

Collaboration Site Visits

Leverage the knowledge, skills and experience of people inside and outside of the organisation

7 - 8 September 2010, Sydney

We will take you to the offices so you can learn directly from:

- » **Ricoh Australia Pty Ltd**
- » **AMP**
- » **National Australia Bank**
- » **Freehills**

Site visit capacity: 18

Previous Site Visits have sold out 2 months prior.

Please ask to be put on the waiting list for our next Collaboration site visit if the event is sold-out.

SITE VISITS ALLOW YOU TO EXPERIENCE LIVE COLLABORATION SYSTEMS AND GAIN AN INSIGHT INTO THE LOOK, FEEL AND FUNCTIONALITY OF THE SYSTEM. BECAUSE YOU ARE ACTUALLY AT THE HOST ORGANISATION, WE ARE VERY LIMITED IN THE NUMBER OF PEOPLE WHO CAN ATTEND.

You will leave this event enthused and with critical insights on how to:

- Create deeper, more productive relationships with employees, partners and customers
- Bring together the best combination of people to generate innovation and solve problems
- Overcome technical and cultural challenges to collaboration
- Develop, implement and measure collaboration tools such as messaging, (video and web) conferencing, social networking sites, portals and shared calendaring and document management

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Collaboration Site Visits

In its purest form, collaboration consists of two or more individuals or organisations working together to achieve a common goal or create mutual value. In this era of globalisation, outsourcing and tightly linked supply chains the importance of electronic communication and collaboration within and between organisations is increasing.

However, many organisations are still having difficulties in overcoming organisational technical and cultural barriers to collaboration. In addition, notions of competitiveness, lack of trust, security concerns, cost and complexity are preventing true collaboration from taking place with customers, partners and competitors.

During this course you will discuss the challenges, explore new opportunities and define best practices with the host organisations. You'll also have the opportunity to witness key developments through live system demonstrations.

Who should attend?

Directors, Managers and other professionals responsible for:

- Collaboration Managers/Engineers
- Information Managers
- Knowledge Managers/Analysts
- Information Services Managers
- Knowledge Transfer Managers
- CIOs
- Knowledge Sharing Managers
- Internet/Web Managers
- Know-How Managers
- Intranet Managers
- Communities of Practice
- Human Resources Managers
- Organisational Development Managers
- Employee Engagement Managers
- Learning & Development Managers
- Communication Managers
- Quality Improvement Managers
- Stakeholder Managers
- Innovation Managers

About your host organisations

Freehills is an Australian based international law firm. They back up their commitment to providing innovative, commercial legal advice to clients around the world, with the resources and expertise of around 1000 lawyers, including more than 200 partners across offices in Australia and South-East Asia. They act for more than 75% of Australia's top 100-listed companies and undertake high-level legal work for leading corporations on every continent across the globe. These companies are involved in some of the largest and most complex commercial transactions being undertaken. Freehills' ability to provide clients with legal, commercial and strategic solutions is built on vast experience and knowledge of local markets, and a keen understanding of the commercial context in which your business operates.

The **AMP** group of companies is a leading wealth management business with more than 3.4 million customers. As one of Australia's largest retail and corporate superannuation providers, and one of the region's most significant investment managers, AMP have a market-leading network of more than 2,000 qualified financial planners.

Ricoh Australia Pty Ltd is the supplier of choice for some of Australia's largest government and publicly listed organisations. Their customers seek high quality office and production printing technology, backed by a national service network. Ricoh's goal is take the complexity out of their print and document management. They achieve this by collaborating directly with their clients. By taking the time to understand their business needs, they have been able to help customers achieve the efficiencies they need to do business.

National Australia Bank is a financial services organisation of nearly 40,000 people, more than 1800 branches and service centres, and more than 450,000 shareholders. NAB provides products, advice and services through their major Australian franchise and businesses in the United Kingdom, New Zealand, the United States and Asia. NAB is motivated to make a positive and sustainable impact in the lives of their customers and communities, and so build a business that can deliver on their goal of superior returns to shareholders.

DAY ONE - Tuesday, 7 September 2010

8:00 Registration and refreshments at Rydges World Square

8:30 Chairperson's introduction and welcome

The Chairperson will introduce the event objectives and discuss how the day will proceed. Attendees will participate in a brief "getting to know you" exercise, so that everyone is familiar with the backgrounds of their fellow attendees, and the outcomes they hope to achieve from the event.

Leanne Fry, Executive Director, WR Communications & Solutions, Fair Work Ombudsman

8:45 Transportation to Freehills

9:15 Collaboration = (Information + Process)/Technology

Lawyers need to work collaboratively to provide innovative, commercial legal advice. This advice is typically in the form of a document. Freehills uses a document management system with matter centric filing to facilitate this collaboration. The site visit will take you through the drafting process and explore the tools they utilise to collaboratively share their knowledge and intellectual capital. Freehills will also share some of the roadblocks they have encountered and how they have overcome them.

