



ONSITE EVENT

ORBIS FUTURE DAYS – SALES & SERVICE: DEEP DIVE SERVICE

Join our CX experts, exciting SAP speakers and our customer FrigorTec GmbH on the way into the future with valuable practical insights, live insights into the most important CX solutions and lots of AI input.

Optional get-together on 09/17/2024, from 6:30 p.m., location follows.

Tour planning (agenda), September 18, 2024

- 09:30 a.m. **Check-in at the base camp**
- 10:00 a.m. **Welcome by your tour guide**
Nathanaël Kuznicki, Account Manager, ORBIS SE
- 10:15 a.m. **Stage 1: Kick-Start for the optimal Experience: The ORBIS Service Portal and the intelligent SAP Service Cloud V2**
Alexander Neu, Business Process Consultant, ORBIS SE
- 10:45 a.m. **1st stop: "Coffee time" + Meet the Expert**
- 11:15 a.m. **Stage 2: In the depths of the service processes: The S/4HANA Service Core**
Benjamin Meier, Senior Business Process Consultant, ORBIS SE
- 11:45 a.m. **Stage 3: For the perfect route with the best technicians: Increasing customer satisfaction with SAP Field Service Management**
Christoph Kurtz, Business Process Consultant, ORBIS SE
- 12:15 p.m. **2nd stop: Lunchbreak**

▶ Registration

Venue:

SAP Schulungszentrum
Frankfurter Str. 1/9er,
65760 Eschborn

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Contact: Nathanaël Kuznicki | Phone: +49 (0) 681/9924-407 | Mail: nathanael.kuznicki@orbis.de

Participation in the event is free of charge. The number of participants is limited. Market companions are excluded from participation.





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- 1:15 p.m. **Stage 4: Where to next - SAP's AI strategy regarding service management**
Alexandra Altermann, Solution Manager Industrial Manufacturing - Focus Aftermarket and Service, SAP SE
- 1:45 p.m. **Stage 5: Next-level service at FrigorTec GmbH**
Ralph E. Kolb, Geschäftsführer/CEO, FrigorTec GmbH
Laura Steiger, Service, FrigorTec GmbH
- 1:15 p.m. **3rd stop: "Coffee time" + Meet the Expert**
- 2:45 p.m. **Stage 6: The last meters: Low-code/no-code extension with SAP Build**
Dr. Serhat Gezer, SAP Senior Consultant, contrimo GmbH (Member of the ORBIS Group)
- 3:15 p.m. **Arriving at the summit cross**
Dirk Müller, Head of Business Center SAP Sales & Service SAP Customer Experience, ORBIS SE

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