

Agenda

19 January 2021 | 10:00–11:30 GMT / 11:00–12:30 CET



Welcome and keynote

Carolyn Horne, President EMEA, Workday

10:00 GMT / 11:00 CET

Following COVID-19, digital transformation and organisational agility are more critical than ever. Carolyn will open the day and set out how there are three common themes running across the industries our event explores: customer experience and behaviour, industry disruption, and digital transformation – and how each industry faces specific challenges. Carolyn will also introduce how organisations can lead in a changing world.

Retail & Consumer Goods

Analyst perspectives

Philip Carter, Chief Analyst Europe, IDC

10:20 GMT / 11:20 CET

With changing customer expectations, digital acceleration and concentrating markets, retailers need to be agile. Philip will set out why it's time to rethink how you run your business and embrace the future with confidence.

Customer panel

HOSTED BY:

Dr. Teo Pham, Founder, Delta School

Nicola Skeels, HR Systems Manager, Harrods

Franziska Wiehoff, Head of HR Projects & Systems, Fielmann

10:40 GMT / 11:40 CET

With Teo, retail and consumer goods customers will explore the challenges they face, and strategies for success in a fast-moving environment of changing customer behaviours and expectations.

Organisational agility: The key to digital growth

HOSTED BY:

Jennifer Johnson, Principal Industry Marketing Manager, Retail and Hospitality, Workday

Laurent Homeyer, Strategic Industry Advisor Retail and Hospitality, Workday

Anne Kotzorek, Managing Director, Accenture

11:10 GMT / 12:10 CET

How Workday and Accenture can help you lead in a changing world.

Professional Services

Analyst perspectives

Margo Visitacion, VP, Principal Analyst, Forrester

10:20 GMT / 11:20 CET

Margo will outline why new ways of working, economic uncertainty and industry disruption mean professional services firms must achieve business continuity.

Customer panel

HOSTED BY:

Kate Russell, Technology Reporter

John Bax, CFO, OneSource Virtual

Derek Sager, VP, Controller, Computer Aid, Inc.

10:40 GMT / 11:40 CET

Hosted by Kate, two of our professional services customers will share their thoughts on the widespread changes in the industry, and how rethinking processes and technology can support new ways of working.

Flawless execution and predictability: How to achieve business continuity

HOSTED BY:

Charlie Yuan, Senior Manager, Product Management, Workday

Patrice Cappello, Global Head Professional and Business Services Go To Market, Workday

Ricardo Donelli, Partner, PwC

Prasun Shah, Partner, PwC

11:10 GMT / 12:10 CET

How Workday and PwC can help you lead in a changing world.

Financial Services

Analyst perspectives

Oliwia Berdak, VP, Research Director, Forrester

10:20 GMT / 11:20 CET

With advanced customer experiences, digital acceleration and the need to upskill, Oliwia will explain why financial services firms must unlock more value from their data.

Customer panel

HOSTED BY:

Greg Williams, Editor, Wired UK

Georg Hauer, General Manager, DACH and Northern Europe, N26

Timothy Hall, Program & Project Management, IT Lead, IMC

10:40 GMT / 11:40 CET

Greg will host a discussion with N26 and IMC on the challenges they face in their industry, and will look at how they respond to customers' needs, while implementing agile workforce models and competing against new market players and technologies.

Unlocking more value from your data: The key to competing in the changing world of financial services

HOSTED BY:

Jim Gahagan, Principal Solutions Marketing Manager, Financial Services, Workday

Viren Patel, Industry Advisor, Financial Services, Workday

Brenden Tsang, Partner, KPMG

11:10 GMT / 12:10 CET

How Workday and KPMG can help you lead in a changing world.