



The Future of Business



Special Edition Series of

Coffee Break with Game-Changers

with your host **Bonnie D. Graham**

Presented by 

Future of Business with Game Changers, Presented by SAP
Thursday at 7 AM Pacific
May 15th 2014: Future of Process Change: Solutions and Landmines

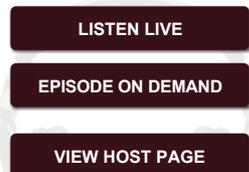
The buzz: Change. It's not the strongest or most intelligent of a species that survives, but the one most adaptable to change. Think of business as a species, too. But today, traditional change management is at risk of creating new-obsolete solutions. Are jumping paradigms, anticipating the next market shift, early tech adoption fast enough? Is yesterday's best practice today's antique? The experts speak. Suzanne Passante, Day & Zimmerman: "The assumption is that extensive training is a basic requirement of any new information technology, a process that will need to be repeated as experienced w

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Featured Guests



Susanne Passante

Susanne Passante is Vice President of Business Integration Services for Day & Zimmerman, reporting directly to the CIO. Susanne is a dynamic senior leader with proven leadership capabilities to help businesses realize and sustain the full potential of organizational, process and technology changes. She has extensive experience in organizational development, process optimization, project management, HR shared service operations, technology implementation, and measuring ROI. A highly skilled change leader with an energetic, hands-on style, Susanne has a passion for supporting business leaders and developing high-performing teams to achieve extraordinary results aligned to the business' strategy

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Evan Quinn

Evan Quinn is Research Director, Information Management at EMA, covering data integration, business process management, CRM, and database/data management. In his 20 years as an IT practitioner, he served in software development, development management, and product management roles in engineering and construction management at Stone & Webster, and in banking at Chase and Bank of Boston (Bank of America). He directly participated in the genesis of project management and data exchange applications, helped build first generation global electronic banking solutions, and led the delivery of large scale business intelligence (BI), sales automation, and performance management projects. As an industry

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Michel Sérié

Michel Sérié is the founder of InnoLifters, a company that will help companies to integrate into their way to operate innovative capabilities, so they better face challenges in a world that expects customer adaptiveness. In his previous role as Global Head of Service Innovation at SAP, Michel's team was responsible for finding, evaluating and establishing new ways of doing business by improving the Service concept. Michel started his career at SAP France in 1989 as a financial consultant. After working as a financial consultant and at Nestlé, he was part of the founding management team of an SAP-owned startup dealing with market places, B2B and Portals. This subsidiary eventually grew to m

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