

SESSIONS

DAY ONE - 19/09/2017

Managed Services World Congress

19 September 2017
The Grange Tower Bridge Hotel
London

Registration and coffee

08:00 - 09:00
Main agenda

Conference opening

09:00 - 09:10
Main agenda

Participants

Scott McKenzie - Director, Coleago Consulting

Keynote: Transforming service providers into digital service providers

09:10 - 09:40
Main agenda

- CSPs' need for agility, flexibility and intelligence
- Overview of how we are digitally transforming as a telco
- Future outlook for services evolution in our company, and how we see partnerships supporting us

Participants

Todor Georgiev - BD & Technology Director, Novatel

Case Study: MBNL

09:40 - 10:00
Main agenda

Participants

Nikos Babalis - Operations Director, MBNL

Panel discussion: What are services partnerships all about today? Definition, domains and development

10:00 - 10:30
Main agenda

- How do we define „managed services“ today? Is the name itself still relevant or should we call it something else?
- How do operators choose these days what to outsource and what not to outsource?
- Have services partnerships over the past 10 years delivered on what was promised?
- From what we've learnt, how to approach the future deals for managed services as we immerse into AI, automation, IoT and 5G?
- How can we guarantee a win-win scenario between an operator and a vendor in today's challenging environment?

Participants

Nikos Babalis - Operations Director, MBNL

Jaydeep Adhikari - General Manager (Procurement & Contracts), Reliance Jio Infocomm

Todor Georgiev - BD & Technology Director, Novatel

Succeeding in the Bi-modal IT with Intelligent Operations

10:30 - 11:00
Main agenda

Participants

Kris Szaniawski - Practice Leader, Ovum

Oren Rob - Intelligent Operations Marketing, Amdocs Services

Networking break, with speed networking

11:00 - 11:40
Main agenda

How operators will manage the evolution of licensing models

11:40 - 12:00
Main agenda

- Why licensing models for network and IT are changing very fast
- What are the hurdles that operators should take care of?
- How to protect your long-term investment and business model
- What are the realistic negotiation approaches to succeed?

Participants

Simmi Chandra - Procurement Manager, NOS Telecommunication

How Will the Transition to Virtualized Services Impact the Outsourcing Model?

12:00 - 12:20
Main agenda

- What ecosystem changes can we expect with the emergence of SDN/NFV?
- Are service providers ready to achieve the true benefits of virtualization?
- What outsourcing options are likely to be adopted first with the transition to SDN/NFV?

Participants

Sue White - Head of SDN/NFV Marketing, Netcracker

The impact of new and emerging technologies on managed services contracts, outlining the key issues posed and how these can be navigated

12:20 - 12:40
Main agenda

Participants

Amanda Pilkington - Partner, DLA Piper

Showcasing best practices in IT and network infrastructure management for telcos

12:40 - 13:00
Main agenda

- What are the key areas of concern for telcos when it comes to infrastructure?
- Discussing the importance of IT and software as networks become virtualised
- Best practice in managing IT systems, corporate e-mails, websites and domain names
- How can operators and their partners best work together on infrastructure investments and maintenance

Participants

Stuart Fuller - Chief Commercial Officer, CentralNic Plc

Networking lunch

13:00 - 14:00
Main agenda

The strategy to survive (and then thrive) in managed services in Africa

14:00 - 14:30
Main agenda

- How the lack of local understanding of delivery by the vendor represents a challenge for the operator
- Infrastructure challenges and regulatory environment to keep in mind
- Which tools are we using for OPEX optimisation?
- Thinking ahead: Considering cost prevention instead of cost reduction

Participants

Adedoyin Adeola - Regional GM, IHS Nigeria

Navigating digital transformation – Use Case Robotic Process Automation

14:30 - 15:00
Main agenda

- Transformation, virtualisation, centralisation – How it all fits together
- Moving from hardware to software – The virtues of virtualisation across the globe
- Getting networks and services aligned with digital transformation
- Operational transformation with shorter, small scale, specific projects like robotics
- Use cases showing how Robotic Process Automation can be applied for all industries and for different kind of business processes

Participants

Michael Gerke - Managing Consultant, Detecon International

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Networking break

15:00 - 15:30
Main agenda

Roundtable Discussions: Discussing the future outsourcing models

15:30 - 16:30
Main agenda

Each attendee will join a table, hosted by a morning or afternoon speaker, where the speaker's topic will be discussed in more detail, with the aim to discuss future outsourcing models in the world of new technologies, new networks and new players.

As an attendee, you can choose your favourite topic during the day and join that particular speaker to use the chance to discuss a specific topic of interest with the expert speaker and other attendees. At the end of the session, each topic leader will present the findings of their roundtable group on stage.

Participants

Nikos Babalis - Operations Director, MBNL

Michael Gerke - Managing Consultant, Detecon International

Simmi Chandra - Procurement Manager, NOS Telecommunication

Open discussion: Partnerships today vs. partnerships tomorrow - What's going to change?

16:30 - 17:00
Main agenda

- What's going to be different about outsourcing and procurement, for both telcos and other vertical businesses?
- Discussing the rise of micro services and shorter deals rather than long-term contracts: Is this really the case and is it going to stay around?
- How are start-ups coming into play when we talk about services partnerships?
- What have we learnt and what has changed the most from MS 1.0 to MS 3.0?

Participants

Adedoyin Adeola - Regional GM, IHS Nigeria

Jaydeep Adhikari - General Manager (Procurement & Contracts), Reliance Jio Infocomm

Closing remarks from the chair and End of Managed Services World Congress 2017

17:00 - 17:05
Main agenda

Participants

Scott McKenzie - Director, Coleago Consulting

NETWORKING DRINKS

17:05 - 18:05
Main agenda

SCHEDULE

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11:00	11:00 - Networking break, with speed networking 11:40 - How operators will manage the evolution of licensing models
12:00	12:00 - How Will the Transition to Virtualized Services Impact the Outsourcing Model? 12:20 - The impact of new and emerging technologies on managed services contracts, outlining the key issues posed and how these can be navigated 12:40 - Showcasing best practices in IT and network infrastructure management for telcos
13:00	13:00 - Networking lunch
14:00	14:00 - The strategy to survive (and then thrive) in managed services in Africa 14:30 - Navigating digital transformation – Use Case Robotic Process Automation
15:00	15:00 - Networking break 15:30 - Roundtable Discussions: Discussing the future outsourcing models
16:00	16:30 - Open discussion: Partnerships today vs. partnerships tomorrow - What's going to change?
17:00	17:00 - Closing remarks from the chair and End of Managed Services World Congress 2017 17:05 - NETWORKING DRINKS