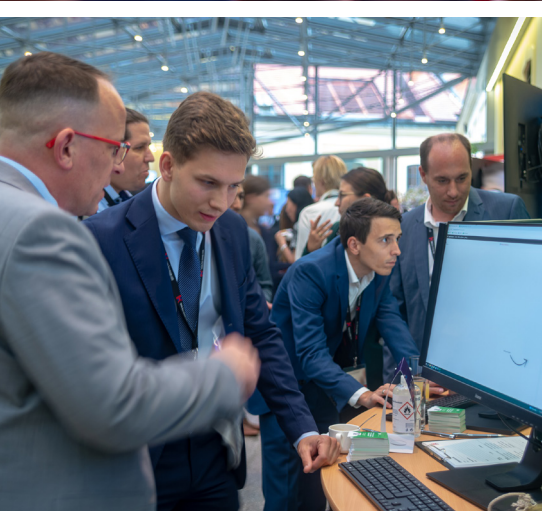# 21ST BOC STRATEGIC PARTNER MEETING

CONFERENCE PROGRAMME

21ST BOC STRATEGIC PARTNER MEETING

The industry-leading event for **Business Process Management**, **Enterprise Architecture** and **Governance**, **Risk** & **Compliance**

We are happy to invite you to BOC Group's 21st international customer and partner event on the **12th** and **13th** of **September** in Vienna, in the beautiful venue, **Schönbrunn Palace**. With **constant change** becoming the new reality, the need for businesses to **continuously innovate** their way of digital thinking and leadership keeps growing. That's why the Strategic Partner Meeting is bringing together an all-star lineup of speakers and sessions from around the globe.

During this two-day conference, together with our customers, we will present successful **projects** and **best practice approaches** in the areas of **Business Process Management, Enterprise Architecture** and **Governance, Risk & Compliance**. We will also give you an update on the latest innovations concerning our products **ADONIS**, **ADOIT** and **ADOGRC**. An attractive programme awaits our guests, with key speakers from various industries and countries. Experts will describe their **experience**, **vision** and **motivations** and present their best practices and keys to success.

The presentations usually run in parallel so that you can choose the topic that is of interest to you. At the same time, you will have the possibility to visit the **exhibition area**, where BOC Group employees will present various **application scenarios** and **features of our tools** and answer all of your questions. Through this varied conference programme, we hope to attend to all your needs in the best way possible.

1st Conference Day, 12th September 2024, 12:00 p.m. - 05:30 p.m.

Admission starts at 11:30 a.m.

The Strategic Partner Meeting begins with a small lunch to give the international guests the opportunity to arrive on time and without stress. At 12:30 p.m. the conference starts with a programme overview and the welcome address from **BOC's Management Board**. Afterwards, the two-day conference will start with a presentation by our Product Managers, with an update regarding application scenarios and new features in the **BOC product family**.

This will be followed by best practice lectures on the topics of **Business Process Management**, **Enterprise Architecture Management** and **Governance, Risk & Compliance Management**.

At the same time, you will have the possibility to exchange your views with subject matter experts on selected topics, as well as to get to know special modules, features and application scenarios of our tools in the **Exhibition Area**. On the first day you will have the opportunity to choose between **9 Best Practice Lectures** and **3 Workshops** (parallel sessions).

Evening Event, 12th September 2024, starting at 05:30 p.m.

We are glad to invite you to join us for dinner in the **Orangery** of **Schönbrunn Palace**. Take the opportunity to enhance your expert network with other companies and share personal experience, mastered challenges and future projects.

Highlight — Evening Keynote, 12th September 2024, starting at 07:00 p.m.

o. Univ. Prof. Prof. h.c. Dr.-Ing. Dimitris Karagiannis takes us into the world of digital technologies and artificial intelligence and sheds light on the topic: "**From Innovation to Implementation: Digitalization and Artificial Intelligence.**"

2nd Conference Day, 13th September 2024, 09:00 a.m. - 03:00 p.m.

Admission starts at 08:30 a.m.

The second conference day will start with an exciting **Panel Discussion**. The further programme will be similar to the day before: **12 Best Practice Lectures** will take place in parallel and will be complemented by **4 Workshops** and our **Exhibition Area**.

The conference will be concluded with a closing speech by BOC Group. Following the conference, we would like to invite you to join us for a **get-together lunch**. Additionally, we would be pleased to be at your disposal for further discussions.

Important Notes:

- Photos and videos will be taken at the event venue and published on the Internet for the purpose of documenting the event.
- The presentations will be held either in German or English. Simultaneous translation into the other language will be provided. (except in the room Sisi)
- Participation is free of charge for BOC customers.

