

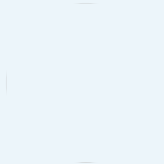
Half Day Luncheon

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

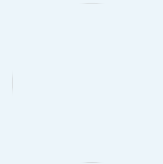
## SPEAKERS



**Shiva Narayan**  
CTO  
[iBANK](#)



**Krishnan Chandrasekharan**  
Director, IT Architect  
[IQMA](#)



**Andy Perryman**  
Independent Advisor -  
AI, Digital Assets &  
Capital Markets Product  
[Digital Board Advisory](#)



**Ross Surplice**  
Lead - Account  
Executive  
[Freshworks](#)



**Germaine Broadbent**  
Senior Sales Executive -  
Business Development  
[MarXtar](#)



**Dan Mills**  
Senior Service  
Management Consultant  
[MarXtar](#)



**Wendy Ng**  
Business Information  
Security Officer  
[Marks and Spencer](#)



**Minu Ali**  
CISO  
[The Francis Crick  
Institute](#)



**Anatoly Klepikov**  
AWS Senior Partner  
Solutions Architect  
[AWS](#)



**Elvys Nunes**  
Global Head of Category  
Insights & Analytics  
[Reckitt](#)

[CLICK HERE TO REGISTER](#)



**June 17, 2025**  
United Kingdom Time

Welcome & Registration

8:30 AM-9:20 AM

[www.cvvisionintl.com](http://www.cvvisionintl.com)

## 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.

### PANELISTS



Speaker

**Ross Surplice**  
**Lead - Account**  
**Executive**  
Freshworks

## 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.

### PANELISTS



Speaker

Anatoly Klepikov  
AWS Senior Partner  
Solutions Architect  
AWS

---

## 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.

### PANELISTS



Speaker

Dan Mills  
Senior Service  
Management  
Consultant  
MarXtar



Speaker

Ross Surplice  
Lead - Account  
Executive  
Freshworks



Speaker

Germaine Broadbent  
Senior Sales Executive  
- Business  
Development  
MarXtar



Speaker

Anatoly Klepikov  
AWS Senior Partner  
Solutions Architect  
AWS

---

## Executive Networking Lunch

11:45 AM-1:00 PM

---

## Closing Remarks & Networking

1:00 PM-1:30 PM

TOGETHER WITH

