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welcome

9:30

Time to register for business success
Refreshments & Networking



1

The Future is NOW - customer care & employee care disruptive transformation

10:00

Opening speech



BOGDAN MAZURU
Ambassador of Romania to
Republic of Austria

MICHAL GORA
Member of the Board, AlfaVox



10:15

Cloud Solutions in the outsourcing business

10:45



PAUL THOMAS
Managing Director EMEA, Five9

meet

11:15

Exchange ideas and business cards.
Beyond any strategy or business plan,
people make things happen.



Get your things together - Challenges
of Call Center BPOs in DACH region

11:45



ANDREAS FLESCHURZ
Owner & Director, Wir Kunde

The power of Kaizen and Lean
Process optimization in BPO industry

12:30

BORIS VUJICIC
Chairman, Trizma



Opportunities and challenges in
Business Process Outsourcing -
Utilities case study

13:00



SIMONA TROFIN
Head of Customer Service,
Enel Romania

energize

13:30

Get the most out of our business lunch
and feed your ideas, because the best
is yet to come in our next session



Workplace of the Future -
Extend your SCOPE to be Different

14:30



ELENA GRADINARU
Mutualized CCC Director,
Schneider Electric

Turning BPO companies to an extension of your team

RON HAIMOVICH
Vendor Manager, eBay



15:00

Panel discussion

15:30



**AMALIA
JANSEL**



**PETRA
REITER**



**ELENA
GRADINARU**



**ANDREAS
FLESCHURZ**

Moderator

AMALIA JANSEL
Business Development Director,
European Board for Certified Counselors



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