



EUROPEAN FEDERATION
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We look forward to welcome you virtual!

European Digitalization Group Online Spring Seminar 2020

Joost Nieuwenhuijzen, EFL

Jurgen de Ruiter, Parteon

Dr. Oliver Falk-Becker,
Gewobag

Roman Riebow, Gewobag



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Due to the current Corona-crisis, we have decided to postpone the EDG Spring Seminar in Amsterdam/Zaandam from April 2020 to April 2021.

Instead, we would like to invite you to an online meeting during the originally planned days of our meeting: "Update on the Digital Customer Service Center, including process digitalization and process automation"



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Agenda

MONDAY, April 20th 2020

Day 1: *Update on the Digital Customer Service Center*

12:55 – 13:00 **Log-in to MS TEAMS- videocall:**
XXXXXXXXXX

13:00 – 13:30 **Welcome & update on corona-crisis**
Joost Nieuwenhuijzen,
Managing Director EFL
Dr. Oliver Falk-Becker and
Roman Riebow, TG leaders

13:30 – 14:30 **Update on the Digital Customer Service Center**
Roman Riebow

14:30 – 15:00 **Update on the Digital Marketplace**
Dr. Oliver Falk-Becker
Benjamin Vahle

TUESDAY, April 21th 2020

Day 2: **Data Mangement, Data Strategy & Startup Carousel**

08:55 – 09:00 **Log-in to MS TEAMS- videocall:**
XXXXXXXXXX

09:00 – 10:30 **Zaanstad data strategy**
Tom Pots, Head of Data Strategy,
Zaanstad Community

10:30 – 11:00 **Flashlights on data strategy by European Housing companies**
TBD

11:00 – 13:00 **Carousel with Startups**
Wouter Truffino

Tot ziens!

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