

# Program Guide

Smarter Business  
Virtual Exchange

Available on-demand

—

An event for leaders to accelerate  
business transformation



# Smarter Business Virtual Exchange

On July 22 IBM hosted the Smarter Business Virtual Exchange, an interactive half-day event designed for leaders to accelerate business transformation, define new ways of working, strengthen supply chain resiliency and enhance customer loyalty, accelerate essential recovery and transformation.

The platform remains available on-demand and you can now access the sessions and valuable content anytime you want, from anywhere you may be.

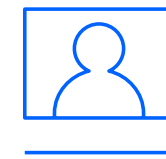
**Drive resiliency and business transformation with IBM.**

[Register here](#) →

[ibm.com/smarter-business/virtual-exchange](https://ibm.com/smarter-business/virtual-exchange)

# How you can attend

# Live and on-demand



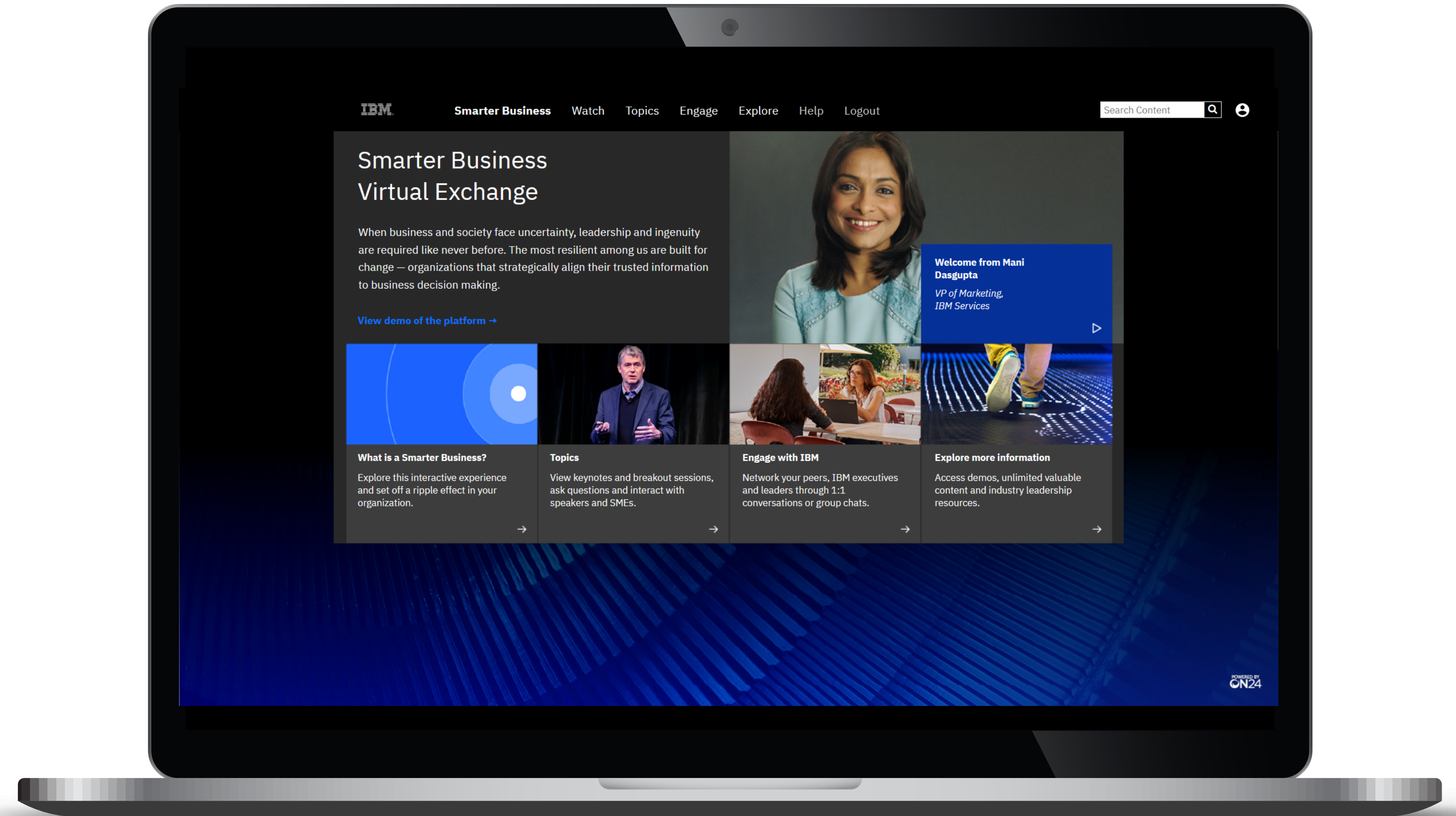
## Live experience

The live experience on July 22 had programmed content for keynotes and breakout sessions, as well as live Q&A and peer-to-peer engagement.



