



ORBIS FUTURE WEEKS – HANDS-ON SALES & SERVICE

**September 23, 2025, 9:00 a.m. - 12:00 p.m. &
September 24, 2025, 9:00 a.m. - 12:30 p.m.**

Online-Event

Our experts and speakers from SAP and our customers will get you up to speed on the current focus topics in Sales & Service. Together we will tackle the future of successful sales and service.

REGISTER NOW FOR 24/09/2025!

Agenda September 24, 2025

- 09:00 a.m. **Welcome**
Oliver Lamberti, Senior Account Manager, ORBIS SE
- 09:10 a.m. **Keynote: SAP strategy - what you need to know about trends, technologies and tools**
In her keynote, Alexandra Altermann talks about SAP's roadmap with regard to current trends and topics such as the transformation to S/4HANA, SAP Business Suite, Agentic AI and the Business Data Cloud
Alexandra Altermann, Solution Manager Industrial Manufacturing, IBU IMA Innovation, SAP SE
- 9:30 a.m. **Service processes with S/4HANA Service: Why you should make the switch now and how your service will benefit.**
Together with you, we will look at how you can set up your service for the future after the discontinuation of SAP CS support with SAP S/4HANA Service.
Benjamin Meier, Team Lead SAP CX Service | SAP S/4HANA Service | SAP FSM, ORBIS SE
- 10:05 a.m. **Next-level customer service: Trends, KI and SAP Service Cloud V2.**
How do you take your customer service to the next level with a view to the latest trends and developments in the field of AI? We will show you how SAP Service Cloud V2 can give your customer service a competitive edge.
Alexander Neu, Business Process Consultant, ORBIS SE
- 10:40 a.m. **Learnings from practice: SAP service solutions@GEZE.**
Find out first-hand how service processes can be optimized by using SAP service solutions.
Valentin Köhl, Project-/Processmanager After Sales Development, GEZE GmbH

Contact: Oliver Lamberti | Phone: +49 (0) 681 9924-702
E-mail: [oliver.lamberti\(at\)orbis.de](mailto:oliver.lamberti(at)orbis.de)

Participation in the event is free of charge. The number of participants is limited.
Market competitors are not permitted to participate.





ORBIS FUTURE WEEKS – HANDS-ON SALES & SERVICE

23. September 2025, 9:00 – 12:00 Uhr &

24. September 2025, 9:00 – 12:30 Uhr

REGISTER NOW FOR 24/09/2025!

Agenda September 24, 2025

- 11:10 a.m. **Typical challenges in field service – and how SAP FSM solves them**
Get to know SAP Field Service Management live and look at practical use cases with us.
Christoph Kurtz, Business Process Consultant, ORBIS SE
- 11:45 a.m. **Scaling service knowledge: How to make your service crowd fit for the future with ORBIS Training and Event Management**
Whether service employees, internal or external technicians, companies and customers benefit from well-trained employees and partners. We will show you how with a specific use case.
Tobias Rothley, Business Process Consultant, contrimo GmbH
- 12:20 a.m. **Recap and Conclusion**
Oliver Lamberti, Senior Account Manager, ORBIS SE

Contact: Oliver Lamberti | Phone: +49 (0) 681 9924-702
E-mail: [oliver.lamberti\(at\)orbis.de](mailto:oliver.lamberti(at)orbis.de)

Participation in the event is free of charge. The number of participants is limited.
Market competitors are not permitted to participate.

