# Monday, April 20, 2020

**10:00 a.m. - 10:50 a.m. CT**

**The Emerging Future: Building Future-Ready Organizations and High-Performing Cultures Designed to Compete and Win**

Seth Mattison, Workforce Strategist and Management Trendspotter, Author of The War at Work

As we enter the second decade of the 21st century, we confront an unrelenting and continuously shifting landscape of change and transformation. We're moving from unpredictable external forces of disruption combined with lagging organizational and cultural operating systems to an emerging list of future-ready competencies and new ways of working. Faced with these circumstances, future-ready leaders are reengineering their organizations and enabling a people-centered, heart-lead, mobile-first culture to drive business performance in the new economy. Join us for this session designed to help leaders: understand the forces impacting the new state of work; equip them with the practical tools and techniques to navigate transformation; deepen their connection to those around them; amplify their capacity to positively effect change; and activate high performance for themselves, their teams, and their organizations. Attendees will gain insight on: the formula for the activating the organizational operating system of the future; the prime mindset for navigating ambiguity and uncertainty; the most critical leadership competencies of the decade ahead; the new formula for high-performance teams; and the latest research on what remote teams value most from leadership.

**1:00 p.m. - 1:45 p.m. CT**

**Cybersecurity's Increasing Role in the Future of Work**

Paul Shelton, Practice Architect, CDW

As CIOs and IT organizations were transforming in recent years to more and more remote workforce enablement, security's role was to keep pace with that transformation. But the global pandemic has caused all organizations to suddenly plunge into the deep end of the work-from-home pool. All of this accelerated and magnified the underlying challenges organizations face with a remote workforce. For example, how are organizations coping with a workforce that's increasingly younger, and now working further apart? How are they adapting to a new path from which there may not be movement back? And how can they securely balance workforce needs with a large workforce that may not necessarily be working from home over the longer term, but working from anywhere nonetheless? Join us for this session as we explore case studies, best practices, considerations and takeaways for moving ahead.

Engage with CDW subject matter expert Paul Shelton throughout the session in Ask the Experts: Real-Time Q&A.

# Tuesday, April 21, 2020

**10:00 a.m. - 10:35 a.m. CT**

**The Future is Now: Best Practices and Lessons Learned Adapting to the New Workplace**

Nathan Coutinho, Director, Digital Workspace Solutions, CDW
Ben Weiss, VP, Vertical Markets, CDW
Moderator: Adam Dennison, Publisher, CIO; SVP/General Manager, IDG Events

Join us for this conversation with CDW experts during the CDW Future of Work Virtual SummIT as we reveal what you can learn from organizations making the sudden leap to work from home workforces.

Engage with CDW subject matter experts Ben and Nathan after the session in Ask the Experts: Real-Time Q&A.

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| 1:00 p.m. - 1:45 p.m. CT | **Meeting the Needs of Business Continuity in the New Work Reality** |

Lorrissa Horton, VP & GM, Webex Teams , Cisco
Sandeep Mehra, VP & GM, Webex Rooms & Telepresence, Cisco
Omar Tawakol, VP & GM, Cisco Contact Center

Life and work have changed for everyone in just a few months. We have never been faced with such a situation—where millions of people must work from home and educate from home. We are at a tipping point with remote work. There is no more "future of work" because it is here today; it is here right now. Cisco believes it is our collective responsibility—and our opportunity—to bring the best knowledge and technology to our remote workforces and our customers. Because even after the dust settles, and we are through this phase together, the state of work will never be the same. Join us as we share some of the innovative solutions that Cisco has introduced to help you transform your workplace and enable you to achieve immediate business continuity goals. We'll discuss how, with a robust set of collaboration tools, you will be able to create new and lasting experiences virtually, with your employees, partners and customers.

Engage with subject matter experts throughout the session in Ask the Experts: Real-Time Q&A with CDW's Nathan Coutinho, Director, Digital Workspace Solutions Practice; Mike Murphy, Lead Collaboration Solutions; and Sheena Vojta, Manager, Collaboration Solutions.

