



Remote services are changing your industry

Are you prepared for the ride?

World Class Remote Services

Managing Remote Services in the IoT

A Service Innovation Project
26./27. November 2014
Düsseldorf, Germany

The future of todays services

Remote / M2M / IoT / Connected smart services

It's time to discuss the lessons learned

When the Remote Excellence Circle members visited Abbott it was interesting to see Smart Monitoring and BIG Data. One of the members from the German „Maschinenbau“ has nearly the same solution as the medicine ...
We will discuss that with you.

It's more unusual than this congress

Shows first a new market survey from Mr. Porter, Harvard Business School.

It's time to sell Remote Services

Another member showed also incredible results in the machinery industry:
The company provides 90% of the machines with remote service contracts.
We discuss that.

It's not that clear what Industry and IoT means for Industry 4.0

Internet of Things and Industry 4.0 change the service. Many projects with new solutions for smart services, monitoring, BIG Data etc. will change the market in the next few years. Knowing what will come gives you an impression of what to do.

It's typical

That we'll have break-out sessions to discuss with speakers and international attendees where we are and what's possible now and in the future.

Gain actionable Know-how

and tools by learning from best practice companies, sharing experience and letting us help you identify and translate insights relevant to your business into practical next steps. You can then take home the final deliverables enabling you to get started!

Seize the major opportunities in remote services

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The number of machines, devices and sensors connected to the internet is increasing tremendously. With no doubt the implications for manufacturing companies are huge.

SMART connected products are creating game changing opportunities that drive growth via new business models and improve productivity in service delivery. The impact on competitiveness and cost effectiveness of services and solutions will change markets and complete industries.

The question is:

what is your company doing about this?

Seizing these major opportunities without delay is what companies need to be doing today. At the same time they need to be aware of the significant challenges that these opportunities create on the business side, as well as on the technology and organisational side. Challenges that companies find difficult to face on their own.

what progress is your company making?

Everybody is trying to do something on remote services in order to keep up with the changes, but only few companies are aiming for more than productivity improvements. A small group of leading companies have proven that what will really make the difference is to focus on customer value.

This congress will give you all the knowledge, insight and practical tools to help you identify new business models and prepare your service business for the challenges of building a mature remote service capability.

Partnership

For the start of the Service Innovation Program we combined the Know-how, case studies and ideas for a special congress „World-class Remote Services - Managing Remote Services in the IoT“.

Executives and project leaders get the opportunity to learn and discuss with international players the future of connected service solutions. This unique congress addresses all industries to find out all about innovative services.

Day 1 November 26 th	World Class Remote Services Managing remote services in the IoT
08:30	Get-together
09:00	Opening
09:30	Remote Services in IoT and Industry 4.0 Industry 4.0 and the IoT are trends that have big impact on the way we work and live. What are the impact and opportunities in services for manufacturing companies? Karl-Heinz Sauter, Karl-Heinz Sauter Services und Consulting
10:00	Driving growth through connected products and digitalization of services New business models for manufacturing companies through remote services in the IoT Hilbrand Rustema, Noventum
10:30	How Smart, Connected Products are Transforming Competition A research conducted by Professor Michael E. Porter, Harvard Business School, and PTC CEO, Jim Heppelmann Cindy Elliot, PTC
11:00	Coffee Break
11:30	Break-out sessions <ol style="list-style-type: none"> Business models for product- and non-product related remote services Changing your role from single player to orchestrator of the value chain Hilbrand Rustema, Noventum What you can do with new capabilities obtained through remote service processes New applications and business opportunities Karl-Heinz Sauter, Karl-Heinz Sauter Services und Consulting
13:00	Networking & lunch
14:00	Developing new service propositions for remote services How to bring ideas into practice and tap into new sources of revenue? Hilbrand Rustema, Noventum
14:30	Coffee Break
15:00	Unlocking New Business Value with Connected Asset Management A case study by GE Water & Power Dr. Marcus Menzel, Axeda
16:00	Coffee Break
16:15	Break Out sessions <ol style="list-style-type: none"> Big Data BIG Data for maintenance process optimization Volker Marquardt, Synop Systems A new approach to remote platforms and standards How to put data from different sources and formats successfully into use Dr. Marcus Menzel, Axeda
17:00	Networking & drinks

