

EMPOLIS EXCHANGE

Technical Summit 2018 | 7. September | Darmstadt | darmstadtium

CONFERENCE PROGRAM *

TIME	TRACK A (EMPOLIS SERVICE EXPRESS) IN PLENARY	TRACK B (EMPOLIS SMART CLOUD)	TRACK C (SMART USE CASES)
9:00 - 10:00	REGISTRATION AND GET-TOGETHER (FOYER, 3RD FLOOR)		
10:00 - 10:20	A1 - Welcome - "Complex Problems. Simply Solved." <i>Andreas Klüter, Chief Technology Officer & Managing Director / Eric Brabänder, Chief Product Officer & Vice President, Empolis Information Management GmbH</i>		
10:20 - 10:40	A2 - Award Ceremony "Empolis Customer Solution Award 2018" <i>Heino Däkena, Chief Operating Officer, Senior Vice President Delivery & Operations, Empolis Information Management GmbH</i>		
10:40 - 11:20	A3 - "Decision Trees Alive and Thriving in the Technical Service Environment" <i>Bruno Plattner, Lead Project Management Specialist, Knowledge Engineer, GE Jenbacher GmbH & Co. OG</i>		
11:20 - 11:40	COFFEE BREAK (FOYER, 3RD FLOOR)		
11:40 - 12:10	A4 - "Empolis Service Express: Expert Knowledge - Anytime and Worldwide" <i>Sven Schöner, Senior Product Manager, Empolis Information Management GmbH</i>	B1 - "Empolis Smart Cloud: Smart Platform for Intelligent Apps" <i>Dr. Benjamin Adrian, Senior Product Manager, Empolis Information Management GmbH</i>	C1 - "iIRDS - How Does the Standard Simplify Service Information?" <i>Dr. Martin Kreutzer, Principal Solution Engineer, Empolis Information Management GmbH</i>
12:10 - 12:15	BREAK (TO CHANGE TRACKS)		
12:15 - 12:55	A5 - "Empolis Service Express: Five Steps to Success" <i>Nina Heuß, Product Owner, Empolis Information Management GmbH</i>	B2 - "Let's develop a Chatbot with the Empolis Smart Cloud" <i>Patrick Sand, Pre Sales Consultant, Empolis Information Management GmbH</i>	C2 - "Healthcare Analytics: How AI-driven Cloud Services Can Optimize Radiological Decisions" <i>Dr. Benedikt Kämpgen, Head of Start-up Healthcare Analytics, Empolis Information Management GmbH</i>
12:55 - 14:00	LUNCH (FOYER, 3RD FLOOR)		

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14:00 - 14:40	A6 - "Empolis Service Express for Salesforce: The Intelligent Extension of the Service Cloud" <i>Ramona Stammmler, Channel Marketing Manager & Product Manager, Empolis Information Management GmbH</i>	B3 - "Fair Weather Clouds or Storm Front? Empolis, Amazon and Salesforce in Action" <i>Dieter Deffert, Senior Vice President Channel Business, Empolis Information Management GmbH</i>	C3 - "Knowledge Management - The Missing Link in the Industrial Internet of Things" <i>Ralph Traphöner, Principal Consultant, Empolis Information Management GmbH</i>
14:40 - 14:45	BREAK (TO CHANGE TRACKS)		
14:45 - 15:20	A7 - "Best Practices in the Implementation of Guided Troubleshooting" <i>Dr. Hans-Josef Hesse, Channel Business, Empolis Information Management GmbH</i>	B4 - "The Augmented Reality Revolution in Customer Services" <i>Michael Neidhöfer, Partner & COO, Digital Devotion Group GmbH</i>	C4 - "Gain Data from Texts - Use and Reuse Knowledge" <i>Alexander Firyn, Senior Business Developer, Empolis Information Management GmbH</i>
15:20 - 15:40	COFFEE BREAK (FOYER, 3RD FLOOR)		
15:40 - 16:10	A8 - "One More Thing" <i>Andreas Klüter, Chief Technology Officer & Managing Director, Empolis Information Management GmbH</i>		
16:10 - 16:30	A9 - Wrap-up <i>Andreas Klüter, Chief Technology Officer & Managing Director / Eric Brabänder, Chief Product Officer & Vice President, Empolis Information Management GmbH</i>		

Legend: ■ Presentation with following Q&As ■ Tutorial: Practice-oriented with lots of examples and/or live demos

* Conference language is German, presentations are in English.

Program subject to change.