# Optimizing Service Delivery for Manufacturers and Asset Operators

written by Lauri Moon | February 25, 2019

All manufacturer operations – from pharmaceutical manufacturers to power plant operations to energy producers and everyone in between — **need timely maintenance to ensure consistent uptime**. Asset failures can cost companies like yours hundreds of thousands of dollars in lost revenue, reduced asset reliability, and increased safety and compliance risks. By **transforming service delivery from manual processes to digital service execution**, you can provide smarter maintenance while also optimizing resource utilization and improving safety and compliance indicators. Join this webinar from ServiceMax to learn how to improve your service execution.

The webinar will address:

- **Industrial Internet of Things (IIoT)** — supporting the capture and analysis of data to help deliver the right service actions
- **Asset Performance Management (APM)** — providing an analytical platform for asset data management, analysis and decision making
- **Real-time insights at the point of resolution** — modern tools for service execution that feature accurate asset data to ensure the right response.

**Speakers**

 **Anna Startseva, Senior Product Marketing Manager, ServiceMax**

Anna Startseva is the Senior Product Marketing Manager, ServiceMax, helping companies realize the benefits of asset service and Industrial Internet of Things. Prior to ServiceMax, she held marketing and government relations roles in California and Washington DC. She holds an MBA from the University of Cambridge.

 **Phil Schwarz, Oil & Gas Industry Development Director, ServiceMax**

Phil Schwarz is the Oil & Gas Industry Development Director at ServiceMax. Phil has

nearly 20 years of experience in the oil & gas industry with oilfield service, industrial automation and SaaS companies. He is passionate about smart oilfield technologies and the economics of oil & gas. He holds a Graduate Certificate in Smart Oilfield Technologies from the University of Southern California and a Masters in Economics from the University of North Dakota.



**Register**

**By clicking above, I acknowledge and agree to Informa's Terms of Service and to Informa's use of my contact information to communicate with me about offerings by Informa, its brands, affiliates and/or third-party partners, consistent with Informa's Privacy Policy. In addition, I understand that my personal information will be shared with any sponsor(s) of the resource, so they can contact me directly about their products or services. Please refer to the privacy policies of such sponsor(s) for more details on how your information will be used by them.**

# Industry 4.0 – Believe the Hype

written by Lauri Moon | February 25, 2019

In 2018, OSHA reported 5,147 work-related deaths in the United States.  In 2017, a study by Zappix, Inc., indicated slow customer service as the contributing factor in a $75B revenue loss.  Energy.gov states that 30% of energy used in average commercial buildings is wasted.

These seemingly disparate data points have one thing in common:  all are among the most common industry-wide business problems organizations seek to solve.  Expertise and technology are available today to help companies move forward.  The digital era is here.  But where to begin?

In this webinar, you will hear about Hitachi and Oracle's joint approach to the

Internet of Things (IoT) – asset monitoring, production monitoring, connected worker and optimized factory.  Hear how to identify a use case, which is the cornerstone of any successful IoT initiative, learn the questions to ask about capturing data, see examples of customer successes, watch a solution demo and share in a Q&A with our panel of experts.

Every company is impacted by the digital age.  In the past 15 years, 52% of Fortune 500 companies have disappeared from the list.  And it is estimated that 40% of all business will fail in the next 10 years due to digital disruption.  Let's talk about how you begin or proceed along your path to solving business problems with IoT.

**Speakers**

 **Ellen Dowd, Keynote Speaker, Senior Vice President, Solutions – Hitachi Social Innovation Business Unit**

Ellen Dowd is the Senior Vice President of Solutions for Hitachi's Social Innovation Business.  Whether focused on global sustainability issues around water and energy management or urban mobility challenges facing the world's most dense populations, Ellen's focus remains on sustaining Hitachi's culture of innovation and commitment to making the world a better place—all while breaking into new digital markets.  Ellen has 20+ years of experience in consulting, primarily focused on helping clients drive results and change their business models through the adoption of innovative technologies.  Ellen has advised C-level executives at more than 40 companies on the Global 2000 and has a track record of defining and executing successful strategies for using emerging technologies to deliver meaningful business outcomes.  She has been recognized by the industry in a number of ways, including being named one of Dallas' Top 25 Women in Technology by the Dallas Business Journal, and the Best Woman Sales Director in the US by WISA.  Through these recognitions—as well as through numerous speaking engagements throughout her career—Ellen has established herself as a passionate and successful business leader in the technology field.

