



26th -31st Jul 2015,
Hyatt Regency Miami, Florida

9th Annual HR forum | 2nd Annual Marketing Forum |
BIIPAC Project Updates

31st Annual Conference and Trade Exhibition
26th – 29th July, 2015

9th Annual Human Resources Forum
30th – 31st July, 2015

2nd Annual Marketing Forum
30th – 31st July, 2015

Saturday 25 July 2015

Closed Session: CANTO Board of Directors Meeting	
9:00 – 5:00	

Sunday 26 July 2015

CANTO Committee Meetings	
9:00 – 12:00	Marketing and Communications Committee Meeting - 9:00 am Regulations and Emerging Technologies Committee Meeting - 10:30 am Financial Advisory Committee Meeting – 12:00 noon Disaster Recovery Planning Committee Meeting – 9:00 am Human Resource Committee Meeting - 10:30 am Corporate Social Responsibility Committee Meeting – 12:00 pm

Closed Session: CANTO Committee Chairs Presentation to the Board	
2:00 -3:00	Marketing and Communications Committee Meeting - 2:00pm Regulations and Emerging Technologies Committee Meeting - 2:10pm Financial Advisory Committee Meeting – 2:20pm Disaster Recovery Planning Committee Meeting – 2:30pm Human Resource Committee Meeting - 2:40pm Corporate Social Responsibility Committee Meeting – 2:50pm

Welcome Session	
2:00 -3:00	How to maximize your trade show potential A complimentary information and networking session to maximize your experience; Melissa Harris, Telecom Training Corporation

Official Opening of CANTO 2015	
6:00	Government Ministers, CANTO Executives, and Members, Officials of The Bahamas and other Dignitaries in attendance Opening Ceremony: <ul style="list-style-type: none"> MC – Leon Williams, Chief Executive Officer, BTC Bahamas Presentation of National Flags National Anthem of the Republic of Trinidad and Tobago Invocation - CANTO Song Welcome Remarks: Ms Regenie Fräser, Secretary General, CANTO Remarks: Mr. Julian Wilkins, Chairman, CANTO Board of Directors Keynote Address: Cultural performance Vote of Thanks: Helma Etnel, CANTO Treasurer
7:30	Opening of Exhibition and Cocktail Reception

Monday 27 July 2015 – Track 1 Riverside South

Ministerial Roundtable 1: C&W SPONSORED: Improving Lives through Broadband Innovation

9:00 – 11:00

Cable and Wireless SPONSORED: Improving Lives through Broadband Innovation

Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair

- KEYNOTE – Huawei

11:00 – 11:15

COFFEE BREAK

Ministerial Roundtable 2: DIGICEL SPONSORED: Improving Lives through Broadband Innovation

11:15 – 1:15

DIGICE - L SPONSORED: Improving Lives through Broadband Innovation

Moderators: Julian Wilkins, CANTO Chair & Leon Williams, CANTO Vice Chair

- KEYNOTE – Ericsson

1:15 – 2:15

Lunch and Exhibition Viewing

Session 1: The New Mobile Identity

2:15 – 4:00

New and important business opportunities for mobile operators created by the convergence of mobile and IT

Session Chair: EJay Saunders, CANTO Director

- KEYNOTE –
- The role of Telcos in Mobile Wallet, Diana Sirila, Digicel

4:00 – 4:15

COFFEE BREAK in Exhibition Hall

Connect the Caribbean Project of the Year Award

4:15 – 5:00

The Project of the Year Award recognizes the most innovative ICT project. Regional Governments and Operators compete for the first place

Social Event

6:00

Ericsson Sponsored Dinner

Tuesday 28 July 2015 – Track 2 - Riverside South

SESSION 2 :Operators Roundtable: The Innovation Edge	
9:00 – 9:15	<i>Insights from Caribbean Operators</i> Moderator: Carlton Samuels, ICT Consultant <ul style="list-style-type: none"> • KEYNOTE – Etecsa, Cuba, • Digicel • Cable and Wireless • Telesur • Belize

11:00 – 11:15	COFFEE BREAK
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SESSION 3: Alcatel-Lucent SPONSORED: Caribbean Women In ICTs - Improving Lives through Broadband Innovation	
11:15 – 1:00	<i>The impact of ICTs on empowering Women in the Region</i> Moderator: <ul style="list-style-type: none"> • KEYNOTE – Alcatel Lucent

1:15 – 2: 30	LUNCH AND EXHIBITION VIEWING
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SESSION 5: M2M and IoT Strategies	Session 6: Future Networks Systems and Security
2:30 – 4:00 <i>A discussion on the future of the M2M industry</i> Chair: Charles Carter, CANTO Director	<i>The network of the future is envisioned as an effective, intelligent, adaptive, active and high performance Internet</i> Chair: Lyrío Gomez, CANTO Director

