

## About Digital Workplace Services

Spending on mobility will reach  
**\$444 billion**  
worldwide in 2018\*

In today's digital workplace, users are working across virtual, physical and connected environments — it's all about user choice and seamless integration of mobile in the workplace.

IBM can enhance enterprise mobility. With new technologies and innovative models, you can build a digital workplace with better, more personalized customer interactions and a multidevice, collaborative employee environment.

[Learn more about IBM Digital Workplace Services >>](#)

## Featured session

Session #8883A

**Real stories of digital workplace transformation – and what they mean for your company**

Wednesday, March 21  
2:30p – 3:10p  
(Mandalay Bay South, Level 2 | Reef B)

The influx of new mobile technologies is causing major disruption. In today's digital workplace, users are working across virtual, physical and connected environments—and they are demanding device choice and seamless integration of mobile in the workplace. During this session, you'll hear real stories of how IBM is using new technologies and innovative models to help clients build a modern digital workplace. Our unique approach leverages cognitive/AI, automation and analytics to drive superior user experiences, deliver personalized support, boost employee productivity, and reduce costs. Reimagine how you do work!

[Add this session to your agenda >>](#)

## Meet with an IBM Digital Workplace Services executive

Featured executives:

**Richard Esposito**  
General Manager,  
IBM Digital Workplace Services

**Monique Ouellette**  
Vice President, Workplace  
Modernization Services

**Piero Chiodo**  
Vice President, Workplace Support  
Services

**Richard Esposito** is the IBM General Manager, Digital Workplace Services. In his current position, he leads IBM's business line to help clients drive improved performance and capture value through mobile and enterprise workplace solutions. He has worldwide responsibility for financial growth, client satisfaction, strategy, sales, operations, services development, delivery, and mobile innovation labs.

**Monique Ouellette** has been with IBM for 25+ years and is currently responsible for the Global Workplace Modernization Services Offering and Alliance team of over 30 people working around the globe. In this role, Monique is responsible for developing offerings which leverage IBM's Cognitive, Analytics and Automation solutions to assist our enterprise clients with their transformation to a "Choice" workplace environment.

**Piero Chiodo** leads a multibillion dollar business unit that develops, deploys and provides sales support for a portfolio of End User IT and Workplace Support Services. Leveraging innovation, analytics, cognitive and automated computing solutions (IBM's Watson technology), these services help clients accelerate workplace transformation by providing a superior and cost competitive End User Services experience.

[Schedule a meeting with an IBM executive today >>](#)

## Discover our solutions

Experience demos of IBM Digital Workplace Services offerings in the Infrastructure Services campus:

- Expense Management with Watson—device refresh
- Digital Workplace as a Service
- Managed Mobility Services
- Workplace Virtualization Services
- Workplace Collaboration Services
- Device Procurement and Deployment Services
- Workplace Support Services with Watson

## IBM Digital Workplace Services at Think 2018 Sample Agenda

DATE	TIME	ACTIVITY	LOCATION
<b>Monday</b> March 19	12:30 PM – 1:10 PM	#5376A <a href="#">Delivering the Modern Workplace</a>	Mandalay Bay South, Level 2   Lagoon F
	4:30 PM – 6:00 PM	#8802A <a href="#">IBM Research Science Slam</a>	Mandalay Bay South, Level 1   Think Theater, Bayside E
	5:30 PM – 8:00 PM	#8885A <a href="#">Campus Welcome Reception</a>	Mandalay Bay South, Level 1   Bayside A - D, Think Campus
<b>Tuesday</b> March 20	8:30 AM – 10:00 AM	#9145A <a href="#">Think 2018 Chairman's Address: Putting Smart to Work</a>	Mandalay Bay   Events Center
	10:15 AM – 11:15 AM	Visit the IBM Services booth	Think Campuses
	1:30 PM – 2:10 PM	#8791A <a href="#">The Rise of Platform-Centric Business Models</a>	Mandalay Bay South, Level 2   Keynote Theater, Mandalay Bay Ballroom
	7:30 PM – 10:00 PM	#8888A <a href="#">Concert: Bare Naked Ladies</a>	Mandalay Bay Poolside
<b>Wednesday</b> March 21	10:30 AM - 11:10 AM	#8954C <a href="#">IBM Digital Workplace as a Service</a>	Mandalay Bay South, Level 2   Breakers I
	11:30 AM – 12:10 PM	#8925 Expense Management with Watson—device refresh	Mandalay Bay South, Level 2   Breakers I
	12:30 PM – 1:10 PM	#8595A <a href="#">Explore the Next-Gen Service Desk</a>	Mandalay Bay South, Level 2   Breakers F
	1:30 PM – 2:10 PM	#7867A <a href="#">Meet EVA, Brasil Food's Cognitive Help Desk Agent</a>	Mandalay Bay South, Level 2   Surf D
	2:30 PM – 3:10 PM	#8883A <a href="#">Real stories of digital workplace transformation – and what they mean for your company</a>	Mandalay Bay South, Level 2   Reef B
	7:00 PM – 10:00 PM	#8891A <a href="#">Concert: Train</a>	Mandalay Bay   Events Center
	7:00 PM – 10:00 PM	#8889A <a href="#">Concert: The Chainsmokers</a>	MGM Grand   Grand Garden Arena
<b>Thursday</b> March 22	1030 AM – 2:00 PM	Explore IBM Digital Workplace Services demos	Infrastructure Services Campus