

Mainstage

Stage Manager: Hannah Tovey

Host: Lara Lewington

2nd October

09.00 – 09.15	<p>Opening welcome</p> <p>Chris Brook-Carter, SVP, Retail Week</p>
09.15 – 09.20	<p>Chair's welcome</p> <p>Lara Lewington, Presenter</p>
09.20 – 09.45	<p>Content TBC</p> <p>Chenkai Ling, Vice President of Corporate Strategy & Investment, JD.com</p>
09.45-10.10	<p>Technology as the enabler of retail change</p> <p>Clodagh Moriarty - Chief Digital Officer, Sainsbury's Group</p>
10.10-10.25	<p>Secret Speaker – Where to find tech talent when you put your mind to it</p>
16.00 -16.05	<p>Intro</p> <p>Lara Lewington</p>
16.05-16.20	<p>Everywhere commerce- voice interfaces, autonomous warehouses, self-driving delivery</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Learn about how IoT, AI, Drones and autonomous vehicles are forming the next generation of commerce - Hear how Picnic and other retailers are building logistic platforms that are unlocking the next generation of commerce - An overview of the future of commerce – and what this means for your retail business <p>Daniel Gebler, CTO, Picnic (Netherlands)</p>
16.20-16.35	<p>Supercharging Merchandising At Scale with Machine Learning</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Learn how thredUP are leveraging their vast Data Lake, Spark and Machine Learning to attract amazing inventory from suppliers - Hear how thredUP are using data and ML to offer personalised customer experiences

	<ul style="list-style-type: none"> - Discover the outcomes of learnings and experiments from thredUP scaling the marketplace to handle millions of items inbound and out every month <p>Chris Homer, CTO, thredUP (US)</p>
16.35-16.50	<p>Stitch Fix and the future of commerce</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Learn best practise in AI and Machine Learning from Stitch Fix, who are leveraging both to create truly a customer-centric personalised experience - Discover why Stitch Fix's blend of machine learning and human is key to its success - Learn about Stitch Fix's concept of considering itself as one single algorithm and hear how their team of 100+ data scientists are continuing to test, learn and develop new algorithms to continuously improve the customer experience <p>Brad Klingenberg, Chief Algorithms Officer, Stitch Fix (USA)</p>
16.50 – 17.20	<p>Panel: The Next Generation of Commerce</p> <p>Join this panel of digital leaders from three companies that are creating the next generation of commerce.</p> <p>Moderated by: Lara Lewington Brad Klingenberg, Chief Algorithms Officer, Stitch Fix (USA) Chris Homer, CTO, thredUP (US) Daniel Gebler, CTO, Picnic (Netherlands)</p>

3rd October

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09.15-09.20	<p>Introduction</p> <p>Lara Lewington</p>
09.20-09.45	<p>Rent The Runway – Fashioning A New Industry</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - How Rent The Runway disrupted their own customers' behaviour- and how this new way of consuming is changing the wider commerce landscape

	<ul style="list-style-type: none"> - Insights into how Rent The Runway are disrupting fashion, nailing the rental and subscription model and are pioneers in the sharing economy - Management of their own data and inventory teams -- RTR created all of its own proprietary technology – key learnings and plans for the future - An exploration into how RTR are working with thousands of retail partners and managing huge volumes of data <p>Josh Builder, CTO & Head of Product, Rent The Runway (USA)</p>
09.45-10.00	<p>Secret speaker - What can be done with tech if we put our mind to it</p> <p>Be prepared to leave this session with your eyes open on how tech really can have an impact.</p>
10.00-10.25	<p>Building a culture of diversity and inclusion</p> <p>Barnaby Voss, Head of Field Marketing, Google Cloud Ian Pattison, Head of Engineering for Retail, Manufacturing and Travel, Google Cloud Karolina Lewandowska, Head of Change, Transformation and Culture, Google Cloud Molly Morgan, Head of EMEA PR and Comms, Google Cloud</p>
15.35 – 15.50	Prizegiving
15.50 - 16.15	<p>Farfetch – Fireside chat</p> <p>Sara Wood, EVP of Product, Farfetch (UK)</p>
16.15 – 16.40	<p>Journey to Automated Machine Learning at 84.51°/Kroger</p> <p>Scott Crawford, Head of Enable The Science, 84.51/Kroger</p>
17.00	Closing

Track 1

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11-11.25	<p>In-home commerce: The Hello Alfred story</p> <p>Hello Alfred’s unique access to clients’ homes gives them (and newly-forged partners like Perrier and Diageo) a wealth of data on customer tastes and habits, along with and a unique opportunity to expose them to new products. Join this fireside chat for a unique insight into Home Commerce, a view into the future.</p> <p>Key learnings include:</p>
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	<ul style="list-style-type: none"> - A dive into 'Home Commerce' – a definition and a vision of the future - How Hello Alfred is working with CPGs and using big data to launch new business initiatives and revolutionize their customer experience by more accurately anticipating their wants and needs <p>Marcela Sapone, CEO, Hello Alfred (USA)</p>
11.30-12 noon	<p>Leveraging Technology and Partnerships for Rapid Product Innovation</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - How iris nova and Coca Cola are working together - How Iris Nova are selling a portfolio of beverage brands worldwide through text message-based platform - An exploration of Iris Nova's cashierless retail concept - How to leverage advances in technology to adapt to the constantly changing relationship between brand and consumer - Driving innovation in a \$2T+ industry - Bringing new beverage concepts to market faster - Using customer data to develop new brands based on demand <p>Fireside Chat, Moderated by Lara Lewington</p> <p>Zak Normandin, Founder & CEO, iris nova (USA)</p> <p>Kellam Mattie, CMO Venturing & Emerging Brands, VP Marketing & Innovation, Coca Cola (USA)</p>
12.05 – 12.35	<p>Succeeding in the world of new retail by AI innovation</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Dive into the Chinese digital ecosystem and how your business/customers fit into it - Learn how to execute the ideal Single's Day - Hear about the latest AI innovations and how to ensure that your business is using this effectively to solve business problems <p>Yeming Wang, Business President, Alibaba Cloud</p>
13.40-14.05	<p>Deliver to ///banana.lives.torn: shifting human behaviour in the battle for the last mile</p> <p>This session will explore how the battle for the last mile has changed (voice, autonomy, automated route planning, traffic data etc) with the advent of machines - with a spotlight on China as part of the talk. The personal story is a case study about our experience in what3words of shifting long-entrenched behaviour as the battle for the last mile hots up, looking at China, the West and emerging markets and how the trends towards voice and</p>

