

The banner features a mountain landscape with two hikers on a peak. A glowing diamond shape is superimposed over the hikers. The text 'TOUR 3: DEEP DIVE SERVICE' is in a white box on the left. The 'CX' logo is in the center, and 'FUTURE WEEKS' is on the right. Silhouettes of two hikers are on the far right.

**TOUR 3: DEEP DIVE SERVICE**

**FUTURE WEEKS**

ONLINE MICRO-EVENT SERIES

## ORBIS FUTURE WEEKS – SALES & SERVICE COMPACT

Join our CX experts and our customer FrigorTec GmbH on their journey into the future of service. Practical insights and exciting demos await you.

### Tour planning (agenda) February 04, 2025

▶ [Registration](#)

- 10:00 AM **Begrüßung durch Ihren Tourguide**  
*Oliver Lamberti, Senior Account Manager, ORBIS SE*
- 10:15 AM **Stage 1: In the depths of the service processes: The S/4HANA Service Core**  
*In the depths of the service processes: The S/4HANA Service Core*  
*Benjamin Meier, Teamlead SAP CX Service | SAP S/4HANA Service | SAP FSM, ORBIS SE*
- 10:45 AM **Stage 2: For the perfect route with the best technicians: increasing customer satisfaction with SAP Field Service Management**  
*Christoph Kurtz, Business Process Consultant, ORBIS SE*
- 11:15 AM **Stage 3: Next-level service at FrigorTec GmbH**  
*Laura Steiger, Service, FrigorTec GmbH*
- 11:45 AM **End of tour 3**

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Participation in the event is free of charge.  
Market companions are excluded from participation.

Image source: Adobe Stock

