



**CUSTOMER
CONTACT WEEK
UK EXECUTIVE EXCHANGE**

**PARTNER
PROSPECTUS**

3 – 5 March 2026, London



“Every conversation you have is of really high quality—you can clearly identify the specific challenges the client is facing. Ideally, that allows you to align those needs with what our company offers. And it’s all handled in a very professional and polished way, which makes the conversations truly excellent.”

Brian Reijngoud, Senior Vice President Worldwide Sales, Deepdesk, Anywhere365

CCW UK EXECUTIVE EXCHANGE

3-5 March 2026, London, UK



Expectations around customer experience are rising fast, and so is the pressure to deliver. While AI continues to advance, adoption is progressing unevenly - some organisations see measurable outcomes from targeted pilots, while others remain stalled by legacy systems, fragmented data, and organisational silos that block progress. The challenge is clear: leaders must find ways to scale innovation without losing the human touch that defines excellent service.

This Exchange is designed to confront that challenge head-on. We will explore how organisations can apply AI with purpose, redesign journeys around empathy and context, and build agile, scalable models that adapt quickly while delivering consistently.

We will examine how agents and AI can thrive in partnership, how data and behavioural insight can cut through complexity, and how leaders can align people, processes and technology to create measurable impact.

The CCW UK Executive Exchange 2026 is not about abstract visions. It is about practical strategies that are ready to prove ROI. It is a space for honest conversations among peers, a chance to sharpen strategic focus, and an opportunity to leave with actionable insights.

I look forward to welcoming you as we shape the future of customer experience together.

“The exchange format was brilliant — we had 14 quality meetings in two days, with most leading to concrete next steps. The matchmaking was top-notch, connecting us with decision-makers who had a real need for what we offer. The prep materials and support from the team helped us hit the ground running, and the whole experience has given us a strong pipeline heading into Q2 and Q3.”

Nick Macfarlane, Account Director
CX UK&I, QuestionPro

By becoming a sponsor you will benefit from:

One-on-one Meetings



Take part in pre-scheduled meetings with pre-qualified VPs/ Directors of Customer Experience and Chief Experience Officers.

Speaking opportunities



Join an expert speaker faculty to address solutions to the most pressing issues facing customer experience decision-makers.

Networking



Showcase your expertise and experience during a variety of networking receptions.

Cost and Time Efficiency



Achieve your business objectives by spending 2.5 days meeting purely decision-maker level customer experience directors.

EXCHANGE CONCEPT

An Exchange is a unique, invitation-only forum driven by **pre-scheduled business meetings** between **pre-qualified** solution providers and senior decision-makers. Thought-provoking conference sessions, executive roundtables and innovative networking opportunities round out the agenda, resulting in 2.5 days of focused, structured business development. Unlike traditional conferences or tradeshow, the primary focus and benefit of the Exchange is to cut straight to the near term mandates of our community and accelerate near-term business opportunities.

CCW UK Executive Exchange

Solution Providers are invited based on the requirements of attending delegates. The solution providers at the CCW UK Executive Exchange specialise in the following areas:



Contact Centre &
CX Solutions



Automated CS Solutions



Advanced AI Solutions



Outsourcing



Consultancy Services



Digital Experience Solutions



Employee Experience



Insight & Analytics

DAY 1 – 3 March

14:00 Registration & Networking
Refreshments

14:30 Workshops A & B

15:45 Networking Break

16:00 Workshops C & D

17:15 Welcome Drinks Reception

DAY 2 – 4 March

8:00 Registration & Networking
Refreshments

8:30 Event Director Welcome

8:40 Panel Discussion

9:25 Presentation

9:50 Networking Break

10:00 One to One Business Meetings

10:30 Presentation

11:45 Masterclasses

12:25 Networking Lunch

13:30 One to One Business Meetings

15:10 Networking Break

15:20 Masterclasses

16:10 Networking Break

16:20 One to One Business Meetings

17:35 Presentation

17:55 Fireside chat

18:20 Chairperson's closing remarks

18:25 Networking Drinks Reception

DAY 3 – 5 March

8:05 Registration & Networking
Breakfast

8:35 Chairperson's Opening Remarks

8:40 Presentation

9:05 Panel Discussion

9:50 Fireside Chat

10:15 Networking Break

10:25 One to One Business Meetings

12:05 Networking Break

12:15 Masterclasses

13:00 Networking Lunch

14:00 End of CCW UK Executive Exchange

EXCLUSIVE PARTICIPATION CRITERIA

Executives in attendance will include Chiefs/ VPs/Directors/Heads of:

- ✓ Customer Management
- ✓ Chief Customer Officer
- ✓ Chief Experience Officer
- ✓ Digital Transformation
- ✓ Omnichannel
- ✓ Contact Centre/Call Centre
- ✓ Customer Operations
- ✓ Data, Insight and Analytics
- ✓ Knowledge Management
- ✓ Customer Care/Support
- ✓ Quality Management
- ✓ Customer Journey
- ✓ Customer Loyalty
- ✓ Customer Engagement
- ✓ Innovation
- ✓ Digital Service

Representation from highly regulated and B2C organisations include:

- ✓ BFSI
- ✓ Energy & Utilities
- ✓ Retail & eCommerce
- ✓ Travel & Hospitality
- ✓ Telco
- ✓ Public Sector

Who qualifies to attend?



