



Execs In The Know

OUTSOURCING BRIEFING AGENDA

THURSDAY, DECEMBER 6TH, 2018

MICROSOFT HEADQUARTERS

Building 92 - 2nd Floor - Gandalf Room
15010 NE 36th St.
Redmond, WA, 98052

8:00 A.M. – 8:30 A.M. Breakfast

8:30 A.M. – 8:45 A.M. Kickoff

**8:45 A.M. – 9:30 A.M. Partnering with Outsourcers to Deliver a World
Class Support Experience**

Follow how Microsoft Customer Service and Support is transforming their relationship with outsourcers from suppliers to partners to deliver on Microsoft's mission to empower every person and every organization to achieve more.



DANIEL MENDEZ COSTABEL
Global Delivery Partners
Management
Director



Microsoft



MARQUES JOHNSON
Global Delivery Partners
Strategy Lead



Microsoft

9:30 A.M. – 10:30 A.M. Executive Roundtable With Outsourcing Partners

A list of questions will be prepared and shared with our vendor partners in advance of the session. The questions will be sourced from the audience in advance of the meeting. For each question, each participant will have up to three minutes to respond and then five minutes is allotted for discussion. This may include responses to comments made by other roundtable members and/or questions from the audience.



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10:30 A.M. – 10:45 A.M. Break

10:45 A.M. – 12:00 P.M. Executive Roundtable With The Outsourcing Partners Cont.

12:00 P.M. – 12:45 P.M. Lunch

12:45 P.M. – 2:30 P.M. Corporate Only Discussion

2:30 P.M. – 4:30 P.M. Cocktails & Networking