APOTHECARIES' WING

Schönbrunn Palace, 1130 Vienna
Thursday, 12th September starts at 11:30 a.m.
Friday, 13th September starts at 08:30 a.m.

The so-called Apothecaries' Wing (Apothekertrakt) of Schönbrunn Palace was built in the course of the conversion from a hunting lodge to a residential palace shortly after the mid-18th century. These extensions of the palace complex as a summer residence for Maria Theresia also included the construction of the outbuildings towards Meidling (now the 12th district) and Hietzing (now the 13th district), to grant the supply of the entire royal household.

Several floorplans of Schönbrunn from the 1760/70 show the ground level Apothecaries' Wing up to the Cedrat House and the Orangery, which in its physical expression is largely identical to the present building – except for the interior space structure.

According to the plans of the 19th century, in this wing, among others, were housed the Guards and the Locksmith's Shop, the courts are designated as Locksmith and Guard Court; following the Cedrat House that opens to the Orangery Garden, stables were located, probably for the Mounted Guards.

The so-called Guards' Wing (Gardetrakt) at the palace entrance northeast before the Court of Honour in 1906 was expanded into a modern accommodation for the Guards, including a kitchen and sanitary facilities in the basement. The Imperial Court Administration used the vacant wing in addition to the lease for restaurants also for the accommodation of the Court Pharmacy that previously was located in the Guards' Wing.

Generally, the Court Pharmacy should not only serve the imperial family but also guarantee the free delivery of medical products for the court employees. The operation of the pharmacy in Schönbrunn was maintained even after the monarchy until 1976 in the eponymous Apothecaries' Wing which forms the eastern end of the Meidling outhouses.

AGENDA

Thursday, 12th September

6	**KEYNOTES**	Orangery
7	**BEST PRACTICE LECTURES I**	Maria Theresia
8	**BEST PRACTICE LECTURES II**	Sophie / Leopold
9	**BEST PRACTICE LECTURES III**	Maximilian
10	**WORKSHOPS**	Sisi
11	**EVENING EVENT**	Orangery
11	**HIGHLIGHT — EVENING-KEYNOTE**	Orangery

Friday, 13th September

14	**PANEL DISCUSSION**	Orangery
15	**BEST PRACTICE LECTURES IV**	Orangery
16	**BEST PRACTICE LECTURES V**	Maria Theresia
18	**BEST PRACTICE LECTURES VI**	Sophie / Leopold
19	**WORKSHOPS**	Maximilian

KEYNOTES

12:30 - 12:45 p.m.
Programme Overview:
Content of the 21st BOC Strategic Partner Meeting

BOC Group — Design your Enterprise

Robert Strobl (Senior Management Consultant), **BOC Group**

Before the conference starts with the best practice lectures and workshops, you will get a rough overview of the conference programme. Furthermore, you will get important informations and key data on the lectures.

12:45 - 01:15 p.m.
BOC Group 2024: Status and Strategy

BOC Group — Design your Enterprise

Dr. Franz Bayer (Member of the Board), **BOC Group**
Dr. Harald Kühn (Member of the Board), **BOC Group**
Dr. Christian Lichka (Member of the Board), **BOC Group**
Dr. Robert Woitsch (Member of the Board), **BOC Group**

The Management Board provides an overview of the results and achievements of the past few years as well as an outlook on the topics to come. Digital transformation with innovative solutions in the areas of BPM, EAM and GRC represent a central element of the progressive, global success of BOC and form the framework for this introductory lecture.

01:15 - 02:00 p.m.
Product Strategies: ADONIS, ADOIT und ADOGRC

BOC Group — Design your Enterprise

Erik Guschlbauer (ADOGRC Product Manager), **BOC Group**
Dr. Christoph Moser (ADOIT Product Manager), **BOC Group**
Tobias Rausch (ADONIS Product Manager), **BOC Group**

The Product Managers of BOC Management office give an overview of current developments and the future of ADONIS, ADOIT and ADOGRC.

02:00 - 02:15 p.m.
Selected highlights from the BOC ecosystem —
the BOC Marketplace

BOC Group — Design your Enterprise

Felix Brandmayr (Marketplace & Integrations), **BOC Group**

Get exciting insights into offers and developments from the BOC ecosystem - the BOC Marketplace. Based on selected services, we want to show you how you can extend your ADONIS, ADOIT and ADOGRC with new scenarios, features and integrations.

BEST PRACTICE LECTURES I

03:10 - 03:50 p.m.
Automotive with ADONIS

JOYNEXT

Mario Heinrich (Management System Engineer), **JOYNEXT GmbH**
Joachim Rudolf (Management System), **JOYNEXT GmbH**

Insights into an automotive-specific integrated management system with ADONIS. The automotive industry requires conformity to a large number of standards.

