

8:00 – 9:00 a.m.

REGISTRATION | WELCOME COFFEE | EXPO | NETWORKING

9:00 – 9:15 a.m.

WELCOME AND OPENING REMARKS

9:15 – 9:45 a.m.

2018 ACCELERATE GLOBAL TOUR EVENT SERIES HIGHLIGHTS

Alex Donchuk, Global Channel Director, bpm'online, Erik Hale, Enterprise Account Executive, bpm'online

9:45 – 10:00 a.m.

MOTIVATIONAL SPEECH

Co-founder of the Miami Marathon and one of the nation's most well known long-distance runners will share his experience on accelerating local running community development

Frankie Ruiz, Chief Running Officer at Life Time – Miami Marathon, Nike+ Run Club Head Coach

10:00 – 11:00 a.m.

KEYNOTE AND EXCLUSIVE PRODUCT ANNOUNCEMENT

Inspirational live discussion on how to ACCELERATE your business and facilitate innovation followed by an announcement of a new product by bpm'online

Katherine Kostereva, CEO and Managing Partner, bpm'online

11:00 – 11:30 a.m.

COFFEE BREAK | EXPO | NETWORKING

ACCELERATE YOUR BUSINESS

BAYFRONT BALLROOM

11:30 – 12:00 p.m.

THOUGHT LEADERSHIP SESSION

Acceleration alchemy: 10 problem-solving secrets of the world's most innovative companies

Keith Harmeyer,
Founding Partner,
SmartStorming.com

12:00 – 12:20 p.m.

FIRESIDE CHAT

How are leading companies embracing digital revolution to gain competitive advantages and boost innovations?

Paul Greenberg,
Managing Principal of The
56 Group, LLC, the author
of the best-selling 'CRM at
the Speed of Light'

12:20 – 12:40 p.m.

FIRESIDE CHAT

How to transform a traditional financial services organization into an agile and customer-centric company?

Fahd Amjad,
General Manager, Retail
Banking, Oman Arab Bank

12:40 – 1:00 p.m.

FIRESIDE CHAT

How to turn a conflict into a relationship building endeavor with your customers, partners and employees?

John Rafferty,
COO, Ringler Associates

SALES AND MARKETING: BEST PRACTICES

SEVILLA

11:30 – 12:00 p.m.

BRAINDATES

Speed networking with your peers

12:00 – 1:00 p.m.

BUZZ SESSION

Meeting major sales and marketing challenges in a disruptive age

Jorge Alsina,
Sales Technology
Coordinator, Security
National

Ram Kumar LK,
Founder & Director, Bhea
Technologies

Alex Zarate,
Managing Director,
Zero B.S.

Venky Vijay,
CEO, Virtuos

CUSTOMER SERVICE AND CX: BEST PRACTICES

STAR ISLE

11:30 – 12:00 p.m.

BRAINDATES

Speed networking with your peers

12:00 – 1:00 p.m.

BUZZ SESSION

Best customer service lifehacks that your company invented in 2019

Todd Hurst,
Director - Client Services,
Health e(fx)

Steffen Dudda,
Managing Director
Germany, Qualysoft
GmbH

Barney Holmes,
Managing Partner, Meritus
Business Solutions

EVERYONE A DEVELOPER

HIBISCUS ISLE

11:30 – 12:30 p.m.

PANEL DISCUSSION

Development challenges:

- Do you need an outsourced or in-house IT team in the 'Everyone a Developer' world?
- How the labor market will evolve as we approach the era where everyone is a developer?
- How is the role of a CIO and CTO changing in the 'Everyone a Developer' age?

Kedar Sapkal,
Business Process Change
Agent, Visteon

Sam Biardo,
Founder and CEO,
Technology Advisors, Inc.

Preetam Kumar,
Executive Vice President,
Psiog Digital

Dr. Laz Mederos,
Senior Director &
Principal, Business
Intelligence, ADP

12:30 – 1:00 p.m.

BATTLE OF OPINIONS

Where's the line between traditional development and low-code? How skilled should you be to become a citizen developer?

Vasan Sampath,
President CRM, Lister
Digital

Steven Lott,
Vice President and
Managing Director,
StalwartMC

BUSINESS PROCESS EXCELLENCE

PALM ISLE

11:30 – 12:30 p.m.

DEMO

bpm'online studio free demo

Alex Petrunenko,
Enterprise Solutions
Manager, bpm'online

Vitaliy Gdulya,
Chief Product Officer,
bpm'online

12:30 – 1:00 p.m.