## On-demand access

All sessions, client stories and valuable content remain available on-demand, for you to access anytime you want, from anywhere you are.



# Keynote Sessions

## On-demand

### Building a Smarter Business



—  
**Mark Foster**  
Senior Vice President  
IBM Services



—  
**Svein Tore Holsether**  
President and Chief Executive Officer  
Yara International



—  
**Carol Chen**  
VP Global Lubricants Marketing  
Shell

In times of uncertainty, adaptive organizations built for resiliency and change can emerge even stronger. Innovative business leaders have recognized this will require new skills and methods, new governance and management approaches, and a mandate to rethink how work gets done.

## On-demand

### Talent Strategies: Emerge Smarter with Intelligent Workflows and Humanity



—  
**Tina Marron-Partridge**  
Managing Partner,  
IBM Talent & Transformation



—  
**Susan Kay**  
Programme Director Matrix,  
Compass Group

As businesses seek resiliency and adaptation while still accelerating business transformation, it's time for leaders to rethink what matters most for the health of our organizations and workforces. It's time to create smarter businesses built for change and rooted in humanity.

## On-demand

### Innovation in a virtual-first reality with IBM Garage



—  
**Debbie Vavangas**  
IBM Garage Global Lead,  
VP GBS, IBM




—  
**Shelley Kalms**  
Chief Digital Officer,  
Woodside Energy

Enterprises are adapting to new ways of working as they pivot from old patterns of work and physical models to the new normal. The most successful businesses will be able to pivot and adapt with speed and scale.

## Conversation topics

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# Build smarter customer experiences everywhere



## On-demand

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### Engage all Customers Virtually with Watson

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**Ritika Gunar**

Vice President of Data & AI, Expert Lab  
IBM

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**Paul Papas**

Global Managing Partner  
IBM

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**Kristen Bennie**

Head of Open Experience  
NatWest Group

Your customers need you now more than ever. In the face of profound change, customers rely on brands that understand their needs, and find ways to serve them in increasingly personal, trusted ways. The contact center is the new battleground for customer experience as businesses look to serve and support customers virtually. Join leaders as they share their bold approach to customer service that has helped them be responsive in uncertain times and scale to customer demands.

## On-demand

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### How Humana Delivers Exceptional Customer Experiences

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**Rachel O'Dea**

Director IT Operations,  
Humana

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**Glenn Finch**

General Manager, Global Leader CBDS,  
IBM

Customers today expect exceptional service in every interaction. As customer questions and problems pour in through websites, phone calls and social media, it's critical that organizations are agile in adapting new processes. To drive Humana's growth in healthcare, they needed to reinvent their core processes on Salesforce with advanced technologies such as AI, automation and intelligent workflows. Hear from Rachel O'Dea, Humana's Director of Digital Transformation, on how it partnered with IBM Services and the IBM Garage to build and scale mission-critical processes in under three months.

## On-demand

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### IBM's 5 Keys to Cognitive Customer Service Innovation in 2020

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**Bob McDonald**

VP of IBM Support Transformation, Training and Globalization  
IBM

Enterprises today are challenged to make their customer service and support processes smarter. COVID-19 has demanded a rapid pivot from traditional contact center operations. Businesses will now need to incorporate cognitive tools like AI and natural language processing to create intuitive seamless support environments available to customers and agents anytime, anywhere. In this session, we'll share the evolution of IBM's Cognitive Support Platform, including how intelligent workflows paired with IBM Watson and an Agile approach to innovating on Salesforce is enabling our agents to resolve customer requests faster and scale proven efficiencies across our global customer support organization.

## Conversation topics

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# Build smarter customer experiences everywhere

(cont.)