	<p>automation/machines are changing things we've taken for granted for so long. One particular bit of insight would be working with huge corporates as a tiny startup and the challenges/learnings there.</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - An exploration into the challenges/pitfalls and learnings when large, old companies come up against new tech - Why there is a need for a shift in human behaviour: how things aren't always the way you'd expect (the importance of user data). And suggestions on how this can be done in an organisation - some insight of China vs the West with relation to final mile and the risk of us getting left behind. What can we learn and how can we implement these changes to ensure our businesses in the West are able to innovate and survive? <p>Clare Jones, CCO, What3Words (UK)</p>
<p>14.10-14.40</p>	<p>AI as your creative ally</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Hear how Hotels.com is moving the needle by using AI to impact its marketing creative, evaluate a campaign and recommend best performing elements across audience segments - Learn how creating 121 conversations with users depending on their emotional profile is possible - and can significantly elevate the customer experience <p>Ben Blake, VP & Global Head of Consumer Marketing, Hotels.com (UK) Assaf Baicu, Co-Founder, Persado (UK)</p>
<p>14.45-15.15</p>	<p>Technology is the key to unlocking the power of Shop Direct</p> <p>Shop Direct has big plans to realise the full potential of a truly integrated retail and financial services business by putting tech and data at the heart. Join this exclusive session to hear about Andy's plans to deliver value better and faster to create the best shopping experience for Shop Direct's four million customers, as well as how he became the first technology leader to sit on the company's executive board.</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Hear unique insights into Shop Direct's plans to rebuild the customer journey by putting technology and data at the heart of their business - Learn how Andy's technology skills and expertise are being leveraged into Shop Direct's digital strategy and his key learnings - Please note this is Andy's first speaking engagement since joining Shop Direct <p>Andy Burton, CTO, Shop Direct (UK)</p>

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<p>11 – 11.30</p>	<p>Corporate Startup Engagement: A view from L'Oréal and the startups they've invested</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Focus on what technology to build in house, where to partner and what to buy - Learnings on how to partner with other companies- and advice on best practise - Learn how partners can help retailers become more agile and create something better for customers <p>Sam Crossman, Chief Digital Officer, L'Oréal (UK) Gerard Keely, Founder & CEO, Vidsy (UK) Alice Sandelson, Strategic Partnerships Lead, Founders Factory (UK) Moderated by Lara Lewington</p>
<p>11.35 – 12.00</p>	<p>Identifying High-Value Actions and Driving Conversions with Real-World Rewards</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - How to keep users engaged on mobile – how to deepen your relationship with your customer on mobile and maximise ROI - Learn best practises on how to engage customers on mobile and hear about case studies and the best tools to assist <p>Amir Kabbara, Product & Engineering Leader, Amazon (USA)</p>
<p>13.40 – 14.10</p>	<p>Title To Be Announced Shortly</p> <p>Hannah St Paul, Snapchat Kathleen Gambarelli, Global Product Strategist, Snapchat</p>
<p>14.15 - 14.55</p>	<p>Imagine the impossible and then make it happen</p> <p>The retail industry is undergoing a seismic transformation. Sitting still is not an option, you have to innovate and differentiate your business to unlock your future.</p> <p>Innovation can be delivered in a multitude of ways – new product lines, digitally fuelled in-store experiences, or brand-new technology that creates new revenue streams. There are no limits. There are no rules. The possibilities</p>

	<p>are endless. Today's customers have never been more engaged in innovation fuelled by technology. Imagine the impossible and then make it happen.</p> <p>Key takeaways:</p> <ul style="list-style-type: none"> - Hear how Microsoft are innovating in order to unlock their future - Learn where retailers should be placing their bets when it comes to innovation and new technology - Discover how Microsoft are using their bricks and key learnings and insights from their store innovation <p>Shelley Bransten, Corporate VP, Global Retail & Consumer Goods, Microsoft (USA)</p>
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Track 2

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11-11.25	<p>Title To Be Announced Shortly</p> <p>Gavin Shetly, VP, Product Engineering, IKEA (Sweden)</p>
11.30-12	<p>Future of Internet of Things - 5G</p> <p>This is the year of 5G - and this session is an absolute must-attend for retailers who need to learn about the newest developments in 5G so that they know how to use it and unlock its huge potential in their businesses.</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Overview of 5G technology innovations - Learn how 5G can enable real time communications to data centre-based AI systems – and what this means for your businesses - Learn how to unlock the opportunities of this real-time communication-including in inventory management and leveraging it to offer an elevated customer experience <p>Joe Jensen, VP of Internet of Things (IoT), Intel (USA) Caroline Chan, VP and General Manager, 5G Infrastructure Division, Network Platform Group (USA)</p>
12.05-12.35	<p>Incorporating medical, neurological and neuropsychology fields to marketing</p> <p>Key learnings include:</p>

	<ul style="list-style-type: none"> - An exploration into neuromarketing and how technology is used to elicit consumer emotions and how brands turn those into marketing actions - How ThinkNeuro’s brain imaging technology and AI are helping Unilever in researching and developing marketing strategies to deepen its relationship with its customers - An exploration into what other areas neuro technology can be deployed <p>Eda Ocak, Partner, ThinkNeuro (Turkey) Nihan Şahan Eren, Head of Refreshment Consumer and Market Insight, Unilever (Turkey)</p>
13.45- 14.25	<p>Panel: Leadership In Digital Commerce</p> <p>Join this panel to hear leaders in digital commerce discussing how they are driving their digital strategies forward in a technology-driven world, their learnings along the way, and what they believe other retailers need to be investing in, in order to survive and thrive in the digital revolution.</p> <p>Takeaways include:</p> <ul style="list-style-type: none"> - Learn from digital leaders who are driving tech innovation strategies in their businesses - Hear about the learnings, opportunities and challenges they’ve encountered - Learn what other retailers should be placing their bets on when it comes to technology, culture and talent <p>Jacob Aqraou, VC (Switzerland) Grant Duncan, Leader of Spencer Stuart UK Technology, Media, & Telecommunications Practice, Spencer Stuart (UK) Josh Bottomley, Chief Digital Officer, HSBC (UK) Nancy Cruikshank, SVP, Digital Business & Transformation, Carlsberg (UK) Jason Forbes, Chief Digital Officer, Coty (UK)</p>
14.30-14.50	<p>Amy Vener (USA) – Retail Lead at Pinterest- Content TBC</p> <p>Inspired shopping</p> <p>This session will dive into what retailers must do to show up in authentic ways at every stage of the consumer purchase journey, as well as discuss how the notion of “always-on” inspiration can help build great brands, while empowering shoppers to discover new products and take action.</p>
14.55-15.20	<p>Title To Be Announced Shortly</p> <p>Toussaint Watinne, GM UK & Ireland, Uber Eats</p>

