

# Save the dates!

The upcoming Service Innovation Programme 2017

## Connected Parts Management - *Why does parts management needs industry standards?*



Together with a group of leading manufactures, Noventum Service Management and Service Strategies are in the process of developing a new chapter of the Service Capability and Performance (SCP) Standards, specially focused on Service Parts Management. The objective is to collectively define industry best practices and to provide a framework for benchmarking. During this Service Innovation Forum we will exclusively share some of the insights obtained during this process. The focus will be on the 'connected' side of Service Parts Management (enabled by the IoT) and its implications on topics like the Logistics Model, Serviceability Design, Continuous Improvement, and 3D-printing of spare parts.

**Breakthrough Session: 21 - 22 February 2017 - Amsterdam, The Netherlands**

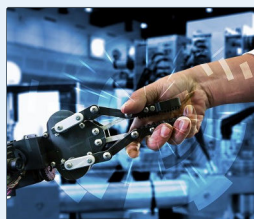
## Sell & Market Advanced Services - *Why selling services is different?*



While some people are excellent in selling products, selling services seems to be a whole different game. Service sales has proven to be key to generate more overall revenue growth, it is crucial to focus on that topic. Can you turn your product sellers into service sales champions? Starting from understanding your customer, having the right business model and propositions, up to a good sales strategy and a scalable approach are important.

**Breakthrough Session: 13 - 14 June 2017 - Düsseldorf, Germany**

## Game Changer IoT - *How to monetise your IoT capabilities?*



Internet of Things as the game changer for the manufacturing industry. The key driver to implement IoT (Internet of Things) is the strategy to move to an outcome based service. It will require an organisational change, as it requires cross-functional alignment. The biggest barrier at first, appears to be connectivity and security fears, often turns out to be the easiest challenge to solve. How to start, develop and improve the outcome based service is the real challenge.

**Breakthrough Session: 11 - 12 October 2017 - London, England**

### What is discussed within the Service Innovation Forum?

During each Service Innovation Forum knowledge is shared in the topics strategy, process & IT and people on the specific topic.

For each topic, we will consider the points of view of the key stakeholders in the service business:



The Service Innovation Forum are part of the development project of a new Service Capability and Performance (SCP) Standards. To find out more [contact us](#) today.



# Service Innovation Programme

Gain access to new ideas, practical tools, know-how and best practices to help you innovate your service business.

The Service Innovation Programme is meant for:

- C-suite / Senior Service Managers / Directors of Service Businesses around the world
- Operating in the Manufacturing, Energy, Healthcare, ICT, Consumer Goods or Financial Services industry.

Join the Service Innovation Programme as a Corporate Programme member to be able to have anybody you select from your organisation attend the most relevant activities - based on their role and function and engage more people from your organisation in the service innovation wave.

Participating in a single forum is also possible at the price of €2.250.

For more information contact us on + 31 297 566 241 or drop us an email on [info@noventum.eu](mailto:info@noventum.eu)

To request the Service Innovation Programme Overview follow this [link](#).

## About the Service Innovation Forum

Each Service Innovation Forum has:

- A **Self-Assessment**, providing you with insights into your company's capabilities related to the topic, suggesting improvement opportunities and future step suggestions.
- A **2-day Breakthrough Session**, with peer experience sharing, industry leaders' presentations and insights into best practices and SCP Standards.
- A **Best Practice Report**, enriched with background information and suggestions for further reading.

### CORPORATE PACKAGE

Two participants in three Service Innovation Fora

Two Research Projects and Reports

Service Business Opportunity Assessment

### OPTIONS

Benchmarking

Competency Assessments

In-company Service Management Events

Service Innovation Coaching

ADD-ON OPTIONS

SCP Standards—Web Access

SCP Audits

SCP Certification

SCP OPTIONS