Gartner Digital Workplace Summit

gartner.com/eu/workplace

The Premier Digital Workplace Conference

Early-bird discount
Save €325 by 12 July 2019
Digital transformation is about more than technology. It is about constant realignment, at scale, to ever-changing market conditions and business requirements. This requires organizations to rethink their processes and ways of working in order to be able to propagate change quickly and effectively. The workforce can become either one of the primary drivers for sustained competitive advantage or the weakest link in a digital transformation strategy.

At Gartner Digital Workplace Summit 2019, you will gain an ability and desire to exploit existing and emerging technologies for better business outcomes.

You will discover how to:

- Prepare for the future workplace and adopt the technologies that will encompass a modern work environment
- Execute your digital workplace strategy regardless of where you are in your digital workplace journey
- Improve employee engagement, collaboration and workforce effectiveness to achieve desired, wider business objectives
- Determine fundamental digital workplace technologies including collaboration tools and platforms, along with the strategies to accelerate deployment, ease adoption and maximize benefits
- Sharpen, scale and build a digital workplace program that delivers digital dexterity

“By 2022, 50% of organizations will use collaborative document editing as the standard interaction method for document creation.”

Gartner Predicts

For the most up to date information about the agenda, speakers and sessions please visit our website: [gartner.com/eu/workplace](http://gartner.com/eu/workplace)
Agenda Tracks

A Transforming the Employee Experience
The quality of the employee experience impacts performance, engagement, retention and even attracting new talent through employees who become advocates for the organization’s brand. Those leading digital workplace programs are changing their approach to employee experience design. This track will outline governance, communication change management practices and reasons for investing in improving the employee experience.

• How employee experience impacts behavior
  performance, engagement, retention and
  attraction of new talent
• From provisioning and directing to enabling,
  empowering and supporting
• Developing the right culture for innovation
  and agility
• Extending rich communication and interaction
  channels to frontline workers

B Technology and Application Strategies
Digital workplace initiatives rely on applications and technologies that facilitate and advance digital dexterity. Application leaders responsible for these initiatives need to know how to acquire, deploy and manage them for maximum success. This track will help you identify the technologies that are fundamental to the digital workplace along with the strategies to speed deployment, ease adoption, maximize benefits whilst remaining secure and satisfying regulatory concerns.

• What are the applications of the
  modern workplace?
• Technology dependencies and overlaps
• Technology governance
• Implementation strategies
• Role of citizen X development
• Boosting IT responsiveness
• IT processes to manage and deliver digital
  workplace services

C Effective Program Management for the Digital Workplace
Equipping digital workplace leaders with tools, methods and strategies that will help them plan and deliver a successful digital workplace program is essential. This track is critical in understanding how to identify, define, prioritize and communicate business-relevant digital workplace capabilities. This track will also help in establishing a digital workplace program management to engage business stakeholders and oversee program strategy.

• Program organization
• Driving change and stakeholder communication
• Metrics and tracking progress
• Benchmarks and learning from others
• Alignment with business priorities
• Planning guidelines, roadmaps, frameworks

D Powering the Future of Work
The future of work is about forging a new relationship between technology and talent that transforms existing ways of working and doing business. This track will highlight the key initiatives that are becoming increasingly important as broader technology, demographic and socioeconomic forces bring the future of work into our present and demand effective transitions to automation and new ways of working.

• Impact of AI and automation
• New skills, roles, ways of working
• Augmentation of human performance
  vs automation
• Emerging workplace technologies

“I have learnt better and more valuable methods, tools and effective dialogue around the subject. I found that digitalization is everyone’s business.”
Director, Group Strategy
## Tracks at a Glance

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When attending this event, please refer to the Gartner Conferences Navigator for the most up-to-date session and location information.

Agenda correct as of 10 June 2019 and subject to change.
"By attending this event, I would be able to help colleagues and stakeholders to understand the future of work. I also learnt that AI can be applied to the workplace and it is difficult for the HR world to become digital."

Global Digital Communications

**Expert advice**

- **Gartner one-on-one meetings***
  One complimentary 30 minute meeting with a Gartner expert of your choice to help you drill in to your specific challenges and questions.

- **Ask the expert sessions***
  Attendees have the opportunity to “ask the expert” questions on hot topics in these small group, interactive Q&A sessions.