 **Jai Suri, Thought Leadership Speaker, Senior Director, Product Management, IoT Cloud – Oracle**

Jai is Senior Director of Product Management, responsible for product strategy and technical roadmap of the Internet of Things (IoT) Cloud offerings from Oracle. Jai leads definition of vision and product strategy for IoT at Oracle leveraging cloud and predictive analytics solutions with the goal of making IoT easy for achieving business outcomes. He is a digital transformation strategy expert with a focus on application of emerging technologies (IoT, Data Analytics, Machine Learning, Mobile) to modernize enterprise application environments such as ERP, Supply chain and CX. He has over 18 years of experience in various roles including product management, engineering management, technology leadership and software development for enterprise markets. In 2016, Business Insider recognized Jai as one of 26 rock-star engineers changing the company. Jai holds a Master of Software Management degree from Carnegie Mellon University and a Bachelor of Engineering degree in Instrumentation and Process Control from University of Pune.

###  Viktor Sahakian, Thought Leadership Speaker, Vice President, Oracle Technology – Hitachi Consulting

Viktor Sahakian leads Hitachi Consulting's Oracle technology practice and has over 25 years of consulting experience with applications development, implementations and systems architecture. He has directed and provided project management and technical leadership on multiple global implementations and transformational projects.  He has in-depth knowledge of Oracle E-Business Suite and Oracle database architecture, installation and configuration. His current focus areas are cloud based SaaS, PaaS and IaaS transformations.

###  Gloria Kunik, Host & Moderator, Leader, Americas Alliances & Channels

Gloria is Leader of the Americas Oracle Alliance for Hitachi Consulting.  In this role, she has responsibility to expand and enhance the Hitachi/Oracle partnership by positioning new solutions and strategic go-to-market synergies, including those for IoT and other emerging technologies. Her 20-year background with the Oracle ecosystem includes delivery leadership, delivery and business consulting, sales and sales enablement and alliances.  Prior to joining Hitachi, Gloria held several positions in the Oracle technology consulting industry, including implementation consulting, delivery leadership, solution leadership, industry expertise and sales.

# How Manufacturers Can Win in a Digital World

written by Lauri Moon | February 25, 2019

Doing digital right doesn't mean you need to become the next Amazon, Netflix or Google — or even the next Pitney-Bowes, whose shift to digital has reinvented the company. But it does mean you may need to change your ways to maximize the potential to drive business. You may think there are obstacles. But it's not money. It's not lack of time. It's not lack of resources. It's you. It's your mindset about digital strategy. It's time to fill the gaps — and make those aspirations a reality. Let go of your fears and let's get started.

PwC's recent Digital IQ report reflects insights from over 2000 respondents in over 60 countries. Over 60% work in companies with revenues of $1 million or greater. Join this webinar to explore the four areas you must master to digitally succeed.

**EXPERIENCE**

You might be a digital poser. Time to face it. Companies say they're digital, but many aren't investing and behaving digitally. Time to face reality. Stop pretending

and start changing.

**DISRUPTION**

Disruption surrounds you. Time to take control. Only 31% of companies say digital disruption is a threat to their business. They're wrong. But it's not too late.

**LEADERSHIP**

Help wanted: Real digital leaders. Your team has more digital know-how than you do. That's a problem. You need more knowledge and new ways of managing to succeed.

**WORKFORCE**

You've got a skills gap. Not the one you think. There's a disconnect between the skills and technologies that companies say matter most and what they're investing in. More than half don't even have a structure for delivering training.

You may be on the journey to digitization, but where exactly are you going? Respondents to the survey selected one of four goals they say their companies aspire to accomplish with digital. We'll explore these goals to help you frame them to your own company's strategy.

- Refiners plan to redefine their business model and change how they operate
- Efficiency seekers focus on increasing speed and efficiency
- Modernizers looks to update and improve on what they already do
- Industry Leaders aim to break new ground in another industry – or even their own

So how do you get there? The steps are clear and we'll wrap up the seminar by taking you through them.

1. Upskill your workforce. Change how people think and contribute to drive growth and innovation, within.
2. Build a best-in-class marketing and sales system. Ensure you have an easy understanding of the customer, resulting in the best experience.
3. Provide customers with the best experience post-sale
4. Create efficiencies, save money and make smart decisions through data & analytics, and AI.

5. Add new revenue streams. Build new business models through subscription services.
6. Secure data. Move data to the cloud in a timely way.

