

SEE ITS Summit 2023

September 29
Hyatt Regency Sofia

SEE region as a
growth engine in
uncertain times

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Time	Topic
09:30 - 10:00	Registration
10:00 - 10:15	Opening
10:15 - 10:30	SEE industry report presentation
10:30 - 11:15	SEE - Business growth accelerator of the future - report data discussion and outlook presented through different points of view: specialists, local authorities or governmental representatives and business leaders <ul style="list-style-type: none">• Macroeconomic trends and forecasts• Geopolitical factors on the SEE region development and cooperation• SEE - Business growth accelerator of the future
11:15 - 12:00	Shaping the business future - The leap from Industry 4.0 to 5.0 - discussion and case studies based on the differences between Industry 4.0 and 5.0; the business impact on the industry - changes in customer demand and IT services offerings and SEE region's potential to deliver, develop and grow <ul style="list-style-type: none">• Navigating the Next Generation of Technology• Strategies for Adopting Emerging Technologies• Exploring New Horizons - Opportunities and Challenges in the ITSS Landscape• Transforming the Customer Experience - Leveraging Technology for Greater Engagement• Fueling Regional Growth through Digital Transformation
12:00 - 13:00	Lunch
13:00 - 13:30	Keynote speech - Humans of the future
13:30 - 14:15	Responsible business innovation and transformation - regulations and beyond - a discussion based on the need for regulations and their impact on business sustainability, fostering talent in the emerging AI technology and overcoming cyber and data security, ethics challenges <ul style="list-style-type: none">• ESG Principles: Accelerating Business Growth and Driving Positive Impact• Securing the Digital Future: Cybersecurity and Data Protection in the Age of AI• The Human-Centric Transformation: Balancing Human and AI Collaboration
14:15 - 14:45	Coffee break

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Time	Masterclasses (parallel sessions) topics
14:45 - 16:15	Fueling regional visibility Regional visibility through investments
	HR Corner - Fostering talent
19:30 - 23:00	2023 ITS Awards Ceremony & Gala Dinner