



experience
everywhere

NEXTHINK

Media Guide 2023

Introduction

Experience Everywhere (EE) is an exclusive conference for IT Leaders that occurs annually at select locations in Europe and North America. This year, the EE tour made stops in London, Paris, Boston and Munich.

The purpose of EE is to connect Nextthink customers, partners, prospects and team members in the spirit of learning and collaboration. Digital Employee Experience (DEX) is a budding industry within IT, and EE is a celebration the DEX community.

This media guide offers a recap of the conference. If you'd like to watch the event on-demand, [click here](#).



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Key Highlights

Pedro Bados (Co-Founder & CEO) opened each event with an inspiring keynote that touched on the evolution of the Digital Employee Experience (DEX) industry and Nextthink's latest innovations in automated orchestration and AI. Following Pedro, **Sam Gantner** (CPO) put theory to practice by demonstrating how EUC teams can solve tough IT problems using Nextthink Infinity and Flow.

Greg Giles (Distinguished Platform Architect; Paypal) shares how his team made a transformative journey from a reactive to proactive IT service model.

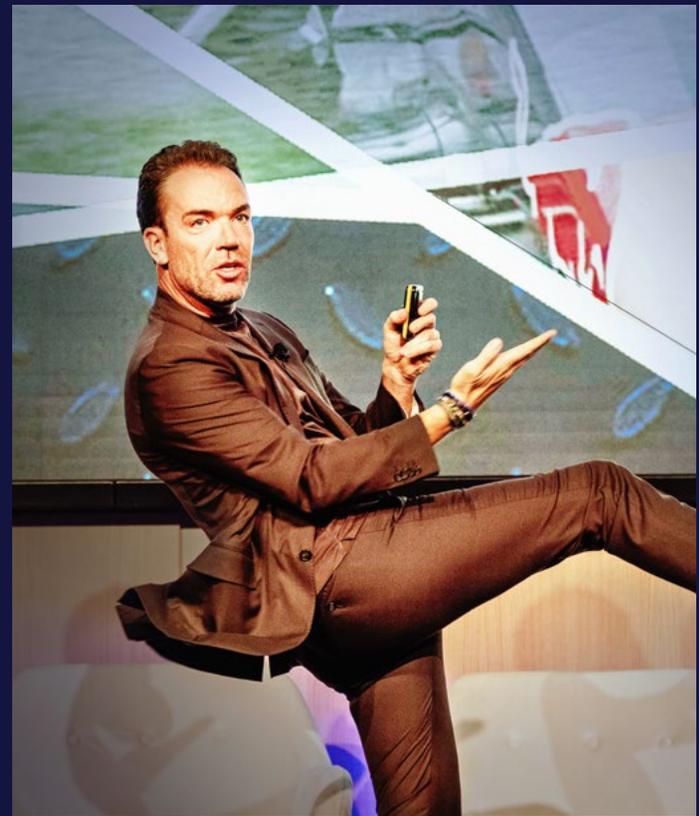


Dave Carlson (Global Lead, Modern Workforce Services Strategy; Dell Technologies) highlights the various ways his team achieves a smarter operating model and strategy by incorporating the right employee feedback, data and insights.

Inez Donkers (Area Lead Employee Experience & Support; ABN AMRO) and **Reinou van den Berg** (IT Lead Collaboration & Productivity; Rabobank) are technology leaders from two of Europe's biggest banks. Here they share advice for smart investments in IT and employee engagement to a packed house in London.



Experience Everywhere also featured a nice mix of entertainment and technology with a live performance of the [DEX Podcast Show](#), a high octane talk by former F1 driver [Robert Doornbos](#) and an interactive presentation from world-famous mentalist [Lior Suchard](#).



An Insider's Take at EE

This article appears in its original format on the [DEX Hub](#)

October 11, 2023

The world's biggest Digital Employee

Experience conference kicked off earlier this week in London with standing room only capacity. Hundreds of regional customers, partners and prospects filled the Pan Pacific London to listen the brightest EUC experts in the industry share their stories.

Experience Everywhere (EE) continues its tour this fall with stops in Paris, Boston and Munich.

I've attended these conferences every year for the past four years. There were a few things noticeably different (better) than in previous events:

The Concept of DEX Isn't So Foreign Anymore

Before the pandemic, the onus was on Nextthink to articulate the burgeoning, but relatively novel, topic of Digital Employee Experience. This time around it felt like everyone on stage or in the breakout sessions were speaking the same language. Back then, it was harder to find EUC teams who were cognizant of their role as it related to the modern digital work experience. But now everyone seemed to start from the same conceptual understanding, which I think made it easier for participants to learn and adopt specific use cases to their respective worlds.

The Information (and Entertainment Value) at EE Strikes the Right Balance

Striking the right balance for a corporate conference isn't easy. You lean too hard into the entertainment side, you'll appear unserious and misleading. You go deep into nuance and commit the act of "death by PowerPoint", and people head for the exits.

