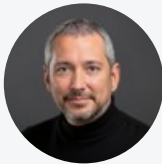


AGENDA

IT Service Transformation Made Real: How IT Leadership Navigate the Shift from AI Experimentation to Operational Value

Executive Dinner

SPEAKERS



Jeremy Miller
CIO
Solero Technologies



Frank Fritze
Lead Account
Manager
Freshworks



Leroy Ehlers
Enterprise Account
Executive
Freshworks



Sidharth Mohan
Principal - Solution
Engineering
Freshworks



Armin Fritsch
Sr. Engineering
Manager
Porsche



Sonia Domingues
Moderator/Executive
Coach &
Management
Trainer
Self-employed



Anubhav Shrivastava
Head of IT Digital
Workplace &
Operations (DWO)
smart Europe GmbH



Steffen Wagner
Global Head of IT
SEG Automotive

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IT SERVICE TRANSFORMATION MADE REAL: HOW IT LEADERSHIP NAVIGATE THE SHIFT FROM AI EXPERIMENTATION TO OPERATIONAL VALUE



September 16, 2026

6:00 PM-9:30 PM

Central European Time

Legacy ITSM solutions are historically over-engineered, rigid, and slow to adapt. In this closed-door discussion, German enterprise IT leadership will share actionable insights on how they are utilizing domain-specific, context-aware AI platforms to dissolve legacy IT silos, automate workflows within days instead of fiscal quarters, and effectively transition organizational metrics from archaic service-level agreement (SLA) to experience-driven business outcomes.

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