

# Leveraging ERP to Enhance Your Customers' Experience

written by Lauri Moon | November 19, 2018

Technology disrupters such as Uber, Amazon and Netflix have set new standards and irrevocably changed the meaning of customer service. Customers have now been conditioned to expect exceptional customer experience—every time—and it is often the difference between retaining a customer or losing them to the competition. And no industry is immune.

In this webcast, you will learn about the trends that are causing companies to rethink how they interact with customers, what solutions those companies are using to ensure that they are meeting the expectations of often demanding customers, and the success that these innovative companies have achieved.

## Speaker

 **Kerrie Jordan, Sr. Manager Product Marketing, Epicor Software**

Kerrie brings over a decade of experience in ERP, supply chain, eCommerce, and product development business solutions.

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# Safety Performance Leads Business Performance

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Everyone knows that safety is a business imperative. It helps to keep your people safe and your operations productive and profitable. Not everyone realizes that safety can be a significant driver for business performance. But, in order for safety performance to influence your business performance, you need a strong culture of excellence built on a shared corporate vision—and that requires continuous, organization-wide engagement.

When employees are engaged and working together towards common goals (like safety), it improves organizational culture and, ultimately, elevates business performance. In other words, the relationship between safety, culture, and performance makes an ideal catalyst for improving every area of a business.

Unfortunately, most manufacturers struggle to effectively engage their frontline employees, so safety excellence, organizational culture and business performance suffer.

Join Ryan Hellman (President and CEO of Hellman & Associates) and Carol Leaman (CEO of Axonify) on Friday, November 30th from 2 - 3 pm EDT as they explore:

- How engaging employees on a continuous basis helps build a proactive culture of safety excellence
- Strategies for reducing safety incidents and injuries to improve quality, productivity and profitability
- Real-world examples of organizations that are using safety performance excellence to drive business results

## Speakers

 **Carol Leaman, CEO, Axonify**

Carol Leaman (BA, MAcc, FCPA) is an award-winning thought leader with an

impressive track record of successfully leading tech companies. Not only is she a disruptor in the corporate learning space, but she's also the brains behind the Axonify Microlearning Platform. Prior to Axonify, Carol was the CEO of PostRank Inc., a social engagement analytics platform she sold to Google. She was also the CEO at several other technology firms, including RSS Solutions and Fakespace Systems.

Carol is a celebrated entrepreneur and trailblazer (Sarah Kirke Award 2010, Waterloo Region Entrepreneur Hall of Fame Intrepid Award 2011 and the Profit500 Award for Canada's Leading Female Entrepreneur 2017) whose articles appear in leading learning, business and technology publications. She also sits on the boards of many organizations and advises a variety of Canadian high-tech firms.

 **Ryan Hellman, President and CEO, Hellman & Associates**

Ryan Hellman is founder and President of Hellman & Associates, Inc. Ryan has more than 28 years of environmental health and safety (EHS) experience; including the past 20 years spent providing outsourced services and compliance leadership to H&A clients in construction, manufacturing and service-based organizations ranging from start-ups to Fortune 500 companies.

Ryan has experience in the development and management of world class EHS management systems, exceeding expectations of OSHA Voluntary Protection Program (VPP), ISO 18001 and 14001 international management systems. H&A remain one of only three consultation companies in the U.S. to achieve the OSHA VPP Star recognition for a mobile workforce; and thereby extend their knowledge of EHS management to their clients by leading as an example. Ryan, through his organization, has assisted companies decrease injury and illness rates by as much as 50%, achieving levels at, or below, the industry average in as few as nine months and driving measurable change through safety-culture change and enhancement.



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# **Strategies for Building a Stronger Workforce**

written by Lauri Moon | November 19, 2018

Manufacturers are navigating a period of intense change as digitization and advanced technologies transform the sector. Prudential commissioned a survey, performed by The Economist Intelligence Unit, to assess manufacturers' preparedness and priorities. The survey surfaced findings organized around three key themes: strategies that manufacturers are adopting in response to industrial transformation; their approaches to managing their changing talent needs; and what the most innovative and tech-forward players in the sector do differently.