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<p>11 – 11.20</p>	<p>The Spotify Of Fashion: How Zalando Creates Personalized Outfits for over 27 Million Customers</p> <p>Putting customers first is at the core of Zalando's success. One thing customers want as part of their online shopping experience is to be inspired, and one of the best ways to provide inspiration is through outfits. But how can we provide personalized outfit recommendations to over 27 million customers? In this talk, Marta will discuss the development of our Algorithmic Fashion Companion, a machine-learning-based outfit recommendation tool. She will look at how they discovered and defined the customer problem, identified customer groups, and designed and developed the project.</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Learn how Zalando uses data to discover and define customer problems - Hear how Zalando uses their data to segment customer groups to ensure that they are able to tailor recommendations accordingly, and how through this they've been able to upsell products and ensure ROI - Learn how the project has been designed and developed, and their key learnings and insights along the way and their recommendations for the future <p>Marta Skassa, Product Manager, Zalando</p>
<p>11.25 – 11.50</p>	<p>Machine Learning success and failure cases: from Metallurgy and HR to online dating and e-commerce</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Learn why you should make sure the problem really exists before trying to solve it (it is often not the case, and often there is nothing to optimize), or you'll waste time - Learn why you should be sure to formulate the technical problem in a meaningful way from the business problem, or you'll waste time and not get the expected result in the end. - Learn why you should be sure to formulate the success criteria and the experiment to test the hypothesis in the beginning, or you'll waste a lot of time when there's already a solution at hand, but you can't test whether it's really a better solution. <p>Michael Levin, Chief Data Scientist, Yandex Market (Russia)</p>
<p>11.55- 12.35</p>	<p>Panel: Can robots teach us how to dress better? How AI is restyling the fashion industry</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Learn about how machine and human stylist are working together now to provide styling advice and personalisation to consumers at scale

	<ul style="list-style-type: none"> - Hear about the opportunities of AI styling in changing business models, consumer demand, merchandising, workforces and brick and mortar stores- and what this means for your business - Learn about experiments and learnings in AI styling from two fashion retailers and their thoughts on how it will continue to impact the fashion industry <p>Kostas Koukoravas, Founder & CEO, Intelistyle (UK) Tatiana Ohnyeva Strategy Director, Fashion Concierge (Farfetch) (UK) Dina Sidani, Head of Greenhouse Accelerator/ Innovation Lab, Chalhoub Group (UAE)</p>
13.50 – 14.20	<p>How AI & Robotics Are Changing The Future Of Retail</p> <p>Retailers around the world have long suffered from poor visibility into store operations and on-shelf inventory, costing them billions in inefficiencies and lost sales. Recently, advances in robotics and artificial intelligence (AI) have shed a light on the state of the shelf to help fix numerous problems including out of stocks, misplaced items, and incorrect prices. In this keynote speech, Red McKay, European Managing Director and Sarjoun Skaff, CTO and Co-founder, will discuss how the collection and analysis of data captured by Bossa Nova will transform the retail industry.</p> <p>The duo will explain first-hand how Bossa Nova engineers, manufacture and deploy fully autonomous retail service robots to capture and deliver sophisticated, actionable real-time data. These data points can influence everything from the flow of goods to product replenishment and ultimately, to the customer shopping experience. The talk will go on to explain what we can expect from AI and machine learning. Red and Sarjoun will discuss what this could mean for stores and how the store of tomorrow could look and operate, what does this mean for bricks and mortar stores, what do retailers need to do to prepare for the change and what will they go through as the technology is incorporated?</p> <p>Audience members will gain an in-depth insight into this bleeding-edge technology and how it is leading the way in providing real-time, on-shelf inventory data for the global retail industry and now the UK and Europe. The speech promises to be interesting, engaging and should paint a new picture regarding the future of retail in the UK.</p> <p>Takeaways include:</p> <ul style="list-style-type: none"> - Dive into the how robotics can drive efficiency in the supply chain - Learn about the future workforce in a world where robots are creating the need for new types of roles within commerce - Insight into the research and development of the Bossa Nova robots <p>Sarjoun Skaff, CTO & Co-Founder, Bossa Nova Robotics (USA) Red McKay, MD, Europe, Bossa Nova Robotics (UK)</p>

14.25- 14.55	<p>Mastering value chain transparency through blockchain</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Key learnings on creating value chain transparency through blockchain - How to develop blockchain in house- key learnings - Hear about Tomi’s vision for the future of blockchain in supply chain transparency <p>Tomi Siren, Head of Digital, Arla Foods (Finland)</p>
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Track 3

Stage manager:

2nd October

10.40-11	<p>An Automotive view: The ever-changing customer & the electrification explosion</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - An exploration into the future of mobility - Learn how Toyota are working with Deeper Blue and using data, technology and personalisation to become truly customer-centric <p>Laurence Croneen, Founder, Deeper Blue (UK) David Cussell, GM Customer Experience, Toyota Europe (Belgium)</p>
11.05-11.25	<p>Disrupting Fintech - what retailers need to know</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Learn about what’s behind the explosion of challenger banks/fintechs - Hear how challenger banks and fintechs are working together to create meaningful customer experiences - Discover what the opportunities and risks of the emergence of challenger banks and fintechs are for retailers – and what they need to know now and going forward <p>Helen Bierton, Head of Banking Starling Bank (UK) Carlo Gualandri, CEO, Soldo (UK)</p>
11.30-12	<p>What I learnt as the Head of Pricing at Amazon in applying game theory to price transparency – exclusive insights</p> <p>Key learnings:</p> <ul style="list-style-type: none"> - E-commerce pricing strategy – dos and don’ts - An introduction into gaming theory – and how and why it should be applied to pricing strategy

