Agenda

08:30	Arrival/breakfast/marketplace	Register and customers pick up CSAT forms
09:00	Welcome	Rob Pengilley, Head of B2B Services
09:10	Key note speech	Stuart Birrell, CIO Heathrow
09:40	Heathrow Commercial Update	John Arbuckle, Head of Property Heathrow
09:50	Optimise Enhance Extend	Roberto Segala, Head of Commercial Telecoms Rob Pengilley, Head of B2B Services
10:10	Heathrow Digital	Steve Glenfield, Digital Manager Heathrow
10:30	Coffee/Marketplace	Customers to handover CSAT forms
11:10	Products & Services Case Studies	Commercial Telecoms Account Managers
11:45	Focus on IoT	SITA
12:05	Service update Marketing Update, CSAT Prize draw	Bonnie Lantier, Service Delivery Manager Nita Barthakur, Marketing Manager
12:30	Buffet lunch/ Breakout sessions	Discovery Suite Foyer





CSAT Prize draw winners.....

- > BT
- > Europear
- > AA
- Radiocomms
- Chanel
- UK Borderforce
- > Affini
- Mace
- United
- Singapore Airlines

SONOS Smart Wireless Speaker



Kindle E-Reader 6" Glare-Free



Fire HD 10 Tablet 32 GB



5 - £50 Vouchers



Amazon Echo Spot



Fire TV with 4K Ultra HD







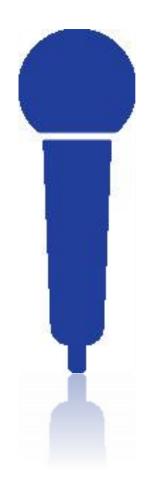
MC's playlist of the day

- α Uprising Muse
- α Once in a Lifetime Talking Heads
- α Airport The Motors
- α Connected Stereo MCs
- α Mr Blue Sky ELO
- α Shiny Happy People REM
- α Are 'friends' Electric? Tubeway Army
- α No Surprises Radiohead
- α Life on Mars? David Bowie





Questions and product enquiries



Please contact your <u>Account Manager</u> or email <u>heathrow@sita.aero</u>