This presentation will provide an overview of these requirements and their procedural implementation. Additionally, it will outline one possible use of ADONIS in the context of automotive industry.

04:00 - 04:40 p.m.
From a single discipline to integrated EAM -
Evolution of ADONIS usage at Deutsche Leasing

Deutsche Leasing

Patrick Engel (Organization/IT; Business Analyst), **Deutsche Leasing AG**
Volker Tainz (Organization/IT; Business Analyst), **Deutsche Leasing AG**

Once upon a time... The process documentation.
Rapid developments in digitalization and regulatory requirements constantly present us with the challenge of rethinking and proving the useful and value-adding benefits of ADONIS. The integration of various EAM elements, including the use of third-party tools, and a stronger user focus are our guiding principles here.

04:50 - 05:30 p.m.
Experiences and challenges of a
decentralized process organization

bdr.

Daniel Bouché (Corporate Governance & Strategy; Process Consultant), **Bundesdruckerei GmbH**
Mario Scherber (Corporate Governance & Strategy; Process Consultant), **Bundesdruckerei GmbH**

Since the introduction of ADONIS and ADOGRC, the maturity level of the management system has been gradually increased. The decentralized process organization makes a significant contribution here within the matrix organization of the Bundesdruckerei Group. Important influencing factors for the design of the management system are extensive governance requirements and the broad product portfolio.

BEST PRACTICE LECTURES II

🕐 03:10 - 03:50 p.m.

Process management in a federal environment: The implementation of the KONSENS process model

KONSENS
Die Steuer-IT

Luisa Burk (Quality Management KONSENS), **Overall project KONSENS, Landesamt für Steuern Niedersachsen**
Carolin Rubach (Quality Management KONSENS), **Overall project KONSENS, Landesamt für Steuern Niedersachsen**

Countless stakeholders, complex requirements and legal deadlines - to meet these challenges, effective process management has become indispensable in public administration. This also applies to KONSENS - the largest digitization project in Germany. In this presentation, you will learn how the KONSENS process model was implemented in the overall KONSENS project, thus laying the foundation for successful process management.

🕐 04:00 - 04:40 p.m.

Processes are the glue that holds a system together

VERSICHERUNGS KAMMER

Jana Baehr (Product Owner / Master Black Belt - Process Management Chapter)
Versicherungskammer Bayern - München (1OE-Organizational development/central process management)
Carolin Wildner (Black Belt - Process Management Chapter)
Versicherungskammer Bayern - München (1OE-Organizational development/central process management)

Accompany us through the process world of the Versicherungskammer Bayern and dive with us into the current challenges in the change of organizational structures towards a living organization, as well as in the:
» Introduction of the process world within the Versicherungskammer Bayern
» Current structure of process management at the Versicherungskammer Bayern
» Further interfaces that use the central processes as an anchor

🕐 04:50 - 05:30 p.m.

Rollout of Process Management and ADONIS at the same time in ANDEL (dos and don'ts)

andel

Jan Peter Bjørnbak (IT & DI / Senior Process Architect), **Andel**
Ane Kathrine Holt (IT & DI / Process Management), **Andel**

A Process Management team was established to conduct rollout in a large Danish utility company, who wants to improve ways of working, increase process maturity and to realize this strategy. Topics of the lecture are:
» How we came to choose ADONIS as our company process management tool, going from baseline standards to meet company governance.
» Explain why we chose to combine the implementation, with a large ERP project, and doing so in the last two years.
Hoping to share our experience in how this journey went, and what now lies ahead.

BEST PRACTICE LECTURES III

🕐 03:10 - 03:50 p.m.

Enterprise architecture as a core building block of the Accenture Banking Platform

accenture >

Ralph Schimpl (Lead Enterprise Architect), **Accenture TiGital GmbH**
Jürgen Zangerl (Enterprise Architect), **Accenture TiGital GmbH**

The presentation will examine the takeover of ARZ by Accenture, exploring the accompanying challenges and opportunities for enterprise architecture. The transformation of the IT landscape of a traditional data center, such as ARZ, into a digital banking platform also required a change in architecture management. The focus is on the evolution from a local to a global, customer-oriented approach and the management of exponential growth in the project landscape. Cultural transformation is also an important building block for the success of EAM. We will also discuss the importance of central EAM repositories, such as ADOIT, for the effective management of complex IT landscapes and the role of frameworks such as ArchiMate to improve communication and clarity.

🕐 04:00 - 04:40 p.m.