# Wednesday, April 22, 2020

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| 10:00 a.m. - 10:40 a.m. CT | **Bridging the Promise of Unified Communication with Today's New Realities** |

Beau Wilder, VP & GM, Infrastructure, Cloud and Analytics, Poly

The global pandemic creates new demand for remote working platforms, and the experiences we're seeing will transform how organizations address remote working going forward. In the weeks and months ahead, remote work will become more prevalent as companies move beyond equipping their employees with "any" laptops, headsets, and video conferencing services to more secure, comfortable, and durable equipment. In fact, more than 74 percent of CFOs are committed to accelerating and optimizing this new normal of telecommuting. Recognizing the need to balance ease of use with enterprise grade security, they're looking to technology vendors to provide consistent home office to work office experiences for their employees—all while accommodating user preferences and design elements. Join us for this session as we discuss the new reality—one that delivers a continuity of experience for employees from their home to the office, while providing you with a practical planning approach that can be easily implemented.

Engage with subject matter experts throughout the session in Ask the Experts: Real-Time Q&A with CDW's Nathan Coutinho, Director, Digital Workspace Solutions Practice; Pat Sullivan, Sr. Manager, Collaboration Solutions; and Brian Dunat, Architect, Collaboration Solutions.

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| 1:00 p.m. - 1:45 p.m. CT | **Technology's Critical Role in the Customer-Focused Organization** |

Nicole Roskill, Executive Director of Global Channels, Lenovo

The future of work is inextricably linked to remaining a customer-focused organization. As an example, our own organization is transforming our technology and way of working at every discipline—from marketing, to sales, to delivery, to services. We've learned that without changing how we work, we can't change how we interact with our partners and customers. Join us for this session to hear valuable lessons learned about how we're continuously evolving our connection to our customers—and how you can apply these best practices to your organization.

# Thursday, April 23, 2020

**10:00 a.m. - 10:45 a.m. CT**

**Building a Popsicle Experience that Delivers Higher ROH and Business Continuity**

Kirk Godkin, Head of Global Commercial Core Products, HP, Inc.

Forget about refresh-driven, "speeds and feeds" discussions. As we look forward into 2020 and beyond, one of the most important KPIs for companies around the world to measure success will be endpoint business continuity while maintaining user experience satisfaction and delivering security solutions. Join us for this session to learn strategies to drive this transformation, including what's important for different types of digital work life personas and how to adopt a user and space-centric approach. We'll share best practices on how to segment users and create personalized solution ecosystems that can support employees needs wherever they are.

**1:00 p.m. - 1:45 p.m. CT**

**A Digital Workplace for the New Era of Remote Workforces**

Priyank Desai, Sr. Director Product Marketing, Workspace ONE Digital Workspace Platform, VMware

For the first time ever, today's dynamic and modern workforce comprises five generations. Are you prepared as an organization to create a remote-first culture that fosters employee engagement within such a diverse and distributed workforce? Are you building an environment that embraces choice, flexibility, diversity and inclusion? In this age of global uncertainty, do you have a strong business continuity plan that doesn't impact the way employees prefer to work and collaborate? Join us for this session as we discuss how employee experience and engagement can impact your customer's experience and your business's ability to maintain a competitive edge.

Engage with subject matter experts throughout the session in Ask the Experts: Real-Time Q&A with CDW's Carlo Bonura, Lead VMware Solutions; and Chris Gibes, Manager, Data Center Solutions.

# Friday, April 24, 2020

**10:00 a.m. - 10:40 a.m. CT**

**Navigating the Gray Area: The New Digital Workplace Culture**

Crystal Kadakia, Two-Time TEDx Speaker, Organizational Strategy Consultant on Future of Work, Author of The Millennial Myth

For some time, companies have been dancing between getting work done in traditional ways and experimenting with what's possible in our digital age—and few outside the startup and tech communities have made the full leap. The current COVID situation has created the unique opportunity to dive into the deep end by shaping intentional strategy for a new equilibrium on our return. It's not all about the systems you have, but how you evolve the culture that makes or breaks success. Crystal is a two-time TEDx speaker and organizational strategy consultant. From nearly 10 years of future of work research and personal remote work experience, Crystal will share the top 3 human behavior challenges in digital workplace culture and empower you with perspectives to create new initiatives and lead differently. Join us for this session to learn Crystal's takeaways for your organization including: Breaking the Mindless Doing Cycle; Fostering Deep Relationships; and Maximizing Productivity from Diversity.