

<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>30 MINUTES</p> <p>MELBOURNE 10:00AM</p> <p>MANILA 8:00AM</p> <p>BANGKOK 7:00AM</p>	<p><b>eraPower - A Look Around the Corner, and a Glimpse of What is Coming in Accounting</b></p> <p>eraPower is dominating the Dealer Management System landscape. Discover the innovations that will benefit your dealership today!</p> <p><b>Presenter: Raoul Kirsten</b></p>
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<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>BREAKOUT 1</p> <p>ENGLISH</p>	<p>30 MINUTES</p> <p>MELBOURNE 10:45AM</p> <p>MANILA 8:45AM</p> <p>BANGKOK 7:45AM</p>	<p>DEEP DIVE/USER FORUM</p> <p><b>eraPower - A Look Around the Corner, and a Glimpse of What is Coming in Accounting</b></p> <p>eraPower is dominating the Dealer Management System landscape. Join this session for an indepth look into how you can get the most out of our Accounting products.</p> <p><b>Presenters: Raoul Kirsten &amp; Eric Devine</b></p>
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<p>OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ENGLISH</p>	<p>30 MINUTES</p> <p>MELBOURNE 10:45AM</p> <p>MANILA 8:45AM</p> <p>BANGKOK 7:45AM</p>	<p><b>DistributorPower Roadmap</b></p> <p>The everchanging landscape in the OEM and Distributor space means having a progressive ERP is key. Join this session to see how DistributorPower will reimagine warranty vehicles and the omni-channel.</p> <p><b>Presenter: Luis Espinoza</b></p>
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<p>DEALERS</p> <p>AUDITORIUM 2</p> <p>THAI</p>	<p>45 MINUTES</p> <p>BANGKOK 9:45AM</p>	<p>PRESENTATION + Q&amp;A</p> <p><b>DealerPower Roadmap</b></p> <p>There's so much to be excited about in the latest version of DealerPRO. From Showroom to Service and the latest mobile apps, discover the innovations that will benefit your dealership!</p> <p><b>Presenter: Max Khunatkhsosit</b></p>
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<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>30 MINUTES</p> <p>MELBOURNE 1:45PM</p> <p>MANILA 11:45AM</p>	<p><b>Grow your Parts Department</b></p>	<p>10 things you can implement to run a more efficient parts department.</p> <p><b>Presenter: Kevin Hoare</b></p>
<p>OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MELBOURNE 1:45PM</p> <p>MANILA 11:45AM</p> <p>BANGKOK 10:45AM</p>	<p>PRESENTATION + Q&amp;A</p> <p><b>Pentana Solutions the Automotive Industry Technology Leader</b></p>	<p>Pentana Solutions is more than just a Dealer Management System company. Come and see how we create innovative technology for the Automotive industry outside just the Dealer Management System.</p> <p><b>Presenter: Kim Wilson</b></p>
<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MELBOURNE 2:30PM</p> <p>MANILA 12:30PM</p> <p>BANGKOK 11:30AM</p>	<p>PRESENTATION + Q&amp;A</p> <p><b>Take Back Control of your Showroom</b></p>	<p>Our DealSmart solution puts gross margin control back in the hands of your Sales Manager. Join this session to see how DealSmart will deliver the efficient sales process from Showroom through to Accounting. Saving you time and money.</p> <p><b>Presenter: Elvis Miletic</b></p>
<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>THAI</p>	<p>45 MINUTES</p> <p>BANGKOK 11:30AM</p>	<p>PRESENTATION + Q&amp;A</p> <p><b>DistributorPower Roadmap</b></p>	<p>The everchanging landscape in the OEM and Distributor space means having a progressive ERP is key. Join this session to see how DistributorPower will reimagine warranty vehicles and the omni-channel.</p> <p><b>Presenter: Max Khunatkhsosit</b></p>
<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MELBOURNE 3:30PM</p> <p>MANILA 1:30PM</p> <p>BANGKOK 12:30PM</p>	<p>PRESENTATION + Q&amp;A</p> <p><b>Stop Losing Money on Warranty Claims</b></p>	<p>Learn how MDS Warranty can help your business recover over 90% of warranty claims from the OEM.</p> <p><b>Presenter: Antony Cathles</b></p>
<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MELBOURNE 4:00PM</p> <p>MANILA 2:00PM</p> <p>BANGKOK 1:00PM</p> <p>MILAN 8:00AM</p>	<p>PRESENTATION + Q&amp;A</p> <p><b>Increasing Parts and Accessory Sales</b></p>	<p>Selling more genuine parts into independent smash and mechanical shops. Opening the world market to satisfy your customers' needs and reduce obsolescence.</p> <p><b>Presenter: Nick Acquarola</b></p>