**Speakers**

 **Todd Benigni, Partner in PwC Digital Operations Consulting**

Todd Benigni is a Partner in PwC's Operations and Supply Chain practice and is based in Chicago, IL. Todd is focused on helping companies in the Industrial sector drive transformational change in all facets of Operations and Supply Chain, enabling profitable growth, unlocking operational synergies, innovation, and cost effective execution. Todd serves as the co-lead for PwC's Digital Operations solution that focuses on helping clients drive differentiated value through finding new ways leverage factory and site data, analytics, and automation.

 **Juliane Stephan, Director in PwC Digital Operations Consulting**

Juliane Stephan is a Director with PwC Strategy& based out of San Francisco and brings more than six years of consulting experience in operations strategy and digital transformation across the industrial and automotive sectors. She co-leads PwC's Digital Operations team in the US. Her focus is on supporting industrial clients with their digital transformation journey. Applying an outcomes-back approach, she works with her clients to identify how emerging and digital technologies can help solve problems in new ways to create measurable business value and what the implications on their business and operating model are. Juliane is a member of the Industrial Internet of Things Consortium and the Internet of Things Council. She has lived and worked in countries across the globe including the US, Germany, Spain, China, India and Japan.


**Register**

**By clicking above, I acknowledge and agree to Informa's Terms of Service and to Informa's use of my contact information to communicate with me**

---

# The Differences Between Cloud and Hosted ERP and Why They Matter

written by Lauri Moon | February 25, 2019

Cloud ERP systems have gained rapid market acceptance, and many traditional ERP vendors are responding with hosted versions of their on-premises systems. While hosted ERP delivers some benefits, potential buyers should understand how they differ from cloud ERP systems so they can make an informed decision.

Join Frank Scavo of Computer Economics, an independent advisory firm on the strategic and financial management of information technology, as he explores the benefits of both cloud ERP and hosted ERP and concludes with practical recommendations for buyers considering their options.

Attendees will learn:

- Why cloud ERP solutions are rapidly gaining market acceptance
- The essential differences between cloud ERP and hosted ERP
- Factors that may drive the buyer's decision toward cloud ERP or hosted ERP

Everyone that attends the live webinar on January 24 will receive the Computer Economics Research Report, "*The Differences between Cloud and Hosted ERP, and Why They Matter.*" (retails for $995 on Computer Economics).

**Speakers**

 **Frank Scavo, President, Computer Economics**

Frank Scavo is the President of Computer Economics, an IT research firm based in Irvine, CA, where he covers the enterprise software industry. In addition to his work as an industry analyst, he has been leading ERP selection projects for clients since 1989. Frank is a graduate of the University of Pennsylvania and a Certified Fellow in Production and Inventory Management (CFPIM) by APICS, the association for supply chain management.

 **Tom Brennan, CMO, Rootstock**

Tom Brennan is Rootstock's CMO. Tom has 30 years of professional experience in ERP and business software. He has held many executive roles including being at Financial Force where he was the VP of Marketing.


**Register**

**By clicking above, I acknowledge and agree to Informa's Terms of Service and to Informa's use of my contact information to communicate with me about offerings by Informa, its brands, affiliates and/or third-party partners, consistent with Informa's Privacy Policy. In addition, I understand that my personal information will be shared with any sponsor(s) of the resource, so they can contact me directly about their products or services. Please refer to the privacy policies of such sponsor(s) for more details on how your information will be used by them.**

---

# Critical Steps to Achieving ROI in Your IIoT Implementation

written by Lauri Moon | February 25, 2019

With any IIoT undertaking, one burning question is always top of mind – "How

soon until we see some ROI?" Each IIoT implementation is as unique as your company is. Costs vary due to scope, complexity and any professional services required prior to launch. There are a few critical steps you need to undertake that are important to any IIoT initiative and setting yourself up for maximum ROI.

Join Dave McCarthy, Chief Evangelist at Bsquare, as he discusses what you need to consider to get the most out of your IIoT implementation including:

- Insight in terms of state models
- Knowing where you are in your journey to implementation
- Identifying your direct and indirect costs and savings
- Assessing velocity or value over time
- The dangers of too much data

**Speaker**

 **Dave McCarthy, Chief Evangelist, Bsquare**

Dave McCarthy is a leading authority on industrial IoT and a 20-year veteran of the software industry. Since joining Bsquare in December 2006, he has led several different teams while serving in an ongoing consultative capacity, advising Fortune 1000 customers on strategies for integrating device and sensor data with enterprise systems to improve their businesses through technology. Dave is also responsible for monitoring trends in IoT and regularly speaks on the topic at technology conferences around the globe and as well contributing to IT publications, including Network World and TechTarget. Most recently, he led both product management and product marketing as Senior Director of Products, before stepping into his current role as Chief Evangelist overseeing go-to-market initiatives, market analysis, and product strategy**.**