Nicole Bamforth, Director of Knowledge, Information & Technology; Susan Wilson, Knowledge Systems & Access Manager; Vicki McNamara, Knowledge Sharing Manager, Freehills

FACT FILE Freehills

Total number of employees: 2,000

Number of employees in collaboration division: 15

Technology used: Autonomy iManage for document management, Sharepoint for intranet

12:15 Networking lunch

1:00 Transportation to National Australia Bank

1:30 The Academy: enabling people, developing great leaders and promoting innovative ways to collaborate

- The Academy journey so far
- The Academy vision and structure
- The Academy learning principles and approach
- The Academy online and virtual learning experiences
- First class learning environments
- Convergence and collaboration initiatives

Cheryle Walker, Program Lead, Virtual Learning, The Academy National Australia Bank

FACT FILE National Australia Bank

Total number of employees: 38,953

Technology used: will be shared with participants at the site visit

4.30 Chairperson's discussion and wrap-up

5.00 End of day one and transportation back to Rydges World Square

DAY TWO - Wednesday, 8 September 2010

8:15 Registration and refreshments at Rydges World Square

8:30 Chairperson's re-cap and introduction to day two

9:00 Transportation to Ricoh Australia Pty Ltd

9:15 Collaborating for less

This session will include presentations based on a number of case studies including:

- How document management transformed the Ricoh Finance Division
- Webconferencing: from the boardroom to desktop – unleashing hidden collaboration
- How Ricoh's private cloud is helping in collaboration across staff, customers and dealers
- Field service case study: how innovation and collaboration broke down some major barriers to collaboration between our direct and dealer channel
- Order processing case study: how collaboration stripped waste from processes, with the customer being the ultimate winner

Rob Livingstone, Chief Information Officer, Ricoh Australia Pty Ltd

FACT FILE Ricoh Australia Pty Ltd

Total number of employees: 500 staff in direct business, 1000 employed in dealer channels

Technology used: IBM, Ricoh proprietary document management and related systems, Polycom/Telstra videoconferencing, Salesforce.com and others

12:15 Networking lunch

1:00 Transportation to AMP

1:30 The AMP Hub Evolution

The 'Hub Evolution' project is AMP's first attempt to reorganise the intranet based on employee needs not organisation structure. The team has worked extensively with employees to prioritise their needs and usability. This involved rigorous testing and retesting of a prototype and continuously evolving the structure and design to get it right. Employees from across AMP worked out the menus, layout and functionality.

The presentation will outline:

- The role of the intranet in shaping culture and a high-performing, innovative organisation. What drove the need for change?
- The information that shaped the look and design of the Hub.
- Overview of the site and collaboration tools, including social media channels
- What the future looks like

Annalie Killian, Director of Innovation, Collaboration and Communication; Vernon Meyer, Intranet Manager; James Williams, Communication Manager; Katy Sheppard, Communication Manager, AMP

FACT FILE AMP

Total number of employees: 3,600

Number of employees in collaboration division: 3

Technology used: Vignette

4.30 Chairperson's discussion and wrap-up

4.45 Transportation back to Rydges World Square

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POST: Send the completed registration form to Ark Group Australia Pty Ltd, Main level, 83 Walker Street, North Sydney, NSW 2060

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PUT YOUR DETAILS HERE (PLEASE PRINT):

ORGANISATION NAME

POSTAL ADDRESS

STATE

POSTCODE

FAX

PHONE

	Site Visits
Standard Pricing	<input type="checkbox"/> \$2495 + 10% GST = \$2744.50
Early Bird (exp:06/08/2010) Not valid with any other offer	<input type="checkbox"/> Save \$200 \$2295 + 10% GST = \$2524.50
Member Discount (exp:06/08/2010) <small>I am a member of IIM, ASTC (NSW, VIC), Strategic Path BD, Inside Knowledge.</small>	<input type="checkbox"/> Save \$300 \$2195 + 10% GST = \$2414.50

Delegate	Name	Job title	Email address
1st			
2nd			
3rd			

Signature

I have read and accepted the booking conditions

Please note: Payment must be received in full prior to the event to guarantee your place

Mastercard Visa American Express

Card number

Expiry date

Cardholder's name

Cardholder's signature

Payment enclosed (Cheques should be made payable to Ark Group Australia Pty Ltd)

Please invoice me

Booking conditions

- Bookings can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and booking early is therefore recommended. In the event of the booking not being accepted by Ark Group Australia the total amount will be refunded.
- Payment must be received in full prior to the course.
- All speakers are correct at the time of printing, but are subject to variation without notice.
- If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
 - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
 - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.
- For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
- All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
- All cancellations must be received in writing.
- Ark Group Australia will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
- All bookings, whether Australian or overseas will be charged Australian GST at the prevailing rate at the time of booking.
- Delegates are responsible for their own travel, accommodation and visa requirements.

We occasionally allow reputable companies to mail details of products we feel may be of interest. If you do not wish to receive this service, please tick this box

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Event venue and accommodation

Preferential rates are available at the Rydges World Square. Please contact the hotel directly to make your reservation, quoting 'Ark Group Australia' as your reference.

Rydges World Square, Sydney

389 Pitt Street

Sydney NSW 2000

Telephone: +61 2 8268 1888

Book online at: www.rydges.com/cwp/arkgroup

Can't make the event?

Connected forum CD is available!

If you can't take full advantage of this event, the CD gives you a useful record of the presentations made at the event for your reference. The CD is made available after the event at \$595 plus GST.

For more information contact Sophia Bailey

Phone: 1300 550 662

Email: sbailey@arkgroupasia.com

Sponsorship or Exhibition Opportunities

If you are interested in sponsoring or exhibiting at this event please contact Bhuwan Rai

Phone: 1300 550 662

Email: aga@arkgroupasia.com