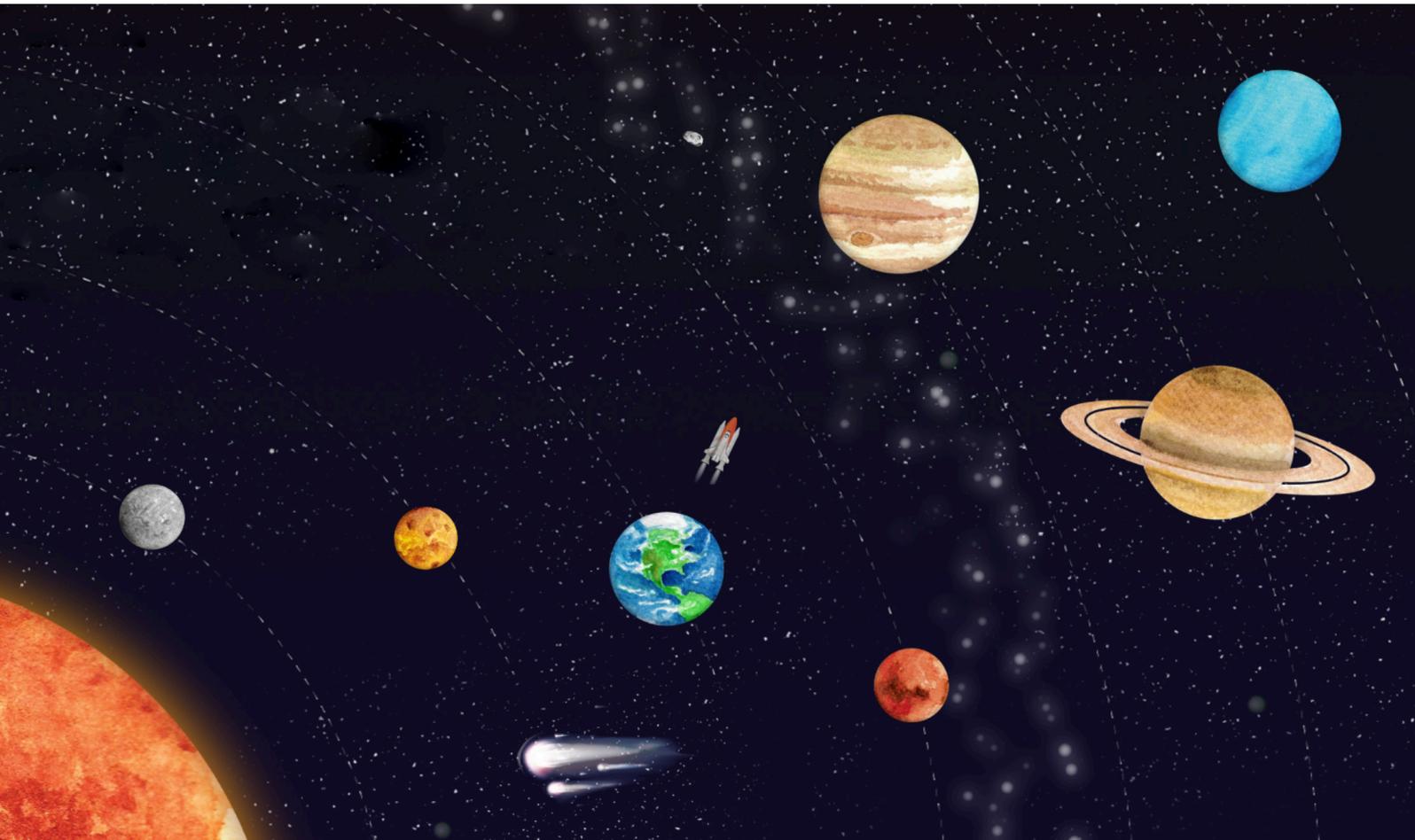


Making Asset Management Work

21 March 2019 | Novotel, Darling Harbour



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Time	Topic	Presented by
9:00-9:15	Registration and refreshments	
9:15 - 9:40 Sharing Presentation	Welcome and Opening Address <ul style="list-style-type: none"> Get to know each other – what your ‘success’ means The evolving world of asset management planning The progress and growth of SPM Assets 	SPM Assets <i>Steve Lyons</i> CEO
9:40 - 10:05 Presentation	Software beyond 2018 – ensuring your ‘success’ <ul style="list-style-type: none"> 2019 and beyond - product strategy from the ‘top down’ – what to expect over the next two years 2018 new features released – what you should know 	SPM Assets <i>Wouter Pels</i> Head of Product
10:05 – 10:30 Case Study	Speaking from Experience – a Housing Perspective <ul style="list-style-type: none"> Insights from ‘The Housing Trust’ – what ‘success’ means Their journey that led them to become a customer Sharing their plans and views on the industry as a whole 	The Housing Trust Limited <i>Mark Reader</i> Property Services
10:30 – 11:00	Morning Tea - networking	
11:00-11:25 Case Study	Speaking from Experience – a Tertiary Education Perspective <ul style="list-style-type: none"> The key challenges faced by Australian Catholic University Approach to Condition Assessments and AMP development How the results and ongoing process is ensuring ‘success’ 	ACU <i>Jye West</i> Associate Director Facilities Management
11:25-11:50 Presentation Workshop	Reflecting on 2018 – greatest industry needs <ul style="list-style-type: none"> A year in a “nutshell” – our observations of what capabilities, skills and services are needed throughout industries Workshop – what are your challenges to overcome to ensure your future ‘success’ 	SPM Assets <i>Sri Gullapalli</i> General Manager
11:50-12:15 Presentation	Information Managers for the Built World asBUILT are one of the largest and most experienced independent, specialist BIM consultancies in Australasia. Chris Johnson, Digital Solution Manager at asBUILT, will provide an overview of asBUILT’s services, their approach to information management for asset owners and announce the launch of a new 7m Immersion Studio that allows participants to immerse themselves in their digital content whilst interacting with each.	asBUILT <i>Chris Johnson</i> Digital Solutions Manager