<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MELBOURNE 4:30PM</p> <p>MANILA 2:30PM</p> <p>BANGKOK 1:30PM</p>	<p>PRESENTATION + Q&amp;A</p> <h3>Empower your Employees</h3> <p>Discover the benefits of self-paced learning and maximise the capability of your employees through online training and self-help platforms.</p> <p><b>Presenter: Jason Wong</b></p>
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<p>OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MELBOURNE 5:00PM</p> <p>MANILA 3:00PM</p> <p>BANGKOK 2:00PM</p>	<p>PRESENTATION + Q&amp;A</p> <h3>Take Back Control of your Parts Stock</h3> <p>Drive your customer experience, by ensuring your dealers hold the right parts at the right time. Providing a 'fix it right first time' service experience.</p> <p><b>Presenter: Greg Haebich</b></p>
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<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ITALIAN</p>	<p>30 MINUTES</p> <p>MILAN 10:00AM</p>	<p>PRESENTATION + Q&amp;A</p> <h3>Product Unveiling - Sipad.Power</h3> <p>Take your dealership into the future with Pentana Solutions biggest innovation in a decade. Sipad.Power. Sipad.Power's mobile and intuitive platform will be leading dealers into the future.</p> <p><b>Presenter: Manuel Pasero</b></p>
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<p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ITALIAN</p>	<p>45 MINUTES</p> <p>MILAN 11:00AM</p>	<p>PRESENTATION + Q&amp;A</p> <h3>Reimagining the Sales Process</h3> <p>Discover how Power.Salesman and Power.Stock will improve the sales process in your showroom by providing you with what you need for an effective mobile sales process.</p> <p><b>Presenter: Max Ronchetti</b></p>
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 <p>OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MILAN 1:00PM</p> <p>LONDON 12:00PM</p>	<p>PRESENTATION + Q&amp;A</p> <h3>Take Back Control of your Parts Stock</h3>	<p>Drive your customer experience, by ensuring your dealers hold the right parts at the right time. Providing a 'fix it right first time' service experience.</p> <p><b>Presenter: Greg Haebich</b></p>
 <p>OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ENGLISH</p>	<p>30 MINUTES</p> <p>MILAN 2:00PM</p> <p>LONDON 1:00PM</p>	<h3>DistributorPower Roadmap</h3>	<p>The everchanging landscape in the OEM and Distributor space means having a progressive ERP is key. Join this session to see how DistributorPower will reimagine warranty vehicles and the omni-channel.</p> <p><b>Presenter: Luis Espinoza</b></p>
 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>30 MINUTES</p> <p>MILAN 2:45PM</p> <p>LONDON 1:45PM</p>	<h3>Grow your Parts Department</h3>	<p>10 things you can implement to run a more efficient parts department.</p> <p><b>Presenter: Kevin Hoare</b></p>

 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 1  ENGLISH	 45 MINUTES MELBOURNE 10:00AM	PRESENTATION + Q&A <h3>DealerSocket - The Game Changer</h3> <p>DealerSocket CRM dealers consistently perform above industry average. See how DealerSocket will allow you to increase customer engagement, retention and profitability.</p> <p><b>Presenter: Stuart Charman</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 2  ENGLISH	 45 MINUTES MELBOURNE 11:00AM  MANILA 9:00AM  BANGKOK 8:00AM	PRESENTATION + Q&A <h3>Unlock the Value of your Data</h3> <p>Drive and maximise profits through enhancing your reporting. Take a deep dive into your data to get the most out of your analytic tools.</p> <p><b>Presenter: Jarrod Holness</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 1  ENGLISH	 45 MINUTES MELBOURNE 11:45AM  MANILA 9:45AM  BANGKOK 8:45AM	PRESENTATION + Q&A <h3>Data is the New Oil</h3> <p>Your customer database is your most valuable tool, but if left unrefined it cannot be used to its full potential. Join this session to see what key processes you can implement to extract the most out of your customer database.</p> <p><b>Presenter: Megan Taylor</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 1  ENGLISH	 30 MINUTES MELBOURNE 1:00PM  MANILA 11:00AM  BANGKOK 10:00AM	EXTERNAL SPEAKER <h3>Engaging Customers in a Digital World</h3> <p>8 strategies that will elevate your customer engagement today. How to engage and build lasting relationships with your customers in a digital world.