

More
Momentum

Service Transformation Summit

Nov 13-14, 2024

Amsterdam

Practitioners only

Driving Value with Data-Driven Services



**Jean
de Kergorlay**

Digital buildings services director
at Europe Schneider Electric



**Eddie
Storan**

Director of Global Service
at Domino Printing Sciences



**Indrajit
Sahoo**

Commercial Excellence
Executive - speaking in a
personal capacity



**Jan
van Veen**

Founder & Managing Director
at moreMomentum

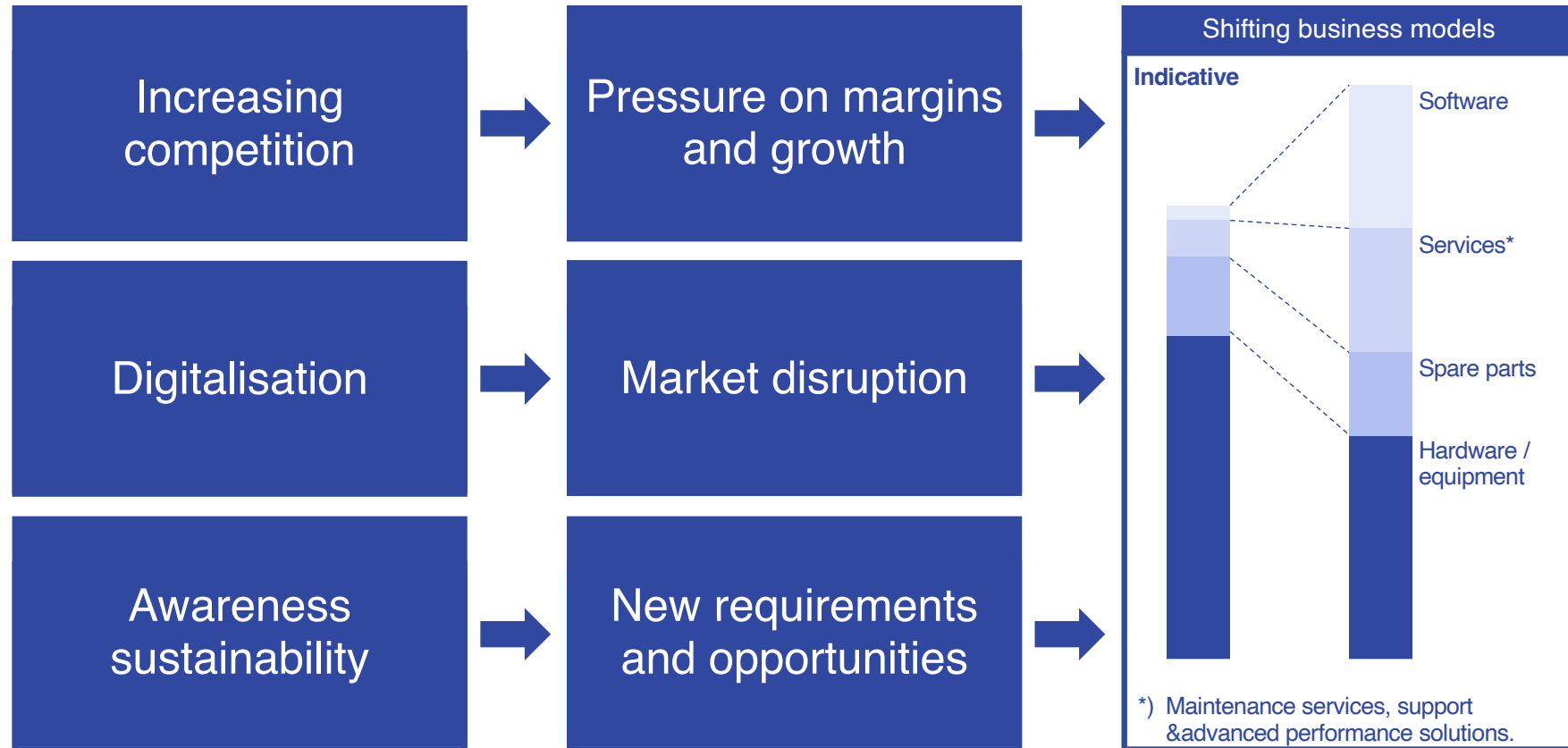
We are on a challenging and exiting journey.