EAM as a central information platform with low-threshold information provision via SharePoint

SwissLife

Dr. Joachim Kreutzberg (Enterprise Architecture), **Swiss Life AG**

A key success factor for effective EAM is the establishment of a centralized information platform that consolidates all relevant data. Integration with existing systems is a challenge but offers considerable advantages: it not only ensures high data quality and the principle of the "single source of truth", but also simplifies access to information in established tools such as SharePoint.

🕐 04:50 - 05:30 p.m.

EAM — a "Digital Map" for everyone

ENGEL

Karl Jechtl (ITA-PC Processes and Content / IT Enterprise Solution Architect), **ENGEL Austria GmbH**

The presentation will introduce use cases that have significantly shaped our EAM implementation project at ENGEL. They played a decisive role in familiarizing us with the typical requirements of a "digital company map" and aligning the project with these use cases. As a result, we quickly succeeded in creating direct benefits for the company. From this perspective, we not only introduced "EAM" but also something that has established itself as a first-class support methodology for many "tricky" tasks in the company.

WORKSHOPS

⏱ 03:10 - 03:50 p.m.

Architecture Repository Management: Scalable. Federated. Agile.

KNOTION CELEBRATING 20 YEARS · BOC Group Design your Enterprise

Gerhard du Plooy (Business Architect), **Knotion Consulting**
Michael Kamberov (Global Market Development Manager), **BOC Group**

An EA repository is key in dismantling silos by aligning current architectures with new business and tech demands, serving as a unified knowledge base. This workshop will explore the setup of such a repository, focusing on managing assets, aligning with organizational strategy, user interaction, and governance for enhanced decision-making and IT-business strategy synchronization.

⏱ 04:00 - 04:40 p.m.

Sustainability, AI, Security & Co.

BOC Group Design your Enterprise

Pedram Asadi (Growth Manager ADOIT), **BOC Group**
Dr. Christoph Moser (Product Manager ADOIT), **BOC Group**

The topics are becoming increasingly diverse. We need to find ways to work quickly on answers and launch promising initiatives. Together. The separation between business and IT no longer works. In this workshop we present our new concept of EA services. Discuss with the ADOIT product management and learn more about our new product strategy. The workshop is planned to be interactive - i.e. your feedback is more than welcome!

⏱ 04:50 - 05:30 p.m.

Harnessing AI for Business Process Management

BOC Group Design your Enterprise

Tobias Rausch (Product Manager ADONIS), **BOC Group**
Dr. Srdjan Zivkovic (Product Manager ADONIS), **BOC Group**

Join us on the discussion of scenarios and use cases leveraging AI to accelerate your Process Management initiatives with ADONIS. The session aims to co-create strategies that leverage AI technologies to enhance product functionality, improve customer experiences, and streamline operations. We want to focus on identifying practical, impactful AI applications that address real-world business challenges faced by our customers but also want to discuss possible implications such as data privacy.

EVENING EVENT

During the Baroque age the Orangery not only housed rare and exotic plants, but also played an important role in courtly festivities. Erected after the mid-eighteenth-century, the Orangery was used under Joseph II as the setting for numerous receptions, feasts and theatre performances. It was here that the famous musical contest was fought between Wolfgang A. Mozart and Antonio Salieri and it was here that the Congress of Vienna danced. The plants in the Orangery and the Orangery Garden, designed as an ornamental as well as a kitchen garden, played a leading part in the scenario of these events. Keeping to this tradition, the Orangery provides today an imposing setting for events.

HIGHLIGHT — EVENING-KEYNOTE

⏱ 07:00 - 08:00 p.m.

From Innovation to Implementation: Digitalization and Artificial Intelligence

universität wien

o. Univ. Prof. Prof. h.c. Dr.-Ing. Dimitris Karagiannis (Head of Research Group), **University of Vienna**, Research Group Knowledge Engineering & OMiLAB

Digital technologies and artificial intelligence (AI) have a strong impact on the design and development of intelligent systems. This presentation introduces digitalization concepts as prerequisites for the use of artificial intelligence to create valuable business ecosystems.

