



# Changing the Game with Next-Generation Partnering



Special Edition Series of  
**Coffee Break with Game-Changers**  
with your host **Bonnie D. Graham**



**Changing the Game with Next-Generation Partnering, Presented by SAP**  
**New Episodes**  
**September 30th 2020: Wake-Up Call: Will Your Customers Stick Around [and Love You] Post-Covid?**

The buzz: “The customer experience is as vital to the enterprise as it is to the retail consumer.” (inform.tmforum.org) “Experience Management (XM) is the process of monitoring every interaction people experience with a company in order to spot opportunities for improvement.” (qualtrics.com) “Loyalty must be on a fast track toward extinction, right? Wrong!” (Harvard Business School) Experience – winning the hearts and minds of customers, employees, partners – is vital for all enterprises every day. But many companies did not pay enough attention to this before the global pandemic made ever

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## Featured Guests



**Mike Maiolo**  
As Chief Executive Officer of Rizing, LLC, Mike Maiolo leads Rizing's vision to raise the standard for a successful partnership through dedication to developing long-term working relationships with customers and partners. For over 20 years, Mike has been a leader in the SAP ecosystem. Mike is an influential voice in SAP's future direction as a member of SAP's Global Partner Advisory Council collaborating with other leaders to define the evolution of experience management across industries. With his extensive experience in business strategy and bringing technology solutions to market, Mike is passionate about creating value for clients through a commitment to quality, timeliness, and industr

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**Teri Hamann**  
Teri Hamann is Senior Vice President – Global Head of Cloud Strategy & GTM – RISE with SAP for SAP America, Inc. Teri is a respected technology leader with a distinguished 20+ year career in the software industry. She has worked for various companies including SAP, Oracle, PeopleSoft and JD Edwards. Her roles have included sales, solution engineer, value engineer, strategy, operations and ecosystems/channels. As Global Head of Cloud Strategy & GTM – RISE, Teri is responsible for leading a global team focused on harmonizing and unifying the RISE operating model, GTM and field readiness across SAP. Her team is also responsible for strategic planning relative to RISE and ensuring SAP continues

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