executive Board: Stefan Brehm, Eamon Doherty, Dr. Bernd Garbe, Stephan März, Simon Roberts, Peter Rudzio, and Magne Svendsen

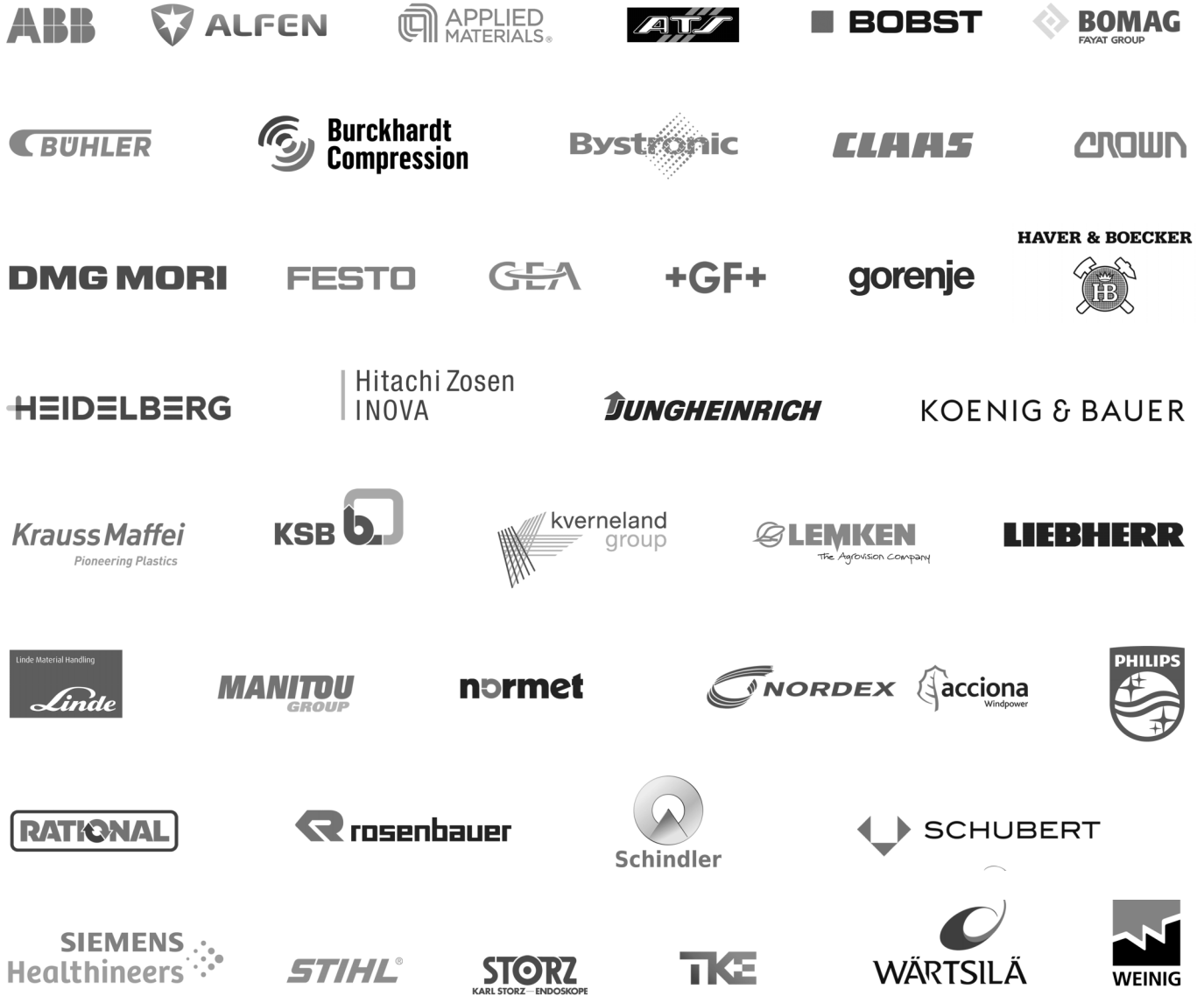
ISLA Events

In addition to the Service Leaders Summit, we arrange many more events — online and also face-to-face again. Since we started our activities, peers from 500+ companies attended our events, and 400+ speakers from leading OEMs gave informative presentations.



ISLA Members

Leading companies from across industries support ISLA actively in its effort to provide the best forum for the exchange among senior managers in service and parts businesses. Our membership base is primarily made of Original Equipment Manufacturers (OEMs). We are proud that, amongst others, the below companies are corporate members of ISLA:



Sponsor

The Service Leaders Summit 2022 is sponsored by Deloitte. Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services; legal advisory services in Germany are provided by Deloitte Legal. Our global network of member firms and related entities in more than 150 countries and territories

Deloitte.

serves four out of five Fortune Global 500[®] companies. Learn how Deloitte's approximately 330,000 people make an impact that matters at www.deloitte.com/de.

Registration

Only registered participants can join the sessions at the Service Leaders Summit 2022. To register for this hybrid conference, complete the below form, or sign up at www.servicelogistics.info/events/sls-2022#sign-up. All presentation sessions can be attended virtually, but we hope to welcome as many as possible in-person attendees at the Hilton Munich City. However, physical access to the conference venue cannot be guaranteed. It depends on the pandemic situation in May 2022, and the regulations in force then. You will need a valid EU Digital COVID Certificate. To attend the sessions and listen to the presentations, no matter if all or only selected ones, the purchase of one corporate ticket is required. A corporate ticket entitles multiple employees of one company/group to attend the conference virtually (unlimited number for original equipment manufacturers and similar companies like network operators; service providers and software vendors can delegate up to 3 attendees). It also includes one free on-site attendance. Additional places for on-site attendance are available for an extra charge. Once confirmed, we will contact you to clarify the payment procedure, namely who at your company (what department) takes over the costs of the corporate ticket, depending on the information provided in the form below or at ISLA's website. The corporate ticket fees are **870 € (regular price)** and **590 € (ISLA Members)**, respectively, with special discounts for universities (upon request). For OEMs that become a new ISLA member by 6th May, a special of 490 € is applicable. As ISLA is based in Munich, all prices are subject to German VAT of 19% or the Reverse Charge Procedure.

Title, first and last name _____

Company / Institution _____

Position / Job Title _____

Country _____ Phone _____ E-Mail _____

ISLA Membership status

- The company/group that employs me is a member of ISLA
- The company/group that employs me is not an ISLA member
- I do not know if the company/group that employs me is a member of ISLA. Please check for me.

Physical attendance

- I plan to attend in person and make use of the one free seat that is added to the corporate ticket
- I do not plan to attend in person at the conference hotel (but may change my mind at any time)
- I book ___ additional place(s) for on-site attendance for 300 € each (will be refunded if the event is fully virtual)
- Please send me the reservation link to book my hotel room at the Hilton Munich City at a special rate of 159 €

Payment information

- Please charge me for the corporate ticket
- The company/group that employs me has already purchased a corporate ticket
- I do not know who/what department is in charge of payment or if the ticket has been already purchased
- Regarding ticket purchase/payment, please contact:

Name _____

Department _____

E-Mail _____

Phone _____

- I consent to ISLA keeping my contact details given above for the following purpose: Registration to the Service Leaders Summit 2022 and providing information on future events. According to the EU's General Data Protection Regulation (GDPR), we are required to obtain your permission ("consent") to keep and process your personal data.

Date, Signature _____