WORKSHOP

Guide to business process automation and orchestration

Alex Petrunenko,
Enterprise Solutions
Manager, bpm'online

Vitaliy Gdulya,
Chief Product Officer,
bpm'online

1:00 – 2:00 p.m.

LUNCH | EXPO | NETWORKING

ACCELERATE YOUR BUSINESS BAYFRONT BALLROOM	SALES AND MARKETING: BEST PRACTICES SEVILLA	CUSTOMER SERVICE AND CX: BEST PRACTICES STAR ISLE	EVERYONE A DEVELOPER HIBISCUS ISLE	BUSINESS PROCESS EXCELLENCE PALM ISLE
<p>2:00 – 2:30 p.m. THOUGHT LEADERSHIP SESSION How digital transformation will evolve by 2025 Alisa Sheyn, Director of Business Process Operations, Avid Technology</p> <p>2:30 – 3:00 p.m. CELEBRITY ROAST INTERVIEW WITH CEOs Business excellence in a disruptive age Sebastien Forget, President, Owner, Solution Metrix Jason Green, Founder and Managing Partner, Intelstream Inc. Emmanuel Facovi, CEO Affiliates and Chief International Officer, Kompass International Flavio Lebrao, Owner, Praxi Solutions</p> <p>3:00 – 3:30 p.m. BUSINESS FAILS AND LESSONS LEARNED What it takes to succeed in an accelerating world Emmanuel Facovi, CEO Affiliates and Chief International Officer, Kompass International Stephane Banone, Associate Manager, ProcessFirst Tom Symoens, Managing Director, Evoqia Ernesto Bianchi, Senior VP & Founder, BGlobal Solutions Mike Santoro, President, Walker Sands Communications</p>	<p>2:00 – 2:30 p.m. THOUGHT LEADERSHIP SESSION 4 steps to generating ROI with content Mike Santoro, President, Walker Sands Communications</p> <p>2:30 – 3:00 p.m. BATTLE OF OPINIONS The future of sales: will online sales take over the sales reps' jobs? Jim Holder, Director, Learning and Talent Development, Hershey's Ice Cream Chris Isbell, Manager, Martin and Associates</p> <p>3:00 – 3:30 p.m. PANEL DISCUSSION How to accelerate sales with the right people, processes and technology Jim Holder, Director, Learning and Talent Development, Hershey's Ice Cream Patricia Delinois, President, CENTURY 21 Premier Elite Realty Nate Gilmore, Chief Growth Officer, PandaDoc Venky Vijay, CEO, Virtuos</p>	<p>2:00 – 2:30 p.m. PRACTICAL SESSION Key customer success metrics to track throughout the customer journey Sergey Sorokin, Customer Success Director, bpm'online</p> <p>2:30 – 3:00 p.m. ART WORKSHOP Creative behavioral-based approach to designing a UI your service agents would love Ibrahim Gailani, Head of Digital Transformation, Oman Arab Bank</p> <p>3:00 – 3:30 p.m. LIGHTNING TALK Customer experience expectations in 2025 Sebastien Forget, President, Owner, Solution Metrix Scott Weber, CRM Practice Manager, Customer FX Richard Wooden, Founder and President, Success with CRM Consulting William Zarbock, Managing Partner, Meritus Business Solutions</p>	<p>2:00 – 2:30 p.m. BRAINDATES Speed networking with your peers</p> <p>2:30 – 3:30 p.m. PRACTICAL CASES Low-code use cases: building a low-code strategy and bridging the gap between expanding business goals and limited IT resources Tomislav Videc, Head of Open Banking and Digital Solutions, Oman Arab Bank Bob Walters, Senior IT/Product Development Manager, Wizard™ International, Inc. Aina Neva Fiati, Managing Director, iSystem Asia</p>	<p>2:00 – 2:30 p.m. BRAINDATES Speed networking with your peers</p> <p>2:30 – 3:30 p.m. BUZZ SESSION Best cases of process design, automation and optimization Alisa Sheyn, Director of Business Process Operations, Avid Technology Alex Parkhomchuk, Founder and Customer Success Executive, Flexentric Alex Zarate, Managing Director, Zero B.S. Mark Headley, Systems Development Manager, Sprig Electric</p>

3:30 – 4:00 p.m.

COFFEE BREAK | EXPO | NETWORKING

4:00 – 4:30 p.m.

THOUGHT LEADERSHIP SESSION
 Why transform your CRM strategy in 2019: real-world case studies
Barton Goldenberg, CRM Pioneer, Founder and President of ISM, Inc.

4:30 – 5:10 p.m.

