

OSX

OUTSOURCING SUMMIT & EXPO

PROGRAMME OUTLINE

Registration Open	from 9.30am
Exhibition Area Open	from 9.30am
Conference Starts	10.00am
Lunch	12.30pm

DAY ONE	BPO Conference	ITO Conference
10.00am	Future of Work / Future Skills / Recruitment (FOW)	Internet of Things (IOT)
10.30am	Future of Work / Future Skills / Recruitment (FOW)	Internet of Things (IOT)
11.00am	Break	Break
11.30am	Keynote Speaker	Disruption (DIS)
12.00pm	Keynote Speaker	Disruption (DIS)
12.30pm	Lunch	Lunch
2.00pm	Sourcing Location Strategy (LOC)	Keynote Speaker
2.30pm	Sourcing Location Strategy (LOC)	Keynote Speaker
3.00pm	Break	Break
3.30pm	Robotics / AI (ROB)	Digital Transformation (DIG)
4.00pm	Robotics / AI (ROB)	Digital Transformation (DIG)
4.30pm	Brexit (BRX)	Homeworking (HW)
5.00pm	Festival / Networking	Festival / Networking
6.00pm	Close	Close

DAY TWO	BPO Conference	ITO Conference
10.00am	Legal / Contracting (LEG)	Cyberthreat / Cybersecurity (CYB)
10.30am	Legal / Contracting (LEG)	Selling Your Captive (SYC)
11.00am	Break	Break
11.30am	Keynote Speaker	Blockchain (BC)
12.00pm	Keynote Speaker	Cryptocurrencies (CRY)
12.30pm	Lunch	Lunch
1.30pm	Marketing Innovation (MAR)	Keynote Speaker
2.00pm	Marketing Innovation (MAR)	Keynote Speaker
2.30pm	Break	Break
3.00pm	Cloud (CLO)	Smart Cities (CIT)
3.30pm	Big Data (DATA)	Smart Cities (CIT)
4.00pm	Close	Close

Key
Future of Work / Future Skills / Recruitment (FOW)
Sourcing Location Strategy (LOC)
Disruption (DIS)
Blockchain (BC)
Internet of Things (IOT)
Brexit (BRX)
Cryptocurrencies (CRY)
GDPR (GDP)
Legal / Contracting (LEG)
Marketing Innovation (MAR)
Robotics / AI (ROB)
Digital Transformation (DIG)
Cyberthreat / Cybersecurity (CYB)
Smart Cities (CIT)
Cloud (CLO)
Big Data (DAT)
Homeworking (HW)
Selling Your Captive (SYC)