- **Roundtables***
  Moderated by Gartner experts to help you exchange ideas and best practices with peers.

- **Workshops***
  Small-scale and interactive — drill down on specific topics with a how-to focus.

**Peer perspectives**

- **End-user case studies**
  Learn about recent implementations firsthand, with an opportunity for Q&A with the IT and business executives leading the initiative.

**Meet solution providers**

- **Exhibit Showcase**
  Explore cutting-edge IT solutions from top providers.

- **Solution provider sessions**
  Exhibitors share their insights on the latest products and services.

**Customize your agenda**

**Gartner Conferences Navigator** helps you organize, view and custom-create an agenda based on:
- Date and time
- Track
- Experts/speakers
- Session descriptions
- Key initiatives
- Vertical industries

**Keynotes**

**Gartner keynote**

**Digital Workplace — The Future of Work Foundation**

Leading organizations tap into their workforce’s ability and ambition to use technology to create better outcomes. Does your organization have the digital dexterity necessary to propel it into the future? Gartner Digital Workplace Summit keynote will highlight:
- The business and societal trends that underpin the crucial need for a digital workplace
- How a digital workplace must evolve to deliver a great employee experience
- How digital workplaces will shape the future of work

**Guest keynote**

**How Will Humans and Machines Shape Future Work?**

Human-only workplaces are history. Top-down command and control of a uniform workforce a distant memory. Machines are on the ascendancy. Digitally, they network technologies together creating an enormous and growing range of possibilities. They promise to re-shape, replace or enhance what people do. Meanwhile the workforce is diverse, multi-generational, globally dispersed. People pull in many directions with different aims and goals. How will it all play out for successful organizations? What should you do to make sure yours is one? Leave his session with a deeper understanding and some concrete methods to share with colleagues.

**Helen Poitevin**
VP Analyst

**Leigh McMullen**
Distinguished VP Analyst

**Professor Eddie Obeng**

Founder of Pentacle Business School, World Authority on Project Management

Visit gartner.com/eu/workplace or call +44 20 3868 5238 for updates and to register
Exhibit Showcase

Premier

AppFusions

AppFusions is a DX/workplace solutions company who's been merging collaboration and other enterprise system UXs since 2010. Their deep field work as partners to Atlassian, Jive and IBM provided them with unique perspectives on workflows and collaborative UXs, and ultimately inspired AlohaDXP. 

www.appfusions.com

Microsoft

Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.

www.microsoft.com

BlackBerry

BlackBerry is a trusted security software and services company that provides enterprises and governments with the technology they need to secure the Internet of Things. Based in Waterloo, Ontario, the company is unwavering in its commitment to safety, cybersecurity, and data privacy, and leads in key areas such as artificial intelligence, endpoint security and management, encryption, and embedded systems.

www.blackberry.com

Citrix

Citrix aims to power a world where people, organizations and things are securely connected and accessible to make the extraordinary possible. We help customers re-imagine the future of work by providing the most comprehensive secure digital workspace that unifies the apps, data and services people need to be productive, and simplifies IT’s ability to adopt and manage complex cloud environments.

www.citrix.com

Google Cloud

Google Cloud is widely recognized as a global leader in delivering a secure, open, intelligent, and transformative enterprise cloud platform. Our technology is built on Google’s private network and is the product of nearly 20 years of innovation in security, network architecture, collaboration, artificial intelligence, and open source software. We offer a simply engineered set of tools and unparalleled technology across Google Cloud Platform and G Suite that help bring people, insights, and ideas together. Customers across more than 150 countries trust Google Cloud to modernize their computing environment for today's digital world.

www.cloud.google.com

Intel

Intel, a leader in the semiconductor industry, is shaping the data-centric future with computing and communications technology that is the foundation of the world’s innovations. Intel is demonstrating the flexibility and adaptability provided by its Intel® Unite® solution—a simple, wireless content sharing and customizable collaboration solution that enables users to start sessions quickly in a more secure way. Explore more at www.intel.com/unite.