## On-demand

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### **Fireside Chat: How Telstra Turned AI Aspirations into a Digital Transformation**

—  
**Betsy Schaefer**  
Director, Marketing, Data and AI  
IBM

—  
**Paul Rilstone**  
Head of Assisted Digital  
Telstra

Join us as Betsy Schaefer sits down with Telstra for a candid discussion on the Australian telecommunication leader's journey to AI. The organization is undergoing a massive shift towards digital, infusing AI into their business practices – beginning with revamping their approach to customer service. Dive into the specific challenges Telstra faced from transforming their company culture to proving the success of the initial implementation – the project began with one customer-facing chatbot and has since expanded to multiple internal and external use cases, which have collectively saved an estimated ten million dollars and boosted their NPS score.

## On-demand

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### **Activate Your Customer Experience North Star – In Times of Crisis and Beyond**

—  
**Billy Seabrook**  
Global Chief Creative Office, IBM iX

—  
**Rachel Carpenter**  
Head of Product Strategy, Insights & Design, Citi

—  
**Joel Layton**  
Vice President eCommerce and Digital Marketing, ADP

—  
**Don Spaulding**  
Design and Innovation Partner, Verizon

Great customer experiences come from great enterprise experiences. Join this session with IBM iX and Argyle virtually hosting a group of prominent marketing and CX executives to discuss what it takes to activate a leading experience strategy. To deliver against rising customer and employee expectations you need an insight-driven approach that elevates and humanizes your experiences end-to-end. IBM will present findings from a recently-released study from the IBM Institute of Business Value (IBV) – “From customer experience to enterprise experience: Six leading practices to activate your CX North Star” and share how to broaden your CX strategy to enable everyone across the enterprise. We will also share some guidelines on how to quickly adapt, with empathy and action, in today's environment.

## Conversation topics

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# Harness the full power of your core business applications



## On-demand

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### Getting more from what you've got - how your peers are leveraging cloud to modernize their core applications

—  
**Dave Bartoletti**  
VP, Principal Analyst  
Forrester Research

—  
**Kevin Condron**  
WW Enhanced Core Business Applications  
Conversation Lead  
IBM

Most core software systems are too inflexible, outdated, and chaotic to give businesses the flexibility they need to win, serve, and retain customers. Leaders want to modernize these apps using cloud technologies and practices, but they're often stymied by the difficulty of the task and unable to even start the journey. Join this session to learn how your peers plan and launch core-app modernizations using cloud services.

## On-demand

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### Modernize enterprise applications and deliver on digital transformation

—  
**Garrick Keatts**  
Americas SAP Practice Leader,  
IBM

Your core business applications are more important now than ever before. From process planning to CRM, connected data can provide real-time insights, allowing you to build a smarter business. New visibility will empower you to make critical decisions, optimize investments to fund innovation and deliver essential customer experiences. Integrate your existing core apps with the latest technologies like AI, IoT and edge computing to bring agility to your operations.

## On-demand

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### Deploying Enterprise Applications: Why Hybrid Cloud is the Model of the Future

—  
**Michael Love**  
SAP Alliance Technical Leader,  
IBM

The average enterprise is using multiple deployment models to deliver enterprise applications. On premises, private clouds, public cloud — the result can quickly create data and application silos that hampers flexibility and innovation. Join this session to realize new visibility and increased levels of performance through an open and interoperable hybrid multi cloud approach that ensures data and application mobility, protects against vendor lock-in and enables applications to flexibly interact with unmatched reliability and security.

## Conversation topics

# Harness the full power of your core business applications

(cont.)



## On-demand

### IBM and Nestle Discussing Azure Analytics Solutions with SAP

—  
**Hareesh Subramanian**

Group Manager Analytics, Business Intelligence & Data, Nestle

—  
**John Naylor**

Technical Project Manager, IBM

Discussion with John Naylor IBM GBS, and Hareesh Subramanian from Nestle, on their recent Azure Analytics implementation by IBM which has helped Nestle improve their SAP operations today and plan for the future.

## On-demand

### IBM Power Systems Virtual Servers for SAP —Peak Performance, Cloud prices and Options

—  
**Bradley Knapp**

Offering Leader, IBM

—  
**Michael Daubman**

Offering Leader, Enterprise Infrastructure Services, IBM

IBM Cloud understands that you want to run your workloads in your way. Join us to learn how IBM Cloud has brought Power Systems to the cloud, enabling you to purchase just the LPARs you need to run your workloads without the overhead of running your own infrastructure.