	<ul style="list-style-type: none"> - Gain some exclusive and unique insights into pricing from the huge amount of data Priceseacher has- and what this means for your business <p>Weldon Whitener, Chief Analytics Officer, Priceseacher (UK)</p>
12.05-12.35	<p>Here to deliver! The Robots Designed to Transform the Last Mile</p> <p>With more and more consumers today willing to pay a premium for same-day or instant delivery, retailers are under pressure to find new ways of solving these challenges as ‘on demand’ delivery continues to grow in popularity. Join Dr. Markus Zimmermann, Head of Interaction Design at Starship Technologies, for this session where he will discuss how the company’s fleet of electrically-powered robots are becoming the norm in local neighbourhoods and university campuses around the world. Markus will share insights into the research and development he’s responsible for and how robots are becoming increasingly socially accepted by the general public. This session is a must-attend for all online retailers who are looking to improve the efficiency and customer-centricity of their final mile; and for anyone interested in a ‘behind the scenes’ dive into robotics R&D.</p> <p>Key learnings/takeaways:</p> <ul style="list-style-type: none"> - Dive into key insights into the research and development of autonomous delivery robots - Gain an exclusive look into how consumer behaviour is changing as a result of exposure to the robots - Learn what outsourcing last mile delivery to robots could mean for your customers <p>Dr Markus Zimmermann, Head of Interaction Design, Starship Technologies</p>
13.45-14.05	<p>Debate: Is the mobile phone dead?</p> <p>This will be a debate about the future of the mobile phone and internet of things devices- which will win?</p> <p>Key learnings will include:</p> <ul style="list-style-type: none"> - Dive into M-Commerce from Chinese perspective and what this will mean for your business and customers - Learn about the development of internet of things (eg. voice technology) and how these could one day replace screens <p>Roland Palmer, Head of EMEA, Alipay (Netherlands)</p> <p>David Coombs, Head of Strategic Services, Cheil (UK)</p>
14.10-14.35	<p>Spotlight on China</p> <p>Key takeaways include:</p>

	<ul style="list-style-type: none"> - Deep dive into fascinating Chinese consumer trends and what these could mean for your customers and businesses - Dive into the Chinese digital ecosystem and how your business/customers fit into it <p>Cindy Wei, Head of China, Yext (USA)</p>
14.40-15.10	<p>Title To Be Announced Shortly</p> <p>Fireside chat</p> <p>Jessica Anuna, CEO & Founder, Klasha To be interviewed by Isobel Chillman, Creative Strategist, Retail Week</p>
15.15-15.55	<p>Panel: Move over Generation Alpha, it's time to think persona</p> <p>This session will discuss the need to refocus how customers are quantified and why a persona-based approach can generate better results. In addition, it will also cover how retailers should view technology, what different persona groups exist and what retailers need to do to ensure they have the right technology solutions to meet their needs.</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - A dive into persona-based customer approaches – and why this can generate better results in creating meaningful customer relationships - Learn what different persona groups exist - Hear what retailers should be doing to approach their customers in this new way <p>Christine Bailey, CMO, Valitor (UK) Henry Rose Lee, Inter-generational Expert (UK) Jackie Mulligan, CEO & Founder, ShopAppy (UK) Sean McKee, Director of Ecommerce and Customer Experience (UK)</p>

3rd October

Stage manager:

10.30 – 11	<p>Title To Be Announced Shortly</p> <p>Ronny Mikalsen, CEO, Carlings</p>
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<p>11.05 – 11.45</p>	<p>Panel: Delivering New Tech and Cultivating Culture in a Digital Age</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Learn how leadership effectiveness at scale drives organisational health – and why this should come from the CEO and not HR - Hear why digital transformations are not just about new technologies – and why they require a new way of approaching change through people, process and culture - Hear how these digital transformation leaders have delivered new tech and cultivated a digital culture in their companies, their learnings along the way and where they believe others should be placing their bets in a technology-driven age <p>Elle Edwards, Global Head of Communication & Culture, Kodak Alaris (USA) Faye Roth, Head of Delivery & Transformation at River Island (UK) Lucas Johnston, Founder at Umber and Head of Product at Percent (UK) Scott Crawford, Head of Enable The Science, 8451/Kroger</p> <p>Moderator: Dimas Gimeno, Expert in omnichannel retail & digital transformation of shopping</p>
<p>11.50 – 12.30</p>	<p>Sustainability show and tell: one problem, one solution, several methods</p> <p>Takeaways include:</p> <ul style="list-style-type: none"> - An exploration into how technology is driving sustainability and transparency in businesses - Hear why having sustainability and transparency embedded in retailers' strategies is necessary, not 'nice to have' <p>May Al-Karooni, CEO, Globechain Nina Shariati, Sustainability & Transparency Expert Elsa Bernadotte, Co-Founder, Karma Jack Ostrowski, CEO, Yellow Octopus</p> <p>Moderated by Andrew Vorster, Innovation Catalyst</p>
<p>13.45 – 14.25</p>	<p>Panel: Why women are ready for a new internet paradigm and how to build more online environments that respond to this</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - How we can build platforms that female consumers trust in a world where the public perception of the tech giants has shifted and they are increasingly perceived as taking advantage of their access into our lives - Already trends demonstrate that while women might share more in the real world, they are more cautious in the online space so how can we tackle the emerging challenge of psychology not just technology?

	<p>- How consumer data can be analysed through the female lens to identify untapped opportunities?</p> <p>Sophia Matveeva, Founder & CEO, Enty (UK) CHAIR Gideon Hoffman, Investor (UK) Andi Hadisutjipto, Founder & CEO, Riviter (USA) Susan Lin, Principal, Felix Capital (UK)</p>
14.30 – 15.00	<p>Predicting The Style and Size Each Consumer Will Love and Keep - Unique Research</p> <p>Recent advances in technology such as computer vision, deep learning, and recommender systems are being used to enable new shopping experiences. Examples include filtering large catalogues to make a manageable set of personalised recommendations to individual consumers, recommending similar items, and recommending items that other shoppers also viewed.</p> <p>However, technology alone without an understanding of shoppers, fashion, and retail falls short of solving shopping recommendation problems. Details matter, especially for modelling individual fashion preferences.</p> <p>In this session, True Fit will open up data from its Fashion Genome, the largest fashion and retail dataset, and demonstrate key learnings around influencing fashion recommendations. It will explore how data allows retailers to better understand their customers and enable them to make future recommendations based on what knowledge they have of them.</p> <p>By leveraging extensive fashion details of products, to combine fashion and technology, retailers have the tools to create personalised and meaningful recommendations to their customers.</p> <p>True Fit – Tech research:</p> <p>Based on new research, Rhonda Textor, True Fit’s Head of Data Science will quantify some important trends that are able to be identified through data analysis and the impact they have on recommendation performance, in particular:</p> <ul style="list-style-type: none"> • The prevalence of new or guest shoppers without much sales history versus fully engaged shoppers with a rich profile and sales history • Catalogue turnover/prevalence of new items without a sales history <p>Rhonda will discuss and explain which attributes are important for making recommendations, based on user surveys and various data analyses. She will also showcase the results from numerous experiments that highlight how the amount and type of data impacts the quality of recommendations.</p> <p>Key takeaways:</p>