Operational
Aftermarket
Function

Service
Profit Centre

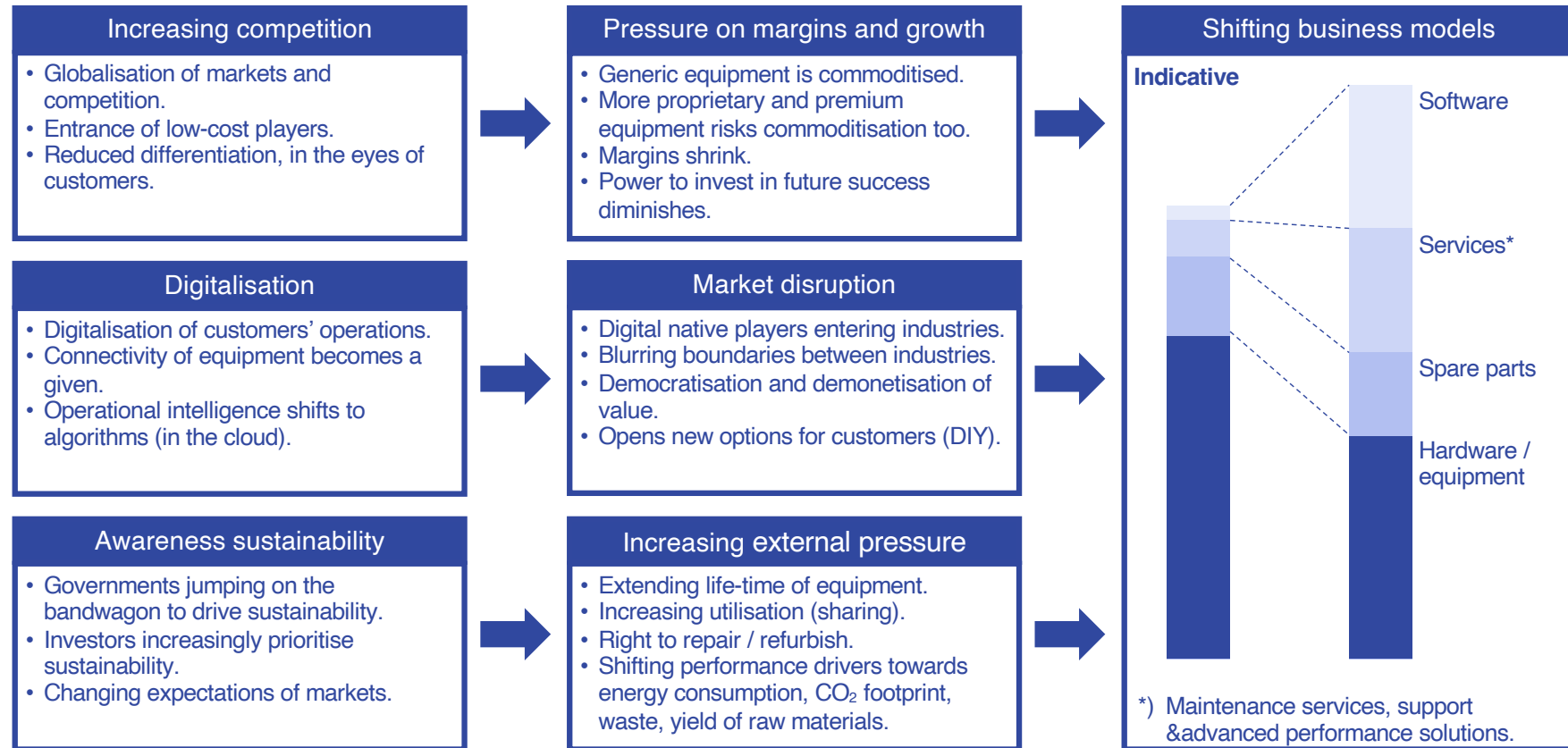


There is a compelling reason for this: Manufacturing industries must enrich their business models with services and software.

