



Game-Changing Retail Leaders



Special Edition Series of

Coffee Break with Game-Changers

with your host **Bonnie D. Graham**



Game-Changing Retail Leaders, presented by SAP
Wednesday at 11 AM Pacific /2 PM Eastern
October 16th 2019:Encore: Retail Memorable Moments: Creating the Unexpected for Consumers

The buzz: "Living a meaningful, happy life is about creating, sharing and capturing memories earned through experiences that span the spectrum of life's opportunities" (eventbrite-s3.s3.amazonaws.com). We love memorable moments like the birth of a child, winning the lottery, and peanut butter in aisle 7. Now as consumers we are rewarding the companies that "get" their needs and desires. Message to retailers: Go past the focus on price and 1-day delivery to transform our same-old buying routine into disruptive, game-changing, memorable moments. The experts speak. Dustin Garis, Garis Innovation:

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Wednesday at 11 AM Pacific Time/2 PM Eastern Time on VoiceAmerica Business Channel



Questions? Comments?

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Featured Guests



Dustin Garis

Dustin Garis, Chief Troublemaker, Garis Innovation, Inc. [formerly Chief Troublemaker at Procter & Gamble], is a world-renowned brand innovator and customer experience pioneer, pushing the boundaries throughout his career as Chief Troublemaker at some of the most breakthrough companies around the globe. This includes the likes of The Coca-Cola Company and Procter & Gamble FutureWorks — an innovation epicenter responsible for incubating a billion-dollar portfolio of disruptive ventures worldwide. Beyond his unconventional innovation tactics (like converting an elevator into his office), Dustin earned the nickname of "The Indiana Jones of Marketing" for his extreme research expeditions in over

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Brian Kilcourse

Brian Kilcourse is a managing partner at Retail Systems Research LLC ("RSR"), a company focused on helping companies develop winning strategies with its industry leading research focused on the extended retail industry. At RSR, Brian has authored studies on digital commerce and "omni-channel" strategies, AI & analytic, pricing strategies, E-commerce, cross-channel fulfillment, supply chain, mobile technology, and the Internet of Things, among other topics. Before co-founding RSR in 2007, Kilcourse was CEO of Retail Systems Alert Group, a B2B media company focused on the retail ecosystem. From 2002-2007, he advised several Palo Alto, CA based venture funds. Kilcourse was the SVP & CIO at L

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Matt Laukaitis

Matt Laukaitis is the SVP and General Manager of SAP's Consumer Industries business in North America and is responsible for SAP's performance within the Consumer Products, Retail, and Wholesale Distribution segments, driving strategy, business operations, and sales results throughout the region. He places a high priority on customer relationships, effective governance, and overall customer satisfaction across all aspects of the business. Matt also serves on the Board of the City of Bellevue, WA Chamber of Commerce, the Fashion Industry Council for the Runway of Dreams Foundation, and as an Industry Advisor to the St. Joseph's University Food Marketing Institute.

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