

AGENDA FOR ATIO CONFERENCE
Wednesday 29th July 2009
The Power of Curiosity!

- 09h00 – 09h30 Arrival refreshments – Grind Coffee – co-sponsored by AVAYA and Fujitsu
- 09h30 – 09h40 Opening address – Chris Van der Sande (CEO)
- 09h40 – 10h40 Keynote Speaker – Clem Sunter – Sponsored by Interactive Intelligence
“World & SA Economy: are we headed for the hard times or are we in the perfect storm?”
- 10h40 – 11h10 **Interactive Intelligence – Tim Passios (Director: Product Marketing)**
Title: The day your phone system runs your business
Using your phone system to only deliver dial tone is about as ineffective as using your DVD player as a clock! Think beyond basic IP telephony and extend the communications platform so that it becomes the **process automation platform** for your business. Unbelievable? The phone system running the business? It all starts making sense if your “phone system” is an all-in-one IP communications platform, complete with sophisticated contact center technology. In this session, we’ll show you how the next generation IP communications system goes far beyond just IP telephony and begins to play a key role of automating core parts of your business.
- 11h10 – 11h30 Tea Break
- 11h30 – 12h00 Virtualisation – Craig Munitz (MD: ATIO IT-services division)
- 12h00 – 12h30 Fujitsu Presentation
- 12h30 – 13h00 AVAYA Presentation
- 13h00 – 13h45 Lunch
- 13h45 – 14h15 Breakaway 1: Interactive Intelligence – Dave Paulding (Regional Sales Director – UK, Middle East & Africa) and Chris Majer (Pre-sales Engineer – EMEA)
Title: A closer look at communications-based process automation
Breakaway 2: Fujitsu Presentation
Breakaway 3: Ransys – Eli Matara – Title: Attentive Concept
AND Gerald MacKinnon – Title: OMH Case Study
Breakaway 4: Netcampus Presentation
- 14h30 – 15h00 Breakaway 1: Interactive Intelligence – Dave Paulding (Regional Sales Director – UK, Middle East & Africa) and Chris Majer (Pre-sales Engineer – EMEA)
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- 15h00 – 15h15 Tea Break
- 15h15 – 15h45 NICE presentation
- 15h45 – 16h45 Guest Speaker – Justin Cohen – “What’s your story?” – Co-sponsored by Fujitsu and AVAYA
- 16h45 – 17h00 Conference closure (Deon Scheepers)