<span style="background-color: #4db8e8; color: white;">**Register**</span>

**By clicking above, I acknowledge and agree to Informa's Terms of Service and to Informa's use of my contact information to communicate with me**

---

# Industry 4.0 One Step at a Time

written by Lauri Moon | February 25, 2019

Industry 4.0 has the opportunity to dramatically transform the way manufacturers compete. Some of the benefits that companies are looking to achieve via Industry 4.0 include improved quality, reduced costs, shorter cycle times, and increased revenue. While the benefits can be significant, the path to get there can seem overwhelming. Faced with the many enabling new technologies and complexities of transforming the business, companies are asking how to get started. What should they do first? How do they begin the journey?

This webcast will discuss the associated business transformation along with concrete ideas on how to begin the journey and reap the benefits of Industry 4.0 one step at a time.

**Speakers**

 **John Barcus, VP, Industry Solutions, Manufacturing Industries, Oracle**

John Barcus is Vice President responsible for the Oracle Global Manufacturing Industries. The Manufacturing Industries Solutions Group works globally with customers, partners, and within Oracle to refine industry strategy and build industry solutions that support the Industrial Manufacturing, Automotive, and High Tech industries.

John has been with Oracle for over 20 years, 8 of which were in consulting working

with customers to manage large global ERP and advanced planning projects. John brings to companies a strong manufacturing, supply chain, and industry background. His implementation and business experiences help customers to use technology to solve business issues, gain competitive advantage, and to the adapt to the rapidly evolving needs of the digital age. John has been a frequent speaker at industry events.

Prior to coming to Oracle, John worked within the industrial manufacturing, aerospace, and high tech industries in a variety of roles including; Sales, Materials Manager, Purchasing Manager, Manufacturing Manager, and Inventory & Control Manager. He has an MBA from Pepperdine University, and an Operations Management Degree from Cal State Fullerton.

 **Scott Renner, Director, Industrial Manufacturing, Oracle**

Scott Renner is the Director of Industrial Manufacturing in Oracle's ISG group where he is driving solutions for the digitalization of the value-chain and preparing companies for the Industry 4.0 revolution.  His 30 years of experience in operations, ERP, and business transformations brings a deep business and technical skill set to his work.

Before Oracle, Scott has been an operations manager, a professional services manager and entrepreneur with over two decades of consultancy experiences in the largest of manufacturing companies to the smallest.

**Register**

**By clicking above, I acknowledge and agree to Informa's Terms of Service and to Informa's use of my contact information to communicate with me about offerings by Informa, its brands, affiliates and/or third-party partners, consistent with Informa's Privacy Policy. In addition, I understand that my personal information will be shared with any sponsor(s) of the resource, so they can contact me directly about their products or services. Please refer to the privacy policies of such sponsor(s) for more details on how your information will be used by them.**

# Webinar: Leverage Your 3D CAD Models to Produce Better, Faster Quotes

written by Lauri Moon | February 25, 2019

**Accelerate Custom Product Sales with Design Automation**

The first to respond to an RFP is often the company that ultimately wins the business. The challenge is not just in turning around the proposal quickly, however—it's also making sure that it's quoted accurately so the business you win is profitable as well.

Accuracy and speed are both difficult to come by when trying to precisely match your customer's requirements to the complex systems you deliver.

Join this webinar to learn how your teams can

- Eliminate much of the manual engineering effort that goes into responding to bids
- Easily define rules based on existing 3D CAD models to create a product configurator for internal engineering/sales teams
- Deploy an online configurator that can be accessed by your customers



**Register**

**By clicking above, I acknowledge and agree to Informa's Terms of Service and to Informa's use of my contact information to communicate with me about offerings by Informa, its brands, affiliates and/or third-party partners, consistent with Informa's Privacy Policy. In addition, I understand that my**

---

# Webinar: The ERP Playbook – A Step by Step Guide to Modernizing Operations

written by Lauri Moon | February 25, 2019

**It's hard to find a manufacturer that doesn't want to modernize their ERP, create a factory of the future or create a new business model. But what exactly do these projects entail?  If your firm is pondering such strategic initiatives, you owe it to your firm to catch Brian Sommer, founder of research firm Vital Analysis, as he details which technologies are most important and how to prioritize, plan and execute these projects.**