CONFERENCE PROGRAMME

Thursday

Time	Programme
starting at 11:30 a.m.	**Registration**
12:00 - 12:30 p.m.	**Lunch snack**
	Keynotes Orangery
12:30 - 12:45 p.m.	**Programme Overview: Content of the 21st BOC Strategic Partner Meeting** Robert Strobl **BOC Group**
12:45 - 01:15 p.m.	**BOC Group: Status and Strategy** Dr. Franz Bayer & Dr. Harald Kühn & Dr. Christian Lichka & Dr. Robert Woitsch **BOC Group**
01:15 - 02:00 p.m.	**Product Strategies: ADONIS, ADOIT and ADOGRC** Erik Guschlbauer & Dr. Christoph Moser & Tobias Rausch **BOC Group**
02:00 - 02:15 p.m.	**Selected highlights from the BOC ecosystem — the BOC Marketplace** Felix Brandmayr **BOC Group**
02:15 - 03:10 p.m.	**Coffee Break and Exhibition**

Time	Best Practice Lectures I Maria Theresia	Best Practice Lectures II Sophie / Leopold
03:10 - 03:50 p.m.	**Automotive with ADONIS** Mario Heinrich & Joachim Rudolf **JOYNEXT GmbH**	**Process management in a federal environment** Luisa Burk & Carolin Rubach **Landesamt für Steuern Niedersachsen**
04:00 - 04:40 p.m.	**From a single discipline to integrated EAM — Evolution of ADONIS usage at Deutsche Leasing** Patrick Engel & Volker Tainz **Deutsche Leasing AG**	**Processes are the glue that holds a system together** Jana Baehr & Carolin Wildner **Versicherungskammer Bayern - München**
04:50 - 05:30 p.m.	**Experiences and challenges of a decentralized process organization** Daniel Bouché & Mario Scherber **Bundesdruckerei GmbH**	**Rollout of Process Management and ADONIS at the same time in ANDEL (dos and don'ts)** Jan Peter Bjørnbak & Ane Kathrine Holt **Andel**
starting at 05:30 p.m.	**Champagne Reception**	
07:00 - 08:00 p.m.	**From Innovation to Implementation: Digitalization and Artificial Intelligence** o. Univ. Prof. Prof. h.c. Dr.-Ing. Dimitris Karagiannis **University of Vienna, Research Group Knowledge Engineering & OMiLAB**	
starting at 08:00 p.m.	**Dinner**	

Best Practice Lectures III Maximilian	Workshops Sisi
Enterprise architecture as a core building block of the Accenture Banking Platform Ralph Schimpl & Jürgen Zangerl **Accenture TiGital GmbH**	**Architecture Repository Management: Scalable. Federated. Agile.** Gerhard du Plooy & Michael Kamberov **Knotion Consulting & BOC Group**
EAM as a central information platform with low-threshold information provision via SharePoint Dr. Joachim Kreutzberg **Swiss Life AG**	**Sustainability, AI, Security & Co.** Pedram Asadi & Dr. Christoph Moser **BOC Group**
EAM — a "Digital Map" for everyone Karl Jechtl **ENGEL Austria GmbH**	**Harnessing AI for Business Process Management** Tobias Rausch & Dr. Srdjan Zivkovic **BOC Group**
Champagne Reception / Dinner / Orangery	

Lectures will be held in German   *Lectures will be held in English*   *Simultaneous translation in English or in German*

KEYNOTE

📍 Orangery
📅 Friday, 13th September

💬 Lectures will be held in German with simultaneous translation into English

🕐 09:00 - 09:15 a.m.

Programme Overview: What awaits you on the Second Day of the 21st BOC Strategic Partner Meeting

BOC Group
Design your Enterprise

Robert Strobl (Senior Management Consultant)
BOC Group

With the start of the second day of the conference, you will receive a brief summary of the topics presented so far and an outlook on what to expect at the 21st BOC Strategic Partner Meeting.

🕐 09:15 - 09:55 a.m.

Talk to the Experts: Panel Discussion

We warmly invite you to a panel discussion that offers a unique opportunity to explore various perspectives on a current and relevant topic. Under the guidance of the moderator, the experts on the panel will share their knowledge and experiences to provide deep insights into the subject. The audience is encouraged to actively participate in the discussion, ask questions, and provide suggestions. The panellists will address the concerns and interests of the audience, fostering a lively and interactive dialogue.

Topics and participants will be announced soon.

🕐 09:55 - 10:40 a.m.

Coffee Break and Exhibition

BEST PRACTICE LECTURES IV

📍 Orangery
📅 Friday, 13th September

💬 Lectures will be held in German or English with simultaneous translation in German or English

🕐 10:40 - 11:20 a.m.

Bottom-Up — There's no such thing as impossible Introduction of a process management system at MED-EL

MED●EL

Klaus Schartner (Operations Manager, Digital Development), **MED-EL**

Bottom-up approach to implementation at the Innsbruck site with approx. 1800 employees. Why this approach in contrast to the usual practice? Identifying interface problems and bottlenecks without coordinated processes in the company. Presenting the processes in different views of the company's process map in order to pick up the employees. Display specific challenges. Create incentives and make offers. Convince instead of instruct. Illustrate the approach and provide examples.