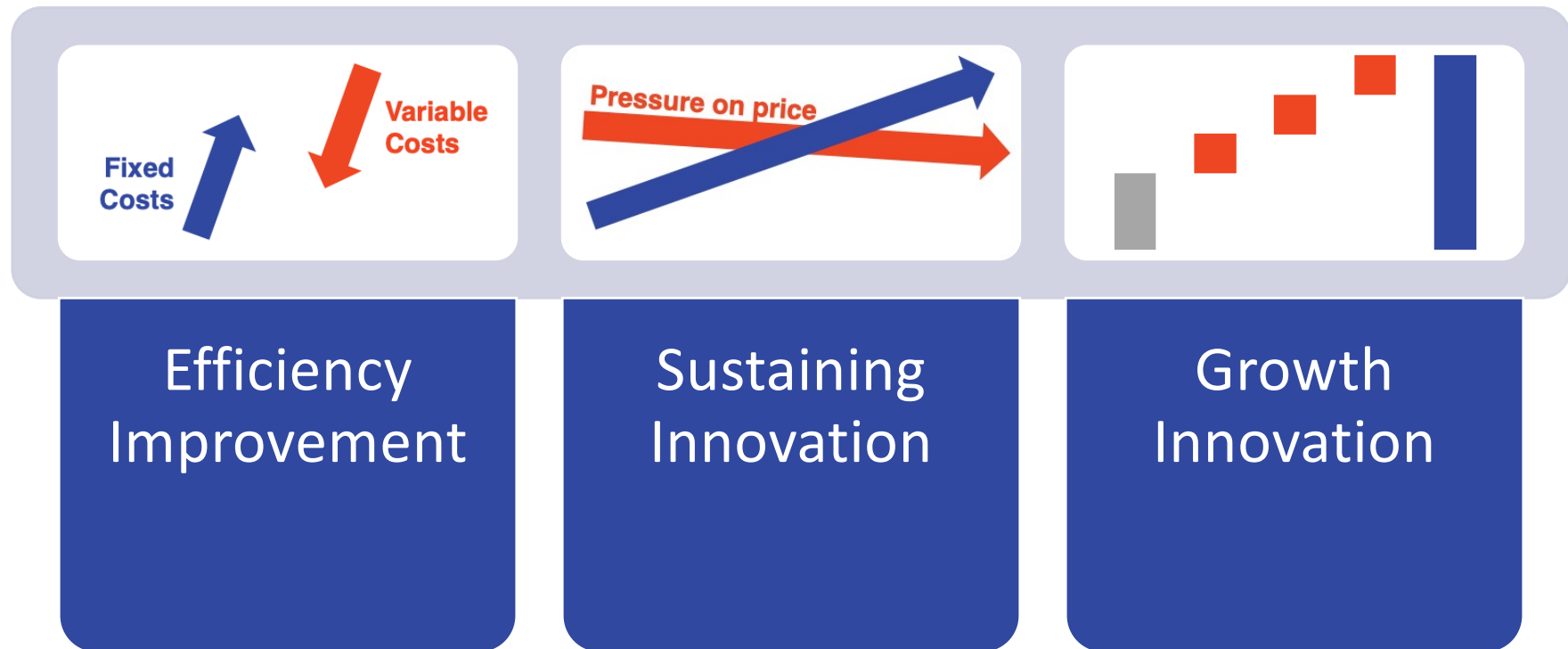


There is a compelling reason for this: Manufacturing industries must enrich their business models with services and software.

A bit more detailed

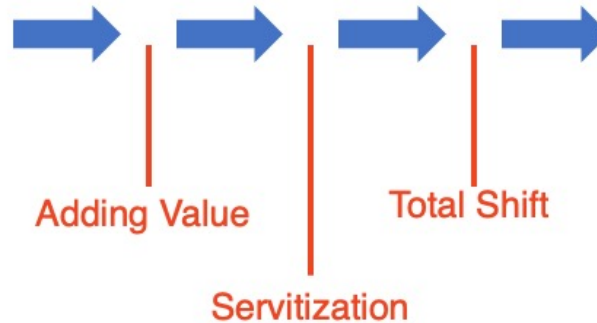


The name of the game



The name of the game?

