

DLF July Members Session 19th July | Gowling

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8.30-9.00	Coffee and networking
9.00- 9.10	Welcome and introduction to the day
9.10- 9.30	Ice breaker activity
9.30-9.55	Case study: How Oracle drives a customer-centric culture Presentation and Q&A <ul style="list-style-type: none">• Sandro Scharsach, Customer Success Director, Oracle
9.55-10.20	The business case for customer experience Presentation and Q&A <ul style="list-style-type: none">• Martijn Moerbeek, Group Digital Strategy & Innovation Director, Legal & General
10.20-10.45	Facilitated discussion groups
10.45-11.00	Coffee break
11.00-11.20	Case study: Being human in the digital age with NFU Mutual Presentation and Q&A <ul style="list-style-type: none">• Hannah Ratcliffe, Social Media Consultant, NFU Mutual
11.20-12.10	How is AI transforming customer service? Panel discussion and Q&A <ul style="list-style-type: none">• Dr Danika Damljanovic, SEO and Co-founder, Sentient Machines• Tim Porter, CEO & Founder, Gluru• Ed Smith, Chief Product Officer, Humley• Dmitry Isupov, Founder, Chattermill• Ben Tresham, Hello Customer
12.10-12.20	Conclusions and prizes
12.20-13.00	Lunch break
13.00-15.00	Women in Digital session (we strongly encourage men to also attend this session) Unlocking the potential of women in digital Presentations, Q&A and discussion groups <ul style="list-style-type: none">• Margarete Mcgrath, Chief Digital Officer, Dell• Shan Beerstecher, Digital Transformation Manager, Skipton Building Society
15.00-16.00	Members' drinks reception

Learn more and register your place