Join Prudential as they share innovative ways to address these unique challenges with focus on the most important component of all, your people. Workforce management is the engine that drives your organization both by injecting new talent into the mix to insure you stay current while also insuring your people will be taken care of both while they are working and into retirement. Prudential's insights will provide new ways to address your current and future concerns.

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## **Speakers**



### **Michael Domingos, Vice President, Corporate Distribution and Strategy, Prudential**

Mike Domingos is vice president, Corporate Distribution and Strategy within Prudential Retirement, a business unit of Prudential Financial, Inc. (NYSE: PRU), and a leading provider of defined contribution, defined benefit, nonqualified deferred compensation plan administration, and institutional investment and risk management services. Mike is responsible for leading the corporate market sales team, nationally. This includes overseeing the development and execution of the distribution strategies for defined contribution, pension, and nonqualified plan services in corporate markets. He ensures retirement plan products and services offered by Prudential Retirement are customized to meet the needs of clients in target markets.

Mike entered the financial services industry in 1993, when he joined Prudential. He has a Bachelor of Science degree in business administration from the University of Hartford and is a Series 6, 7, 24, and 63 registered principal.

He volunteers his time to several charitable organizations including serving on the Host Committee for UNICEF Chicago, and through membership in the Red Cross

Blood Drive, Habitat for Humanity, and the United Way.

**✘ Marc Howell, FSA, EA, Vice President - Custom Retirement Solutions, Prudential**

Marc Howell has over 18 years of experience working with sponsors of defined benefit and defined contribution plans. He leads a team of consultants tasked with providing custom design solutions within the defined benefit and defined contribution market. Leveraging Big Data, Marc has led development of multiple proprietary capabilities within Prudential. These capabilities focus on predicting human behavior to allow for the creation of retirement designs focused on delivering the best possible outcomes for employees as well as employers. He has redesigned retirement programs for numerous plan sponsors across the U.S., ranging from manufacturing, healthcare, utilities, higher education, and professional services organizations.

Marc's innovative approach to plan redesign won his clients 1st place in the PSCA Signature Awards, for both 2013 and 2015. Additionally he has spoken at numerous industry events and was interviewed by PlanSponsor on the topics of Big Data analytics, plan design and retirement program ROI. In 2017, Marc was named a "Top 25 Rising Star in Retirement under 40" by LIMRA. Marc was a Joseph Wharton Scholar at the University of Pennsylvania's Wharton School of Business, where he graduated with a B.S. in economics. He is a Fellow in the Society of Actuaries, a Member of the American Academy of Actuaries, and an enrolled actuary.

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# Webinar: Future-proof Your Workforce

written by Lauri Moon | November 19, 2018

The National Association of Manufacturers estimates that manufacturers have 365,000 unfilled jobs now and will need to fill 3.5 million jobs in the next 7 years. In addition to traditional assembly line jobs, the manufacturing industry is moving rapidly toward jobs with irreplaceable human skills, such as creativity, ingenuity, and critical thinking.

To stay competitive, manufacturers need to quickly accommodate the new expectations of this shifting workplace environment. New job opportunities bring new ways of working. Your current and future employees require an expanded toolset to be productive contributors as soon as they step in the door and advance within your organization.

Successful manufacturers have found ways to increase productivity while proving they are exciting, innovative, and rewarding places to work. Join this webinar for a discussion that will help you future-proof your workforce and:

- Understand the impact that the changing workforce is having on manufacturers today.
- Learn how to maximize productivity amongst your employees and use your existing workforce to its fullest potential.
- Identify how technology can play an integral role in the recruiting, retaining, and effective scheduling of the new generation of workers.