	<ul style="list-style-type: none"> - Gain unique insights into new consumer trends through a piece of exclusive research from True Fit - Learn how data can be used as a tool to really understand your customer and then how to use it to provide a truly personalised experience <p>Rhonda Textor, Head of Data Science, True Fit (USA)</p>
15.05 – 15.30	<p>What's stopping you adopting facial recognition in-store?</p> <p>Key learnings will include:</p> <ul style="list-style-type: none"> - Deep dive into cutting-edge facial recognition technology and what this means for your retail business - Learn about case studies across multiple industries who are already adopting this technology - Discover how retailers can learn from these examples to enhance their in-store experience, with recommendations on how to overcome the challenges surrounding privacy and legal concerns <p>Misahiro Hisayama, Head of Innovation Centre Europe, Panasonic (Germany)</p>

Track 4

Stage manager:

2nd October

10.40-11	<p>Growing Great People - A Manifesto for Retail</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Learn what moving to a devolved leadership model can unlock (discussing the cases of Inditex and Primark) - Learn why the technology to support this environment is very different as you move from operating and one physical value chain to operating a digital service platform to support various value chains that the business demands – as Amazon have done. (i.e cloud, analytics. Democratisation of data, dev ops, wearables) - Hear why growing and enabling great people is your only way to hack your way to sustainable growth – and how technology can help with that <p>Jat Sahi, Digital Lead Retail & Hospitality EMEIA, Fujitsu (UK) Glen Koskela, CTO Retail & Hospitality EMEIA, Fujitsu (Finland)</p>
11.30-12	<p>AI and the Future of Business</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Learn what AI is and what it is not

	<ul style="list-style-type: none"> - Learn about the future challenges and opportunities for AI – including philosophical and ethical issues – and how these will impact your retail business - Learn why organisations need to change their structure and how data democratisation will make this easier <p>Daniel Hulme, CEO, Satalia (UK)</p>
13.45 – 14.10	<p>Data Beyond the Transaction: Articulating strategy into a customer journey</p> <p>Key learnings include :</p> <ul style="list-style-type: none"> - How commerce is evolving and what merchants and their partners can expect to encounter as more solutions, new technology, and new trends come into play, including how to map out the customer experience in light of an ever-changing world - Key metrics from the evolution of the multichannel/ecommerce space, including a review of the evolution of a typical merchant's business as they grow and how their application arrangement and data integration strategies evolve over time. Accompanying analysis will include common pitfalls to avoid, and how to navigate your growth over time to maximize agility to market changes while maintaining carefully curated customer experiences - Actionable items that merchants and their partners can begin to implement immediately to start to plan for a more integrated future with customer experience and other strategic business objectives as core <p>Robin H Smith, CEO & CO-Founder, VL OMNI (Canada) Carrie Gofron, Shopify Plus (USA)</p>
14.15 – 14.45	<p>The future of community-centric retail</p> <ul style="list-style-type: none"> – How to effectively build a community – How Rapha have found the right blend of community with maintaining a profitable business – How to find the right balance between brand vs. bricks and mortar vs. ecomm – Rapha’s expansion, what they look for, reasons and rationale <p>David Gore, BJSS, Head of Retail Practice, BJSS Caroline Crosswell, Director of Retail and Development, Rapha Racing Ltd.</p>
14.50-15.10	<p>Retailing in a volatile world: how to partner successfully and create something valuable for consumers</p> <p>Key takeaways:</p> <ul style="list-style-type: none"> - Learn why and how technology is fuelling economic growth in Europe - Learn why the UK is still one of the best places - Hear about what a successful partnership looks like and how to leverage these to create something meaningful for the customer

	Isabela Chick, MD Retail & Beauty, Founders Factory (UK)
15.15-15.55	<p>Panel: The Audiovisual Future of Brick-And-Mortar Commerce</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Best practise for in-store audiovisual deployment to elevate the customer experience - Learn about the emerging audiovisual technologies and effective strategies for in-store integration; strategies for effectively blending the digital with the physical to create one cohesive shopping experience for customers - Discover the key audiovisual trends that can be leveraged from other markets – such as transportation, hospitality, stadia, and more – and applied to the retail industry <p>Dan Goldstein, Chief Marketing Officer, AVIXA (USA) Brook Clemens, Senior Manager - Applied Research, Adidas (USA) Mike Roberts, Chief Creative Officer, The Green Room (USA) (+1 more TBC)</p>

3rd October

Stage manager:

10.30 – 11.00	<p>Igniting Innovation Initiatives</p> <p>Successful companies know that it's not good enough to just have an innovation department. Success is amplified when everyone in the organisation thinks and acts more innovatively in everything they do.</p> <p>Using a colourful metaphor (not a method) littered with real world anecdotes, Andrew will provide insight into the actions and activities required to engage a team, department or entire organisation in to move the dial from “doing innovation” to “being more innovative” across the board.</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> • Learn how to overcome your employees' fear of the unknown • Understand why diversity and inclusion is a core component of innovation • Be inspired to accelerate your innovation and transformation initiatives across the organisation
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	<p>Andrew Vorster, Innovation Catalyst (UK)</p>
<p>11.05 – 11.35</p>	<p>Panel: Surviving on the High Street with Retail Intelligence</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - How retailers can and should be connecting data points down to a location – and apply it to a commerce network strategy - Best practise in managing data transparency between retailer and service/tech provider - Learn from a retailer who is using location data to gain market intelligence to guide their rapid international expansion plan <p>Daniel Domínguez Vázquez, Head of Data. Geoblink (Spain) Mark Slade, CEO, Location Sciences (UK) Whitney Myrus, Start-up & Growth Strategist, ITICO F+B Limited (UK)</p>
<p>11.50 – 12.20</p>	<p>Revolutionising Direct To Consumer</p> <p>Key takeaways:</p> <ul style="list-style-type: none"> - Creating the perfect 360-degree Customer journey and creating meaningful loyalty - Secrets behind speed & agility to market: newness & relevance - How to win at DTC when competing against your own brand in a multi-brand environment <p>Nadine Neatrou, Ecommerce Director, Revolution Beauty (UK) Andrew Curran, retain.me (UK)</p>
<p>13.35-14.00</p>	<p>Tech. Sprint: The Ultimate Pitch</p> <p>Join our top three Tech. Sprint teams as chosen by our judges as they each pitch their solution created in the last 24 hours in front of you and our esteemed judges. The challenge is ‘How can retailers create convenience for their customers?’. Be inspired as the teams highlight how technology can help exceed customer expectations, remove friction of shopping and maximise convenience for customers.</p> <p>Judges:</p> <p>Dhruv Kumar, VP of Engineering, Photobox Raoul Bostrom, Chief Product Officer, EVE Sleep Shehnaaz Chenia, Director eCommerce Development, LEGO Group Stuart Carrison, Head of IT, Ted Baker Julie Austin, Marketing and Digital Director, Bravissimo Leon Andrews, Head of Digital Experience, AO.com Abhy Thomas Joseph, CIO, Pentland Brands Dave Abbott, Head of Instore Technology, Dune</p>

