

WHAT'S ON

9:15am – 10:25am

SHOWCASE TALKS

9:15am – 9:30am

Insights 24/7

Moving from Data to Decisions

Ever feel deluged by data? Today we have more information at our fingertips than ever. How can you become better informed with up to the minute insights into your business?

Ultimate Customer Experiences

Digital Marketing: Engaging Web Experiences

Growing your brand and attracting more prospects with digital marketing is essential. Microsoft's products and services can help you target your audience segments across the web and engage them with digital content published across multiple channels and devices using familiar Microsoft tools and intuitive workflows. Attract prospects with optimised and personalised experiences and qualify them through their interaction with search and community features. Convert interest into leads with targeted promotions, online forms and social sign-up.

The Future of Productivity

Social Networks for The Enterprise

Employees are pushing for new ways to work that align with how they use social, mobile and digital tools in their day-to-day lives. This has huge potential to improve collaboration and productivity in the workplace. Learn about some key considerations and strategies for planning and implementing a corporate social network or community in a way that supports your business objectives whilst maintaining enterprise-level security.

Mission Control

One Desktop, One Thousand Users - Delivering the Virtual Desktop

In a world of devices, delivering a consistent experience can be a challenge. If the consumerisation of IT is demanding you deliver applications to an ever increasing blend of devices, then virtualisation may help you achieve success.

EXPERIENCE TOURS

Modern Home

09:30am– 09:50am, 10:00am – 10:20am

World of Devices

09:30am– 09:50am, 10:00am – 10:20am

VISION ONE AND TWO

09:40am – 10:25am

Vision One

A World of Devices in your Enterprise

What does it take to deliver a successful Desktop Virtualisation Solution? Join Microsoft and Citrix as they showcase their joint solution and share real world experiences of what it takes to implement the solution at scale in enterprise environments. This session will cover design considerations, scalability, the deployment of XenApp and XenDesktop on Hyper-V, Application Virtualisation as well as the management and operation of the solution with Microsoft System Center.

Vision Two

Enable Ultimate Customer Experiences

Technology has changed customers' buying behaviour and service expectations. Organisations are responding by helping their marketers, salespeople and customer service teams deliver world-class customer experiences by increasing productivity, leading to new customer acquisition and tighter bonds of loyalty. Achieve more success in your organisation by using technology to give your people the right tools to amplify their impact. Learn about your opportunities with Microsoft solutions to deliver ultimate customer experiences.

WHAT'S ON

10:35am – 11:45am

SHOWCASE TALKS 10:35am – 11:50am

Insights 24/7

Visualising Insights with Big Data from the Cloud (Demo)

If a picture paints a thousand words, data visualisation is the key to unlocking insights in your organisation. See how visualisation of internal data combined with public data can give you powerful insights that change the way you see your business.

Ultimate Customer Experiences

Sales Productivity: Close Deals Faster

Effective sales teams build trust with customers and foster relationships that deliver sales growth and loyalty. Microsoft can help you equip your front line sellers to handle new and existing customer needs more efficiently and effectively throughout the sales process. Mobility, social media, and collaboration are quickly changing the workplace. Learn about the right tools and the processes to use to improve sales productivity and drive business growth.

The Future of Productivity

Stay Productive Anytime, Anywhere

No longer are we confined to the four walls of the office building. Today, the "office" can be a conference room, a café, a hotel room—or even the front seat of a car. Regardless of where your employees are they need to remain connected and productive. Join this session to learn how to meet the needs of an increasingly disparate and mobile workforce without compromising security or infrastructure reliability.

Mission Control

The Data Centre Tsunami - Managing the Virtual Machine Sprawl

The data centre reality is a mix of hardware, operating systems, virtualisation technologies and applications from multiple vendors - with the potential for multiple headaches. Managing an environment like this can be done, see how you can bring your data centre back into line.

EXPERIENCE TOURS

Modern Home

10:30am– 10:50am, 11:00am – 11:20am,
11:30am – 11:50am

World of Devices

10:30am– 10:50am, 11:00am – 11:20am,
11:30am – 11:50am

SESSIONS IN VISION ONE AND TWO

11:00am – 11:45am

Vision One

Business Intelligence in the Real World

See in action the BI Analytics Solutions that is built on top of Accenture Plant Performance Solution and exploits new data visualisation features in SQL Server 2012, such as Power View and Self Service BI using PowerPivot. This solution also supports the availability of BI independent of device, the ability to mash up data from different sources to make the right decision, and use of Cloud to enhance enterprise BI Capabilities. Working smarter has never been more meaningful—or possible. With a combination of analytics and business optimisation applications delivered through Accenture's Plant Performance Solutions (APPS), companies can achieve true optimised plant performance.