Day 2 November 27 th		World ClassRemote Services Managing remote services in the IoT
08:30		Get-together
09:00		Opening
09:30		Implementing and operating Smart services “From reactive to predictive – the transformation of highly professional customer support” Ralf J. Lehmann, Abbott
10:00		IoT as an enabler for advanced services Analytics for new service offerings Dr. Christopher Ganz, ABB Technology Ltd.
10:30		Managing security for remote services Case study on how to manage security for remote services Stephan Beusen, Vodafone
11:00		Coffee Break
11:30		Break-out sessions 1. How to sell high value smart services Case study on how to become successful in selling high value-added services Karl-Heinz Sauter & Thomas Burger, manroland websystems 2. How to manage the change towards a SMART services model Case study on how to prepare the organization for Smart remote services and manage the transformation Noventum & Ralf J. Lehmann, Abbott
13:00		Networking & lunch
14:00		Executive forums: Moderated discussions on the key business challenges brought forward by the participants. This provides the opportunity to get your questions on the table, share experiences and identify practical solutions (topics are subject to change). > Executive forum 1: The strategic value of connected products; Developing new remote services; Selling non product-related services; Pricing Smart services > Executive forum 2: Organizational demands for remote service delivery; Transforming from reactive to proactive and predictive service provider; What factors are determining the effectiveness of remote services.
17:30		Conclusions and closing of the event: What is the future of remote services? Noventum & Karl-Heinz Sauter
18:00		Networking & drinks

Speakers



Hilbrand Rustema, Managing Director, Noventum

Hilbrand Rustema is the founder and Managing Director of Noventum, prior to that he was a senior manager with Deloitte Consulting. During the last 20 years Hilbrand has advised leading service companies in the area of Brand Driven Service Strategies, Performance Management, Mergers & Acquisitions, Customer Insight Research, Service Proposition Development, Customer Experience Management, Customer Feedback Management, Global Service Delivery Standardization, People Development, and Sustainability Strategies.

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Karl-Heinz Sauter, Managing Director,

Karl-Heinz Sauter Services und Consulting

He is the founder and Managing Director of the Karl-Heinz Sauter Services und Consulting GmbH. Prior to that he was director for sales and marketing. He is in business with Remote Services for more than 10 years and his 7-layer-model and LIFE-project-model help companies to develop and launch new, paid smart service products. He drives the development of new standardized connected services, remote, M2M and IoT with consulting, workshops, market studies and conferences. He advises companies of each size to launch innovative software and service products and develop new strategies.



Stephan Beusen, M2M Principal Sales Manager, Vodafone M2M Solutions

Stephan Beusen started his career after graduation in industrial engineering. He worked 10 years for ford as a sales and product manager. After this experience he started with a new challenge as a sales manager for Vodafone global Enterprise. He is responsible for Central Europe. He is well experienced in mobile and fixed network solution.



Ralf J. Lehmann, Manager European Smart Data Centre, Abbott

Ralf J. Lehmann is an engineer, expert team lead, and innovation manager in the in-vitro diagnostics industry. He is building and managing a Smart Data Centre for the Diagnostics Division of Abbott Laboratories to cover all Europe, Middle East and Africa, and serves as an advisor for the organizations global remote monitoring- and data analytics strategy. His particular interest is on the integration of new technologies into the existing thinking and acting of large organizations – far beyond the technology itself.



Volker Marquardt, Managing Director, Synop Systems

Volker Marquardt started his career after graduation of computer science in Furtwangen (D) and Leicester (UK). In more than 20 years business experience he worked in three main disciplines: Electronic Test Automation for production and field service; Quality Assurance solutions for call center, security and enterprise telecommunications; Business Intelligence, covering data warehouse, reporting, data mining and predictive analytics.



Dr. Christopher Ganz, Group Service R&D Manager, ABB Technology Ltd.

Dr. Christopher Ganz, Group Service R&D Manager, ABB Technology Ltd. Christopher Ganz is responsible in ABB to increase service awareness in research and development. After studying electrical engineering at ETH in Zurich and a PhD degree in control, he held various R&D positions in ABB's power plant control unit. Later he was responsible for the corporate research program in "Control & Optimization". In his current role located at ABB's headquarters in Zurich, Christopher Ganz is leading cross-division projects in the area of service technologies, which includes remote services, and IoT initiatives.



Thomas Burger, Head of TeleSupportCentre, manroland Web Systems

Thomas Burger began his career at manroland in trial and construction. After the worldwide employment as a Senior Project Manager, he gained experience in a managerial capacity in the outdoor installation, commissioning, the warranty service and quality management for the external area. With the new corporate name of manroland web systems he has accepted responsibility for the Remote Service (24/7 Hotline TSC) and training.