Brian will also candidly discuss:

- The timing and purpose behind an ERP replacement effort
- The most relevant factors to consider when aligning new technologies with new business strategies today
- The top technology and modernization areas to focus on
- A foolproof strategy to acquire a new ERP solution that will position you for the future

**Speakers**

 **Brian Sommer, Enterprise Software Industry Analyst, Vital Analysis**

Enterprise software industry analyst Brian Sommer covers the ERP, finance and HR

sectors for Diginomica and other publications. Brian began his career by re-writing a payroll/time-reporting system for a fast food chain and subsequently reworked numerous application software systems. He went on to run Accenture's Global Software Intelligence organization where he advised hundreds of clients on software selection and shared services initiatives. Brian also headed up Accenture's Global HR Center of Excellence and its Global Finance/Performance Management Center of Excellence.

More recently, Brian has been a consultant to and an expert witness for major software litigation cases and anti-trust matters. He remains involved in numerous software strategy and selection efforts.

Brian has won the Software Advice 2011 Authority Award – ERP Expert and numerous ERP Writers' Awards. He has keynoted numerous software conferences globally including events for NetSuite, PeopleSoft, and Sage.

Brian is guest lecturer at major university MBA programs. He has a BBA (Marketing) and a MBA (Finance) from the University of Texas at Austin.

 **Tom Brennan, CMO, Rootstock**

Tom Brennan is Rootstock's CMO. Tom has 30 years of professional experience in ERP and business software. He has held many executive roles including being at Financial Force where he was the VP of Marketing.



Register

**By clicking above, I acknowledge and agree to Informa's Terms of Service and to Informa's use of my contact information to communicate with me about offerings by Informa, its brands, affiliates and/or third-party partners, consistent with Informa's Privacy Policy. In addition, I understand that my personal information will be shared with any sponsor(s) of the resource, so they can contact me directly about their products or services. Please refer to the privacy policies of such sponsor(s) for more details on how your**

**information will be used by them.**

---

# Webinar: The Power of Context – Making IoT Relevant and Practical

written by Lauri Moon | February 25, 2019

You've likely heard the basic premise behind the Internet of Things (IoT) and may even have your own projects in the works. But, do you know what separates data overload from data insight? It's context. And, it's easy to lose.

Listen to a panel of industry experts discuss how to walk the fine line between "data chaos" and data which is relevant, consumable, and can be turned into very practical applications.  Learn how to tell the difference between "so what?" reports and "code red!" triggers which demand fast action—or even automated responses.

Make sure your IoT project truly drives results.

**Key takeaways**

- How to effectively contextualize data for business decisions
- Tips for collecting and consuming data effectively
- The importance of cloud deployment's elasticity in storing contextual data
- How condition-based monitoring can trigger a maintenance call
- Steps to prioritizing practical applications of IOT and projecting the ROI

**Speakers**

 **Mark Humphlett, Senior Director, Industry & Solution Strategy, Infor**

With 20 years of experience in technology and 25+ years in the manufacturing and distribution industry, Mark Humphlett joined the Infor team through an acquisition in 2006. He previously led supply chain solutions marketing and served as a

principal business consultant leading presales, solution design, and implementations for several software solutions. Mark also spent three years as the director of supply chain sales and business development in Europe. Prior to entering the technology industry, he held positions with Southern Alloy of America, a division of Metals USA, and Lockheed-Martin. Mark earned a bachelor's degree in Industrial Engineering from the Georgia Institute of Technology.

###  **Kevin Price, Technical Product Evangelist & Strategist, Infor**

For the last 20+ years Kevin has been globally responsible for Product Management, Product Marketing, and Strategy functions for the Infor EAM, Infor MP2, iProcure, Spear Technologies, and Energy Performance Management product families at Infor. He has been published in a number of industry journals and publications including Plant Services, Plant Engineering, BUSRide, Maintenance Online, and others.

###  **Nick Castellina, Director of Industry and Solution Strategy, Infor**

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 analyse trends and produce industry-leading content in topics related to Enterprise Resource Planning, Enterprise Performance Management, Project Portfolio Management, and Business Process Management. He was also responsible for managing a team of analysts dedicated to manufacturing, product innovation and engineering, supply chain management, and financial management and GRC.

the privacy policies of such sponsor(s) for more details on how your information will be used by them.