Vision Two

The Future of Productivity Starts Today

The future of productivity belongs to organisations that can harness the expertise of their people, maximize the dynamics of their team relationships, and offer effective utilisation of information that can drive better outcomes at a lower cost. Learn how the Microsoft productivity platform gives you the capabilities to stay ahead while preserving your investments and knowledge you already have.

WHAT'S ON

12:00pm – 1:50pm

SHOWCASE TALKS 12:00pm – 12:15pm

Insights 24/7

Practical Marketing Insights for your Business (Demo)

How much do you know about the people buying your products and services? Marketing analytics and insights can change the way you meet customer demand and effect how you plan to engage with the market.

Ultimate Customer Experiences

Customer Loyalty: Efficient, Consistent Care

With the right customer care tools you can improve customer satisfaction and long-term loyalty while keeping costs under control. Enable your teams to respond to issues and questions with fast, accurate service. With Microsoft technology, managing service interactions across channels in a unified fashion means customers are cared for with efficient and consistent process execution. The ultimate customer experience rewards loyalty by focusing your resources on your most profitable customers.

The Future of Productivity

The Living, Breathing Document

It's 4pm and the deadline's looming... you know that feeling... is that the latest version? Those days are over. See how collaboration across phone, browser and PC can change the way your teams work.

Mission Control

Your Infrastructure on a Plate - Self Service IT

Keeping up with the demands of your business customers can be a challenge. As the data centre transforms into Private Cloud, self-service capabilities will allow business IT to accelerate time to value and reduce the burden on IT infrastructure management

SHOWCASE TALKS 12:30pm – 12:45pm

Insights 24/7

Insights from Social Media (Demo)

Your customers are talking about you in 140 characters or less. Twitter and other social media are empowering customers to be your brands biggest advocates or strongest critics. Learn to take advantage of social media to enable a new view on perception of your brand.

Ultimate Customer Experiences

Social Technologies: Transform Customer Experiences

Social technologies provide diverse opportunities for your organisation to listen, engage, amplify, solve, innovate and analyse information about customers and how they feel about your products and/or services. Social technologies are transforming the relationship between organisations and people. People participate in conversations, post thoughts and observations or complain – all in real-time! Microsoft is investing in social technologies so you can connect employees, vendors, partners, prospects, customers and other stakeholders and deliver the ultimate customer experience.

The Future of Productivity

Customer Centric Collaboration

Is your business a people business? We all prefer to do business with people, so learn how to put customers at the centre of how you collaborate.

Mission Control

It's all about the Application!

Applications and services are what your business really cares about. Let your applications drive the resources, not the other way around. We'll show you how key application insights can be part of how you deliver the Private Cloud and make your infrastructure truly application aware.

WHAT'S ON

12:00pm – 1:50pm

SHOWCASE TALKS

12:45pm – 1:30pm

ZDNET Live Panel Session

SHOWCASE TALKS 1:30pm – 1:45pm

Insights 24/7

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The Future of Productivity

Grow Your Business, Not Your IT (SMB)

The cloud offers you the chance to have the same IT tools as a big multinational without the cost and complexity. We'll show how you can have the latest in technology without the time investment.

Mission Control

Don't Lose Your Business When You Lose Your PC (SMB)

The reality is that devices are changing - you work from home part of the week and sometimes your family might use your laptop to surf the web. Protecting, patching and backing up your company's PCs shouldn't consume all your time. Learn how to make it easy with cloud based services.

