



**ClickSoftware**

Making Service Click



**ClickConnect**

Customer User Forum

# CLICKCONNECT EUROPEAN USER CONFERENCE

## Conference Agenda



**DELIVERING  
HIGH PERFORMANCE**

## ClickConnect Europe 2010

### Solution Zone

During all the breaks a Solution Zone will be open offering deep dives into ClickSoftware products, information on common IT challenges and provide an opportunity to share tips, techniques and best practices.

### Partner Area

Partner Area: Spend time with our sponsors and see what they have to offer on their booths

### Breakout Sessions

Track A is Operational

Track B is Product

## Monday, June 7th

**12:00pm - 6:00pm**

**Registration Open**

**Registration Desk, hotel reception**

**1:00pm - 4:00pm**

**The Real-Time Service Challenge**

**Meet in the hotel reception**

Compete with your peers to solve problems around service optimization in the city of Barcelona. Meet other ClickSoftware customers and learn more about ClickSoftware's ServiceOptimization Suite as you head off around this magnificent City.

**5:00pm - 6:30pm**

**Speed Networking**

**Japanese Gardens**

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 two days of the conference, enabling the sharing of best practices long after the conference ends.

**6:45pm - 10:00pm**

**Formal Welcome Reception and Dinner for all delegates**

**EL Xalet Restaurant**

We hope that you will be inspired by the surrounding to network and share experiences with other ClickSoftware customers.

Meet in the Hotel Reception

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.

## Tuesday, June 8th

**7:00am**                      **Registration Opens (new arrivals only)**                      **Registration Desk**

**7:30am - 8:15am**                      **Breakfast**

**8:15am - 8:30am**                      **Chairperson - Welcome and Opening Remarks**                      **Las Arenas IV**  
*Speaker: Simon Morris, Vice President of Marketing, **ClickSoftware***

**8:30am - 9:15am**                      **Delivering High Performance**                      **Las Arenas IV**  
*Speaker: Professor Moshe BenBassat, Founder and CEO, **ClickSoftware***  
Professor BenBassat 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.

**9:15am - 10:00am**                      **Implementing an Integrated Mobile Workforce Management System to Transform the Business and Achieve Strategic Growth Plans**                      **Las Arenas IV**  
*Speaker: Manuel Rosa de Silva, Executive Member of the Board, **Portugal Telecom***  
In this session, Mr. Rosa de Silva will share his experience in deploying an integrated forecasting, planning, optimized scheduling and mobility platform as a means to achieve the company's strategic and aggressive growth plans



**10:00am - 10:20am**                      **Refreshment Break**                      **Las Arenas II & III**

**VISIT SOLUTION ZONE / PARTNER AREA IN LAS ARENAS II & III**

**10:20am - 11:15am**                      **Introducing the Next Generation of Mobility Solutions**                      **Las Arenas IV**  
*Speaker: Gil Bouhnick, Product Manager, **ClickSoftware***  

- How to use the mobile solution as a gateway to your backend applications
- Latest customer developments
- Latest release plans

**11:15am - 11:45am**                      **Enterprise Wide Scheduling and Planning: Addressing your entire workforce management challenges**                      **Las Arenas IV**  
*Speaker: Mike Karlskind, Senior Business Analyst, **ClickSoftware***

**11:45am - 12:30pm**                      **Questar Gas Case Study**                      **Las Arenas IV**  
*Speaker: Stanna Headden, Project Manager, **Questar Gas***  
Questar Gas provides retail natural gas-distribution service to almost 900,000 customers in Utah, southwestern Wyoming and a small portion of southeastern Idaho.  
As our guest overseas speaker, Stanna will discuss her experiences of deploying ClickSchedule and their most recent implementation of ClickMobile.



## Tuesday, June 8th Continued

### VISIT SOLUTION ZONE / PARTNER AREA IN LAS ARENAS II & III

**12:30pm - 1:30pm**      **Networking Lunch and Product Demos**      **Lunch: Sala Nixe Palace**  
Find your table and network with your peers      **Product Demos: Las Arenas II & III**

**1:30pm - 2:15pm**      **ClickSoftware Product Roadmap and Strategy**      **Las Arenas IV**  
*Speaker: Tal Geffen, Senior Director of Product Management, ClickSoftware*  
In its most 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, led by a familiar face to many of you, and take this opportunity to see what's cooking in the ClickSoftware kitchen.