🕐 11:30 a.m. - 12:10 p.m.

Implementation of a BPM software in a fast-growing company for immunotherapies.

BIONTECH

Stefan Cordes (Associate Director Process Management), **BioNTech SE**

As a growing company, BioNTech must regularly adapt to new processes and technologies. The processes, systems and structures change and develop, and at the same time a common communication platform for the processes must be created. In this presentation, Stefan Cordes will present the journey to implementation, concepts and integrations with other systems surrounding ADONIS.

🕐 12:20 - 01:00 p.m.

Developing End-to-End Insights in Global Prestige Beauty

ESTĒE LAUDER
COMPANIES

Brian Coffin (Process COE Lead & Product Owner), **The Estée Lauder Companies**

Join us as we discuss how Estée Lauder leveraged ADONIS to enable our employees with a deeper and more nuanced understanding of our global processes. We will discuss development of the foundational layer of processes, and how they were then used to define the end-to-end view readily available to our users globally. With employees being newly empowered with more information, we will also walk through how the data is being used to improve processes and integrate new technologies into our day-to-day processes.

🕐 01:10 - 01:50 p.m.

ADONIS Anywhere: Meeting Engineers Where They Work

CISCO

Cynthia Fistler (Strategy & Planning Manager / Customer Delivery Strategy, Governance and Optimization), **Cisco Systems, Inc.**

Understand the challenges large organizations face with process consumption and compliance. Show how this problem can be solved using the ADONIS REST API to share contextually relevant content in the tools employees use every day, where they need it most.

BEST PRACTICE LECTURES V

📍 Maria Theresia
📅 Friday, 13ᵗʰ September

💬 Lectures will be held in German or English with simultaneous translation in German or English

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🇩🇪 ⏱ **10:40 - 11:20 a.m.** | **The train is moving — development towards a process-oriented company** | ⬩ **SBB CFF FFS**

René Thalmann (Head of Workflow Automation), **Schweizerische Bundesbahnen AG**
Alexander Zehr (Co-Head of Process Management/ Product Owner ADONIS), **Schweizerische Bundesbahnen AG**

With the establishment of a central process management unit at SBB, our focus lies on merging different approaches in process management across the entire group with the assistance of ADONIS. This involves addressing the challenges of automating individual processes. Additionally, we aim to further develop the BPM framework by integrating additional architecture disciplines to enhance the overall framework. Furthermore, we aim to strengthen process orientation company-wide by promoting uniform empowerment of various process roles.

🇬🇧 ⏱ **11:30 a.m. - 12:10 p.m.** | **Unlocking Potential: Process Governance as the Catalyst for Business Agility and Efficiency** | **ferrer** for good

Cecilia von Ahn Scheel (Chief Transformation Officer), **Grupo Ferrer Internacional SA**
Ana Rodríguez Feliz (IT Business Partner), **Grupo Ferrer Internacional SA**

In today's dynamic business landscape, Process Management serves as the key catalyst for unlocking the full potential of organizations. By adopting a process-oriented approach, companies can enhance their agility and efficiency, enabling them to adapt swiftly to market changes and drive sustainable growth. We'll emphasize the critical role of Executive Buy-In in leading this transformation, from strategic alignment to resource allocation.

🇩🇪 ⏱ **12:20 - 01:00 p.m.** | **New structures for a clean future — process management in the face of change** | **BSR**

Corinna Hilsky (Organization, Process & Portfolio Management), **Berliner Stadtreinigung (BSR)**
Oliver Kawell (Head of Organization, Process & Portfolio Management), **Berliner Stadtreinigung (BSR)**

The presentation will focus on the transformation of process management at Berliner Stadtreinigung: The structures have been successively reorganized to create a basis for more process orientation, better framework conditions and greater benefits from process management. Practical examples of governance, roles and pilots offer an opportunity for a dialog.

🇬🇧 ⏱ **01:10 - 01:50 p.m.** | **Learning from Speedboats: Linking Risks, Controls and Processes** | **helvetia** ◢

Mark Etterlin (Operations Market Switzerland, Head Business Architecture & Enterprise Processes) **Helvetia Insurances**
Gabriel Zalazar (Corporate Function Asset Management, Senior Compliance Officer) **Helvetia Insurances**

We delve into the complexities of modernizing our Internal Control System (ICS), focusing on linking risks, controls, and processes. Initially challenged with crafting a group-wide blueprint, we found success within a corporate function that, against significant time and resource constraints, pragmatically navigated through the process. Discover how this achievement inspired broader adoption of proven approaches and solutions across our group.