<p>14.10 – 14.50</p>	<p>How to provide personalised experiences when your customers do all they can to remain anonymous</p> <p>Key takeaways include:</p> <ul style="list-style-type: none"> - Learn what makes effective personalisation – and how to understand the context of a customer’s visit - How to identify a customer’s behaviour- in order to work out the context for a visit and the customer’s persona - Learn about life cycle modelling and how to use it to build a deeper relationship with your customers <p>Josh Scotton, Co-Founder & COO, Personify Debbie Bond, Chief Commercial Officer, Lovehoney</p>
<p>14.55 – 15.30</p>	<p>The Future Of Direct To Consumer (DTC): Digital Storytelling</p> <p>Takeaways include:</p> <ul style="list-style-type: none"> - Learn how DTC brands are using tech to create meaningful experiences for their customers - Learn why storytelling is the key to building lasting relationships with customers online – and how to do this to connect with and retain customers <p>Melissa Chapman, Chief Content Officer, Jungle Creations (Moderator) Franky Athill, Head of Marketing, Patch Jonathan Petrides, Founder, All Plants Ted Charalambides, Head of Commerce, Pact</p>

Workshop

2nd October

<p>11-12</p>	<p>Workshop: Identifying and developing the human skills to augment technology in customer facing roles</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Attendees will understand the changing role of customer facing employees in the bricks and click world of retail - Attendees will understand the importance of human interactions in building retail experiences (quantified by our formula as mentioned in the blog, Creativity+Productivity+Humanity=Future Retail Experiences) Freeformer’s research tells us these are some of the weaker attributes in retail.
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	<ul style="list-style-type: none"> - Attendees will understand how to build the confidence of frontline staff to use new digital tools and use them to talk to customers, in essence by developing the human attributes of the frontline to work with technology. - Attendees will have the opportunity to understand their own strengths in each of the 12 attributes and have the opportunity to create a more in depth white paper to highlight how retail can move forward. <p>Hosts:</p> <p>Sam Stamp, COO, Freeformers (UK) Tambo Silavwe, Senior Digital Coach, Freeformers (UK)</p>
12.50-13.50	<p>Workshop: How well do you know your customers? Interactive game</p> <p>With the continued disruption in retail the old adage that the Customer is King has never been more relevant, but how do you truly understand what they really want? With difficult market conditions, increasing consumer choice and reducing loyalty - understanding your customers and what they really want to buy, before you've made stock decisions, is becoming more and more vital. This session will provide insights from over 538m customer opinions on over 3m products and invite attendees to take part in an interactive session focusing on how to use customer insights to make sure you have the right product, for the right customer at the right price.</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Highlight customer demographic opportunities that retailers may not have considered - Interactively highlight how our human preconceptions can blind us whereas data insights can challenge and make us rethink - Highlight how similar/different customer segments actually are and behave <p>Cally Russell, CEO, Mallzee (UK)</p>
14.30-15.30	<p>Workshop: How retailers can implement new technology quicker and in a cost-efficient and scalable way</p> <p>How can retailers implement new technology quicker and in a cost-efficient and scalable way? An approach used with world leading organisations to tackle the challenging external factors impacting retail.</p> <p>Key learnings include:</p> <ul style="list-style-type: none"> - Attendees will gain practical insight into a simple and tested methodology designed to support organisations drive forward their digital transformation

	<ul style="list-style-type: none"> - Attendees will get hands-on experience aligning investment initiatives to strategic objectives and business capabilities to ensure effective and efficient use of company resources - Attendees will have the opportunity to assess their own organisation's strengths and weaknesses across key parts of the roadmap planning framework <p>Sam Stamp, COO, Freeformers Tambo Silavwe , Senior Digital Coach, Freeformers</p>
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3rd October

11.10-12.10	TBC
12.50-13.50	TBC
14.00 – 15.00	TBC

Tech. tours

2ND October

10.30 – 11.15	<p>Tech. tour 1</p> <p>A well-known tech presenter will be taking small groups of retailers on a guided tour around the Tech. show floor. We have tasked her with selecting the most exciting and innovative companies and tech that she thinks will have the biggest impact on retail. She will take groups around the show to look at and test out the newest and most exciting technology on offer and will explain why she is excited about them. She will host brief demos and Q&As with the technology company on how the product will change the retail landscape. It is a great opportunity for you to get a deeper understanding of the technologies that will shape retail businesses moving forward.</p> <p>Tech. Tours are for retailers only and if you'd like to be join a Tech. Tour please RSVP</p> <p>Please note that spaces are limited and will be on a first come first serve basis.</p>
12.00 – 12.45	<p>Tech. tour 2</p> <p>A well-known tech presenter will be taking small groups of retailers on a guided tour around the Tech. show floor. We have tasked her with selecting the most exciting and innovative companies and tech that she thinks will have the biggest impact on retail. She will take groups around the show to look at and test out the newest and most exciting technology on offer and will explain why she is excited about them. She will host brief demos and Q&As with the technology company on how the product will change the retail landscape. It is a great</p>

	<p>opportunity for you to get a deeper understanding of the technologies that will shape retail businesses moving forward.</p> <p>Tech. Tours are for retailers only and if you'd like to be join a Tech. Tour please RSVP</p> <p>Please note that spaces are limited and will be on a first come first serve basis.</p>
14.30 – 15.15	<p>Tech. tour 3</p> <p>A well-known tech presenter will be taking small groups of retailers on a guided tour around the Tech. show floor. We have tasked her with selecting the most exciting and innovative companies and tech that she thinks will have the biggest impact on retail. She will take groups around the show to look at and test out the newest and most exciting technology on offer and will explain why she is excited about them. She will host brief demos and Q&As with the technology company on how the product will change the retail landscape. It is a great opportunity for you to get a deeper understanding of the technologies that will shape retail businesses moving forward.</p> <p>Tech. Tours are for retailers only and if you'd like to be join a Tech. Tour please RSVP</p> <p>Please note that spaces are limited and will be on a first come first serve basis.</p>