But everything I witnessed at EE was the right amount: we heard a smart, engaging keynote presentation from Pedro Bados (Co-Founder & CEO), followed by a practical (and entertaining) product demo by Sam Gantner (CPO), and then we were served a series of clever videos and interviews with some of the biggest IT leaders in this industry, and of course, breakout sessions. So many breakout sessions from the technical NXQL code that powers Nextthink, to high-level talks and business cases.

Attending EE is like packing an elite forum for EUC professionals into a few hours, but somehow it works.

DEX Is a Legitimate Career Now (Finally)

Another thing I picked up: there were several faces present who were early advocates of Nextthink 5-10 years ago, experts in their own

right within the DEX space. Many of these people moved on from their previous employer and were hired to start a DEX-enabled team in a new company. And like anyone knows, when you've just been hired there's a unique level of pressure to deliver immediate results, which means these people have turned to Nextthink because they trust it.

I also don't think you'd see familiar faces each year if you're not making significant innovations and delivering value. The most interesting part for me pertained to Nextthink's innovations in **AI and automated orchestration (Flow)**. It's one thing to talk science fiction, it's another to see those "what if" moments come to life right before your eyes.

If you want to manage the type of digital experiences that enable people to do their greatest work, you need the best tool available in market. And if you want to learn from folks who are just as passionate as you are about EUC, then Experience Everywhere is worth your time.



By **Sean Malvey**
Senior Editor at Nextthink



London

The **London EE** event took place at the **Pan Pacific**, a lovely ballroom which featured keynote speakers from: **Gartner; Herbert Smith Freehills LLP; Sky TV; Injazat; ABN AMRO; GlaxoSmithKline; Tokio Marine HCC International; Rabobank; and HCL Technologies**. In addition, some Nexthink customers participated in a community user group the day before the event where they shared advice and best practices to cut costs, troubleshoot faster and become more proactive.



Paris

The **Paris EE** event took place at **3 Mazarium**, a unique event space that combines centuries-old history with contemporary design. Keynote speakers featured from: **AP HM; Amazon Web Services; Dell; Savencia; Poclairn Hydraulics Industrie SAS; Urssaf Caisse Nationale; Groupama Grand Est; Computacenter; IDC;** and **Atos.**





📍 Boston

The **Boston EE** event took place at the **Revere Hotel Boston Common**, a luxury hotel in downtown Boston. The day before the event, some customers participated in **onsite DEX product training** with the Nextthink platform and a **community user group**. Keynote speakers included: **Dell; Edward Jones; Southwest Airlines; Deloitte; Forrester; Gartner; Accenture LLC; Northrup Grumman Corporation; Southern Company; Toyota; Starbucks; National Grid; Atos; Cox Communications; Cognizant; and Honeywell.**





📍 Munich

The **Munich EE** event took place at the **Sofitel Hotel Munich Bayerpost**, a luxury hotel and conference center located in the heart of Munich. The day before the event, some customers participated in a **community user group** where they were able to share best practices and advice. Keynote speakers included: **Commerzbank AG; MED-EL Medical Electronics; AXA Group AG; Syntegon; A1 Telekom Austria AG; E.ON Digital Technology GmbH; STRABAG; Landis+Gyr; and Baker Tilly Holding GmbH WPG STB.**



Side Events

What makes Experience Everywhere unique are the side events that occur throughout the conference. It's here where attendees can focus their attention on specialized discussions and networking opportunities. But don't worry: it's not all work and no play! EE also features plenty of entertaining performances and talks to keep you engaged.





Community User Groups

Nextthink Community is an extensive network of customers and partners who troubleshoot fixes, share product documentation and information, and come together throughout the year to learn from one another. The **Community User Group** meetings at EE are a perfect time for these professionals to collaborate and improve their IT operations.



Onsite DEX Product Training

A first at EE this year, these training sessions enabled customers to up-skill with the Nextthink platform by diving into technical use cases and the latest product enhancements.



Networking

At EE you'll rub shoulders with some of the brightest experts in DEX. Attendees take advantage by trading success stories and staying ahead of the curve of IT innovations.

Reviews

At EE, our reputation is everything. Below are excerpts from those who attended the conference.



“Nextthink transforms our IT from a team with repetitive tasks to an organization that is a driving force for innovation and proactivity.”

Robin Nash
Modern Collaboration Expert HW/SW bei, AXA



“What an amazing day at the largest Digital Employee eXperience conference (#experienceeverywhere) in the world ... it’s goes without saying that happy, engaged employees are more productive!”

Mike Griffiths
Director Consulting Expert, EUC Practice Lead



“We had a great couple of days networking with peers across many industries, sharing stories about life at Southwest Airlines, and talking about all things #employeeexperience.”

