

What you Get:

20+ speakers, two days of rich case studies, benchmarking sessions and IT/Security updates delivered by key US organizations with innovative, high impact returns in remote work.

- **Six end-user case studies** delivered by executives of top US organizations. Stakeholders from the following industries will be presenting:
 - Financial Services, Healthcare, Consumer Products, Travel, and Professional Services.
 - Presenters include Verizon Wireless, BCBS, Cardinal Health, Jet Blue, Royal Bank of Canada, Comcast, World Travel Holdings, and others.
- **Six critical breakout sessions** led by industry chiefs of Fortune 1000 organizations:
 - Best practices in virtual training, e-learning and performance support
 - Virtual sourcing and hiring
 - Cultural connectivity through enterprise social networks, e-communities, gamification
 - Transitioning from hub and spoke to a fully virtual model for multi-market and national hiring
 - IT, security, HIPAA, PCI compliance, VoIP vs. PSTN
- **Six technology and services innovators** with breakthrough products for remote working.
- **2019 Remote Working 40-point benchmarking survey - furnished to all attendees**
- **150+ Attendees: Owners of remote working processes for enterprise, support functions and contact centers:**
 - Strategic Planning
 - Operations
 - IT/Security
 - Work Force Management
 - Human Resources
 - Learning and Development

Facilitator: Michele Rowan, President of Customer Contact Strategies and former Vice President of Hilton Hotels, leads this two-day event.

Hotel accommodations: provided by Hilton Park Cities, reserve by February 14 for \$189/night

REGISTRATION FEES

- ❖ Up to December 31: \$1395 first attendee, \$1295 additional attendees
- ❖ January 1 and after: \$1495 first attendee, \$1395 additional attendees

Questions? Call 972-510-8591