3rd October

10.30 – 11.15	<p>Tech. tour 4</p> <p>A well-known tech presenter will be taking small groups of retailers on a guided tour around the Tech. show floor. We have tasked her with selecting the most exciting and innovative companies and tech that she thinks will have the biggest impact on retail. She will take groups around the show to look at and test out the newest and most exciting technology on offer and will explain why she is excited about them. She will host brief demos and Q&As with the technology company on how the product will change the retail landscape. It is a great opportunity for you to get a deeper understanding of the technologies that will shape retail businesses moving forward.</p> <p>Tech. Tours are for retailers only and if you'd like to be join a Tech. Tour please RSVP</p> <p>Please note that spaces are limited and will be on a first come first serve basis.</p>
12.00 – 12.45	<p>Tech. tour 5</p>

	<p>A well-known tech presenter will be taking small groups of retailers on a guided tour around the Tech. show floor. We have tasked her with selecting the most exciting and innovative companies and tech that she thinks will have the biggest impact on retail. She will take groups around the show to look at and test out the newest and most exciting technology on offer and will explain why she is excited about them. She will host brief demos and Q&As with the technology company on how the product will change the retail landscape. It is a great opportunity for you to get a deeper understanding of the technologies that will shape retail businesses moving forward.</p> <p>Tech. Tours are for retailers only and if you'd like to be join a Tech. Tour please RSVP</p> <p>Please note that spaces are limited and will be on a first come first serve basis.</p>
14.30 – 15.15	<p>Tech. tour 6</p> <p>A well-known tech presenter will be taking small groups of retailers on a guided tour around the Tech. show floor. We have tasked her with selecting the most exciting and innovative companies and tech that she thinks will have the biggest impact on retail. She will take groups around the show to look at and test out the newest and most exciting technology on offer and will explain why she is excited about them. She will host brief demos and Q&As with the technology company on how the product will change the retail landscape. It is a great opportunity for you to get a deeper understanding of the technologies that will shape retail businesses moving forward.</p> <p>Tech. Tours are for retailers only and if you'd like to be join a Tech. Tour please RSVP</p> <p>Please note that spaces are limited and will be on a first come first serve basis.</p>

Discovery

2nd October

11.00 – 11.40	<p>Pitch 1</p> <p>Bringing 5 start-ups to the forefront to battle it out in front of a panel of judges, this session could be where you discover the next innovation capable of changing the face of retail</p> <p>Moderator: Co-Cubed</p> <p>Start-ups taking to the stage:</p>
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	<p>Judges: Richard Zubrik, CTO, Not On The High Street Doug Gardner, CIO, River Island Matt Houston, Strategy & Transformation Director, Primark Beth Horn, Head of Industry, Facebook Ed Connolly, Strategy Director & Director of JLP Ventures, JLP Almudena Cardenas, Chief Project & Innovation Officer, Tendam</p>
<p>12-12.40</p>	<p>Pitch 2</p> <p>Bringing 5 start-ups to the forefront to battle it out in front of a panel of judges, this session could be where you discover the next innovation capable of changing the face of retail</p> <p>Moderator: Co-Cubed</p> <p>Start-ups taking to the stage:</p> <p>Judges: Julian Burnett, VP Global Markets, IBM Erin Booth, Investor, Founders Factory Ronan Bardet, Founder & CEO, EGI James Patterson, VP Manufacturing & Consumer Services, CGI John Auckland, Founder, TribeFirst</p>
<p>13.40 – 14.20</p>	<p>Pitch 3</p> <p>Bringing 5 start-ups to the forefront to battle it out in front of a panel of judges, this session could be where you discover the next innovation capable of changing the face of retail</p> <p>Moderator: Co-Cubed</p> <p>Start-ups taking to the stage:</p> <p>Judges: Eamonn Carey, MD, Techstars Giuseppe Guillot, Logistics & Infrastructure Director, Kurt Geiger Keng Ng, Digital Commerce Director, Mars Natalie Berg, Retail Analyst, NBK Retail Beth Horn, Head of Industry, Facebook</p>
<p>15.00 – 15.40</p>	<p>Pitch 4</p> <p>Bringing 5 start-ups to the forefront to battle it out in front of a panel of judges, this session could be where you discover the next innovation capable of changing the face of retail</p> <p>Moderator: Co-Cubed</p>

	<p>Start-ups taking to the stage:</p> <p>Judges: Samantha Hornsby, Head of Food Online, Marks & Spencers Natalie Berg, Retail Analyst, NBK Retail Graham Johnston, Head of Omnichannel & Digital First, Three Ronan Bardet, Founder & CEO, EGI James Patterson, VP Manufacturing & Consumer Services, CGI</p>
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3rd October

11.00-11.40	<p>Pitch 5</p> <p>Bringing 5 start-ups to the forefront to battle it out in front of a panel of judges, this session could be where you discover the next innovation capable of changing the face of retail</p> <p>Moderator: Co-Cubed</p> <p>Start-ups taking to the stage:</p> <p>Judges: Giuseppe Guillot, Logistics & Infrastructure Director, Kurt Geiger David Martin, European Marketing Director, Coca Cola Jo Hickson, Head of Tesco Labs Julian Burnett, VP Global Markets, IBM Ronan Bardet, Founder & CEO, EGI Almudena Cardenas, Chief Project & Innovation Officer, Tendam</p>
12.00 – 12.40	<p>Pitch 6</p> <p>Bringing 5 start-ups to the forefront to battle it out in front of a panel of judges, this session could be where you discover the next innovation capable of changing the face of retail</p> <p>Moderator: Co-Cubed</p> <p>Start-ups taking to the stage:</p> <p>Judges: Erin Booth, Investor, Founders Factory Graham Johnston, Head of Omnichannel & Digital First, Three Richard Zubrik, CTO, Not On The High Street Doug Gardner, CIO, River Island Beth Horn, Head of Industry, Facebook Ed Connolly, Strategy Director & Director of JLP Ventures, JLP</p>

	Dimas Gimeno, Expert in omnichannel retail & digital transformation of shopping
13.40-14.10	<p>Discovery : Final</p> <p>Join us for the final Discovery Zone session.</p> <p>Moderator : Co-Cubed</p> <p>Judges</p> <p>Richard Zubrik, CTO, Not On The High Street Doug Gardner, CIO, River Island Julian Burnett, VP Global Markets, IBM Erin Booth, Investor, Founders Factory David Martin, European Marketing Director, Coca Cola Eamonn Carey, MD, Techstars Giuseppe Guillot, Logistics & Infrastructure Director, Kurt Geiger Natalie Berg, Retail Analyst, NBK Retail Samantha Hornsby, Head of Food Online, Marks & Spencers Graham Johnston, Head of Omnichannel & Digital First, Three Ronan Bardet, Founder & CEO, EGI Beth Horn, Head of Industry, Facebook James Patterson, VP Manufacturing & Consumer Services, CGI John Auckland, Founder, TribeFirst Ed Connolly, Strategy Director & Director of JLP Ventures, JLP Almudena Cardenas, Chief Project & Innovation Officer, Tendam Dimas Gimeno, Expert in omnichannel retail & digital transformation of shopping</p>

