

retail
TouchPoints  Live! @ RetailX



JUNE 25-26, 2019



MCCORMICK PLACE, CHICAGO, IL

YOUR OMNICHANNEL SOLUTION FRONT AND CENTER

THANKS TO OUR SPONSORS!

Retail TouchPoints (RTP) is thrilled to be partnering with the new RetailX event to present Retail TouchPoints Live!@RetailX. With our hyper-focus on digital transformation and omnichannel strategies, the content for RTP Live! will help retailers advance the goal of converging physical and digital shopping experiences. Our content offers keynotes from the most innovative industry experts and high-level retail executives, as well as three content tracks focused on Digital Transformation, Omnichannel Optimization and Transforming The Store. Welcome!



DEBBIE HAUSS

Executive Director, Content, Retail TouchPoints



KEYNOTE SPONSOR

www.ople.ai



TRACK SPONSOR

us.alibabacloud.com



TRACK SPONSOR

www.here.com



TRACK SPONSOR

www.rrdonnelley.com

AGENDA

TRACK KEY

TRANSFORMING
THE STORE

DIGITAL
TRANSFORMATION

OMNICHANNEL
OPTIMIZATION

TUESDAY, JUNE 25

- 9:15-10:00 AM**
S406A
Driving Convenience With Digital
Rafeh Masood, Chief Digital Officer, BJ's Wholesale Club
-
- 10:15-10:45 AM**
S403AB
The Retail Innovation Funnel: Uncover 7 Key Traits Of Successful In-Store Innovation
Ed King, Co-Founder, HighStreet Collective
John Gregory, VP-Retail Head of Industry, Pandora Media, LLC
Kathleen Joyce, Lead, Global Inventory Control, Under Armour
-
- 10:15-10:45 AM**
S404ABC
AR, VR And Mixed Reality: Connecting The Dots Between Retailer And Consumer Goals
Jeffrey Neville, Senior Vice President and Practice Lead, BRP Consulting
-
- 10:15-10:45 AM**
S405AB
How Hibbett Sports Delivers An All-Star Digital Experience
Bill Quinn, Vice President of Digital Commerce, Hibbett Sports
Rich Lyons, Head of Capgemini DCX, North America
-
- 11:00-11:30 AM**
S403AB
Unlocking The Power Of Pop-Ups
Melissa Gonzalez, CEO, The Lionescape Group
-
- 11:00-11:30 AM**
S404ABC
Connecting The Data Dots To Facilitate Digital Transformation
John Harmon, Senior Retail & Big Tech Analyst, Coresight Research
-
- 11:00-11:30 AM**
S405AB
Breaking The Chains Of Price & Convenience With Experience
John Greening, Northwestern University
Laura Davis-Taylor, Co-Founder, HighStreet Collective
Steve Lovell, Head of Retail Development, Adore Me
Laura Long, SVP, Brand, Edelman
-
- 11:40 AM-12:40 PM**
S406A
Remarkable Retail: Winning In The Age of Amazon & Digital Disruption
Steve Dennis, President and Founder, Sageberry Consulting

- 12:40-1:50 PM**
Lunch
-
- 1:50-2:20 PM**
S403AB
Will Cashierless Stores Dominate New Spaces?
Chris Walton, CEO, Omni Talk & Third Haus
Joel Larson, Vice President of Innovation, Innowi
- 1:50-2:20 PM**
S404ABC
Global Commerce Solutions
Brian Young, Global Director, Innovation & Consulting, Toshiba
-
- 1:50-2:20 PM**
S405AB
Building Innovation Teams
Scott Emmons, Chief Technology Officer, Current Global
-
- The Halo Effect: The Convergence of Clicks and Bricks**
Stephanie Cegielski, Vice President, Public Relations, ICSC
-
- 2:30-2:50 PM**
S403AB
In Pursuit Of Frictionless Commerce
Brian Young, Global Director, Innovation & Consulting, Toshiba
Global Commerce Solutions
-
- 2:30-2:50 PM**
S404ABC
Retail Innovation In China
Alex Yan, Senior Business Development Specialist, Alibaba Cloud
-
- 2:30-2:50 PM**
S405AB
Delivering On The Promise of BOPIS...And Other Omnichannel Realities
Mark Garland, EVP Sales, Marketing & Solutions, 4R Systems
-
- 3:00-3:07 PM**
S406A
Retail + AI: Today's Potential
Pedro Alves, CEO, Ople
-
- 3:07-4:00 PM**
S406A
The Future Of Retail In A Post-Digital World
Doug Stephens, Founder, Retail Prophet