AFTERNOON KEYNOTE
 Acceleration – how fast can you go?
Dr Chris Parry, Rear Admiral, CBE PhD, Churchill College, Cambridge

5:10 – 7:00 p.m.

COCKTAIL RECEPTION & NETWORKING
 sponsored by Meritus Business Solutions

EVENT SPONSORS



7:00 – 7:45 a.m.

MORNING RUNNING SESSION WITH FRANKIE RUIZ

8:00 – 9:00 a.m.

REGISTRATION | WELCOME COFFEE | EXPO | NETWORKING

9:00 – 9:20 a.m.

WELCOME AND OPENING REMARKS

9:20 – 9:40 a.m.

MOTIVATIONAL SPEECH

Co-founder of the Miami Marathon and one of the nation's most well known long-distance runners will share his experience on accelerating performance in sports, life and business

Frankie Ruiz, Chief Running Officer at Life Time – Miami Marathon, Nike+ Run Club Head Coach

9:40 – 10:20 a.m.

STRATEGY OVERVIEW

Bpm'online strategy 2019: key strategic directions and initiatives for product development

Katherine Kostereva, CEO and Managing Partner, bpm'online

10:20 – 11:00 a.m.

THOUGHT LEADERSHIP SESSION

When every successful company is a 'software company', will you be one of them?

Rob Koplowitz, VP, Principal Analyst Serving Application Development & Delivery Professionals, Forrester Research

11:00 – 11:30 a.m.

COFFEE BREAK | EXPO | NETWORKING

ACCELERATE YOUR BUSINESS

BAYFRONT BALLROOM

DOING BUSINESS WITH BPM'ONLINE

SEVILLA

BPM'ONLINE ECOSYSTEM

STAR ISLE

EVERYONE A DEVELOPER

HIBISCUS ISLE

DEVELOPMENT ON THE BPM'ONLINE PLATFORM

PALM ISLE

11:30 – 12:00 p.m.

THOUGHT LEADERSHIP SESSION

Implementing the "Jobs to be Done" concept at the strategic level to drive outcome-driven innovation

Nate Gilmore, Chief Growth Officer, PandaDoc

12:00 – 12:45 p.m.

THOUGHT LEADERSHIP SESSION

4 habits of digital transformation titans

Joel Beasley, Author of Modern CTO and host of the #1 Technology Leadership Podcast

12:45 – 1:30 p.m.

PANEL DISCUSSION

Why you can't provide an excellent customer experience without powerful business processes

Pablo Legorreta, Principal Enterprise Architect, Whitehat Virtual Technologies

Eduardo Beims, Commercial Manager, 4P Logistics

John Rafferty, COO, Ringler Associates

Mark Russell, Sales Development Manager, Security National

11:30 – 1:30 p.m.

BUSINESS DEVELOPMENT SESSION

Partner-driven strategy, global partner experience and sales and marketing best practices

Alex Donchuk, Global Channel Director, bpm'online

Sam Biardo, Founder and CEO, Technology Advisors, Inc.

Richard Wooden, Founder and President, Success with CRM

Olivier De Chantérac, Associate Manager, ProcessFirst

Aina Neva Fiati, Managing Director, iSystem Asia Consulting

Tom Symoens, Managing Director, Evoqia

Sebastien Forget, President, Owner, Solution Metrix

11:30 – 12:15 p.m.

WHAT'S NEW SESSION

Bpm'online v. 7.14 release

Vitaliy Gdulya, Chief Product Officer, bpm'online

Alex Petrunenko, Enterprise Solutions Manager, bpm'online

12:15 – 12:45 p.m.

WHAT'S NEW SESSION

Bpm'online ecosystem: updates for Marketplace, Academy and Community

Erik Hale, Enterprise Account Executive, bpm'online

Vitaliy Gdulya, Chief Product Officer, bpm'online

12:45 – 1:30 p.m.

MARKETING SPOTLIGHT AND DEMO

Out-of-the-box solutions, templates and apps to accelerate marketing

Nandeesh Madapadi, PreSales Engineer, bpm'online

Olga Schevchenko, Global Business Growth Leader, bpm'online

Irina Chikomasova, VP of Sales, YouScan

11:30 – 12:00 p.m.

PRACTICAL WORKSHOP

How to accelerate your marketing with bpm'online's low-code capabilities

Kirill Krylov, Technical Trainer, bpm'online

12:00 – 12:45 p.m.

PRACTICAL WORKSHOP

How to empower your sales team with powerful tools to accelerate productivity

Kirill Krylov, Technical Trainer, bpm'online

12:45 – 1:30 p.m.

