

# Progress Innovation Tour

## Toronto 2018

# Agenda

FEBRUARY 6, 2018 | SHERATON CENTRE TORONTO HOTEL, ON

7:30am - 8:00am

### Registration & Breakfast

8:00am - 8:15am

### Welcome & Introductions

8:15am - 9:00am

### 2018 Technology Considerations | Progress Vision & Strategy

Greg Shea

In today's world, it is difficult to separate technology innovation from business innovation. To successfully devise an innovation strategy, it's imperative that we understand and leverage the latest technology advancements. In this session, we will introduce the key technology trends that need to be considered to meet your operational and innovation goals. And, we'll provide an overview of how Progress is leveraging these technology advancements to bring new and innovative capabilities to our customers.

9:00am - 9:45am

### Mobilizing Your Employees & Customers

David Atkins

Mobile can be the first step to delivering a cross-channel user experience, which is necessary for both customer and employee success. In this session, we will dive into the factors that should drive your adaptive experience efforts and look at a state of the art approach for delivering mobile experiences while architecting for chat, voice, AR and VR.

9:45am - 10:00am

### Break

10:00am - 10:45am

### Optimizing Your Customer Experience

Jonathan Read

Regardless of industry, customer expectations have skyrocketed due to the consumerization of IT. In this session, we'll discuss the elements that are driving customer experience and how delivering the right content in the right format at the right time in the customer journey is critical. We'll also look at how customer experiences can be optimized by anticipating the right action to drive the customer through the sales cycle.

---

**10:45am - 11:30am**

## **Staying Ahead of User Expectations**

David Atkins

Unlike other technology considerations, modernization is a topic that never fades away. What needs to be modernized over time may change, but we all have systems that can be improved in some way. In this session, we'll concentrate on the need to provide optimal user experiences and how this can be possible without a team of expensive designers.

---

**11:30am - 12:15pm**

## **Data Connectivity in a Hybrid World**

Sumit Sarkar

Given the changes in how applications are deployed (on premise and in the cloud) and the need for providing access to support analytics and API Economy factors, data connectivity now assumes a strategic role within forward thinking organizations. In this session, we'll discuss the factors that are driving this approach and architecture patterns that you can put in place to derive more value out of your data, applications and systems.

---

**12:15pm - 12:30pm**

## **Unconference Topic Planning**

Greg Shea

In this session, we'll prepare for peer discussions so you can share best practices and seek guidance to overcome your current challenges. We'll do a quick brainstorm on business-oriented application development topics and select topics that will be discussed in small groups over lunch.

---

**12:30pm - 1:30pm**

## **Working Lunch - Unconference Topics**

Group Led

Join your peers over lunch to discuss your choice of unconference topics that were created during the planning session. If you feel passionate about a topic, you can moderate a session, or we will provide a moderator. In either case, these sessions are intended to be group-led, so bring your thoughts, ideas, and questions into what is sure to be a lively and thought-provoking discussion.

---

**1:30pm - 1:45pm**

## **Final Q&A and Closing Remarks**

---

**1:45pm - 3:30pm**

## **Meet the Expert Sessions**

(optional)

These individual sessions are first-come, first-served discussions with Progress to discuss your business-related application development initiatives. Please be sure to sign up at the registration desk.



### **Location**

Sheraton Centre Toronto Hotel  
123 Queen Street West,  
Toronto, ON, M5H 2M9,  
Canada