AGENDA

TRACK KEY

TRANSFORMING
THE STORE

DIGITAL
TRANSFORMATION

OMNICHANNEL
OPTIMIZATION

WEDNESDAY, JUNE 26

- 10:00-10:45 AM**
S406A
Driving A Decent Specialty Approach At The World's Largest Retailer (While Still Remaining Well-Coiffed)
Dan Pingree, Chief Marketing Officer, Moosejaw
-
- 11:00-11:30 AM**
S403AB
Delivering A Consistent Customer Experience In A Complex Environment
Scott Knaul, CEO, SMK Workforce Solutions
- 11:00-11:30 AM**
S404ABC
Face Recognition And The Age Of In-Store Personalization
Todd Sasala, Corporate VP, Cedar Fair Entertainment
- 11:00-11:30 AM**
S405AB
The Retail Landscape of 2021 - Who Wins And Why?
Bryan Amaral, Founder & President, Clientricity
-
- 11:40 AM-12:10 PM**
S403AB
Winning In Retail In The Co-Creation Economy: Five Factors Driving Omnichannel Success
Dan Hodges, CEO, CIM Tours - Retail Store Tours
- 11:40 AM-12:10 PM**
S404ABC
The Changing Face Of Checkout
Gary Schwartz, President & Founder, Impact Mobile
Pat Suh, Vice President of Client Success, Affirm
Lindy Crea, Head of U.S. Partnerships, Klarna
- 11:40 AM-12:10 PM**
S405AB
Retail Doesn't Cross Borders, Or Does It?
Djamel Toubrinet, Sr. Product Marketing Manager, Retail - Americas, Cegid
-
- 12:10-1:15 PM**
Lunch
-
- 1:15-1:45 PM**
S406A
Overcoming The DTC Brand Challenge By Controlling Your Amazon Relationship
Carson Finkle, CEO, Tenth Street Hats
Adam Schwartz, CEO, Knoza
Debbie Hauss, Executive Director, *Retail TouchPoints*

- 2:00-2:30 PM**
S403AB
How Pop-Ups Are Leveraging Technology To Deliver ROI
Rita C. Tabet, COO, POP UP MOB LLC
John Payne, CEO and Founder, Monster XP
Joseph Scaretta, CO-CEO and Founder, CS Hudson
- 2:00-2:30 PM**
S404ABC
Understanding The Omnichannel Shift - What Forces Are Shaping Today's Digitally Integrated Shopping Experience
Linda Johansen-James, CEO and Founder, International Retail Management and Consulting Group, LLC
- 2:00-2:30 PM**
S405AB
Are Retailers Omnichannel Ready?
Jack O'Leary, Senior Analyst, Edge by Ascential
-
- 2:45-3:15 PM**
S403AB
Last Mile Or First Mile?
Bill Hardgrave, Sr. Vice President, Auburn University
- 2:45-3:15 PM**
S404ABC
Experience Drives Commerce: Growth Starts With Better Brand Engagement
Matt Powers, EVP, Retail & E-Commerce Distribution, JLL
Shlomo Chopp, Managing Partner, Case Equity Partners
- 2:45-3:15 PM**
S405AB
Which Is More Valuable: Making A Sale Or Making A Connection?
Staci Mandrell, SVP, Managing Director, Big Red Rooster
Maggie Honious, Senior Director, Strategy, Big Red Rooster
-
- 3:25-3:55 PM**
S406A
Personalization: Elusive But Not Impossible
Tom Ertler, SVP Creative Partner, Miller Zell
Gwen Newland, Director, Chick-fil-A Corporate
-
- 3:25-3:55 PM**
S406A
Personalization: Elusive But Not Impossible
Greg Portell, Lead Partner, Global Retail Practice, A.T. Kearney

retail TouchPoints®

Your Source For Real Insights On Everything Retail

RECOMMENDED READING



Can Your Solutions Power
Personalization Without Invading
Shoppers' Privacy?



Bridge The 'Experience Gap' In
Brick-And-Mortar Stores



Next-Gen Omnichannel Strategies Align
Agility With Innovation

retailtouchpoints.live/reads