Congress Location

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Airport hotel Duesseldorf
Am Hülserhof 57
40472 Düsseldorf
Tel +49 (0)211 200 63 0
dusseldorf@valk.nl

November 26th & 27th
Arrivals: 08:30 - 08:45
Sessions begin: 09:00



Proposed Hotel

relexa hotel Airport Düsseldorf-Ratingen
Berliner Straße 95 – 97
40880 Ratingen
Telephone: +49 (0) 21 02 - 458 - 0
Fax: +49 (0) 21 02 | 458 – 599
duesseldorf-ratingen@relexa-hotel.de
www.relexa-hotels.de



Pre-event Informal Dinner (Optional)

Airport hotel Duesseldorf
Am Hülserhof 57
40472 Düsseldorf
Tel +49 (0)211 200 63 0
dusseldorf@valk.nl

November 25th
Arrivals: 19:15 - 19:45
Dinner begins: 20:00

World Class Remote Services

Events and information

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Am Hülserhof 57
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Tel +49 (0)211 200 63 0
dusseldorf@valk.nl

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Yes, I would like to participate:

Early bird
until
31-10-2014

<input type="checkbox"/> 26.11.2014 – World Class Remote Services - 1	790,- €	890,- €
<input type="checkbox"/> 27.11.2014 – World Class Remote Services - 2	790,- €	890,- €
<input type="checkbox"/> Both Days	1.495,- €	1.595,- €
<input type="checkbox"/> Both days AND 2 year membership in the Remote Excellence Circle		4.795,- €
<input type="checkbox"/> Both days AND individual program	Upon request	

Name
Company Name
Division
Street, Nr.
Postal Code, City
Telephone (for feedback)
E-Mail
Invoice address (if different):
Company Name
Contact
Division
Street, Nr.
Postal Code, City

Hotel information and directions

For information, see
www.ConnectedServiceWorld.de

Further Information

More information on this topic, the rapid development of marketable remote services, interesting concepts and the current flyer can be found at
www.ConnectedServiceWorld.de

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For the market study "Remote Service 2010" regarding Trends, Technology, Organization and Service and the DVD of the last 10 events, see www.ConnectedServiceWorld.de.

You received this invitation from Karl-Heinz Sauter Services und Consulting GmbH

Register at www.0plus.eu or via
Fax1: +49 (0)7152 - 25534
Fax2: +49 (0)7152 - 394584

Billing / Payment terms / Cancellation / Reschedule by customer

All prices excl. 19% VAT. The participation fee is payable on receipt of invoice. The invoice shall be regarded as confirmation. Your participation is guaranteed upon receipt of the participation fee.

Class registrations are not confirmed until billing/registrant information received in full.

Customer request to cancel or reschedule must be submitted via email with the word 'Cancellation' in the subject line to the correct registrations@noventum.eu. You are responsible for ensuring that Noventum Service Management Consultants receives the written request. Noventum Service Management Consultants will reply with a written acknowledgement via e-mail. Cancellations are not accepted by telephone.

Customer may substitute registered attendee(s) without charge.

Customer request for cancellation must be received by Noventum Service Management Consultants at least 2 full months prior to scheduled start date in order for customer to receive a full refund/credit of registration fees paid.

Cancellation requests less than 2 months prior to the start date are billed as follows:

- a. Less than 2 month prior to the start date: 35% of the registration fee
- b. Less than 1 month prior to the start date: 60% of the registration fee
- c. Less than 2 weeks prior to the start date: 100% of the registration fee

No shows to class will be billed the full registration fee

Changes / Cancellation by Noventum

It may be necessary, for reasons beyond our control, to modify the contents or schedule of the event or to replace individual speakers and presentation content.

Noventum Service Management Consultants reserves the right to cancel any course or event course due to insufficient enrollment by providing notice to customer at least 7 calendar days prior to scheduled commencement day.

If an event is cancelled by Noventum Service Management Consultants due to circumstances beyond its reasonable control (e.g. weather, natural disaster), the Customer is entitled to a full class credit which must be used within 3 months of the date of the original course or events for another course or event offered by Noventum Service Management Consultants.

Privacy Policy

All offers and other statements by Noventum Service Management Consultants shall be without obligation, unless expressly indicated otherwise in writing. The Customer warrants the accuracy and completeness of the measurements, requirements, performance specifications and other data on which Noventum Service Management Consultants bases its offer and which have been stated by or on behalf of the Customer to the Noventum Service Management Consultants.

Your data will be used to organize the event. We are pleased to inform you about other events in the future. With your registration, you give your consent that you can be contacted by telephone, by fax or e-mail. This consent can be revoked at any time. During the event, photos and videos are created, which we publish later on our website, for press articles and flyers for other events. If you do not agree, please contact us on the day of the event.

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For more detailed information please visit us at
www.ConnectedServiceWorld.de
We look forward to you

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