

# Agenda

08:30	Arrival/breakfast/marketplace	Register and customers pick up CSAT forms
09:00	Welcome	Rob Pengilley, Head of B2B Services
09:10	Key note speech	Stuart Birrell, CIO Heathrow
09:40	Heathrow Commercial Update	John Arbuckle, Head of Property Heathrow
09:50	Optimise Enhance Extend	Roberto Segala, Head of Commercial Telecoms Rob Pengilley, Head of B2B Services
10:10	Heathrow Digital	Steve Glenfield, Digital Manager Heathrow
10:30	Coffee/Marketplace	Customers to handover CSAT forms
11:10	Products & Services Case Studies	Commercial Telecoms Account Managers
11:45	Focus on IoT	SITA
12:05	Service update Marketing Update, CSAT Prize draw	Bonnie Lantier, Service Delivery Manager Nita Barthakur, Marketing Manager
12:30	Buffet lunch/ Breakout sessions	Discovery Suite Foyer

# CSAT Prize draw winners.....

- BT
- Europcar
- AA
- Radiocomms
- Chanel
- UK Borderforce
- Affini
- Mace
- United
- Singapore Airlines

SONOS Smart Wireless Speaker



5 - £50 Vouchers



Kindle E-Reader 6" Glare-Free



Amazon Echo Spot



Fire HD 10 Tablet 32 GB



Fire TV with 4K Ultra HD



# MC's playlist of the day

- α Uprising - Muse
- α Once in a Lifetime - Talking Heads
- α Airport - The Motors
- α Connected - Stereo MCs
- α Mr Blue Sky - ELO
- α Shiny Happy People - REM
- α Are 'friends' Electric ? - Tubeway Army
- α No Surprises - Radiohead
- α Life on Mars ? - David Bowie

# Questions and product enquiries



Please contact your [Account Manager](#)  
or email [heathrow@sit.aero](mailto:heathrow@sit.aero)