4:00 – 4:15	COFFEE BREAK
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DSS Sponsored Hackathon Update 1 In Exhibition Hall	
4:10 – 4:500	Update on teams competing in Hackathon to develop Profiling Software EJay Saunders, Founder and Chairman of DSS

Social Event	
6:00	

Wednesday 29 July 2015 – Track 4 Riverside South

Session 7: Regulators Roundtable: Regulating Innovation							
9:00 – 11:00	<p>Moderator: Carlton Samuels, ICT Consultant</p> <ul style="list-style-type: none"> • KEYNOTE – Telecommunications Regulatory Commission, BVI • Regulatory Frameworks that facilitates Innovation; Mark Reynolds, Digicel • Spectrum Management Issues in the Caribbean; Bernadette Lewis, CTU 						
11:00 – 11:15	COFFEE BREAK						
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4:15	COFFEE BREAK						
Announcement of Hackthon Winners and Demo of Prototype							
4:15 – 4:45	Announcement of Winner, Demo of Prototype and Prize Giving , EJay Saunders, Founder and CEO, DSS						
Closing Event							
7:00 pm							

9th Annual Human Resource Forum



Aligning Workforce, Culture and Business Strategies in a “Networked Age”



FACILITATED BY: IAN BLANCHARD, CILC ActionCOACH

30th – 31ST JULY, 2015

THURSDAY 30th JULY, 2015

S C H E D U L E	TOPIC	SPEAKER
8:00 am - 9:00 am	REGISTRATION	
8:30 am - 9:00 am	Opening Remarks:	<ul style="list-style-type: none"> ✓ Julian Wilkins - Chairman, CANTO ✓ Regenie Fraser - Secretary General, CANTO ✓ Ian Blanchard, CILC ActionCOACH
9:00 am - 10:15 am	Welcome & Introduction	✓
10:15 am - 10:30 am	Coffee Break	
10:30 am - 12:00 pm	Aligning HR Technology with Business Objectives	✓
12:00 am - 12:30 pm	Bringing HR Executives to the Business Roundtable	✓
12:00 pm - 1:00 pm	Lunch Break	
1:00 pm - 1:30 pm	HR's Role in competitive and shrinking telecom markets	✓
1:30 pm - 3:00 pm	A CEO's Perspective What the CEO requires from his HR Executive	<ul style="list-style-type: none"> ✓ Leon Williams, BTC ✓ Digicel
3:00 pm - 3:30 pm	Coffee Break	
3:30 pm - 4:30 pm	Trends and Emerging Best Practices for Succession Planning	

4:30 pm - 5:00 pm	Wrap Up	✓
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FRIDAY 31st JULY, 2015

S C H E D U L E	TOPIC	SPEAKER
9:00 am - 10:00 am		✓
10:00 am - 10:30 am	Coffee Break	
10:30 am - 1:00 pm	"Securing Your Workforce"	✓ Anthony Rocheford General Manager/Safety Management Specialist B.A.G. Consulting Ltd.
1:00 pm - 2:00 pm	Lunch Break Room:	
2:00 pm - 2:30 pm	Quantifying and Connecting the ROI and Financial Impact of an Engaged Workforce	
2:30 pm - 3:30 pm		
3:30 pm - 4:00 pm	Coffee Break	
4:00 pm - 4:30 pm	Case study:	
4:30 pm - 5:00 pm	Action plan for moving forward	✓
5:00 pm - 5:30 pm	Wrap-Up Including presentation of Certificates and Group Photo	✓ Ian Blanchard, <i>CILC ActionCOACH</i>

CANTO – 2nd Annual Marketing Forum

“Customer Experience Management to Increase Loyalty and Profitability”

