



**Technology Revolution: The Future of Now**  
**Wednesday at 8 AM Pacific/11 AM Eastern**  
**June 1st 2016: Digitization: Changing the**  
**Utilities Customer Engagement - Part 2**

The buzz: Knowledge is power. Reality check for utilities. Digitization and the exponential growth of mobile devices are changing your customer engagement. But still fewer than half of customers are digitally connected with their utility. Your challenge: If you're not talking to your customer, they're not listening to you. Solution: Rethink your customer engagement model. Reimagine your business models. Now! The experts speak. Jacqueline Robinson, DTE Energy: "You cannot look in a new direction by looking harder in the same direction" (Edward deBono). Robert Thiele, OpenText: "What I worry abo

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**Featured Guests**



**Jacqueline Robinson**

Jacqueline Robinson is the Training Lead for DTE Energy's billing system replacement project. Her previous role was the Digital Channel Strategy Manager in the Customer Service organization which included launching a new website and a proactive outbound customer communication program. Before joining the customer service organization, she worked in various roles in IT including managing the self-service channels, the customer billing system, implementing a new customer communication platform and a customer relationship management system.

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**Robert Thiele**

Robert Thiele is senior director at OpenText and in charge of OpenText's portfolio of SAP solutions in the Americas since 2014. This portfolio is sold and supported by SAP as SAP Solution Extensions.

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**James McClelland**

James McClelland is the Senior Global Director of SAP Utilities & Energy Industry Marketing. He has over 25 years of experience creating business strategy for utilities deregulation.

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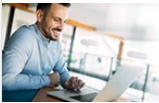
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