

# Agenda KM Conference | August 30

\*all times are shown in Pacific Daylight Time

**USU World**  
**North America**

Time	Title	Speakers
8.30 am	Welcome & Opening	
9 am	Opening Remarks: Welcome to USU World North America!	Sven Kolb   Managing Director, USU
9.30 am	Let's switch rooms!	
9.40 am	Welcome to the Knowledge Management Conference!	Florian Schwingenschloegl   Enterprise Sales Manager, USU
9.45 am	The Status Quo of KM: Challenges and Solutions	Brian Cantor   Managing Director, CMP Digital
10.15 am	The Future of KM: Trends and Innovations	Florian Schwingenschloegl   Enterprise Sales Manager, USU
10.45 am	The Combination of both worlds: Let's talk!	Florian Schwingenschloegl   Enterprise Sales Manager, USU Brian Cantor   Managing Director, CMP Digital
11.15 am	Networking Break	
11.30 am	What's New in Knowledge Management: Driving Efficiency with active documents	Sebastian Grunwald   Senior Product Manager, USU
12.15 pm	Strategies for Leveraging Knowledge Management to Optimize Business Processes and Mitigate Risks	Robbie Plourde   Executive Sales Enablement Lead, USU
12.45 pm	Lunch & Networking	

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1.30 pm	You don't have to search. Just know. - Global Realignment and Harmonisation of Knowledge Management	Sebastian Winter   Subject Matter Expert Knowledge Management, Home Furnishing Retailer
2 pm	Technology is key: Self-Service, ChatGPT & more	Sven Kolb   Managing Director, USU
3 pm	Networking Break	
3.15 pm	The Knowledge Management Success Story – How Raymond James Implemented a KMS and Won!	Zach Nicolaos   Lead Operations Product Manager, Raymond James
4 pm	Managing Knowledge all over the world: 10 Use Cases in 10 Minutes	Florian Schwingenschloegl   Enterprise Sales Manager, USU
4.30 pm	Wrap-up & Outlook	Brian Cantor   Managing Director, CMP Digital Florian Schwingenschloegl   Enterprise Sales Manager, USU
5 pm	End of Conference	
6 pm	Let's meet at our Evening Event!	

# Agenda KM User Group | August 31

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**North America**

Time	Title	Speakers
9 am	Welcome	Florian Schwingenschloegl   Enterprise Sales Manager, USU
9.15 am	How other customers use Knowledge Center	Florian Schwingenschloegl   Enterprise Sales Manager, USU Sebastian Grunwald   Senior Product Manager, USU
10.30 am	USU Portfolio – Growing possibilities	Florian Schwingenschloegl   Enterprise Sales Manager, USU
11 am	Expert session – It's time for your topics!	Sebastian Grunwald   Senior Product Manager, USU
12 pm	Lunch	
1 pm	Roadmap & Strategy	Sebastian Grunwald   Senior Product Manager, USU
1.30 pm	What's coming next: USU Knowledge Center 7.4	
2.30 pm	The new World of ChatGPT with Knowledge Management	
3 pm	Open discussion: You ask, we answer	
3.30 pm	End of KM User Group	