



ClickSoftware

Making Service Click



ClickConnect

Customer User Forum

CLICKCONNECT

APAC USER CONFERENCE

Conference Agenda



**DELIVERING
HIGH PERFORMANCE**

Monday, 12th July:

Seven Secrets for Sailing through Optimised Service Deployment: Day One

Workshop Leader:

Mike Karlskind, Senior Business Analyst, ClickSoftware.

This interactive workshop, and the chapters we will explore together, compiles the seven areas of a deployment,

specifically for optimised workforce management, that challenge business, project, and IT teams. Whether your deployment is ahead of you, or you are trying to improve or expand an existing deployment of ServiceOptimization, these are the lessons from your peer companies - which we will combine with practical examples, tools, and techniques for meeting them 'head on.'

Monday 12th July

1.00pm - 2.00pm	Registration	Stratford Room Hilton on the Park Hotel
2.00pm - 2.45pm	<p>Chapter 1: Focus on service decisions 1st, process, data, and functionality 2nd</p> <p>On day one of the project, we all want happy users, an efficient process, and rich functionality. But the 'stuff' heroes are made of is in the value gained; and the shortest route to value in service is more effective decisions - be it by people or machine. This chapter leads us through the service delivery lifecycle and focuses in on each "moment of decision" to discuss each decision's timing, constraints, and potential impact(s). Awareness of the decisions and a simple structure for formulating them will enable us to effectively start the alignment of the business decisions, leading to earlier return on expected value.</p>	Stratford Room Hilton on the Park Hotel
2.45pm - 3.30pm	<p>Chapter 2: Know & prepare the right data early</p> <p>The need to pull data from other systems is a known and natural course for most enterprise implementations of any system. But when we move from the transactional class of systems to a decision-making system, we also move from 'pulling' data we have - to needing data that we don't have. Much of the information that has supported the decisions of planners and schedulers has existed only in their heads, on pieces of paper, or in emails. This chapter provides tools for learning, filtering, and formalising these criteria; leading to having the right data to support optimisation, and higher returned value from the solution.</p>	Stratford Room Hilton on the Park Hotel
3.30pm - 3.50pm	Refreshment Break	Stratford Room Hilton on the Park Hotel

Monday 12th July Continued

3.50pm - 4.35pm

**Chapter 3:
Measure delivery before and after -
the project and the day of service**

**Stratford Room
Hilton on the Park Hotel**

Everyone says it (“measure”) and yet so few do it. And we make millions in investments (e.g. transformation, deployment, upgrade, process change) for which we aren't sure 'quite' where we stand. Furthering this challenge in schedule optimisation projects is the difference between the schedule we create, that exists each morning, and the execution in the field. While lack of measuring the difference leaves it difficult to know where to change, measuring and distinguishing between the start and end of day flushes out the specific areas of compliance in the field and back office which we can address. This chapter provides standardized metrics, and guidance for their application that will increase the effectiveness, and the stickiness of scheduling decisions in every operation.

4.35pm - 5.20pm

**Chapter 4:
Define a clear and aligned service policy**

**Stratford Room
Hilton on the Park Hotel**

If we want operational decisions, automatic or manual, to reflect the strategic goals of the company then we have to write it down. But what do we write, and how do we have effectively the same questions for two such diverse audiences (operations and executives)? This chapter shares the dialogue, and a methodology that has been refined over 20 years; to quickly and effectively drive at an aligned service policy that can be used by planners, schedulers, and automatic scheduling to ensure that the day to day execution in the field reflects directives from the boardroom.

5.20pm - 5.35pm

Summary and Conclusions of the Day

**Stratford Room
Hilton on the Park Hotel**

8.00pm

Dinner

**Stratford Room
Hilton on the Park Hotel**

Tuesday 13th July:

Seven Secrets for Sailing through Optimised Service Deployment: Day Two

Tuesday 13th July		
9.00am - 9.45am	Chapter 5: High Automation can lead to achieve scheduler acceptance <p>Did you know that achieving high levels of automatic scheduling does not necessarily create scared schedulers? Actually, achieving high levels of automation, both within the optimisation and within their daily clicks can be the greatest contributor towards the successful acceptance of the system decisions by the schedulers. This chapter will provide specific techniques for achieving high levels of automatic scheduling, and general automation that will make schedulers love the system - and love those that deploy it.</p>	Stratford Room Hilton on the Park Hotel
9.45am - 10.30am	Chapter 6: Empathise with the field, but force compliance <p>“We'll force the field workforce into compliance.” “We need to go at the field workforce's pace, and leverage their local relationships.” Which is right? Years of deployments say “both” are right and both are necessary! In this chapter we identify specific (and often creative) techniques that clients have used to successfully achieve field compliance and simultaneously to “engage” the field workforce. Customer road-shows, “Hands-off Wednesday”, incentives, and mobile training tours are amongst the examples that participants will discuss - enabling faster and more peaceful achievement of optimised service.</p>	Stratford Room Hilton on the Park Hotel
10.30am - 10.45am	Refreshment Break	Stratford Room Hilton on the Park Hotel
10.45am - 11.30am	Chapter 7: Plan beyond the current deployment <p>No matter where each one of us is in our progress towards our defined “best practice” operation; we are all planning to improve or expand our deployment further. Many have optimised operational decisions (e.g. scheduling, mobility), but still plan to address tactical and strategic decisions (e.g. forecast, plan, analyse). And while focus on the 'task at hand' is important; companies with a 3-5 year plan are the ones that most expeditiously reach the bigger goal of an optimised service chain versus a partially optimised process. This chapter will provide the pieces, which participants will easily assemble into their own workforce management optimisation plan.</p>	Stratford Room Hilton on the Park Hotel
11.30am - 12.00pm	Summary and Closing Remarks	Stratford Room Hilton on the Park Hotel