## On-demand

### IBM Cloud for SAP - Features, benefits, roadmap, and the 2027 deadline to move to SAP HANA

—  
**Bradley Knapp**

Offering Leader, IBM

IBM Cloud for SAP has built the best possible combination of cloud infrastructure, software and PaaS services to deploy not just your currently running landscapes, but also to support your transformation to S/4 HANA. Join IBM Cloud experts to see how you can take advantage of the cloud built for enterprise to seamlessly migrate your existing estate to the cloud in preparation for your SAP HANA transformation.

## On-demand

### Rapidly Migrating Legacy SAP Systems & Driving Innovation with SAP S/4HANA

—  
**Andrew Worsley-Tonks**

SAP S/4HANA Leader, IBM

—  
**Annette Mahler**

Department Lead ERP Germany, VODAFONE

In this session, you will discover the power of IBM Rapid Move for SAP S/4HANA and hear how we are helping our clients leverage their existing SAP investments and innovate where it really matters! Learn how Vodafone was able to lower their data storage requirements by 90% and eliminate custom code by 60%.

## On-demand

### Achieving Unmatched Flexibility & Resiliency for your SAP Applications

—  
**Vincente Morata**

Vice President, Offering Management, IBM

—  
**Piyush Chowhan**

Chief Information Officer, LuLu Group International

Organizations are deploying core business applications on SAP HANA to accelerate real-time insights. As more applications migrate to the platform and as unexpected events occur, the demands on IT will continue to increase. In this session hear why LuLu Group International is trusting IBM infrastructure to underpin SAP HANA to deliver greater flexibility and responsiveness while ensuring mission-critical application availability.



## Conversation topics

# Build smarter supply chains



## On-demand

### Reduce Operational Cost and Ensure Supply Chain Resiliency

—  
**Kareem Yusuf, Ph.D**  
General Manager, AI Applications, IBM

—  
**Jonathan Wright**  
Global Lead Cognitive Process Re-Engineering, IBM

—  
**Amber Armstrong**  
CMO, IBM AI Applications, IBM

—  
**Joe Harvey**  
VP of Technology– Enterprise Technology Solutions,  
Southern Company

—  
**Jon Young**  
Supply Chain Executive, Telstra

Operational leaders face unprecedented disruption due to Covid-19. Business resilience and continuity is critically important to ensure that essential services continue to serve customers. Join this session to hear how IBM and our clients are applying AI, automation, blockchain and IoT data – from business operations through the last mile of supply chain – to ensure business resiliency, reduce costs, and improve decision making. Together, we can better mitigate future disruptions.

## On-demand

### Optimizing Processes to Drive Resiliency and Agility in the Age of Disruption

—  
**Jonathan Wright**  
Global Lead Cognitive Process Re-Engineering, IBM

—  
**Masatoshi Nomachi**  
Executive Officer, Japan Pallet Rental Corporation

Successfully navigating disruptions is an ongoing challenge for all organizations, but adaptable supply chain leaders can learn and grow from the impact of these challenges. In this session, discover the innovative ways a Japanese logistics and supply chain company optimized their processes to foster a data-sharing economy industry wide. Learn how the resulting partner ecosystem not only drove meaningful change for this IBM client, but how it helped them respond to market disruptions and maintain business continuity during the biggest disruption to date.

## On-demand

### How Your Supply Chain Can Respond to Today and Prepare for Tomorrow

—  
**Richard Hagopian**  
VP IBM AI Applications Client Success, IBM

—  
**Simon Ellis**  
Program Vice President, IDC

—  
**Takshay Aggarwal**  
Global Leader Digital Supply Chain, IBM

There is no downplaying the significance and defining nature of this time. How do you continue to serve and support your customers as COVID-19 spreads across the globe? That's the question supply chain professionals are asking themselves. Join leading IBM experts and an IDC analyst as they share market insight, client experiences and tangible measures that can be taken now (1 to 30 days), soon (1 to 3 months) and later (3 months and beyond) to emerge stronger after this crisis and be prepared for whatever comes next.

## Conversation topics

# Build resilient business operations

## On-demand

### Pivoting to resilient operations – are you moving ahead?

—  
**Sherri Savage**

NA Practice Leader for Intelligent Connected Operations, IBM Services

In a disruptive environment, businesses should be able to quickly and skillfully recover from crisis and continue their business operations. The new normal demands companies to take bold moves to bring flexibility into operations while balancing costs and efficiency. Bringing more of digital and AI-infused capabilities could provide further cost reduction opportunities.

