CVISION INTERNATIONAL

AGENDA

Half Day Luncheon

Simplify to Scale: The Smart Way to Unclutter IT and Accelerate Business Agility

SPEAKERS

Mike Brass
Head of Security Architecture
National Highways

Ange Johnson De Wet
Director, Head of Engineering
Royal Bank of Scotland

Shiva Narayan
CTO
iBANK

Vinod Bhaskaran
Vice President, Product Management
Nasdaq

Click Here to Register

📅 **June 17, 2025**

United Kingdom Time

Welcome & Registration

8:30 AM-9:20 AM

Opening Remarks

9:20 AM-9:30 AM

Reimagining ITSM for the Modern Enterprise: Simple, Smart, Scalable

9:30 AM-9:55 AM

As IT continues to evolve from a support function to a strategic driver of growth, the need for intuitive, agile, and scalable solutions has never been greater. In this session, Freshworks explores how organizations can break free from legacy complexity and reimagine ITSM with modern, AI-powered service delivery.
Discover how businesses use Freshservice to reduce friction, improve agent productivity, and delight end users - all while easily scaling.

Unlocking Agility with the Cloud: Scaling Secure, Smart, and Simple IT

10:00 AM-10:25 AM

As the foundation of digital transformation, AWS helps businesses of all sizes modernize operations, improve time-to-value, and unlock agility. In this keynote, AWS shares how cloud-native technologies enable faster innovation and seamless integration across IT ecosystems.
Learn how to accelerate business outcomes through scalable infrastructure, security, and partner-powered solutions that simplify complexity and amplify growth.

Networking Break

10:25 AM-10:55 AM

ITSM, But Make It Easy!

10:55 AM-11:45 AM

Let's face it - traditional ITSM can be clunky, complex, and a major roadblock to business agility. It's time for a smarter, simpler approach. Join us for an engaging conversation on how organizations are transforming IT operations by embracing intuitive, cloud-native tools that just work. Whether you're scaling your service desk, unifying workflows, or automating the boring stuff, this session is your blueprint to doing ITSM the easy way.
Expect real stories, practical takeaways, and fresh perspectives - minus the jargon.

Executive Networking Lunch

11:45 AM-1:00 PM

Closing Remarks & Networking

1:00 PM-1:30 PM

CHAIR

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