Tuesday 13th July Continued

3.00pm - 5.15pm	Registration Open	Dean Jones' Bar
4.45pm - 5.15pm	Tour of the MCG	Guided Tour
5.15pm - 5.45pm	Tour of the National Sports Museum	Guided Tour
6.00pm - 7.00pm	<p>Speed Networking</p> <p>Always one of the most popular sessions, ClickSoftware's speed networking is designed to quickly introduce you to a large number of new contacts in one powerful session. These meetings initiate contacts that often last well beyond the conference, enabling the sharing of best practices long after the conference ends.</p>	Dean Jones' Bar
7.00pm - 7.30pm	<p>Welcome Reception</p> <p>We hope that you will be inspired by the surrounding to network and share experiences with other ClickSoftware customers. Feedback forms from previous years always point to 'networking' as one of the biggest benefits so be sure not to miss this opportunity to get to know your peers in a relaxed and engaging setting.</p>	Dean Jones' Bar
7.30pm - 10.30pm	<p>Gala Dinner & Award Ceremony</p> <p>We will continue our networking well into the evening, with a formal dinner for all delegates at the Hilton on the Park Hotel. We will announce a very special customer award.</p> <p><i>Dress Code: Business Casual</i></p>	Hilton Hotel

Wednesday 14th July, ClickConnect APAC Main Conference Day

7.30am - 9.00am	Registration Open	
8.30am - 9.00am	Breakfast	
9.00am - 9.15am	Chairperson - Welcome and Opening Remarks <i>Speaker: Simon Morris, VP of Global Marketing, ClickSoftware</i>	
9.15am - 9.35am	Delivering High Performance <i>Speaker: Simon Morris, VP of Global Marketing, ClickSoftware</i> Simon will provide the audience with an update on the progress that has been made at ClickSoftware over the past 12 months as well as industry trends and sharing insight into future directions.	Harrison Room
9.35am - 10.20am	ClickSoftware Product Roadmap and Strategy <i>Speaker: Tal Geffen, Senior Director of Product Management, ClickSoftware</i> In a recent Field Service Management Report, Gartner “estimated that continued investment in product development for end-to-end field service scheduling and analytics is higher for ClickSoftware than any other competitor in the market”. Join this session and take this opportunity to see what's cooking in the ClickSoftware kitchen.	Harrison Room
10.20am - 10.40am	Refreshment Break	Dean Jones' Bar
10.40am - 11.25am	Successfully Implementing ClickSoftware's Scheduling and Mobility Solutions to Drive Enhanced Customer Service and Operational Efficiencies <i>Speaker: JT Hwang, Chief Technology Officer, APX Alarm</i>	Harrison Room
11.25am - 12.10pm	Introducing the Next Generation of Mobility Solutions <i>Speaker: David Heyman, Director of Solution Consulting, ClickSoftware</i> <ul style="list-style-type: none"> ■ How to use the mobile solution as a gateway to your backend applications ■ Latest customer developments ■ Latest release plans 	Harrison Room
12.10pm - 1.15pm	Lunch, Networking and Demo Pavilion	Dean Jones' Bar
1.15pm - 1.45pm	Leveraging ClickSoftware's ServiceOptimization Suite to Enhance Control, Visibility and Customer Service using a Franchised Service Workforce <i>Speaker: John Graieg, National Operations Manager, Fisher & Paykel</i>	Harrison Room
1.45pm - 2.30pm	Enterprise Wide Scheduling and Planning: Addressing your entire workforce management challenges <i>Speaker: Mike Karlskind, Senior Business Analyst, ClickSoftware</i>	Harrison Room

Wednesday 14th July, ClickConnect APAC Main Conference Day Continued

2.30pm - 3.00pm	The Role of Shift Scheduling in Service Chain Optimisation <i>Speaker: Simon Arazi, Director of Product Management, ClickSoftware</i>	
3.00pm - 3.30pm	Refreshment Break	Dean Jones' Bar
3.30pm - 4.00pm	Ericsson India - Leveraging Workforce Optimisation for Managed Services Operations <i>Speaker: Raman Muralidharan, Senior Director, Ericsson India</i>	Harrison Room
4.00pm - 4.30pm	Show me the money! Measuring the Impact on the Balance Sheet of Workforce Management and Optimisation Solutions <i>Speaker: Mike Karlskind, Senior Business Analyst, ClickSoftware</i>	Harrison Room
4.30pm - 4.45pm	Conference Closing Remarks	Harrison Room
4.45pm - 5.45pm	Cocktails at the Demo and Partner Pavilion	Dean Jones' Bar



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