## Speakers

 **Gardner Carrick, Vice President of Strategic Initiatives, The Manufacturing Institute at the National Association of Manufacturers**

Gardner Carrick is the Vice President of Strategic Initiatives for The Manufacturing Institute at the National Association of Manufacturers. Mr. Carrick leads the Institute's workforce portfolio and is currently working on a new industry-recognized apprenticeship system to change how manufacturers and schools partner to prepare the workforce. He is also leading the development of a national education data system that will integrate education, certification, and labor market data to deliver outcome information on education programs. Previously, Mr. Carrick led the Institute's research activities including partnerships with internationally recognized consulting firms and the Institute's military-to-manufacturing program. Prior to joining the Institute, he worked at the U.S Department of Labor.

**✘ Nick Castellina is Director of Industry and Solution Strategy, Infor**

Nick Castellina is Director of Industry and Solution strategy at Infor where he is responsible for marketing messaging and strategic direction in the discrete manufacturing industries. Nick interacts with end users to understand their challenges and connects with product management and marketing to support Infor's commitment to delivering focused solutions featuring industry best practices. Prior to Infor, Nick was Vice President and Research Group Director of the Aberdeen Group's Business Planning and Execution research practice. There he worked with software vendors and end users to analyze trends and produce industry-leading content in topics related to Enterprise Resource Planning, Enterprise Performance Management, Project Portfolio Management, and Business Process Management.

**✘ Jim Perry, Director, Enterprise Performance Management Practice, Infor**

Jim Perry is a Director in the Performance Management practice at Infor. Jim lectures extensively on best practices in Big Data and digital transformation and is a recognized thought leader in the space. He holds an MBA Finance from Rutgers Business School, has a graduate certificate in Data Science from MIT, and is a registered Six-Sigma Black Belt.



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# **Webinar: Product Lifecycle Trends - Design to Manufacturing Delivery**

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The time it takes for a product to go from the design phase to the delivery phase is shorter than ever. Based on our research findings, engineers are feeling the pressure to keep up with shorter production times, higher production volumes, and manufacturing demands at a higher efficiency. There are plenty of opportunities for engineers and manufacturers to leverage the latest software innovations to help track production schedules, to identify manufacturability and cost issues at the early stages of the design cycle, and to leverage simulation to help define production problems before they arise.

In this webinar, we will be revealing the key insights gained through a survey of Enterprise companies involved in Discrete Manufacturing, including:

- Changes in design-to-delivery timelines
- Threats to delivery within projected timelines
- Trends in design-to-delivery costs

## **Speakers**

 **Kristin Letourneau, PhD, Director of Market Research, Informa Engage**

With over 25 years of research experience in both corporate and academic settings, Kristin earned a Ph.D. in Social Psychology, with a concentration in Quantitative Methods, in 2000. She has been with the Informa Engage research team since 1999. Her work has been published in several Informa publications, and the academic journals Group Dynamics and European Journal of Social Psychology. Kristin has been with the Informa Engage research team since 1999.

 **Carlos M. González, Content Director for Machine Design and Hydraulics & Pneumatics**

Carlos M. Gonzalez joined the Design Engineering & Sourcing Group in 2015 as technology editor. He is currently the Director of Content for Machine Design and Hydraulics & Pneumatics. He achieved a B.S. in mechanical engineering at Manhattan College and a M.S. in mechanical engineering at Columbia University. Prior to working for Informa, Carlos worked at Sikorsky Aircraft in their Hydraulics and Mechanical Flight Controls department; working on their S76D commercial and the Navy's CH-53K aircraft programs.

 **Stephanie Feraday, President & CEO, aPriori**

Stephanie Feraday has over twenty years experience in driving high-growth software businesses in corporate and consumer markets. Prior to joining aPriori, Ms. Feraday held executive-level positions at marquis startup and Fortune 500 technology companies including Netegrity, Hewlett-Packard, Symantec, Delrina and Virtusa. She earned a bachelor's degree in applied science from the University of Waterloo and completed graduate studies in business administration at the University of Toronto.



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