WHAT CAN YOU EXPECT AT SPM 2024?

✓ **Get first-hand insights** from leading companies

✓ Stay on top of **key trends** and **technologies**

✓ **Exchange views** on shared challenges

✓ Boost **your network** and **brand awareness**

✓ Enjoy the splendors of the **Schönbrunn Palace**

BEST PRACTICE LECTURES VI

📍 Sophie / Leopold
📅 Friday, 13th September

💬 Lectures will be held in English with simultaneous translation in German

🇬🇧 10:40 - 11:20 a.m. | Navigating the Path to a Modern Enterprise Architecture Practice: Insights from a Lean Organization

Elmar Els (Enterprise and Integration Architect), **Coca-Cola Beverages Africa**
Marius Snel (Enterprise Architect, Chief Executive Officer), **Knotion Consulting (Pty) Ltd**

This presentation will cover a journey to implement a modern Enterprise Architecture (EA) within Lean organizations. Drawing from our collective experiences, we'll explore the pivotal role of aligning with business trends and identifying strategic focus areas. Central to our discussion is the significance of cultivating trusted relationships within the organization and forging partnerships strategically. We are excited to showcase Knotion's pivotal role as an EA partner, illuminating the contribution in crafting an overarching strategy and implementing a supportive Ways-of-Work for EA. A cornerstone of a modern EA practice is utilizing cutting-edge tools such as ADOIT & ADONIS, and we will share some insights on splitting capabilities between partners and the organization to produce the required output for EA.

🇬🇧 11:30 a.m. - 12:10 p.m. | BPM strategy for a leader in smart Electronic Price Tags and Retail IoT Solutions

Julian Lopez Arias (Global Operations / Quality Management Manager), **VusionGroup**

VusionGroup, a technology sector leader and supplier of electronic labels & IoT solutions for retail, has embraced ADONIS to digitize its Quality Management System for ISO 9001 certification. Their aim is to expand ADONIS' use to encompass IT security, organizational, and environmental management systems. Utilizing a range of management tools and data exchanges (CMDB, CRM, ERP) alongside ADONIS, VusionGroup enhances process maturity and performance while managing growth.

🇬🇧 12:20 - 01:00 p.m. | Igniting Improvement and Spurring Transformation in LATAM

Rolando Isaac González E. (Manager - BPM, RPA/Hyper-Automation & Transformation Lead), **Liberty Latin America**

Discover the powerhouse behind our transformative journey. Learn how to ignite improvement and spur impactful transformation, from optimized workflows to elevated customer experiences. Explore tangible accomplishments and join us in celebrating successes, overcoming challenges, and innovating as we leap forward, looking ahead to the future with renewed ambition. Together, let's continue unleashing the full potential of processes for a brighter, more promising future.

🇬🇧 01:10 - 01:50 p.m. | ADONIS – "Our young journey, with a big footprint"

Jagadish Dinakar (Quality Management Systems, Quality Domain/ IT Department), **Hitachi Energy**

We started using ADONIS in 2021 at Hitachi Energy, transitioning from our previous parent organization. Four years into utilizing the tool, we've achieved successful implementation, developed strategies, shared process mapping knowledge, and increased maturity among newcomers as well as experienced team members. We will share insights into the digitization of process management, its benefits, harmonization across the organization, and its global impact within Hitachi Energy.

WORKSHOPS

📍 Maximilian
📅 Friday, 13th September

💬 Lectures will be held in German or English with simultaneous translation in German or English

🇩🇪 10:40 - 11:20 a.m. | Cybersecurity: Success factors for the successful implementation of NIS-2 and DORA with ADOGRC

Antonia Hubbermann (ISMS expert / GRC team), **BOC Group**

In this interactive workshop, we will dive into the world of NIS-2 and DORA and discuss the integration with information security, risk management, internal control system (ICS) and process management. Get to know practical approaches to effectively implement governance practices with ADOGRC and exchange views on the challenges and opportunities of this integration.

🇩🇪 11:30 a.m. - 12:10 p.m. | Enhancing Enterprise Governance with AWS: Data privacy, security and compliance aspects of using SaaS-products hosted on AWS

Michael Hanisch (Head of Technology for Germany), **Amazon Web Services**
Robert Strobl (Senior Management Consultant), **BOC Group**

In this presentation we will highlight the benefits of using software like BOC Group's products, such as SaaS hosted on AWS. It will be emphasized how running such software on AWS can help enterprises achieve GDPR compliance, support ESG initiatives, meet NIS-2 requirements and enable continuous risk assessment. An explanation will be given why adopting AWS-hosted software is advantageous for addressing data privacy, security, sustainability and regulatory adherence within enterprise architecture and governance frameworks.

