

# 2020VISION SET YOUR COURSE FOR THE FUTURE

## Agenda

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### 08:30 Registration and Light Breakfast

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### 09:00 Welcome Address

**John Purdy** Chief Executive Officer, Ergo

A new era in technology offers unprecedented opportunity for improving processes and driving productivity. John will contend that CIOs should now turn their attention to driving value and exploring new ways to harness the latest technologies to compete and succeed.

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### 09:15 Future Tech

**Andrew Macadam** Technical Evangelist, Microsoft Ireland

Technical Evangelist at Microsoft, Andrew Macadam will outline how businesses can harness the latest technology to bring their ideas to life. He aims to inspire businesses to develop innovative, commercial strategies that will focus on the opportunities afforded by the new world of IT.

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### 09:45 Customer Case Study

**Luca Bertozzi** Business Intelligence Manager, Abtran

With more than 15 years' experience of deploying BI solutions for complex multinational organisations, Luca believes that being innovative and having a technology vision is key to driving business advantage. He will outline how Abtran are currently using technology to improve business process and increase productivity.

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### 10:05 Solution Focused Sessions

At the core of 20-20 Vision are three solution focused sessions where the practical possibilities of new and emerging technologies are explained with a clear business case and tangible outcomes. Ergo Subject Matter Experts will outline the strategic imperative – why organisations need to change their approach – and the benefits that can be realised. Each will tackle particular challenges and pain points familiar to organisations. Collectively, they will explore how converging technologies and managed services are creating platforms for growth that are affordable – many organisations already have some of the components – and easy to implement. The emphasis is on practical demonstrations that demystify the technology. There will be an opportunity for delegates to ask questions at the end of each presentation.

#### 10:05 Session 1: ICT-as-a-Service: Enabling a Better User Experience

With people now accessing wide-ranging consumer services from anywhere on any device, the onus is on organisations to deliver a similarly seamless experience at work. In this session we will demonstrate how new tools turn ICT into a service that makes employees more productive. We will show how organisations can shift their focus from the nuts and bolts of backend infrastructure to seamless frontend delivery, regardless of location, device or operating system. By automating backend process you can provision new services faster and give end users a continuity of experience.

We demonstrate how virtualised services and cutting-edge management tools make complex operating system upgrades a thing of the past, and overcome the barriers to the BYOD (Bring Your Own Device) adoption by delivering the benefits without the risks.

*Presented by Steve Blanche, Head of Professional & Cloud Services Delivery, Ergo; Kevin Greene, Senior Consultant Engineer & Microsoft MVP, Ergo; Gerry Hampson, Senior Consultant Engineer, Ergo and Sean O'Farrell, Senior Consultant Engineer, Ergo*

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**10:45 Coffee Break**

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**11:00 Session 2: Closer to Customers: New Tools for Better Engagement**

In a world where data is increasing at an exponential rate, there is a drive to surface information quickly and in a consumable way, anywhere on any device. Where this really matters is at points of customer interaction, where long-term relationships are forged and business gets done. In this session we demonstrate how self-service solution and personalised portals are changing the way we interact with customers.

In today's highly competitive business, landscape organisations need to be able to differentiate themselves to obtain and maintain competitive advantage. We will show you how to leverage existing technologies, many of which may already be components of your ICT environment, to create innovative new channels for customer interaction.

We will demonstrate how powerful extranets and mobile technologies can facilitate one-to-one communications between you and your customers using various real-time media, business intelligence features and secure point-to-point technologies.

*Presented by Neil Young, Solutions Architect, Ergo; Mark Bate, Chief Technical Officer, Ergo and Austin Hutton, Subject Matter Expert – Microsoft Lync, Ergo*

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**11:40 Session 3: Cloud and Service Out-Tasking: Driving Business Transformation**

More organisations are opting to evaluate cloud and out-task commodity components of IT operations. This is driven by the growing need to control costs, increase the value of IT and business pressure for the adoption of a wave of new online services. But it is not easy to find the right partner to deliver on the promise of IT services which are not only cost effective but also more efficient. In this session we will demonstrate the value and show you how to build a business case for partial or complete managed services.

We will explore the value of helpdesk support and remote services that relieve your business from managing the day-to-day ICT issues, illustrating the types of services that can be commoditised. We look at how service providers with subject matter expertise and in-depth experience deliver value through out-tasking or outsourcing and help you identify the pitfalls.

The cloud is explored as a natural extension of traditional managed services, where the delivery methods may have changed but the same principles of engagement still apply. We examine the on-demand and 'as-a-service' models to find what makes a perfect host.

*Presented by George Dowling, Managed Services Solutions Manager, Ergo; Frazer Furlong, Network Services General Manager, Ergo and Barry Hurley, Commercial Director, Ergo*

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**12:20 Networking Buffet Lunch**