



“TRANSFORMING THE CITIZENS CUSTOMER EXPERIENCE IN AN ERA OF MULTI-CHANNEL CONNECTIVITY”

2nd New Zealand Public Sector Customer Interaction Conference,
Rangimarie Room, Te Papa Cable Street, Wellington.

Wednesday 25th February 2015.

AGENDA		
Time		Speaker
08.30 a.m.	Registration and Buffet Breakfast	
09.00 a.m.	Welcome	Nadene Gavigan CCiNZ Association Chair
09.15 a.m.	The Service Transformation Journey	Michael Clark , Executive Director, Infoline, Fair Work Ombudsman Office, Australia
10.15 a.m.	Morning Tea	
10.45 a.m.	Address by Hon Peter Dunne, Minister of Internal Affairs, Associate Minister of Health, Associate Minister of Conservation, MP for Ohariu Launch of the 2015 ASIA PAC, Continuous Improvement and Best Practice programme for Public Sector, Financial Services, Retail / FMCG and not for profit.	
11.15 a.m.	The future of digital service delivery to New Zealanders A year past the Result 10 vision and strategy for the future of digital service delivery to New Zealanders from government, Richard will refresh us as to the thinking and progress on the way government delivers its digital services in the ever-changing and emerging digital environment, which includes the Web, mobile platforms and apps, and even the contact centre.”	Richard Foy General Manager Digital Transformation Te Pūnaha Matarua Service Delivery and Operations Kāwai ki te Iwi Department of Internal Affairs Te Tari Taiwhenua
12.00 p.m.	The role of technology in changing the world of local government and enhancing citizen engagement.	Mike Manson , Chief Executive, Association of Local Government Information Management.

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SPEAKERS BIOGRAPHIES



Michael Clark,
Executive Director - Advice,
Support & Assistance.
Infoline, Fair Work
Ombudsman Office, Australia

Michael Clark has worked in leadership roles for over 17 years in a variety of industry segments crossing financial services and Federal Government with significant experience with transformational projects focussing on people, process and technology.

Michael has a passion for customer service, and his teams have won industry awards and accreditation, including the 2014 Best Government Contact Centre Award.

Michael currently leads a multi-site operation assisting Australian businesses and their employees understand their workplace relations entitlements and obligations, leading over 200 customer service and technical staff. The past 24 months has also seen Michael lead the implementation of multi-channel technologies, an online self-service portal and an organisation-wide Customer Experience Strategy.

Apart from his day job, Michael is also a husband and father of 4 sons, is an ambassador for White Ribbon Australia; is actively involved with his local junior rugby club and is a non-executive Director of the Auscontact Association, Australia's customer contact industry association.



Richard Foy
General Manager Digital
Transformation

Richard Foy is General Manager of DIA's Digital Transformation unit, and eclectic team of dedicated, industrious and slightly obsessed people aiming (with help from RealMe) to meet the for Better Public Services Result 10 goal that New Zealanders are able to complete their transactions with government easily in a digital environment.

To keep track of progress, the Target Measurement is that an average of 70 per cent of New Zealanders' most common transactions with government are completed in a digital environment by 2017. Richard's IT background includes 12 years private sector consulting, and 10 years in the public sector.



Philip Jones,
Head of Customer Service
Auckland Council

Philip Jones is the manager of Contact Centres for Auckland Council. In the last two years, he has led the contact centres through a significant consolidation change programme bringing 8 disparate centres into a single virtual contact centre.

Philip brings a new perspective to contact centre management in local government, having a background in sales management in major business process and IT outsourcing companies and, previously, 10 years operational and change management roles in the forestry industry.

Philip is a husband, father of two and runs a small Alpaca stud just north of Auckland Council



Judy Rooney,
Student Centre Manager
Auckland University of
Technology

Judy Rooney is a dedicated customer service manager with over 14 years' experience in customer service leadership and management. Judy has been the Student Centre and Customer Care manager at AUT University for 12 plus years. During that time she has developed the centre from a small team of 6 people in 2 locations to now managing a team of 20 plus staff across several locations and channels of service. She is passionate about providing consistently outstanding customer service and ensures that all points of contact aim for first contact resolution and excellence in service.



Mike Manson,
Chief Executive, ALGIM

Mike Manson has worked in the Local Government Sector for over 30 years in a variety of roles from ICT Management, Client Relationships, Business Development, and Customer Service Management. He is currently the Chief Executive of the Association of Local Government Information Management known as ALGIM. This organisation has 100% of all NZ Councils as members and is linked to eight countries of Local Authorities working in the ICT area. Mike was a founding member of LOLA (Linked Organisations of Local Authorities) based in Brussels and recently hosted these countries in New Zealand attracting speakers from the UN, EU and the White House.

