DIGITAL TRANSFORMATION IN THE SUPPLY CHAIN

HOSTED BY DELL INC., AUSTIN, TEXAS   FEBRUARY 26-27, 2019

Tuesday, February 26

8:30 *Registration*

9:00 ***Welcome and Introduction to Dell Global Operations***
Rob McIntosh – SVP, Global Fulfillment & Logistics and Trade, Dell

10:00 ***Digital Transformation Journey at Dell Global Operations***
Andre Soldo – VP, Global Operations, Dell

11:00 *Break*

11:15 ***Digital Transformation Journey at Dell Services Supply Chain***
Tom Maher – SVP, Dell Services Supply Chain

12:00 *Lunch*

1:00 ***Focused Deep Dive 1: RPA – Scale and Impact at Global Operations***
Dell GO experience and potential applications in other members' supply chains.
Karthik Suryanarayanan – Director of Global Operations, Dell

2:00 *Break*

2:15 ***Focused Deep Dive 2: Autonomous Planning at Dell Services***
Discussion on Dell's experience with using machine learning to reduce human intervention in service parts planning process.
Gentry Pate – Director, Dell Services

3:15 *Break*

3:30 ***Focused Deep Dive 3: Digital Repair at Dell Services***
Predictive analytics to accurately pinpoint failure resolution using AI/ML-based decision making.
Brian Martin – Senior Director, Dell Services

4:30 *Closing: Key take-aways from day 1*
Rob McIntosh

4:45 *Lab Tour: Services Command Center*

6:45 *Dinner, Paul Martin's @ the Domain*

8:00 *Continental Breakfast*

8:30 **Introduction and Recap of Day One**
      Jim Rice, Deputy Director, MIT CTL

9:15 **Exploring Digital Sourcing and Supplier Management**
      Opportunities exist to enhance efficiency, visibility, and trust with your upstream partners.
      How will digitalization transform relationships with suppliers?
            Kickoff: Jackie Sturm – VP Global Supply Chain Management, Intel
                          Dr. Mani Janakiram – Senior Director Supply Chain Strategy & Data Science, Intel
         Moderator: Dr. Inma Borrella – Postdoctoral Associate, MIT CTL

10:30 *Break*

11:00 **Making Internal Processes Smarter**
      How can we use AI to support better decision making?
      How can cyber-physical systems drive process improvement?
            Kickoff: Javier Ramirez – Supply Chain Solutions Director, Flex
         Moderator: Dr. Sergio Caballero – Research Scientist, MIT CTL

12:00 *Lunch*

1:00 **Serving Customers in a Digital Era**
      Digitalization is revolutionizing how final consumers learn and engage with brands and how companies engage with their partners. Customers' expectations are increasing, their experiences more prevalent and opening the door for new offerings.
            Kickoff: Bill Driegert – Director of Uber Freight, Uber Technologies
         Moderator: Dr. Maria Sáenz – Research Scientist, MIT CTL

2:00 *Break*

2:15 **The Digitalization Journey**
      Interactive Group Activity Led by MIT team
      This group activity is intended to reflect on the digital future, understand the challenges and opportunities it may bring to supply chains, and decide how to prepare for them.

4:00 *Closing: Key take-aways from day 2*

4:30 *Adjourn*