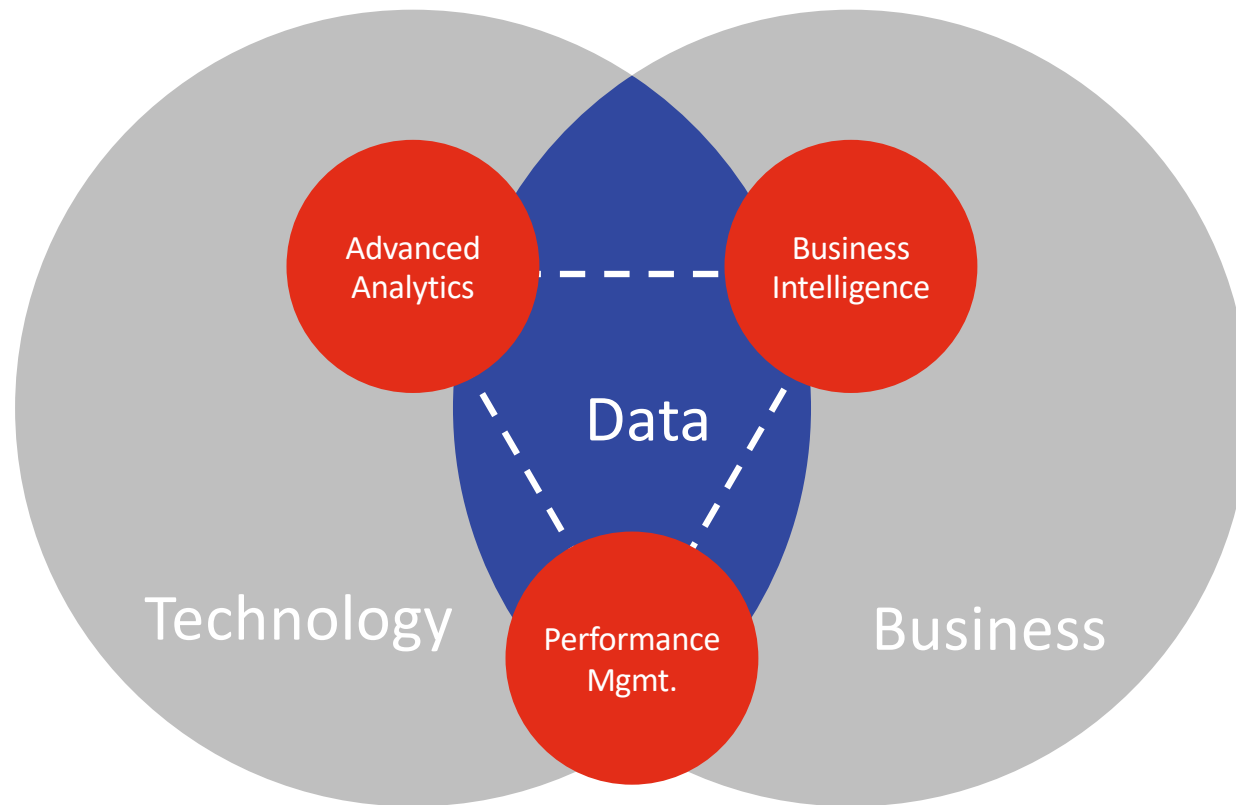
We make products



We deliver services



The name of the game!