Store Of The Future Theatre

2nd October

11.20-11.40	<p>Strategies to win in a disruptive technology environment: Future Store</p> <p>As technology reshapes physical retail, we reveal what it will take for stores to win in the future, highlighting the characteristics that will underpin success and the capabilities needed by both retailers and suppliers to thrive in a new era of shopper expectations that demands a frictionless, seamless and digitally integrated outlook.</p> <p>David Gordon, Research Director (Edge by Ascential) Ioli Macridi, Retail Analyst (Edge by Ascential)</p>
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11.50-12.10	<p>Strategies to win in a disruptive technology environment: Ecommerce & Digital Ecosystem Management</p> <p>We explore the growth of retail ecommerce and highlight the transformation underway as digital ecosystems forge ever deeper customer connections. Crucially, we highlight the ecosystems that are winning, the crucial building blocks and what it takes to leverage a winning position. Case studies and data benchmarks from our very latest research will be shared in this session.</p> <p>Xian Wang, Global Content Director (Edge by Ascential) Jesse Collins, Retail Analyst (Edge by Ascential)</p>
13.50-14.10	<p>Strategies to win in a disruptive technology environment: Supply Chain and Fulfilment</p> <p>The emergence of new fulfilment models and store network restructuring are pressuring supply chains and margins across the industry. We look at how supply chain requirements are being reshaped, including the winning fulfilment models and future delivery speed expectations, and how technology is playing a crucial role as an enabler and disruptor.</p> <p>Nick Everitt, Director of Advisory (Edge by Ascential) Robert Gregory, Director of Advisory (Edge by Ascential)</p>
14.20-14.40	<p>Strategies to win in a disruptive technology environment: Shopper Engagement & Retention</p> <p>New digital points of influence along the shopper's path to purchase requires a new outlook on engagement and retention. We will explore the need to engage with shoppers through tangible, convenient, emotional and interactive experiences and define the capabilities needed by retailers to retain long term loyalty.</p> <p>David Gordon, Research Director (Edge by Ascential) Flo Wright, Retail Analyst (Edge by Ascential)</p>

3rd October

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Tech. Sprint

2nd October

10.50-11.15	<p>Kick off</p> <p>Grace Bowden, Head of Content, Retail Week</p> <p>Teams:</p> <p>Judges:</p>
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	<p>Dhruv Kumar, VP of Engineering, Photobox Raoul Bostrom, Chief Product Officer, EVE Sleep Shehnaaz Chenia, Director eCommerce Development, LEGO Group Stuart Carrison, Head of IT, Ted Baker Julie Austin, Marketing and Digital Director, Bravissimo Leon Andrews, Head of Digital Experience, AO.com Abhy Thomas Joseph, CIO, Pentland Brands Dave Abbott, Head of Instore Technology, Dune Spencer Wong, Head of Digital Experience, Made.com</p>
<p>14.00- 14.20</p>	<p>Check in and mentor</p> <p>Grace Bowden, Head of Content, Retail Week</p> <p>Teams:</p> <p>Judges:</p> <p>Dhruv Kumar, VP of Engineering, Photobox Raoul Bostrom, Chief Product Officer, EVE Sleep Shehnaaz Chenia, Director eCommerce Development, LEGO Group Stuart Carrison, Head of IT, Ted Baker Julie Austin, Marketing and Digital Director, Bravissimo Leon Andrews, Head of Digital Experience, AO.com Abhy Thomas Joseph, CIO, Pentland Brands Dave Abbott, Head of Instore Technology, Dune Spencer Wong, Head of Digital Experience, Made.com</p>
<p>17.25-17:50</p>	<p>Check in and mentor</p> <p>Grace Bowden, Head of Content, Retail Week</p> <p>Teams:</p> <p>Judges:</p> <p>Dhruv Kumar, VP of Engineering, Photobox Raoul Bostrom, Chief Product Officer, EVE Sleep Shehnaaz Chenia, Director eCommerce Development, LEGO Group Stuart Carrison, Head of IT, Ted Baker Julie Austin, Marketing and Digital Director, Bravissimo Leon Andrews, Head of Digital Experience, AO.com Abhy Thomas Joseph, CIO, Pentland Brands Dave Abbott, Head of Instore Technology, Dune Spencer Wong, Head of Digital Experience, Made.com</p>

<p>08.45-09.10</p>	<p>Check in and mentor</p> <p>Grace Bowden, Head of Content, Retail Week</p> <p>Dhruv Kumar, VP of Engineering, Photobox Raoul Bostrom, Chief Product Officer, EVE Sleep Shehnaaz Chenia, Director eCommerce Development, LEGO Group Stuart Carrison, Head of IT, Ted Baker Julie Austin, Marketing and Digital Director, Bravissimo Leon Andrews, Head of Digital Experience, AO.com Abhy Thomas Joseph, CIO, Pentland Brands Dave Abbott, Head of Instore Technology, Dune Spencer Wong, Head of Digital Experience, Made.com</p>
<p>11.0012.00</p>	<p>Judging</p> <p>Each team has 3 minutes each to pitch their ideas to our panel of judges. The top 3 make it on to a semi-final on track 4, where they will battle it out in front of judges and a Tech. audience to win first place.</p> <p>Each team gets 3 minutes to pitch their solutions to our panel of judges</p> <p>Grace Bowden, Head of Content, Retail Week</p> <p>Teams:</p> <p>Judges:</p> <p>Dhruv Kumar, VP of Engineering, Photobox Raoul Bostrom, Chief Product Officer, EVE Sleep Shehnaaz Chenia, Director eCommerce Development, LEGO Group Stuart Carrison, Head of IT, Ted Baker Julie Austin, Marketing and Digital Director, Bravissimo Leon Andrews, Head of Digital Experience, AO.com Abhy Thomas Joseph, CIO, Pentland Brands Dave Abbott, Head of Instore Technology, Dune Spencer Wong, Head of Digital Experience, Made.com</p>

Sponsored Stage (Rackspace)

2nd October

3rd October