Mike has a passion for Contact Centres having created the award winning Palmerston North City Council contact centre which he built up to service 26 Local Authorities with an after-hours service. He is a life member of the Manawatu Contact Centre Cluster, which he has chaired for over a decade. This cluster comprises 27 contact centres in the Manawatu Region.



John Camp, Customer Engagement Solutions Director, Avaya Australia & New Zealand

John Camp is a 20 year Veteran in the Contact Centre and Customer Engagement arena. Despite this he remains passionate about the transformation that can be brought about when great ideas meet great technology and both meet forward thinking organisations.

He has held senior positions in both the delivery and sales responsible for large scale complex Contact Centre projects as well as engagements that help transform the customer experience. John also recently spent two years in the US assisting organisations as they began their Cloud journey. He is currently responsible for Customer Engagement Solutions at Avaya for Australia and New Zealand.

Solutions that get John excited are speech biometrics and real time speech analytics because your customer's personal information can never be too secure and understanding what your customer is saying can never be too important.

John was born in Manchester, UK and supports Manchester United (and is having a bad year as a result). He can be found on Twitter @speechinduced and via email at jcamp@avaya.com



Mike Newell, Microsoft

Mike Newell is the Microsoft New Zealand solution specialist for Dynamics CRM. His experience covers enterprise deployments of both ERP and CRM across a broad range of industries where he has worked as a consultant and also in IT solution sales. With a career spanning 20 years in the IT industry, working for some of the largest and most well-known vendors in enterprise software, he is focussed on helping organisations use technology to improve customer experience.



John Pratt, Principal Solutions Specialist, Spark Digital, New Zealand

John Pratt is an expert in customer-centricity, working to transform New Zealand organisations into people-focused leaders.

With over 25 years of experience in customer service and interaction, John has had a variety of sales, business development and leadership roles across technology and telecommunications companies.

He is known as a customer evangelist and activist as a result of his intense passion for people-centric transformation, backed up by his broad multi-industry and multi-sector insights.

With a deep understanding of the value of brands, John advises companies and government agencies on how to use social media to participate in the dialogue around their brands, by leveraging feedback and being active in real-time social channels.

He has a keen focus on leveraging customer experience techniques used by retailers to help the government transform the way it serves New Zealanders, enabling agencies to provide a better quality of service and outcomes, at a lower cost to the country.

At Spark Digital (previously called Gen-i), John advises on contact centre and collaboration solutions that help New Zealand organisations to safely and securely adopt digital technologies to improve productivity and profitability.



Peter Macaulay
Director,
The Coalface Community Ltd.

Pete Macaulay's background includes senior management and advisory roles in several industries. In addition Peter chairs and facilitates events and workshops around the Asia/Pacific region.

Pete has many years of wide ranging experience, and is well known in the ICT industry. He is a past President of InternetNZ. Pete's career has spanned a number of key roles including as a successful entrepreneur, a director at Deloitte, President on the board of The Information Technology Association of NZ, CIO of UK Electronics distributor Farnell Electronics where he led the development of the Farnell Electronics Global Contact Centres. Pete was appointed programme manager for the NZ Digital Strategy. During its initial phase, Pete was the Outreach Director for the New Zealand Ministry of Health working on the Connected Health Initiative.

Pete started his career as an engineer and systems analyst at Air New Zealand, followed by Systems Manager at Affco then the Auckland Hospital Board. Pete launched No1 Software, which was the largest NZ owned software distribution and technical support business for more 15 years. The No1 Software Co Contact Centre was a pioneer in Contact Centre Technology.

Pete is currently a Board member of the Selwyn Foundation, which is a leading charitable provider of accommodation and health care for the elderly, Core group member of Accelerating Aotearoa and a Founding Lifeguard Member of the Auckland Rescue Helicopter Trust.

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12.30 p.m.	Break for Lunch	
01.30 p.m.	Understand the power of social intelligence and how it enhances customer service.	Mike Newell , Microsoft
02.00 p.m.	Evolution or revolution. How Cloud is set to transform how your organisation engages customers.	John Camp , Customer Engagement Solutions Director, Avaya Australia & New Zealand
02.30 p.m.	Strategies for success - "Transformation in retail, insights and applications for the public sector."	John Pratt , Principal Solutions Specialist, Spark Digital, New Zealand
03.00 p.m.	Afternoon Tea	
03.15 p.m.	Driving improved performance through dash-boarding – a new approach	Philip Jones , Head of Customer Service Auckland Council
03.40 p.m.	Customer Service a catalyst for enriching the student experience! The Auckland University of Technology journey.	Judy Rooney , Student Centre Manager Auckland University of Technology
04.05 p.m.	Panel Discussion / work shop	All Speakers
04.30 p.m.	Networking	
05.00 p.m.	Close of session	

NB: Some Time slots and speakers are subject to change

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