Different types of data-driven solutions and services



Digital enhanced equipment



Digital enhanced maintenance & repair



Data-driven asset management



Digital education



Data-driven process optimisation



Platform solutions

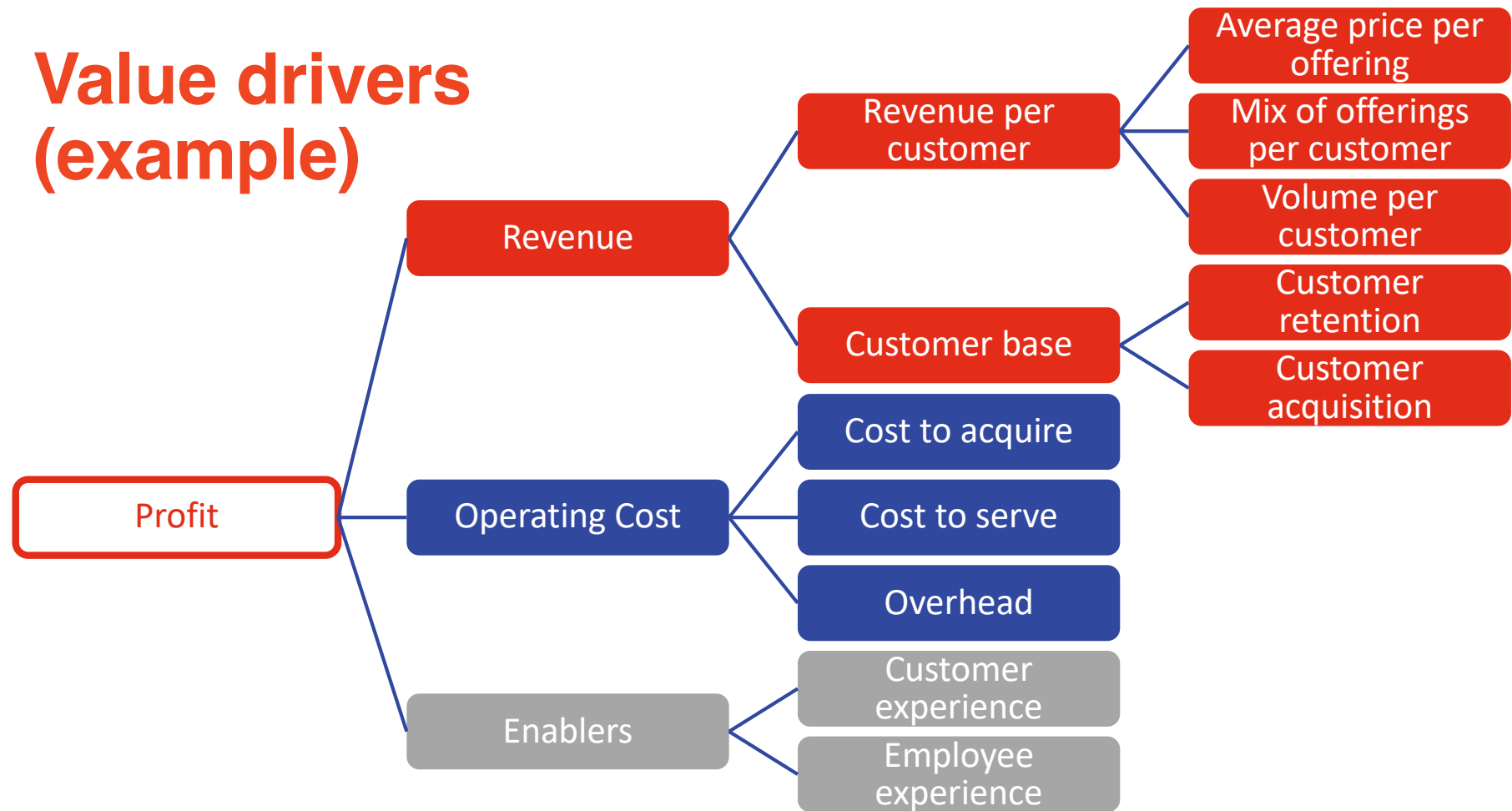


Consultancy services



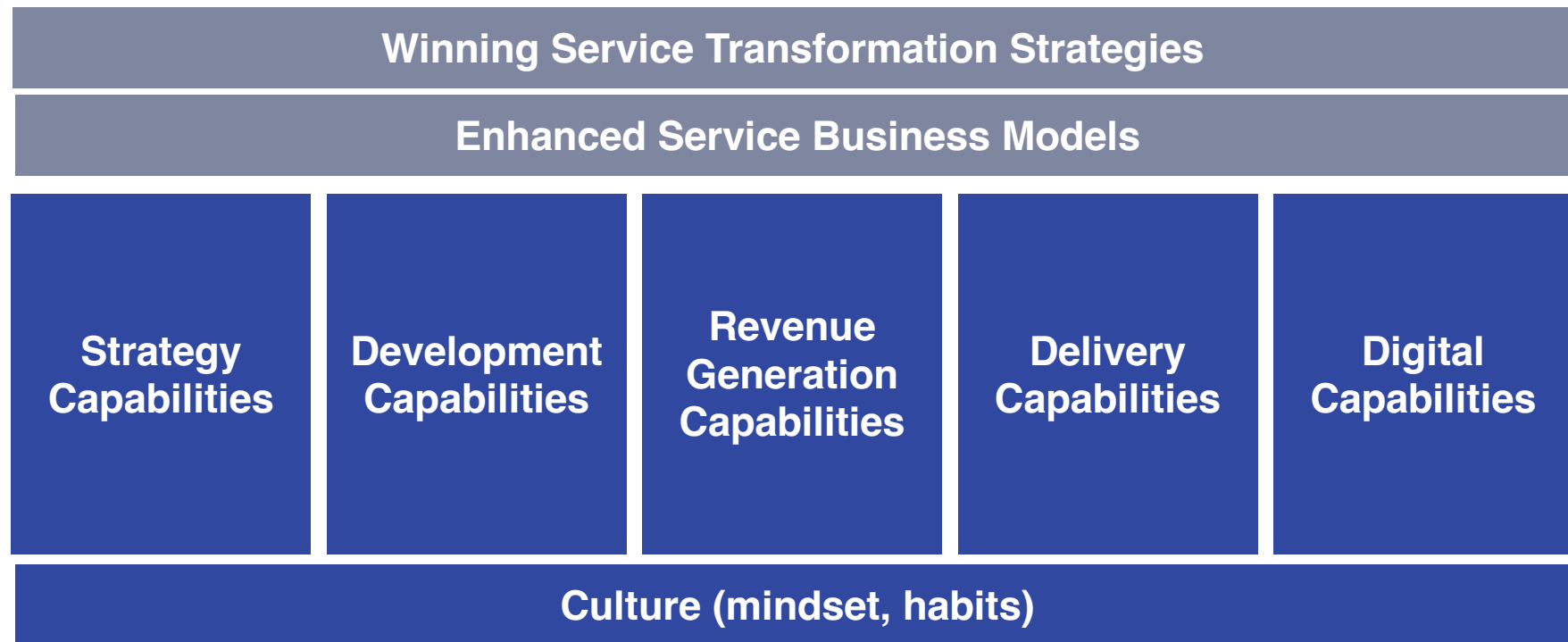
Product-as-a-Service

Value drivers (example)



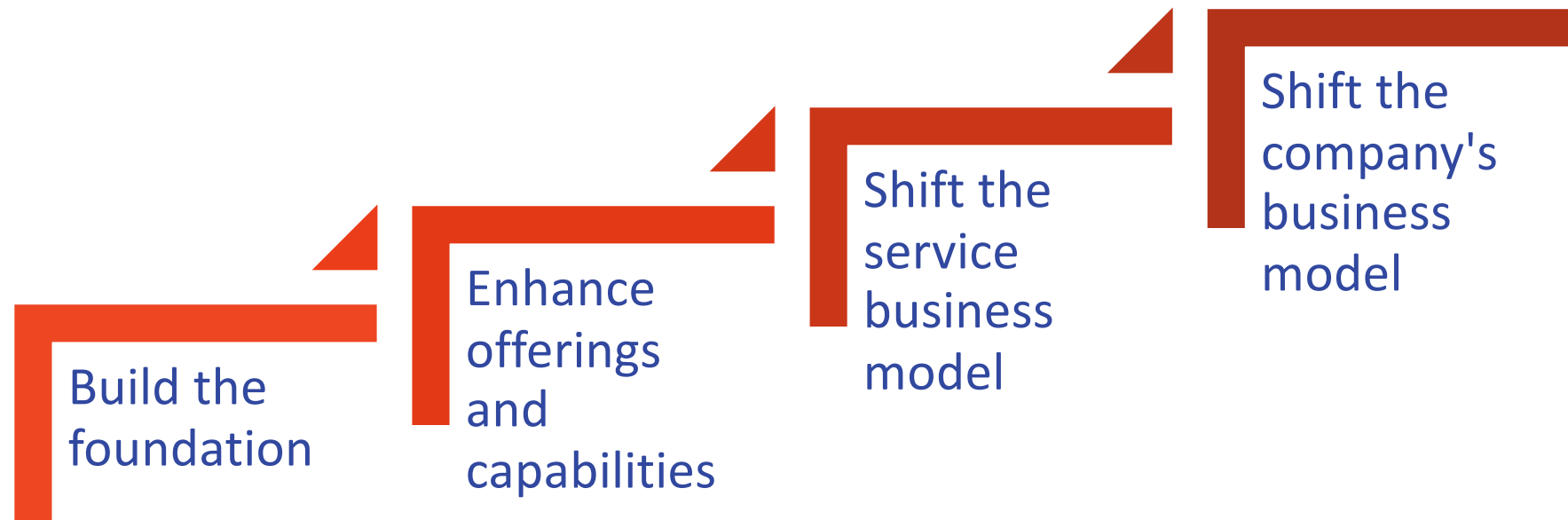
Service Transformation fundamentally affects the entire service organisation.