**2:15pm - 3:00pm**      **BREAKOUT SESSION I**      **Las Arenas I**  
**A**      **10 Common Mistakes to Avoid When Selecting and Deploying a Mobile Solution**

*Speaker: Gil Bouhnick, Product Manager, ClickSoftware*

As many organizations have already discovered, selecting and deploying a mobile solution is complex and brings many challenges and considerations. Scalability, integration, device selection, wireless communications, security, working environments, 'buy-in' from the users and so the list goes on. Along with the huge rewards a mobile solution can bring, lie many risk and potential pitfalls.

Listen to ClickSoftware's Director of Mobile Solutions as he shares some common mistakes and tips to try and avoid them.

**B**      **ClickForecast and ClickPlan Detailed Product Overview, Demonstration and Case Studies**      **Sala Nelva**  
*Speaker: Reka Bogardi, Solution Consultant, ClickSoftware*

**3:05pm -4:00pm**      **BREAKOUT SESSION II**      **Las Arenas I**  
**A**      **Options in Contractor Management**

*Speaker: Hilla Karni, Product Manager and Kim Jablonowski, Director of Solution Consulting, ClickSoftware*

**B**      **The Mobility Suite Product Overview, Demonstration and Case Studies**      **Sala Nelva**  
*Speaker: Gil Bouhnick, Product Manager, ClickSoftware*

## Tuesday, June 8th Continued

**4:05pm -4:50pm**

**BREAKOUT SESSION III**

- |          |  |                     |
|----------|--|---------------------|
| <b>A</b> | <b>Show me the money! Measuring the Impact on the Balance Sheet of Workforce Management and Optimization Solutions</b><br><i>Speaker: Mike Karlskind, Senior Business Analyst, ClickSoftware</i> | <b>Las Arenas I</b> |
| <b>B</b> | <b>ClickRoster Product Overview, Demonstration and Case Studies</b><br><i>Speaker: Cristiana Battistuzzi, Solution Consultant, ClickSoftware</i>   | <b>Sala Nelva</b>   |

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**4:50pm - 5:00pm**

**Wrap up and Closing Remarks**

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**6:00pm - Late**

**Gala Dinner and Awards Nights**

We are heading to one of the most famous sporting arenas in the world, Barcelona's Camp Nou, for our annual gala dinner and awards night. Experience a tour of this incredible stadium followed by dinner and entertainment.

**Nou Camp**  
Meet in the hotel reception

## Wednesday, June 9th

<b>7:30am - 8:30am</b>	<b>Breakfast</b>	
<b>8:30am - 9:00am</b>	<p><b>Value: What is it? How is it measured? How do we make it sustainable?</b></p> <p><i>Speaker: Alastair Clifford-Jones, Chief Executive, <b>Leadent Edge</b></i></p> <p>In these turbulent economic times companies are focusing more on value, whether it is creation or sustainability. This session will look at how organisations can unlock value prior to transformation, maintain it during a programme of change and most importantly extract greater value post implementation.</p>	<b>Las Arenas IV</b>
<b>9:00am - 9:30am</b>	<p><b>Tips, Techniques and Best Practices for Managing Change when deploying a workforce management and optimization solution</b></p> <p><i>Speaker: Martin Locke, Director of Professional Services, <b>ClickSoftware</b></i></p>	<b>Las Arenas IV</b>
<b>9:30am - 10:15am</b>	<p><b>Getting 'Buy-In' from the Field: Effectively Managing the Rollout of a Workforce Management and Optimization Solution</b></p> <p><i>Speaker: Phil Copperwheat, Change Projects Office Leader, <b>Rok PLC</b></i></p> <p>We all know that managing the change effectively can make or break a project. Listen to Rok's innovative approach to engaging their field technicians in the roll out of a nationwide workforce management project.</p>	<b>Las Arenas IV</b> 
<b>VISIT SOLUTION ZONE / PARTNER AREA IN LAS ARENAS II &amp; III</b>		
<b>10:15am - 10:45am</b>	<b>Refreshment Break</b>	<b>Las Arenas II &amp; III</b>
<b>10:45am - 11:15am</b>	<p><b>The 21st Century Dispatcher: Introducing The Latest ClickSchedule Web Client</b></p> <p><i>Speaker: Hilla Karni, Product Manager, <b>ClickSoftware</b></i></p>	<b>Las Arenas IV</b>
<b>11:20am - 11:50am</b>	<p><b>Advanced Scheduling Automation: The Business Value of Optimization</b></p> <p><i>Speaker: Shamayun Miah, VP Europe, <b>ClickSoftware</b></i></p>	<b>Las Arenas IV</b>
<b>11:50am - 12:00pm</b>	<b>Wrap Up and Closing Remarks</b>	<b>Las Arenas IV</b>



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