Derek Whisenhunt
Head of Airport Technology Infrastructure Engineering & Operations, Southwest Airlines



“I had the opportunity to be in London and present at Nextthink’s #ExperienceEverywhere event. It was a fantastic chance to share our unique journey, embedding Employee Experience deeply in everything we do.”

James McMahon
Head of Employee Experience Serviceline, Capgemini

Speakers



Pedro Bados
Co-Founder & CEO,
Nextthink



Sam Gantner
CPO,
Nextthink



Yassine Zaied
Chief Marketing &
Strategy Officer,
Nextthink



Marcus Bednorz
Head of IT,
Baker Tilly Holding
GmbH WPG STB



Jason Bentz
Design Experience Sr.
Manager – Global IT,
Metrics Lead,
Accenture LLC



Reinou van den Berg
IT Lead Collaboration &
Productivity,
Rabobank



Eric Bianchi
Senior Account Manager
ISV, Amazon Web
Services



Sbah Bouchaoui
Architecte
micro-informatique,
Groupama Grand Est



David Carlson
Global Lead, Modern
Workforce Services Strategy,
Dell Technologies



Miguel A. Cotignola
Department Leader,
Edward Jones



Layla Crisman
EUC Service Delivery
Director, Northrop
Grumman Corporation



Inez Donkers
Area lead Employee
Experience & Support,
ABN AMRO



Robert Doornbos
Former Red Bull F1
Driver & Entrepreneur



Scott Douglas
Sr. System Engineer,
Southwest Airlines



Stuart Downes
VP, Analyst,
Gartner



Joe Dufosse
Technical Support Services
Manager, Herbert Smith
Freehills, LLP



Robert Eikermann
Grouplead Clients &
Service Owner,
Nextthink STRABAG



Guy Fruda
Chief Technology
Support Officer,
Deloitte

Speakers



Marco Fröhlich
Head of IT Support
and IT Security, BAUER
Aktiengesellschaft



Greg Giles
Distinguished Platform
Architect, PayPal



Andrew Hewitt
Principal Analyst,
Forrester



Tom Hofer
Manager, Corporate IT
Helpdesk, MED-EL Medical
Electronics



Hagar Ismail
Head of IT Support &
Operations, CIB



Wissam Jammal
Responsable Secteur
Digital Workplace,
Urssaf Caisse Nationale



Sarah Jones
Global Tech Operations,
GSK



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Product Owner, Nextthink
F. Hoffmann-La Roche AG



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Senior System
Administrator,
Southern Company



Michael Leuzinger
Technical Director IT
Workplaces, Syntegon



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Head Of IT Front Office
and Collaborative Tools,
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Industrie SAS



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Technical IT Performance
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Computacenter



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Informatique,
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Zakir Mohammed
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Automation Engineering,
Toyota



Carla Moraes
Device and Data Access
Platform Director,
National Grid



Michael Morales
Product Manager,
Starbucks Coffee
Company



Robin Nash
Solution Specialist,
AXA Konzern AG

Speakers



Arthur Oudot
Product Marketing
Manager,
Computacenter



Ivan Öz
Senior Research
Analyst, IDC



Dhan Pandya
Head of End User Experience,
Tokio Marine HCC
International



Tori Paulman
Senior Director, Analyst,
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Global Practice Lead,
Modern Workforce
Services, Dell Technologies



Bruno Rohel
Presales Director – EMEA,
Workforce Transformation,
Dell Technologies



Kimberly Schelle
Area Lead Support &
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Rabobank



Saurabh Sharma
Product Head,
Workplace Services,
HCL Technologies



Lior Suchard
Master Mentalist



Paul Syson
Business Delivery
Manager, Sky TV



Michael Trepte
Head of IT Business
Applications Global,
Landis+Gyr



Haig Tyler
CTO, Herbert Smith
Freehills, LLP



Bogdan Udrea
Global Head of Digital
Workplace User Experience
and Automation, Atos



Mélanie de Vigan
VP Head of Growth, Atos
Digital Workplace, Atos



Shellie Vrzal
Sr. Director, Connected
Employee Services,
Cox Communications, Inc.



Darren Wright
Vice President, Information
Technology – Workplace
Support Services,
Honeywell

Speakers



Simon Wilson
Head of Optimisation,
Computacenter



Katharine Dahl
Senior Product
Marketing Manager,
Nexthink



Tracy Downer
Director Customer
Success – North and
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VP of DEX Strategy,
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Senior Customer
Success Manager,
Nexthink



Anja Wolking
Enterprise Account Manager,
Nexthink



See You Next Year

Each year, Experience Everywhere brings together the brightest minds and practitioners in DEX.

Join us and you'll get to see the latest enhancements in the Nexthink platform and learn from IT leaders at some of the biggest companies in the world.

The Nexthink logo features the word "nexthink" in a white, lowercase, sans-serif font. The letter "x" is stylized with a white, curved line that loops around its top and bottom, creating a distinctive graphic element.

nexthink

Want to learn more about how Nexthink can help you improve employee experience?