The moreMomentum Service Transformation Framework

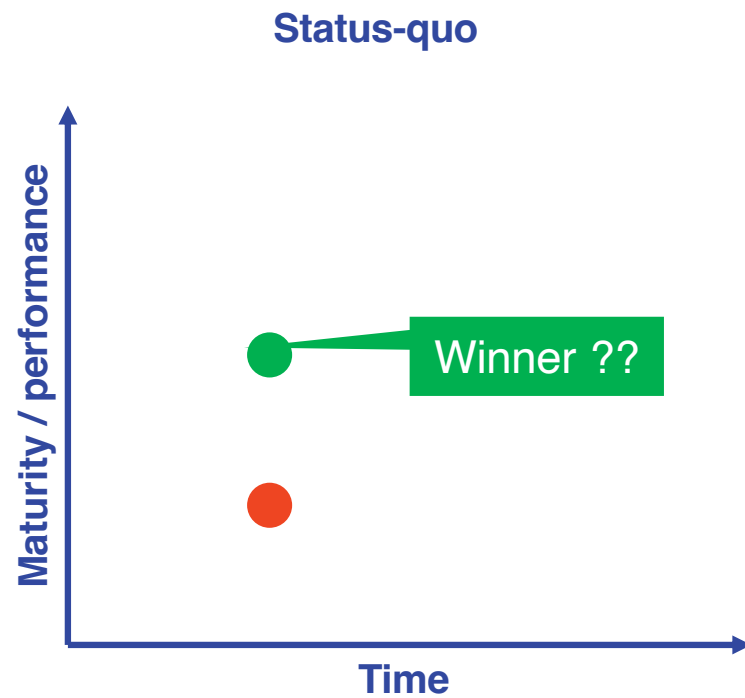
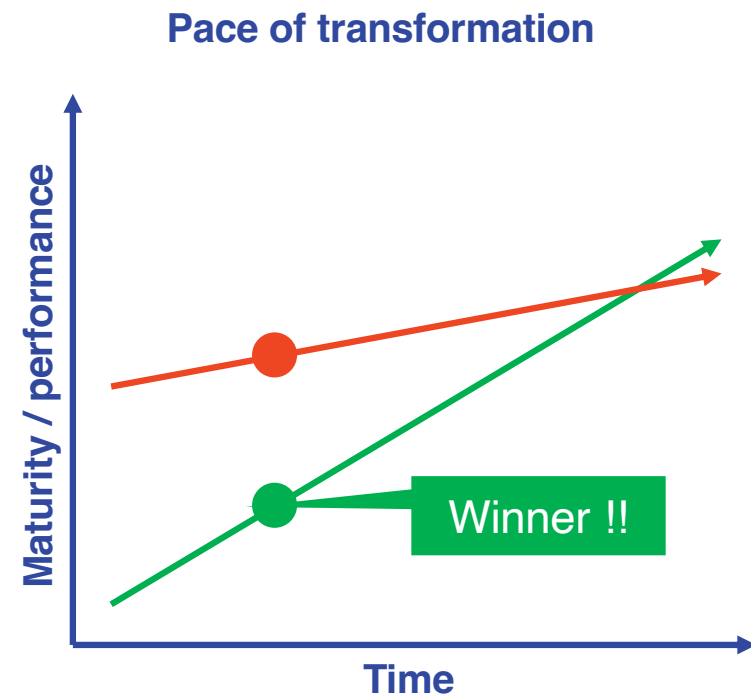