</p> <p><b>Presenter: Melissa Markus, VP Sales, National Accounts - DealerSocket US</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 1  ENGLISH	 30 MINUTES MELBOURNE 1:45PM	<div style="background-color: #e67e22; color: white; padding: 2px 5px; display: inline-block; margin-bottom: 5px;">FINTECH SECTOR</div> EXTERNAL SPEAKER + Q&A <h3>Using Technology to Boost CSI and Retain your Service Customers</h3> <p>Openpay is Australia's leading automotive digital payments company that leverages technology to enable interest free deferred payment. Join this session to find out how we have streamlined the way people pay for goods and services in over 2,000 merchants Australia-wide.</p> <p><b>Presenter: Eric Weitzman, Head of Automotive - Openpay</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 2  ENGLISH	 30 MINUTES MELBOURNE 2:30PM	<div style="background-color: #e67e22; color: white; padding: 2px 5px; display: inline-block; margin-bottom: 5px;">FINTECH SECTOR</div> EXTERNAL SPEAKER + Q&A <h3>Introducing a New Era of Customer Payment Solutions</h3> <p>Till is disrupting the payments sector with solutions that are agile and adaptable by business and industry. Shadi will set the scene on the payments landscape, explaining how Till is reimagining customer-first solutions and how this has led to their partnership with Pentana Solutions.</p> <p><b>Presenter: Shadi Haddad, CEO - Till Payments</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MELBOURNE 3:15PM</p>	<p>FINTECH SECTOR</p>	<p><b>EXTERNAL SPEAKER + Q&amp;A</b></p> <p><b>Digital Retailing: The Role of Finance &amp; Insurance (F&amp;I)</b></p> <p>The onset of COVID in March 2020 rapidly accelerated the need for dealerships to adopt a digital retail approach that included F&amp;I. Dealers are now faced with the challenge of having to decide which digital retailing tactics will be the most impactful for their business in 2021 and beyond.</p> <p><b>Presenter: Ann Cawkwell, National Manager, F&amp;I Solutions – Op2ma</b></p>
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 <p>DEALERS</p> <p>AUDITORIUM 2</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MANILA 2:00PM</p> <p>BANGKOK 1:00PM</p>	<p>PRESENTATION + Q&amp;A</p>	<p><b>The #1 Automotive CRM Arrives in Asia</b></p> <p>Come and learn about Dealersocket CRM and why it's the most powerful solution in the automotive industry that will allow you to increase customer engagement, retention and profitability.</p> <p><b>Presenter: Stuart Charman</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>30 MINUTES</p> <p>MANILA 2:30PM</p>	<p>EXTERNAL SPEAKER</p>	<p><b>The State of the Local Automotive Industry (Philippines)</b></p> <p>Mr Willy Tee Ten, President of the Philippines Automotive Dealers Association and Dealer Principal of the Autohub Group takes an in-depth look into the state of the local automotive industry in the Philippines.</p> <p><b>Presenter: Mr. Willy Tee Ten, President – Philippines Automotive Dealers Association</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ITALIAN</p>	<p>30 MINUTES</p> <p>MILAN 10:00AM</p>	<p>EXTERNAL SPEAKER</p>	<p><b>Why is Business Intelligence Essential?</b></p> <p>Business Intelligence is not about building reports. It's about understanding data and making decisions. This session will give you an insight into the top 10 reports you must run in your dealership and what decisions can come out of it.</p> <p><b>Presenter: Daniela Vezzoli</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ITALIAN</p>	<p>45 MINUTES</p> <p>MILAN 11:00AM</p>	<p>PRESENTATION + Q&amp;A</p>	<p><b>Pentana Analytics Lite: Everything at your Fingertips</b></p> <p>Pentana Analytics keeping your pulse on your dealership through intelligent reporting.</p> <p><b>Presenter: Federico Sason</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ITALIAN</p>	<p>45 MINUTES</p> <p>MILAN 12:00PM</p>	<p>PRESENTATION + Q&amp;A</p>	<p><b>Get the Most out of your CRM</b></p> <p>Pentana Solutions will give you our top 10 ideas to implement in your dealership today (Business Development Center, Data Cleansing, Communication Automation).</p> <p><b>Presenter: Alessandra Ivo</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 1  ENGLISH	 45 MINUTES MELBOURNE 10:00AM	PRESENTATION + Q&A  <h3 style="color: #e67e22;">Automate Everything in Service - eraPower</h3> <p>Do you have the tools in place to minimise paper usage in your Service Department? Decrease errors and eliminate profit leaks through automated and digital processes.