Agenda – First Draft, April 1, 2015

Day 1: July 30th – 8:30 am – 5:00 pm		
Registration and Coffee	30 minutes	8:30 am – 9:00 am
<ul style="list-style-type: none"> Welcome Address by CANTO 	10 minutes	9:00 am – 9:10 am
<ul style="list-style-type: none"> Opening Remarks from the Chair 	10 minutes	9:10 am – 9:20 am
<ul style="list-style-type: none"> Presentation 1(CASE STUDY)– Mariano Legaz, Florida Region President, Verizon <i>“How Verizon Creates Winning Propositions That Deliver Value To Both The Business And The Customer”</i> 	45 minutes	9:20 am – 10:05 am
<ul style="list-style-type: none"> Speed Networking Session (Interactive Activity to Meet As Many Attendees as Possible) 	30 minutes	10:05 am – 10:35 am
Networking Refreshment Break	30 minutes	10:35 am – 11:05 am
<ul style="list-style-type: none"> Moderated Panel Discussion (3 Presenters TBD such as from Cable & Wireless/LIME, Digicel, SETAR Aruba) <i>“Techniques to Improve Customer Journey Roadmaps, Net Promoter Scores (NPS), Voice of the Customer (VOC), and Customer Satisfaction (CSAT)”</i> 	90 minutes	11:05 am – 12:35 pm
Networking Lunch	60 minutes	12:35 pm – 1:35 pm
<ul style="list-style-type: none"> Presentation 2 – Dionne Chamberlain Miranda, Managing Director/Lead Consultant, Chamberlain Consulting (Formerly Chief Customer Service Officer, Belize Telemedia) <i>“Relationship Building with Employees to Create More Loyal Customers”</i> 	45 minutes	1:35 pm – 2:20 pm
<ul style="list-style-type: none"> Interactive Round Table Discussions (4Topics &4Facilitators TBD) 	60 minutes	2:20 pm – 3:20 pm

<ul style="list-style-type: none"> • <i>How To Break Down Departmental Silos And Stimulate Cross-Functional Collaboration In Order To Improve The Customer Experience</i> • <i>How to Obtain Company-Wide Commitment for CEM Success</i> • <i>How To Make The Customer Experience Relevant To Staff Within Departments That Are Not Traditionally Associated With Customer Care</i> • <i>Determining How To Incentivize Your Employees And Drive Accountability For Improving The Customer Experience</i> 		
Networking Refreshment Break	30 minutes	3:20 pm – 3:50 pm
<ul style="list-style-type: none"> • Presentation 3 - Tequea Batson Diaz, Visible Dreams Coaching (Formerly Call Center Director, Sprint) <i>“Empowered Employees Maximize the Customer Experience”</i> 	45 minutes	3:50 pm – 4:35 pm
<ul style="list-style-type: none"> • Interactive Wrap-Up Activity 	15 minutes	4:35 pm – 4:50 pm
<ul style="list-style-type: none"> • Closing Remarks from the Chair 	10 minutes	4:50 pm – 5:00 pm
Networking Reception	--	5:30 pm – 7:30 pm

Day 2: July 31th – 8:30 am – 5:30 pm		
Registration and Coffee	30 minutes	8:30 am – 9:00 am
<ul style="list-style-type: none"> • Opening Remarks from the Chair 	10 minutes	9:00 am – 9:10 am
<ul style="list-style-type: none"> • Presentation 4 (CASE STUDY): Leon Williams, CEO Bahamas Telecommunications Company <i>“Strategies to Improve BTC’s Net Promoter Score(NPS)”</i> 	45 minutes	9:10 am – 9:55 am
<ul style="list-style-type: none"> • Interactive Customer Issue Resolving Session (Each attendee will be assigned a challenging CEM customer issue to develop potential solutions with colleagues) 	60 minutes	9:55 am – 10:55 am
Networking Refreshment Break	30 minutes	10:55 am – 11:25 am
<ul style="list-style-type: none"> • Presentation 5: Carlos Bosch, GSM Association 	45 minutes	11:25 am –

<i>“Using Technology to Improve CEM”</i>		12:10 pm
<ul style="list-style-type: none"> • Presentation 6: Melissa Harris, CEO Telecom Training Corporation <i>“CEM & Retention Strategies to Increase Loyalty and Profitability”</i> 	45 minutes	12:10 pm – 12:55 pm
Networking Lunch	60 minutes	12:55 pm – 1:55 pm
<ul style="list-style-type: none"> • Interactive Roundtable Discussions (3 topics) <ul style="list-style-type: none"> • <i>How to Use CEM as a Competitive Differentiator?</i> • <i>How To Use Your Data To Better Understand Your Customers And Use This Intelligence To Improve The Customer Experience?</i> • <i>How to Deliver Effective And Empathetic Customer Service While Maximizing Cross-Selling And Up-Selling Opportunities?</i> 	60 minutes	1:55 pm – 2:55 pm
<ul style="list-style-type: none"> • Presentation 7: Doug Pals, CEO, Are You Resourceful <i>“Establishing How To Radically Improve The Customer Experience Through The Use Of Social Media”</i> 	45 minutes	2:55 pm – 3:40 pm
Networking Refreshment Break	30 minutes	3:40 pm – 4:20 pm
<ul style="list-style-type: none"> • Interactive Wrap Up Session 	15 minutes	4:20 pm – 4:35 pm
<ul style="list-style-type: none"> • Action Plan Development 	15 minutes	4:35 pm – 4:50 pm
<ul style="list-style-type: none"> • Closing Remarks from the Chair 	10 minutes	4:50 pm – 5:00 pm