Join us for this webcast and hear from IBM on some of the must-have capabilities that will help you drive resilience into your organization now.

## On-demand

### Put it to the test: What does 5G success look like at enterprise scale?

—  
**Tan Kiat How**

Former Chief Executive of the Info-communications Media Development Authority, A Singapore Government Agency

—  
**Edward Choi**

VP of Strategic Alliances, Samsung

—  
**Nick Otto**

VP Strategic Partnerships, IBM

5G, Edge, IoT, and Cloud computing are all key trends in the market today. The next generation of manufacturing is critically dependent on these new disruptive technologies: every industry will be disrupted. IBM and Samsung have developed a methodology of identifying the right areas of collaboration determined by agile workshops. Learn how to approach your integration of these fast-moving technologies.

## On-demand

### The state of Industry 4.0 in 2020

—  
**Valerie Clark**

Edge Computing Global Collaboration Leader, IBM

—  
**David Meek**

Executive Partner, Global Leader, Industry 4.0, Intelligent Connected Operations, IBM Services IBM

The promises of Industry 4.0 have never been more possible than now. Exponential technologies like AI, Digital Twin, 5G and Edge Computing offer a step change in realizing the factory of the future. In the current environment, manufacturers strive to respond to the needs of society with resilience and agility to protect the supply chain and empower essential workers.

Join us for this webcast as we discuss the capabilities manufacturers will harness to lower the cost of quality, improve throughput, and ensure the safety of employees while delivering for our society.

## Conversation topics

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# Build resilient business operations

(cont.)

## On-demand

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### Smart solutions for business continuity and worker safety

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**Edward Choi**

VP of Strategic Alliances,  
Samsung

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**Nick Otto**

VP Strategic Partnerships,  
IBM

In times of uncertainty, IBM and Samsung are helping clients co-create and adapt to ensure business continuity and worker safety, built on the latest in AI, 5G, IoT, and Edge computing. From 5G automation and secure cloud solutions to custom mobile devices, IBM and Samsung are leveraging each other's technology to address the clients' most pressing needs. And with the North America Growth Factory, IBM and Samsung can deliver co-created, scalable proofs of concept and industry-specific solutions in record time. Join us for an exciting session on how IBM and Samsung are working to solve complex business problems and transform how we work.

## Conversation topics

# Build resiliency with automation and AI

## On-demand

### Live AMA with Tom Ivory



—  
**Thomas Ivory**  
General Manager and Global Leader  
IBM Automation



—  
Moderator: **Julia Robertson**  
Associate Partner Cognitive Process  
Automation, IBM

Join this live “ask me anything” session with Tom Ivory, GM and Global Leader of IBM Automation for IBM Services - for a free-ranging discussion about the journey to intelligent automation at scale - and what’s on the radar for automation leaders.

## On-demand

### Build Resiliency, Adaptability with Automation and AI: A Candid Conversation with IBM and Gartner

—  
**Thomas Ivory**  
General Manager and Global Leader  
IBM Automation

—  
**Mike Gilfix**  
VP Offering Management, Cloud Integration  
IBM

—  
**Cathy Tornbohm**  
Distinguished Vice President and Analyst  
Gartner Inc.

In today’s climate, business operations must be quickly digitized to support change in our new reality. By co-creating and modernizing workflows, businesses can be more predictive, adaptive, and automated with real-time data by applying AI and emergent technologies. Hear how Spirit Aero Systems digitized their manufacturing processes to help transform their business and learn how you can use digitization, AI and intelligent workflows to address uncertainty today.

## On-demand

### Digitize operations and create intelligent workflows with AI

—  
**Dominique Dubois**  
GBS Partner, CPT Strategy & Offerings,  
IBM

—  
**Harley Davis**  
VP France Lab and Intelligent Automation,  
IBM

In today’s climate, business operations must be quickly digitized to support change in our new reality. By co-creating and modernizing workflows, businesses can be more predictive, adaptive, and automated with real-time data by applying AI and emergent technologies. Hear how Spirit Aero Systems digitized their manufacturing processes to help transform their business and learn how you can use digitization, AI and intelligent workflows to address uncertainty today.

## Conversation topics

# Build resiliency with automation and AI

(cont.)