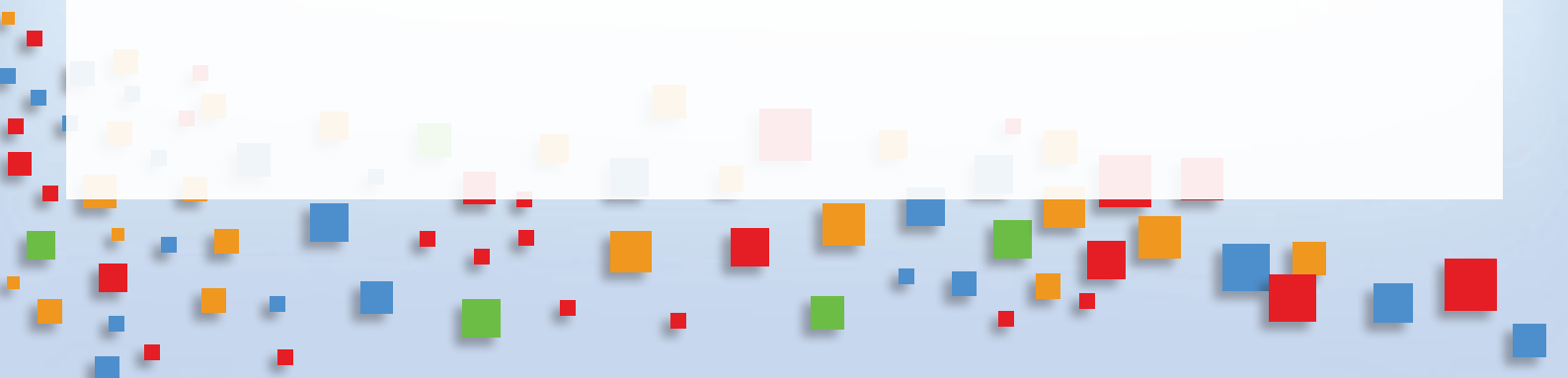
EXPERIENCE TOURS

Modern Home

12:00pm – 12:20pm, 12:30pm – 12:50pm,
1:00pm – 1:20pm, 1:30pm – 1:50pm

World of Devices

12:00pm – 12:20pm, 12:30pm – 12:50pm,
1:00pm – 1:20pm, 1:30pm – 1:50pm



WHAT'S ON

2:00pm – 3:15pm

SHOWCASE TALKS

3:00pm – 3:15pm

Insights 24/7

Visualising Insights with Big Data from the Cloud (Demo) (SMB)

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The Future of Productivity

Stay Productive Anytime, Anywhere (SMB)

No longer are we confined to the four walls of the office building. Today, the "office" can be a café, a hotel room—or even the front seat of a car. Regardless of where you work you need to remain connected and productive.

Mission Control

Business Doesn't Stop When You're Travelling (SMB)

You travel a lot to drum up sales, and meeting clients for lunch is just part of your job. Your laptop keeps you in touch with work, even when you're not in the office. A lost laptop could spell disaster, but the ability to still have all your information at your fingertips lets you sleep at night.

EXPERIENCE TOURS

Modern Home

2:00pm – 2:20pm, 2:30pm – 2:50pm, 3:00pm – 3:20pm

World of Devices

2:00pm – 2:20pm, 2:30pm – 2:50pm, 3:00pm – 3:20pm

VISION ONE AND TWO

2:00pm – 2:45pm

Vision One

Moving your IT systems from Headache to Hero (SMB)

You are focused on keeping your existing customers happy and attracting new ones while making a few dollars. What you don't want is to worry about whether your applications are running, if you have viruses or how secure that financial data really is as well as the multitude of other things that can go wrong. This session will show you how you can have enterprise-class office systems and mobile devices without the headaches.

Vision Two

Enable Ultimate Customer Experiences

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WHAT'S ON

3:25pm – 5:50pm

SHOWCASE TALKS 4:20pm – 4:35pm

Insights 24/7

Practical Marketing Insights for your Business (Demo)

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The Living, Breathing Document (SMB)

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Mission Control

Cost Effective Desktops for SMB

Your people and their ability to get things done quickly are important to you. But the old and clunky systems they use are holding them back. Wouldn't you like to give everyone a nice new workstation without it costing the earth?

SHOWCASE TALKS 4:45pm – 5:00pm

Insights 24/7

Insights from Social Media (Demo)

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The Future of Productivity

Big Customer Impressions without Big IT (SMB)

Is your business a people business? We all prefer to do business with people, so learn how to put customers at the centre of how you collaborate.

Mission Control

Your Virtualisation Journey (SMB)

Virtualisation and cloud are hot topics around IT in many businesses. Are you just starting out, or do you already have some virtual systems? How can you use the next wave of virtualisation and management technologies to further increase your IT efficiency?

WHAT'S ON

4:10pm – 5:50pm

EXPERIENCE TOURS

Modern Home

3:30pm – 3:50pm, 4:00pm – 4:20pm, 4:30pm – 4:50pm
5:00pm – 5:20pm, 5:30pm – 5:50pm

World of Devices

3:30pm – 3:50pm, 4:00pm – 4:20pm, 4:30pm – 4:50pm
5:00pm – 5:20pm, 5:30pm – 5:50pm

SESSIONS IN VISION ONE AND TWO

3:25pm – 4:10pm

Vision One

Case Study: Rebel Sports - Insights 24

Learn how Rebel sport harness sales data to better understand brand performance over 24 hours and improve supply chain response to drive store profitability.

Vision Two

The Future of Productivity Starts Today (SMB)

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