



# The Power of Partnerships: Changing the Game for Digital Transformation



Special Edition Series of

## Coffee Break with Game-Changers

with your host **Bonnie D. Graham**



The Power of Partnerships: Changing the Game for Digital Transformation, Presented by SAP

Thursday at 7 AM Pacific /10 AM Eastern  
**October 1st 2020: Customer Success Is Vendor Success**

The buzz: To keep channel sales growing, many vendors will need to rethink the way they work with and offer incentives to their partners... resellers, distributors, and independent software vendors and next-generation partners like cloud service providers and telcos. This is no small undertaking..." bcg.com How can vendors with an indirect business model achieve customer success? Easy. Deliver a frictionless and consistent experience across all touchpoints with their customers and ecosystem. But the route to bountiful relationships is strewn with potential detours that business leaders must know

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### Featured Guests



#### Robert Geppert

Robert Geppert is the Chief Customer Officer and a member of the board at Sybit GmbH. Since 2000, Robert has been successfully working in SAP Business, since 2005 in the area of CRM, E-Business and Customer Experience – always as an SAP Channel Partner. Establishing, developing and heading market organizations, he and his teams help customers improving their business processes, designing new customer relationship strategies with CRM systems, accomplishing the digital transformation of customer processes, building digital customer platforms and, last but not least, creating successful end to end customer experience.

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#### Hans Uebe

Hans Uebe is global Head of Ecosystem Delivery Success at SAP. Based in Walldorf (Germany), he is leading a team that is driving partner success, helping SAP's ecosystem to run high quality projects, delivering value to our joined customers and identifying new opportunities for revenue, innovation and service. Prior to his current role he had different leadership positions at SAP.

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#### Anthony Pante

Anthony Pante is the Global Leader Digital Center of Excellence, Customer First, at SAP. Anthony has spent 14 years at SAP building and running global sales and customer success teams, with a large focus on digital /virtual engagement for scale. He has over 25 years of experience in the technology/software industry. Anthony earned a BS Engineering from Lafayette College, MS Engineering from Stevens Institute of Technology, and his MBA from Harvard Business School. He is a board member of AA-ISP.

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