

HEATwave 2016

The Crystal Building, London E16

Wednesday, 2. November

| Time | Session | Speaker |
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| 08.30 | Registration Breakfast & Partner Exhibition | |
| 09.30 | Welcome to HEATwave 2016 | Roberto Casetta, SVP International HEAT Software |
| 09.45 | Keynote: HEAT Software Company Update John will share an update on operations, recent successes and strategic direction | John Ferron, CEO HEAT Software |
| 10.15 | Strategy: Service Automation, Security and Mobility – Trends in the Digital Workplace Greg will review how the trends in service management, unified endpoint management and security are impacting the HEAT Software solution strategy | Greg Clancy, VP Product Management, HEAT Software |
| 11.00 | Coffee Break & Partner Exhibition | |
| 11.30 | Customer story: Delivering a Global IT Service Centre for Newell Brands Rob will share his experiences, successes and challenges whilst building a global IT service centre - implementing 7 ITIL processes inside 8 months, using Heat Service Management, Desktop and Server Management and Discovery. Rob will share how as part of a global rollout Newell operating company X-Acto went live in just 14 days. The IT Service Centre is no longer just a helpdesk and is transforming service delivery at Newell supporting 20,000 employees with just two frontline staff. | Rob York, Director, Global ITSC & EMEA IT, Newell Brands |
| 12.00 | Real threats for businesses today: Mischief, extortion and multi-million-pound frauds Back by popular demand, Graham Cluley, Security Industry expert, will share how changes in the digital workplace have increased the threat of security breaches. One of the multi-million-pound frauds that Graham will share directly involves the service desk... This session will be followed by an update on how HEAT Software can secure the Digital Workplace to standards set by GCHQ. | Graham Cluley, Independent Security Expert |
| 12.30 | Secure the Digital Workplace to the standards set by GCHQ To address the increasing number of security threats organisations now face, HEAT Software, together with NCC a global information assurance specialist, will share how our HEAT Endpoint Security solution is the only software execution solution to be certified by the NCSC - the National Cyber Security Center and the Authority for Information Assurance in the UK. The NCSC is the information security arm of the UK Government Communications HQ (GCHQ). Learn how HEAT became accredited for all public sector and commercial organizations looking to be compliant and bolster their security defences. | Paul Morris, HEAT Software Sean Atkinson, NCC Group |
| 13.00 | Lunch & Meet the HEAT Partner Community | |

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| Time | Track 1: HEAT Service Management | Track 2: HEAT Unified Endpoint Management |
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| 14.00 | <p>What's New in HEAT Service Management?</p> <p>In this session, Peter Coote, Applications Systems Engineer, HEAT Software will provide an overview and demonstration of the latest capabilities in the Heat Service Management Platform.</p> <p>What you will learn:</p> <ul style="list-style-type: none">• See the latest HEAT Service Management and understand their benefits• Hear what's new in Voice Interaction Management• Understand what's coming next on the HEAT Service Management roadmap | <p>What's New in HEAT Endpoint Security?</p> <p>Throughout 2016, many customer-requested feature enhancements have been added to both the HEAT ES and EMSS platforms. Join David Murray to review the latest enhancements and understand how they can help to solve problems in your environment.</p> <p>What you will learn:</p> <ul style="list-style-type: none">• See the latest ES and EMSS features and understand their benefits• Understand what's coming next on the ES and EMSS roadmap |
| 14.45 | <p>Implementing HEAT Knowledge Management & KCS</p> <p>After a highly successful launch of HEAT (Incident, Service Request and Problem) the migration of Change Management and cutover to HEAT Voice, Queensland University of Technology decided to implement HEAT Knowledge.</p> <p>Ashton Mossop, Support Centre Manager at the Queensland University of Technology, will take you on their Knowledge Management journey:</p> <ul style="list-style-type: none">• Find out what changes were implemented from a process and cultural perspective• See an overview of the enhancements made to the Knowledge and Incident modules to support common KCS practices & principles• Get tips, trick and lessons learned to get the most out of your implementation | <p>Managing Apple Devices in a Windows World</p> <p>Whilst Windows support requirements continue to dominate the focus of enterprise endpoint management efforts, when given the choice more employees now choose Apple devices as a consequence MacOS and iOS (as well as Android) are finding their way into the Windows workplace and need to be managed.</p> <p>In this session, Margreet Fortune, Regional Manager LANrev, will:</p> <ul style="list-style-type: none">• Explore the tools for managing macOS, Windows, iOS and Android all from a single 'pane of glass' - the LANrev console.• Show how to unlock the power of integrated patch management, end to end software management, mobility management.• Identify the optimal practices and solutions that will enable comprehensive management of Apple devices side-by-side with Windows endpoints. |
| 15.15 | Coffee Break & Partner Exhibition | |