www.intel.com/unite

RingCentral

RingCentral, Inc. (NYSE:ZM) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today’s mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral’s open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

www.ringcentral.com

Smartsheet

Smartsheet is a recognized leader in the Collaborative Work Management category. The comprehensive, flexible Smartsheet work execution platform empowers business users to plan, capture, track, automate, and report on work at scale. With more than 2,000 use cases across nearly every industry, role, and business need, Smartsheet helps customers transform work planning and execution to realize new business value. With a growing portfolio of proven, pre-built solutions, Smartsheet scales with businesses of all sizes.

vmware

VMware software powers the world’s complex digital infrastructure. The company’s cloud networking and security, and digital workspace offerings provide a dynamic and efficient digital foundation to over 500,000 customers, aided by 75,000 partners. VMware is committed to being a force for good, from breakthrough innovations to its global impact. https://www.vmware.com/company.html.

www.vmware.com

Zoom

Zoom helps businesses and organizations bring their teams together in a frictionless cloud environment to get more done. Our easy, reliable, video-first unified communications platform for video, phone, content sharing, and chat runs across mobile devices, desktops, telephones, and room systems. Founded in 2011, Zoom is a publicly traded company on Nasdaq (ticker: ZM) and headquartered in San Jose, California.

www.bluejeans.com

Silver

8x8

8x8 cloud solutions help transform customer and employee experience using one platform for voice, video, collaboration and contact centre.

www.8x8.com/uk

Akumina

Akumina’s employee experience platform empowers global enterprises to create personalized, collaborative, engaging digital workplaces on any device.

www.akumina.com

Beezy

Beezy is the all-in-one Intelligent Workplace for Microsoft Office 365. We make collaboration within your organization easy and relevant.

www.beezy.net

BICS

BICS — The network at the heart of international connectivity. BICS provides SIP-Trunking, local, toll-free, freephone and landline numbers based in the cloud.

www.bics.com

BlueJeans

BlueJeans is the meetings platform for the modern workplace and the first cloud service to connect desktops, mobile devices and room systems in one meeting.

www.bluejeans.com

#GartnerDWS

Gartner Digital Workplace Summit 2019
Platinum

**Accenture**

Accenture offers services globally with experience & skills across 40+ industries & all business functions, underpinned by the world’s largest delivery network. Avanade delivers digital and cloud services and solutions. The two help clients redefine the workplace and create sustainable business value. [www.accenture.com](http://www.accenture.com)

**Aruba**

Aruba, a Hewlett Packard Enterprise company, is redefining the Intelligent Edge with mobility and IoT solutions for organizations of all sizes. The company delivers solutions that empower organizations to serve mobile users who rely on internal and cloud-based apps for every aspect of their work and personal lives. [www.arubanetworks.com/en-gb](http://www.arubanetworks.com/en-gb)

**AVI-SPL**

AVI-SPL is the leading global services provider of AV, UC, video, and enterprise workplace solutions with award winning managed services for engaging, digital experiences. As a strategic partner, we design, deploy, and manage transformative technology solutions that spark success. [www.avispl.com](http://www.avispl.com)

**BMC**

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 100,000 customers worldwide reinvent, grow, and build for the future success of their enterprises, including 92 of the Forbes Global 100. [www.bmc.com](http://www.bmc.com)

**Box**

Box (NYSE:BOX) is the Cloud Content Management company that empowers enterprises to revolutionize how they work by securely connecting their people, information and applications. Founded in 2005, Box powers more than 90,000 businesses globally including AstraZeneca, General Electric, P&G and The GAP. Box is headquartered in Redwood City, CA, with offices across the United States, Europe and Asia. [www.box.com](http://www.box.com)

**Lifesize**

Lifesize combines best-in-class, cloud-based video conferencing services with integrated equipment that sets a new standard for workplace communication and productivity on a global scale. [www.lifesize.com](http://www.lifesize.com)

**Logitech**

Logitech is transforming video conferencing by offering an easy and affordable way to collaborate with crystal-clear audio and razor-sharp video. Logitech ConferenceCams deliver exceptional performance with business-grade certifications and compatibility with all well-known applications. [www.logitech.com/video-collaboration](http://www.logitech.com/video-collaboration)

**Nextthink**

Nextthink is a leader in end-user experience management from the endpoint. The company’s solutions combine real-time endpoint analytics and end-user feedback, to provide new insight that enables IT to be more proactive, reduce costs and enhance end-user productivity. [www.nextthink.com](http://www.nextthink.com)