moreMomentum Service Transformation Framework – version 2024-11-08 ©moreMomentum

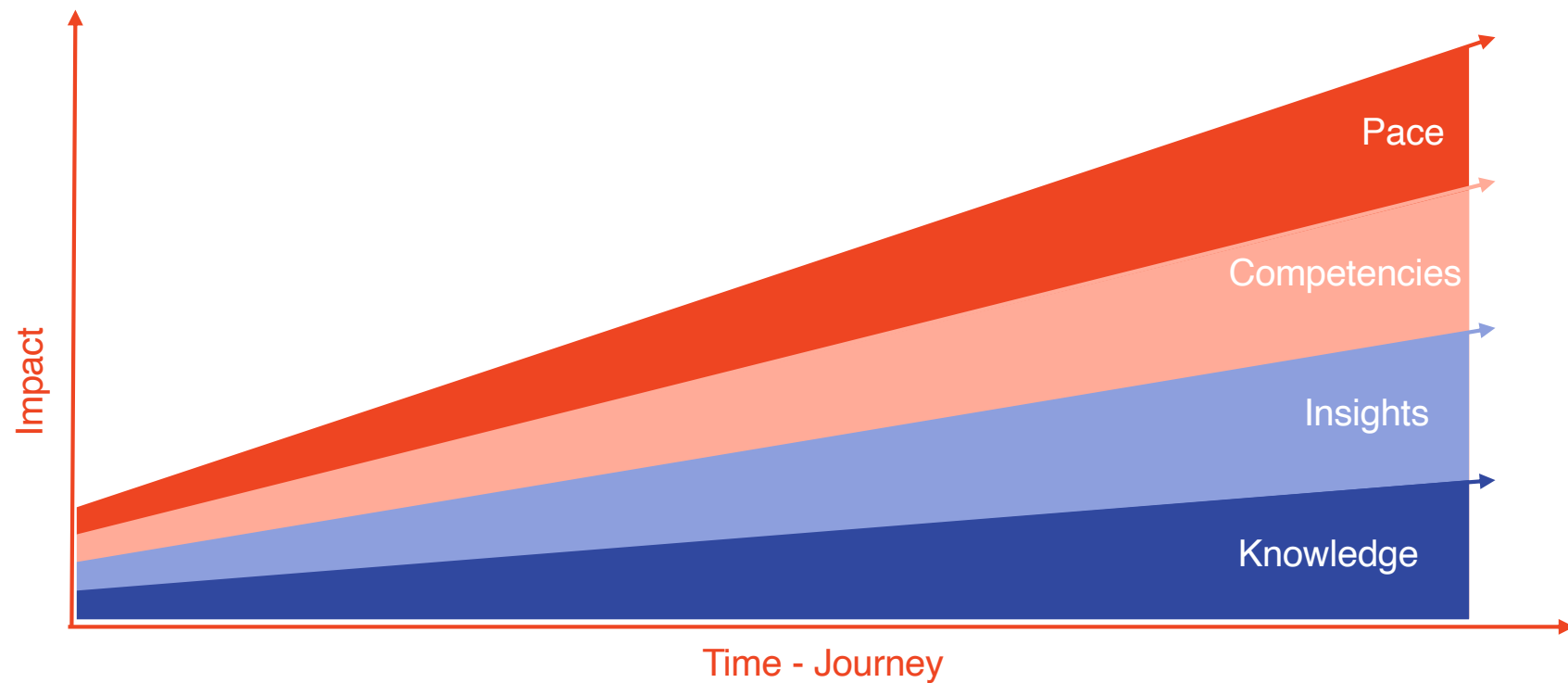
Each company has its own journey, covering the same milestones.



The name of the game is to establish and maintain a winning pace in your service transformation.



A vital challenge is to inspire, empower and develop your service leadership, management and development teams, globally.



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moreMomentum is a global service community for B2B manufacturers that inspires, empowers and develops service leadership and development teams.

Stay up-to-date

Develop service
teams

Boost service
initiatives

Global heads of
service

Regional service
leaders

Young service
talents

Service marketing &
sales leaders

Service innovators

Service-product
managers

moreMomentum is a global service community for B2B manufacturers that inspires, empowers and develops service leadership and development teams.

Service
Transformation
Summits

Service
Transformation
Benchmark

Service
Transformation
Academy

Workshops & Advisory

Next step for 2025: Summits to serve entire service leadership, management and development teams across the globe