12:15 – 12:45 Key note speaker	AMPs that make a difference – Keynote Julia’s unique insights into how applying good project management practices can transform your AMP from being a compliance document to be a key strategic process that makes a noticeable difference to your organisation.	PMI Sydney <i>Julia Checchia</i> PMI President
12:45-13:30	Lunch	

Time	Topic	Presented by
13:30 -13:50 Presentation	Customer Success <ul style="list-style-type: none"> • What is 'customer success' and why it's so important • It's all in the numbers – which functions are the most used • Our latest 'success' stories that have originated from customer feedback including the Net Promoter Score feedback • Our approach to ensuring your success 	SPM Assets <i>Marina Mendes</i> <i>Customer Success Manager</i>
13:50 -14:20 Workshop	Customer Success Workshop <ul style="list-style-type: none"> • Work with others to discuss what 'success' means for you, your organisation and your industry • An opportunity to discuss priorities and industry developments with your peers 	<i>Edward Greenhalgh</i> <i>Account Analyst</i>
14:20 – 14:50 Case Study	Speaking from Experience – a NZ story of a Telco <ul style="list-style-type: none"> • Insights into innovative ways to manage assets particularly in remote and unusual locations • Using an Aerial View of your Asset Portfolio to identify hazard hotspots • Developing evidence at component level to justify future maintenance and renewal budgets 	Broadspectrum NZ <i>Maurice King</i> <i>Contract Manager</i>
14:50 – 15:20 Presentation	The Future of Work <ul style="list-style-type: none"> • 21st Century business competencies for success • The rise of self-directed learning and career management • Managing through change and disruption 	Peter Black <i>Business & Executive Coach</i>
15:20-15:50 Presentation Workshop	Programs by SPM Assets – show, tell, and feedback Demonstrating our new and exciting Programs application - a 'top down' approach to asset planning that changes everything. A chance to be one of the first customers to see the new application – and to influence our Roadmap.	SPM Assets <i>Sarah Hayman-O'Reilly</i> <i>Product Owner</i>
15:50	Wrap up and feedback	<i>Steve Lyons</i>
From 16:15	<i>Join us for networking drinks before your journey home</i>	