## On-demand

### Work Smarter with Intelligent Workflows

—  
**Paul Papas**

Global Managing Partner  
IBM

—  
**Sebastian Gass**

GM Technology, Strategy and Services  
Chevron

Intelligent Workflows are at the heart of how businesses transform to become smarter and deliver greater value internally and externally. End to end transformation is powered by the combination of expertise from your people and ecosystem partners, exponential technologies and data. New ways of working enable the ability to shift focus with speed. Hear from Chevron as they share their transformation story.

## On-demand

### Three new automation tools to help business users deliver resilient business operations

—  
**Jim Casey**

Director of Offering Management, IBM Digital Business Automation, IBM

—  
**Jeff Goodhue**

Worldwide Executive IT Specialist, Business Automation Leader, IBM

This session will cover how IBM Cloud Pak for Automation provides no-code and low-code automation tools to address those gaps.

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## On-demand

### Delivering Experiences, Insights, and Continuity of Business Operations

—  
**Tony Menezes**

GM, Cognitive Process Services, IBM Services  
IBM

—  
**Tom Fussell**

Chief Financial Officer  
BBC Studios

In times for disruption, it's vital that CxOs are inspiring change in their operations across finance, procurement, HR and customer service to sustain and adapt for business continuity. Assembling the best people, approaches and emerging tech is improving the way work gets done, positioning enterprises to quickly respond to the inevitable changes ahead. We explore real opportunities for transformation according to the business leaders who are driving them as radical new levels of automation, efficiency, agility and collaboration are being achieved across the full continuum of employee and customer experiences. The outcomes are significant as organizations reinvent workflows to support higher-value work in their journey to becoming a Smarter Business.

## On-demand

### Scaling automation – Three things to get right

—  
**Thomas Ivory**

General Manager and Global Leader  
IBM Automation

—  
**Elli Hurst**

VP and Global leader  
IBM Automation

Based on recent research, IBM has identified three common challenges facing automation programs as leaders seek to scale them. Join this session for insights into those challenges and the steps leaders should take to address them, and deploy intelligent automation at scale.

## On-demand

### Do More with Enterprise Content Using IBM Cloud Pak for Automation—The Modern, Leading Platform

—  
**Eileen Lowry**

Director, Offering Management, IBM Content Services, IBM

IBM is committed to innovation in content, featuring a modernized infrastructure that allows you to deploy and run in any cloud, and offers secure collaboration, a modern user experience, new APIs for application development, and connectors to enterprise applications like Salesforce. Learn how IBM FileNet has evolved into much more than a repository, and how your organization can get the most from modern content services.

Smarter Business Virtual Exchange

## Conversation topics

# Enable your workforce for resiliency



## On-demand

### Creating a Resilient Workforce for the Future with Skills at the Center

#### Mark Daniels

Vice President, Talent & Transformation  
IBM

#### James Cook

Talent Development Global Leader  
IBM

The unprecedented disruption we face today demands that organizations adapt to short-term but also consider how these actions should be integrated into the future. By planning and optimizing your workforce strategy with skills at the center, you can build a skilled workforce and accelerate the capability to deliver now and in the future. With a talent centric and skills-based approach you'll be prepared to adopt practices and culture to plan and deliver workforce engagement, productivity, and business results.

## On-demand

### Diversity & Inclusion: Strategies for being intentional

#### Victoria Pelletier

VP & Senior Partner,  
NA Talent & Transformation Leader,  
IBM

Now more than ever companies must create environments where D&I is an integral part of the organizational culture. Join Victoria Pelletier, Vice President, North American Talent & Transformation Leader, IBM Services for this webcast to learn intentional strategies that help organizations create a genuine, lasting D&I culture. Victoria will explore unconscious bias, ways to address and educate employees, as well as technology that assists in Talent Acquisition/Recruitment using D&I strategies. Walk away with actionable steps on how to develop D&I strategies and tactics to move the needle, taking the conversation from talk to measurable action.

## On-demand

### Infuse your talent strategy with AI that ignites your workforce

#### Elizebeth Varghese

Partner & NA Market Leader: Talent & Transformation  
Innovation Unit, IBM

#### Andy Jankowski

Partner, IBM Talent & Transformation

Leading organizations understand the impact of AI on business models, workforce demographics, and the changing experiences expected by customers and employees alike — and today, AI has become exceedingly accessible for the HR profession. AI is enabling organizations to solve pervasive talent issues such as attracting and developing new skills, improving employee experiences, streamlining communications, providing analytical decision support, and making more efficient use of HR budgets. With some upskilling of the workforce, ethical operating guidelines, and a healthy dose of technical curiosity, the HR function is now positioned to truly drive strategic advantage while better supporting the employees we rely on to put the strategy into action. AI can be applied in almost any area of HR and in this session, we will share use cases for AI across the employee journey — along with the growing importance of AI in times of crisis.