PRACTICAL WORKSHOP

Streamlining service operations with bpm'online's low-code offering

Kirill Krylov, Technical Trainer, bpm'online

1:30 – 2:30 p.m.

LUNCH | EXPO | NETWORKING

1:30 – 2:30 p.m.

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PALM ISLE

2:30 – 4:30 p.m.

CUSTOMER SUCCESS CASES

Business success stories on how technology helps drive better results and accelerate growth

Mark Russell,

Sales Development Manager, Security National

Eduardo Beims,

Commercial Manager, 4P Logistics

Pablo Legorreta,

Principal Enterprise Architect, Whitehat Virtual Technologies

Ruben Guajardo,

General Manager, SalesTech

Sam Biardo,

Founder and CEO, Technology Advisors, Inc.

Antonius Bayu,

IT Manager, Hino Finance Indonesia

Jim Holder,

Director, Learning and Talent Development, Hershey's Ice Cream

2:30 – 3:30 p.m.

PANEL DISCUSSION

Best practices for project deployment and customer success

Sergey Sorokin,

Customer Success Director, bpm'online

Sam Biardo,

Founder and CEO, Technology Advisors, Inc.

Preetam Kumar,

Executive Vice President, Psiog Digital

Ernesto Bianchi,

Senior VP & Founder, BGlobal Solutions

Renaud Vandewalle,

Managing Director, Agovo

3:30 – 4:30 p.m.

EXPERTISE SHARING

Driving partner success with the bpm'online ecosystem: Marketplace, Academy and Community

Sergey Sorokin,

Customer Success Director, bpm'online

Erik Hale,

Enterprise Account Executive, bpm'online

Ernesto Bianchi,

Senior VP & Founder, BGlobal Solutions

Renaud Vandewalle,

Managing Director, Agovo

Tom Symoens,

Managing Director, Evoqia

2:30 – 3:00 p.m.

SALES SPOTLIGHT AND DEMO

Accelerating sales with out-of-the-box solutions, templates and apps

Nandeesh Madapadi,

PreSales Engineer, bpm'online

Olga Schevchenko,

Global Business Growth Leader, bpm'online

3:00 – 3:45 p.m.

SERVICE SPOTLIGHT AND DEMO

Out-of-the-box solutions, templates and apps to accelerate service

Nandeesh Madapadi,

PreSales Engineer, bpm'online

Olga Schevchenko,

Global Business Growth Leader, bpm'online

3:45 – 4:30 p.m.

STUDIO SPOTLIGHT AND DEMO

Accelerating business processes with out-of-the-box solutions, templates and apps

Nandeesh Madapadi,

PreSales Engineer, bpm'online

Olga Schevchenko,

Global Business Growth Leader, bpm'online

2:30 – 3:45 p.m.

BEST-PRACTICE SESSION

Building an effective collaborative process between citizen developers and traditional developers during project implementations

Vitaliy Gdulya,

Chief Product Officer, bpm'online

Alex Petrunenko,

Enterprise Solutions Manager, bpm'online

2:30 – 3:45 p.m.

PRACTICAL WORKSHOP

Agile development tools in bpm'online v. 7.14

Michael Yudin,

Development Team Leader, bpm'online

3:45 – 4:30 p.m.

PRACTICAL WORKSHOP

Customization and configuration capabilities of bpm'online v. 7.14

Alex Petrunenko,

Enterprise Solutions Manager, bpm'online

3:45 – 4:30 p.m.

PRACTICAL WORKSHOP

Bpm'online development approach: accelerating time-to-value

Vitaliy Gdulya,

Chief Product Officer, bpm'online

2:30 – 4:50 p.m.

FREE BPM'ONLINE CERTIFICATION

4:30 – 4:50 p.m.

BPM'ONLINE COMMUNITY AWARDS

Katherine Kostereva, CEO and Managing Partner, bpm'online
Andie Dovgan, VP of Global Sales, bpm'online, **Alex Donchuk,** Global Channel Director, bpm'online

4:50 – 5:00 p.m.

EVENT WRAP UP

SESSION FORMATS

BRAINDATES – speed networking sessions where you will be able to spend certain amount of time to connect with peers

EXPERTISE SHARING – business and tech leaders share their opinions and expertise on a specific topic

BUZZ SESSION – collaborative session format that will help you get involved in discussions on specific topics with other session participants

LIGHTNING TALK – ten minute presentations on one topic

PRACTICAL SESSION – speech format designed to provide you with practical insights on a defined topic

CELEBRITY ROAST – provocative discussions where business leaders will answer unexpected questions

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