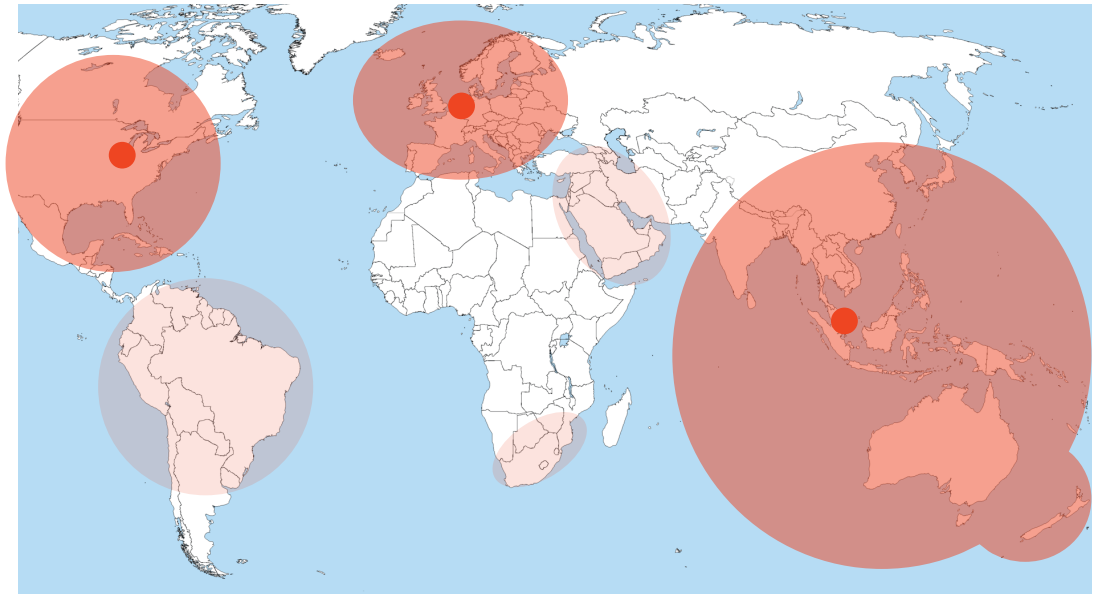
Strategy Capabilities

Development Capabilities

Revenue Generation
Capabilities

Delivery Capabilities

Digital Capabilities



Each Summit covering 3 regions

Our promise: the best conference for service



Focus



In-depth



Unbiased



Continuity



Trusted

How

5 Summits per year

On specific challenges

Global coverage

A few great speakers

In-depth discussions

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No sponsors

Structure of the summit

1

Driving
Growth

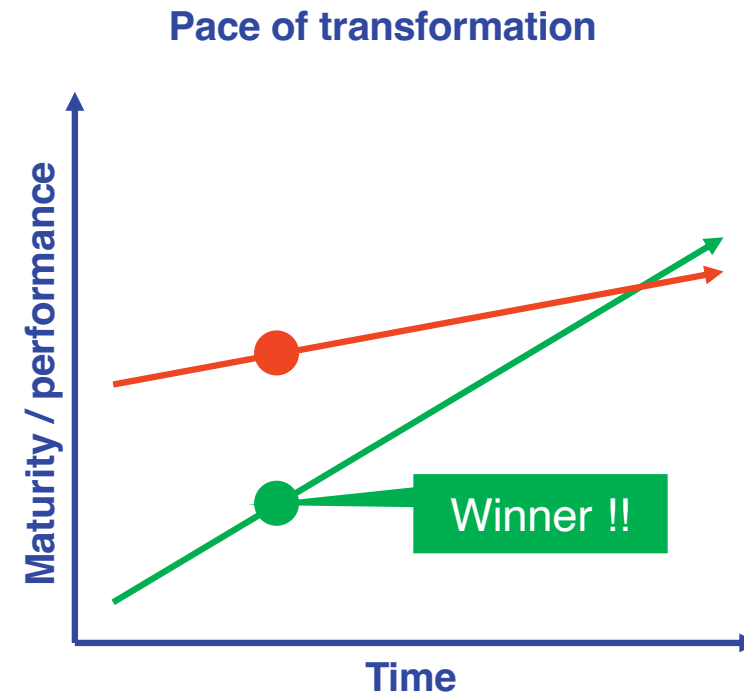
2

Driving
Efficiency

3

Managing
innovations &
uncertainties

Result: A winning pace in your service transformation



Agenda today

11:00 Opening

11:20 Customer Value Beyond Maintenance – Jean de Kergorlay

12:00 Discussion - Driving growth through data-driven services

13:20 Networking lunch

14:05 Continue discussion

14:45 A Strategic Approach for Value-Based Pricing - Indrajit Sahoo

15:25 Networking break

15:55 Workshop – Defining customer value for value-based pricing

18:00 Networking drinks

19:00 Dinner

Agenda tomorrow

8:00 Opening

8:05 Driving Productivity Improvements – Eddie Storan

8:45 Discussion – Productivity improvements and restructuring of cost structure

10:45 Networking break

11:15 Managing different types of innovations and uncertainties - Jan van Veen

11:55 Discussion – Managing different types of innovations and uncertainties

13:15 Networking lunch

14:00 Continue discussion

14:40 Discussion - Summary of the Summit

15:20 Closing remarks

15:30 Goodbye (or networking)

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Introduction of team



Danielė Masiulytė
Community Manager
moreMomentum



Florian Zimmermann
Co-moderator
TK Elevator



Jenny Nguyen
Note-Maker
Student Twente University



Willem Hof
Note-Maker
Student Twente University

Confidentiality

Respect confidentiality of information we share with each other

Photo's and video

- For you to download
- Could be used for promotions
Let us know if you have objections

Temporary recordings, for preparing the post-summit report





Jean de Kergorlay

Digital buildings services director at
Europe Schneider Electric

Driving Customer Value Beyond Maintenance