## Conversation topics

# Enable your workforce for resiliency

(cont.)



## On-demand

### Empower your remote workforce

—  
**Amy Wright**

Managing Partner, Talent & Transformation  
IBM

—  
**Diane Gherson**

Chief Human Resources Officer  
IBM

—  
**Roberto Di Bernardini**

Head of Global HR  
Banco Santander

Today's global crisis is an accelerant in the ways we're working and is changing the way we will work forever. Sustaining and building communication, collaboration, capabilities and culture in a virtual operating model quickly can be difficult. How do you set up virtual agents, identify essential workers, stand up a remote learning platform, and shift to a complete working remote structure? In this session, Diane Gherson, IBM's CHRO and Amy Wright, Managing Partner, IBM Talent & Transformation will discuss how to accelerate your workforce strategy to incorporate intelligent automation and digitally shift your HR strategy to sustain resiliency.

## On-demand

### Leadership practices, enterprise enablement and cultural change to engage a virtual workforce

—  
**Tina Marron-Partridge**

Global Practice Leader, Talent & Transformation  
IBM

—  
**Robert Gibbs**

Associate Administrator  
NASA

As business and society face unprecedented uncertainty, sustaining communication, collaboration, capacity, and culture within the new virtual workforce is required like never before. Organizations must adapt in order to keep employees inspired and enabled to maintain business continuity. Doing so will require new ways of working and a focus on reskilling. Companies are looking for a unique approach to reinventing their workforce, leveraging AI, employee experience design, and digital technologies to accelerate innovation. Join industry leaders for a discussion on how to enhance employee engagement and productivity, re-skill your workforce faster, and reimagine ways of working in this new normal.

## On-demand

### People and talent - new rules are being written

—  
**Tanya Moore**

Partner, Talent & Transformation Innovation Unit  
IBM

—  
**Piyush Mathur**

Global Head, Workforce Analytics, Data Strategy/  
Governance  
Johnson & Johnson

Our world, as we know it, has changed literally overnight to strictly virtual. In a blink of an eye, you've had to quickly figure out a new workforce strategy. What technologies can you quickly onboard, how will you keep your people engaged, productive and happy, while also ensuring your workforce and their families are safe and healthy. In this session, Piyush Mathur, Global Head, Workforce Analytics, Data Strategy/Governance, Johnson & Johnson and Tanya Moore, IBM Talent & Transformation will discuss this new virtual normal and how new rules need to be written in order for companies to sustain resiliency.

# Demos & interactive experiences



## Self-paced

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### Start your Smarter Business Journey

As our businesses and society face these uncertain times, leadership and ingenuity are required like never before. The most resilient among us are built for change—organizations that strategically align their trusted information to business decision making.

Start your Smarter Business journey by exploring this interactive experience to see how you can set off a ripple event in your organization.

## Self-paced

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### See how IBM Garage works

IBM Garage enables enterprises to accelerate, break through and work more like startups. Power digital transformation with new ways of working, leading technologies and a limitless network of multidisciplinary experts.

The IBM Garage experience seamlessly blends business strategy, design and technology into a single end-to-end journey.

- Co-create through Enterprise Design Thinking workshops, delivered by pros.
- Co-execute to research, build, measure and learn.
- Co-operate to sustain operations, rapid scaling and lasting cultural change.

Explore how virtual teams deliver real results with the IBM Garage approach.

## Self-paced

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### Industry City

Today's world is more complex than ever. No matter what industry you're in, the demands of customer expectations require you to transform.

Explore this interactive experience and go behind the scenes to see how IBM is working every day to help clients transform their industries.

## Self-paced

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### IBM Food Trust™

Experience the Food Trust modules by choosing a product such as a blueberry fruit and nut bar or baby carrots and following it from store to farm.

You'll learn how the solution can increase supply chain efficiency, visibility, and accountability among your network of growers, processors, wholesalers, distributors, manufacturers, retailers, and others.



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Thank you  
for attending.