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| 15.30 | <p>Your Technical Questions Answered - HEAT Software Community Forum</p> <p>In this session, Alasdair Robertson, Certified Architect, CTMS will provide technical answers to some of the most important questions raised on the HEAT Software Community Forum and highlight the importance and value of joining, participating and sharing best practice.</p> <p>What you will learn:</p> <ul style="list-style-type: none">• How to get the most out of the HEAT Community• Improve your Service Requests with complex approvals• How to use relationships between objects | <p>Defence against the Dark Arts</p> <p>Matt Walker, VP NEMEA, HEAT Software and Tim Cox, Sales Engineering, Manager, HEAT Software and will explore endpoint security challenges, endpoint defense in depth strategies and patch management best practices and will cover:</p> <ul style="list-style-type: none">• Ransomware – how to protect against it• Patch Management Best Practices – how to reduce the attack footprint• Application Control – how to create a first line for endpoint defence• Device Control – how to ‘STOP’ thief or allow legitimate use?• Antivirus – how to prevent malware |
| 16.00 | <p>Integrate IT Operations with HEAT Service Management</p> <p>In this session, Savision, HEAT Software partner, will share how their integration, available via the HEAT App Store, allows you to unify monitoring and automated service discovery and integrate with HEAT cmdb. Matthew Carr will explain how to consolidate your IT Monitoring tools such as SCOM, Nagios and Solarwinds into a Service oriented framework that integrates with your HEAT cmdb.</p> <p>What you will learn:</p> <ul style="list-style-type: none">• Import your business services from Heat to show the real-time health status of the services based upon the underlying performance shown by your monitoring tools.• Keep your cmdb up to date and provide a single pane of glass for C-level executives that improves communication and trouble-shooting time. | <p>Industry 4.0 – Securing all devices in ,The Digital Enterprise‘</p> <p>In this session, Roberto Casetta, HEAT Software, will share how Industry 4.0 initiatives are becoming so important that governments are now offering significant tax relief on investments. HEAT Software is working with global companies on Industry 4.0 projects, where IT audits have clearly shown security threats reside on the majority of production plant systems, which have become vulnerable over recent years.</p> <p>What you will learn:</p> <ul style="list-style-type: none">• The importance of Industry 4.0 and its impact on your organisation• Why HEAT Software can address your threats today and is positioned as a Rising Star by Experton in Industry 4.0• How HEAT is working with automotive clients to protect investments made in the “Digital Factory”. |
| 16.25 | Transition | |

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| 16.30 | Heat Academy – New Best Practice Curriculum & Virtual Education Services HEAT Software is transforming the way it delivers education to our customers and partners. In this session you will learn about: <ul style="list-style-type: none">• A brand new HEAT Academy that will be the hub for all education content and classes• New curriculums built around a modern blended learning approach• Virtual classrooms and labs available reducing the need for travel and time spent out of the office• Self-paced online training available when you are• Modularised and comprehensive learning paths, accreditations and certifications for all roles | Steve Gardner, VP Service Operations, HEAT Software |
| 16.45 | Are robots really leaving the factory floor and heading for your desk - and your job? Ollie O'Donoghue, Head of Research & Insight at The Service Desk Institute will share the results of a major industry benchmarking research project in Service Management. Ollie will share the findings and discuss new trends impacting the help desk, including support for the new digital workplace, the needs of flexible mobile working and the need to encourage self-help. He will highlight what's relevant to your business and what this means for the service management industry as a whole. | Ollie O'Donoghue, Head of Research & Insight, Service Desk Institute |
| 17.05 | HEAT Customer Awards The Best Service Management & Unified Endpoint Customer Implementations will be recognised. | Roberto Casetta, SVP International HEAT Software |
| 17.15 | Closing Remarks | Roberto Casetta, SVP International HEAT Software |
| | HEAT Happy Hour - Networking Drinks Reception | |