

The banner features a mountain landscape with two hikers on a peak. A glowing diamond shape is superimposed over the hikers. The text 'TOUR 4: 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 4: DEEP DIVE SERVICE**

**FUTURE WEEKS**

ONLINE MICRO-EVENT SERIES

## ORBIS FUTURE WEEKS – SALES & SERVICE COMPACT

Join our CX experts and exclusive SAP speakers on your journey into the future of service. Valuable insights and practical demos await you.

### Tour planning (agenda) February 06, 2025

▶ [Registration](#)

- 10:00 AM **Welcome by your tour guide**  
*Oliver Lamberti, Senior Account Manager, ORBIS SE*
- 10:10 AM **Stage 1: Kick start for the optimal experience: The ORBIS service portal and the intelligent SAP Service Cloud V2**  
*Alexander Neu, Business Process Consultant, ORBIS SE*
- 10:40 AM **Stage 2: Where to - SAP's AI strategy regarding service management**  
*Alexandra Altermann, Solution Manager Industrial Manufacturing, IBU IMA Innovation, SAP SE*
- 11:10 AM **Stage 3: The last meters: Low-code/no-code extension with SAP Build**  
*Serhat Gezer, SAP Senior Consultant, contrimo GmbH (Member of the ORBIS Group)*
- 11:40 AM **Arrived at the summit cross**  
*Dirk Müller, Head of Business Center SAP Customer Experience, ORBIS SE*
- 11:45 AM **End of tour 4**

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

Image source: Adobe Stock

