

SMART TRANSFORMATION FORUM – 3rd Edition

The **Diplomat – Bucharest** organizes the third edition of its national conference called **Smart Transformation Forum** to be held on **27 September** in **Bucharest**, at **InterContinental Bucharest – Ronda Hall**, starting **8:30 AM**.

The forum will bring together over 100 participants to include Romanian Government and local authority representatives, Smart technologies and equipment suppliers, energy companies, community services providers for public utilities, waste management and transportation.

The invitees are all encouraged to share knowledge, discuss the challenges they might have encountered and stimulate creative thinking with regard to the concept of integrated cities - "Smart cities".

The event will conclude with the **Smart Transformation Awards 2018**, where we will showcase and celebrate the remarkable Smart City initiatives in Romania. The awards will be presented in five categories: **Smart City Leadership Award**, **Smart Solution Provider Award**, **Smart Data and Accessibility Project Award**, **Smart Energy Efficiency Award** and **Smart Mobility Project Award**.

EVENT AGENDA

08:30 – 9:00 Welcome coffee & registration of participants

09:00 – 9:10 Key opening address

09:10 – 10:50 PANEL I: SMART CITIES - URBAN CHALLENGES, STRATEGIES AND RECOMMENDATIONS

- Supporting the intelligent cities concept - Smart Cities at government level
- IT communities as poles of smart urban development
- Smart urbanization - overcoming the unprecedented challenges our cities now face
- Smart legislation to keep up with technology

10:50 – 11:00 Coffee break

11:00 - 12:40 PANEL II: INTERNET OF THINGS (IoT), SMART INFRASTRUCTURE AND SMART HOMES

- The internet of things: most sophisticated and useful piece of equipment
- Upgrading your home to a Smart home: safety, cost saving and lifestyle enhancements
- Energy production, distributed energy and predictive maintenance with IoT
- Electromobility and urban infrastructure

12:40 – 13:00 Coffee break

13:00 – 14:20 PANEL III: DEEP DIVE INTO THE CUSTOMER EXPERIENCE

- Digital transformation and customer experience management
- Choosing the right services for your digital transformation journey
- People first – the customer experience and digital transformation priority
- Omni-channel customer interactions

14:20 – 15:00

SMART TRANSFORMATION AWARDS ceremony

- **Smart City Leadership**
- **Smart Solution Provider**
- **Smart Data and Accessibility Project**
- **Smart Energy Efficiency**
- **Smart Mobility Project Award**

15:00 – Networking Lunch