**SER**

SER ranks among the top five software-only CSP vendors worldwide. We offer 40+ out-of-the-box vertical solutions (e.g. for banking and government) and horizontal solutions (e.g. for contract management, accounts payable and customer/supplier records). Over one million users rely on solutions powered by our Dossi4 platform. [http://sergroup.com](http://sergroup.com)

**IntelePeer**

IntelePeer delivers an omni-channel communications platform for the Enterprise. With our voice, messaging, ready-to-use applications, APIs, and analytics, companies can build and integrate communications-enabled workflows to create world-class customer experiences and automate business processes. [www.intelepeer.com](http://www.intelepeer.com)

**Lakeside**

Lakeside Software is a leader in digital experience monitoring. We develop software that helps IT teams have clear visibility into their environments in order to design and support productive digital workplaces. Our customers use Lakeside Software technology to perform workplace analytics, IT asset optimization, and AIOps. [www.lakesidesoftware.com](http://www.lakesidesoftware.com)

**LogmeIn**

A recognized market leader in Unified Communications and Collaboration, LogMeIn has the industry’s most comprehensive portfolio of UCC solutions that create simpler, more intelligent ways for people to meet, connect, market, sell and train, to deepen relationships and drive better outcomes. These include award-winning products: GoToMeeting, GoToWebinar, and recently announced GoToConnect and GoToRoom solutions. [www.goto.com](http://www.goto.com)

**Oxford Metrics Group**

Oxford Metrics Group delivers solutions that help companies optimize the use of data. Streams of data are captured, preserved and transformed, enabling companies to optimize their decision making, by providing better insights. [www.oxfordmetricsgroup.com](http://www.oxfordmetricsgroup.com)

**Servicenow**

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: [www.servicenow.com](http://www.servicenow.com)

**Wizdom**

Wizdom, a LiveTiles company, delivers enterprise level intranets turning the O365 stack into an organizationally efficient Modern digital workplace. [www.wizdom-intranet.com](http://www.wizdom-intranet.com)

**Unily**

The brainchild of two British entrepreneurs, Unily has been working with clients to build amazing digital workplaces for more than ten years. It is this extensive experience coupled with a shared passion for generating innovative and disruptive solutions, that lead to the inception of Unily’s DXC.

**Interested in exhibiting?**

Contact us at european.exhibits@gartner.com

Contact list as of 10 June 2019, and subject to change
Who Should Attend

Digital Workplace Leaders
- Digital Workplace Leaders
- VP/Director IT
- Heads of Digital Strategy
- Facilities Management

IT Leadership
- Enterprise Architects
- Application Development
- UX Design
- IT/Operations

Enterprise Content Managers
- Heads of Collaboration
- Knowledge Management
- Heads of Enterprise Content Management (ECM)
- End-User Computing
- Directors of Digital Platforms

Application Leaders
- VP, Director, Leader of Applications
- Application Strategy
- Chief Technology Officer
- Chief Information Officer

Registration and pricing

Early-bird discount
Save €325 by 12 July 2019
Early-bird price: €2,450 + U.K. VAT
Standard price: €2,775 + U.K. VAT
Public sector price: €2,200 + U.K. VAT

3 ways to register
Web: gartner.com/eu/workplace
Email: GlobalConferences@gartner.com
Phone: +44 20 3868 5238

Gartner conference tickets
A Gartner ticket covers both days of the Summit. Contact your Account Manager or email GlobalConferences@gartner.com to register using a ticket.

Attend as a team
Maximize learning by attending as a group. Participate together in relevant sessions or split up to cover more topics, sharing your session take-aways later.

Group discount — save up to 40%
- 1 for every 3 paid registrations
- 2 for every 5 paid registrations
- 3 for every 7 paid registrations
- 4 for every 10 paid registrations

For more information, email GlobalConferences@gartner.com or contact your Gartner account manager.

NEW venue!
Due to the conference growth, we will now be hosting Gartner Digital Workplace Summit 2019 at the O2 – InterContinental, London.

“IT has been a great couple of days. This summit has provided a strategic overview of how change management could be implemented as part of the digital strategy. I have learnt from the experiences of others and will use suggested tips. Roadmaps to assist with implementation.”
Systems Analyst