🇬🇧 12:20 - 01:00 p.m. | Interact Everywhere — What's next for the integrations around Confluence, M365 & Co?

Felix Brandmayr (Marketplace & Integrations), **BOC Group**
Bartłomiej Graca (Marketplace & Integrations), **BOC Group**

We will show you innovative ideas and implementations for selected, available and future BOC integrations.
Get exclusive insights based on Confluence, M365 (SharePoint, Teams, ...) about new features and use cases, such as business templates, new widget functions or web-based forms. Join the discussion and let us know in which integration scenarios you see the greatest added value.

🇩🇪 01:10 - 01:50 p.m. | The future of corporate responsibility: Integrating ESG into ADOGRC

Felix Bernhard Grabher (Senior Consultant / GRC team), **BOC Group**

By integrating ESG criteria into business processes and other corporate assets, ADOGRC enables comprehensive collection, assessment and analysis of environmental, social and governance data. This enables companies to take a holistic view of their sustainability performance and helps them to demonstrate their responsibility to stakeholders and carry out ESG reporting in accordance with CSRD.

CONFERENCE PROGRAMME

Friday

starting at 08:30 a.m.	**Registration**	
	Keynote Orangery	
09:00 - 09:15 a.m.	**What awaits you on the Second Day of the 21st BOC Strategic Partner Meeting** Robert Strobl **BOC Group**	
09:15 - 09:55 a.m.	**Talk to the Experts: Panel Discussion**	
09:55 - 10:40 a.m.	**Coffee Break and Exhibition**	

	Best Practice Lectures IV Orangery	**Best Practice Lectures V** Maria Theresia
10:40 - 11:20 a.m.	**Bottom-Up: There's no such thing as impossible Introduction of a process management system** Klaus Schartner **MED-EL**	**The train is moving — development towards a process-oriented company** René Thalmann & Alexander Zehr **Schweizerische Bundesbahnen AG**
11:30 a.m.- 12:10 p.m.	**Implementation of a BPM software in a fast-growing company for immunotherapies.** Stefan Cordes **BioNTech SE**	**Unlocking Potential: Process Governance as the Catalyst for Business Agility and Efficiency** Cecilia von Ahn Scheel & Ana Rodríguez Feliz **Grupo Ferrer Internacional SA**
12:20 - 01:00 p.m.	**Developing End-to-End Insights in Global Prestige Beauty** Brian Coffin **The Estée Lauder Companies**	**New structures for a clean future — process management in the face of change** Corinna Hilsky & Oliver Kawell **Berliner Stadtreinigung (BSR)**
01:10 - 01:50 p.m.	**ADONIS Anywhere: Meeting Engineers Where They Work** Cynthia Fistler **Cisco Systems, Inc.**	**Learning from Speedboats: Linking Risks, Controls and Processes** Mark Etterlin & Gabriel Zalazar **Helvetia Insurances**
01:50 - 02:00 p.m.	**Closing / Orangery**	
starting at 02:00 p.m.	**Lunch & Get Together**	

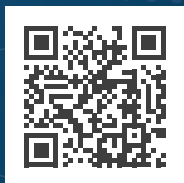| **Best Practice Lectures VI** Sophie / Leopold	**Workshops** Maximilian
Navigating the Path to a Modern Enterprise Architecture Practice: Insights from a Lean Organization Elmar Els & Marius Snel **Coca-Cola Beverages Africa & Knotion Consulting**	**Cybersecurity: Success factors for the successful implementation of NIS-2 and DORA with ADOGRC** Antonia Hubbermann **BOC Group**
BPM strategy for a leader in smart Electronic Price Tags and Retail IoT Solutions Julian Lopez Arias **VusionGroup**	**Enhancing Enterprise Governance with AWS: Data privacy, security and compliance aspects** Michael Hanisch & Robert Strobl **Amazon Web Services & BOC Group**
Igniting Improvement and Spurring Transformation in LATAM Rolando Isaac González E. **Liberty Latin America**	**Interact Everywhere — What's next for the integrations around Confluence, M365 & Co?** Felix Brandmayr & Bartłomiej Graca **BOC Group**
ADONIS – "Our young journey, with a big footprint" Jagadish Dinakar **Hitachi Energy**	**The future of corporate responsibility: Integrating ESG into ADOGRC** Felix Bernhard Grabher **BOC Group**
Closing / Orangery	
Lunch & Get Together	

🔵 Lectures will be held in German   🔵 Lectures will be held in English   🎧 Simultaneous translation in English or in German

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