</p> <p><b>Presenter: Michael Peet</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 2  ENGLISH	 30 MINUTES MELBOURNE 11:00AM  MANILA 9:00AM  BANGKOK 8:00AM	2021 <h3 style="color: #e67e22;">CyberSecurity Outlook</h3> <p>Rethink cybersecurity and new working practices along the entire value chain - a paradigm shift in the automotive industry at addressing customer demands, managing increasing cyber risks and becoming compliant with regulations on software updates.</p> <p><b>Presenter: Paul Stanbury</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   BREAKOUT 1  ENGLISH	 30 MINUTES MELBOURNE 11:45AM  MANILA 9:45AM  BANGKOK 8:45AM	DEEP DIVE/USER FORUM  <h3 style="color: #e67e22;">2021 Cyber Security Outlook</h3> <p>Join this session as a follow on from the 2021 Cyber Security Outlook presentation as we take a deeper look into your security needs and concerns.</p> <p><b>Presenter: Paul Stanbury</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 1  ENGLISH	 45 MINUTES MELBOURNE 12:30PM  MANILA 10:30AM  BANGKOK 9:30AM	PRESENTATION + Q&A  <h3 style="color: #e67e22;">Outsourcing vs Insourcing your Infrastructure</h3> <p>With cloud-based solutions now the industry norm, is it time to review your infrastructure approach? This session will educate you on all the benefits that come with outsourcing all your infrastructure to a cloud environment versus a traditional in-house model.</p> <p><b>Presenter: Damian Lupton</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 1  ENGLISH	 45 MINUTES MELBOURNE 1:45PM  MANILA 11:45AM  BANGKOK 10:45AM	PRESENTATION + Q&A  <h3 style="color: #e67e22;">Driving Consumer Experience</h3> <p>In a competitive landscape, the difference between winning and losing a customer is all about the experience. Utilise agnostic mobility apps to leave a lasting impression that will keep your customers coming back.</p> <p><b>Presenter: Evan Turner</b></p>
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 DEALERS + OEMS + DISTRIBUTORS   AUDITORIUM 2  ENGLISH	 45 MINUTES MELBOURNE 3:00PM  MANILA 1:00PM  BANGKOK 12:00PM	PRESENTATION + Q&A  <h3 style="color: #e67e22;">Protecting Data</h3> <p>In this complex and connected world, data integration is all around us and protecting your customer database is more difficult than ever before. Learn what to look for and how to understand the flow of your data in your dealership.</p> <p><b>Presenter: Paul Starkey</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ENGLISH</p>	<p>45 MINUTES</p> <p>MANILA 2:00PM</p> <p>BANGKOK 1:00PM</p>	<p>PRESENTATION + Q&amp;A</p> <h3 style="color: #c0504d;">Automate Everything in Service - DealerPro</h3> <p>Do you have the tools in place to minimise paper usage in your Service Department? Decrease errors and eliminate profit leaks through automated and digital processes.</p> <p><b>Presenter: David Nelson</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ITALIAN</p>	<p>45 MINUTES</p> <p>MILAN 10:00AM</p>	<p>PRESENTATION + Q&amp;A</p> <h3 style="color: #c0504d;">Sipad.APP, the DMS Mobile Extension</h3> <p>Provide a fully transparent and efficient service experience using our Concierge, Loan Car and Lead Management mobile apps.</p> <p><b>Presenter: Manuel Pasero</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ITALIAN</p>	<p>30 MINUTES</p> <p>MILAN 11:00AM</p>	<h3 style="color: #c0504d;">Protecting your Most Valuable Asset</h3> <p>With privacy being such a part of day to day business. This session will inform you on what to look for to understand where your data is travelling within your business.</p> <p><b>Presenter: Franco Fornasero</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 1</p> <p>ITALIAN</p>	<p>45 MINUTES</p> <p>MILAN 12:00PM</p>	<p>PRESENTATION + Q&amp;A</p> <h3 style="color: #c0504d;">Cloud</h3> <p>With cloud-based solutions now the industry norm, is it time to review your infrastructure approach? This session will educate you on all the benefits of utilising cloud for your infrastructure needs.</p> <p><b>Presenter: Franco Fornasero</b></p>
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 <p>DEALERS + OEMS + DISTRIBUTORS</p> <p>AUDITORIUM 2</p> <p>ITALIAN</p>	<p>45 MINUTES</p> <p>MILAN 2:00PM</p>	<p>PRESENTATION + Q&amp;A</p> <h3 style="color: #c0504d;">Cyber Crime</h3> <p>The Pandemic has seen an increase in cybercrime activity. This session will inform you on what processes you can implement to protect yourself from cyber attacks.</p> <p><b>Presenter: Franco Fornasero</b></p>
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