CONNECT 22
GLOBAL CONFERENCE
SS ROTTERDAM May 30, 31 & June 1

Agenda

08:30 - 09:15		Welcome and Registration

09:15 - 09:50 — **Key Note**

Join our CEO Cor Winkler Prins for a 360 degree update on what we did at 4me in the past year, were we believe service management will go in the year ahead and how we make sure we stay ahead of the curve with 4me!

09:50 - 10:05 — **Security & Compliancy Update**

A key element and always having our undivided attention is Security & Compliancy.
Get the latest updates directly from our Security team.

10:10 - 10:45 — **4me App Store (Integrations)**

Providers, ERP systems, Apps, SaaS applications and more. There is so much out there that you want to integrate with and so many ways to do it. Join us for an update of all the integration possibilities including the 4me App Store!

10:45 - 11:05 — **Break**

11:10 - 11:45 — **Break Out Sessions**

4me over the years at SSP - 'a 4me implementation and beyond' case study	**Getting the most out of Workflows**
Get an insight into an implementation and years of 4me usage that can inspire you, give you tips and tricks and a different approach to a 4me implementation.	Get to know the workflow module in 4me and learn how to build processes and changes into your service offerings. This session will aim to give you an understanding of the interface and features of the module to help you manage and create simple and/or complex workflows.
Integrations & 4me; From App store to Integration Platforms	**Empower your teams - drive KCS in 4me**
Learn more about the Microsoft Intune connector built by Qratify and start building your SIAM ecosystem.	Improve operational efficiency and Organisational learning by integrating knowledge into your every day processes. Empower your teams and your end-Users to self-solve and share knowledge with each other.

11:55 - 12:25 — **Break Out Sessions**

Vitality Case Study - ESM/Scaling 4me across your Organisation	**Meet Your Virtual Assistant, Sophie**
Want to know how to scale 4me and onboard other teams? ESM is of increasing importance as we look to collaborate more and become a cohesive smooth-operating Organisation. Get an insight on how another 4me Customer has successfully rolled this out.	Get to know Sophie and how this AI solution offers an intelligent point of contact with end users. This session will give you examples showcasing how Sophie and 4me worked together to take self-service and user experience to the next level.
Service Orientation - engage your Users and drive CX throughout the Organisation (XLA)	**Getting the most out of your service cost and quality**
What is the best way to improve customer experience and the perception of your teams by your end-Users? How do you increase the adoption of self-service or self-solve within the Organisation? Service Orientation is a key element and driving force behind how you can continuously improve and scale effectively.	Understanding how your services are performing and the business impact this has on your Organisation is vital to making key decisions that can change the way you operate and grow as an Organisation. What could you be doing better?

12:30 - 13:30   **Lunch**

June 1 - Conference   Afternoon session

13:30 - 14:00 — **Break Out Sessions**

Lomnido & 4me - The Combination Made for SIAM
Expand the capabilities of 4me with Lomnido SIAM-Broker to optimize collaboration along any heterogeneous Service Supply Chain and to ensure end-to-end process automation, digitization within your service ecosystem - achieve ingenious service integration the simplest, fastest way.

IT Asset Management - key to successful Financial Management
Cost of effort and costs of assets make up the majority of your IT expenditure. Just having asset information in your CMDB is not enough to really be in control. In this session we explain how to get from operational data to well-informed management decisions.

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14:10 - 14:30 — **Introducing the 4me Process Model**

14:30 - 14:50 — **Introducing the 4me Healthcheck**
You implemented 4me, perhaps some time ago already, and you would really like to know how well you are still doing? Are you using automation? Are your SLA's active and covering the right employees? Are templates, knowledge articles and more actually being used? How popular is your self-service portal? A 4me health check will give you all the answers!

14:50 - 15:10 — **4me Awards**
Who contributed most to the continuous development of 4me for all customers....
Join our award session to celebrate the contribution of these champions!

15:10 - 15:40 — **Break**

15:40 - 16:10 — **Development Update**
Join our product development team to get an overview of what we released over the last year and some of the best examples how customers are using new features!

16:10 - 16:40 — **Roadmap**
One of the most popular sessions every year! What is our rockstar development team working on and what is on the backlog for later this year. Come and find out!

16:45 - 17:40 — **Cyber Security in a burning world**
Guest speaker and well-known security expert Jochen Den Ouden will give us an insight in the cyber security world with many real world stories to enjoy and learn from!

17:40 - 17:50 — **Closing**

17:50 Drinks and fingerfood in the bar