We qualify all attendees on job function and strategic responsibility to ensure you're guaranteed to meet and engage with an elite group of Customer Management leaders. Every attendee must have an active project within their customer management function, and must answer 'yes' to the following criteria in order to gain an invitation:

- ✓ I control or directly influence where customer contact budget is spent
- ✓ I control or directly influence corporate strategy at a regional, divisional or group level
- ✓ I have a personal annual budget of £250k+ or above



“You’re getting straight to the people that have got the budget, have got the decision power, they’ve got the challenge to solve and it’s going to be solved in 2025.”

Mathieu Acin, Vice President - Customer Experience Global GTM, CSG

SOLUTION PROVIDER OPPORTUNITIES

Your customised package will be developed based on your current market penetration strategy, from one of the following:

Meetings



- ✓ 20 – **1 available**
- ✓ 10 – **Available**

Thought leadership



- ✓ Keynote session opportunities
- ✓ Pre-Event Workshops
- ✓ Masterclass

Brand amplification



- ✓ Lanyards
- ✓ Welcome Drinks Reception

Networking



- ✓ Day 2 Drinks Reception

If you have the expertise and would like to be positioned as a thought leader at this executive level forum, compliment your business meetings with a keynote speaking opportunity or interactive Think Tank discussion (subject to content and availability). Enquire today for further details as space is limited.

Your registration includes:

- ✓ **Access to secure Exchange website pre-event** which includes software assistance and meeting selection support from Exchange Managers, delegate pre-qualification, access to delegate profiles, your company profile on website providing detailed exposure to entire delegation
- ✓ **Private company meeting area**, including signage
- ✓ **Access to all networking functions** (lunches, receptions, etc)
- ✓ **Pre-event marketing and on-site branding**, plus a variety of exclusive sponsorship opportunities
- ✓ **Company logo and profile in on-site** full colour catalogue
- ✓ **Detailed itinerary** (including meetings, sessions, networking breaks and meals) from time of arrival to time of departure
- ✓ **Dedicated Exchange account manager** pre-event and on site to assist with any logistical or scheduling requirements
- ✓ **Access to speaker presentations** and documentation

For further information on solution provider opportunities, please contact us at partner@iqpc.co.uk or on +44 (0) 207 368 9484

PREVIOUS ATTENDEES INCLUDE

COMPANIES

Hastings Direct	Heathrow Airport
Lidl	Santander
Ocado	DPD
Reckitt	Bloom and Wild
BT	TDX Group
Bupa	Domestic and General
Capital One	Smart Europe
Expedia	Npower
New Look	Sky UK
Skipton	Royal Mail
Vodafone	Close Brothers
OliverBonas	Thonas Cook
Citi Bank	Virgin Media
NHS	Experian
Disney	Barclays
Jaguar Land Rover	EON
HSBC	Lloyds Banking
Sainsbury's	Suzuki
Dyson	Vigrin Media o2
AXA	John Lewis
Les Mills	Money Advice Trust
Hotel Chocolat	Aviva
DAZN	loveholidays
OVO	Leeds Building Society
ASOS	MoneyBox
EDF	NatWest
Goldman Sachs	Coca-Cola
First Central	

JOB TITLES

VP Global Customer Experience	Head of Customer Journey
Head of Customer Service Centre	Customer Experience Partner
Head of Customer Experience and Empathy	Head of Contact Centre, Steering & Performance
Customer Experience Director	Central Operations Director
Global Director of Customer Experience	Head of Customer Services
Head of Customer and Commercial Experience	Chief Digital Officer
Head of Customer Support	Customer Engagement Lead
Chief Customer Officer	Head of Customer Strategy
Director of Customer Experience	VP Global Innovation
Customer Director	Head of Customer Contact
Head of Customer Care	Omnichannel Enterprise Global Lead
Head of Customer Engagement	Customer Director
Head of Customer Operations	Head of Customer Engagement & Service Excellence
Director of CRM	Head of Customer Service
Customer Engagement Lead	Director of Employee Experience and Insight
Head of Customer Strategy	VP Global Customer Service
VP Global Innovation	Director of Customer Care
Head of Customer Experience	Director of Customer Service and Experience
Head of CX	Head of Customer Service EMEA
Head of Contact Centre Operations	Head of Contact Centre Operations
Head of Contact Centre Management – UK	Customer & Strategy Director
Head of Customer	Head of Customer and Employee
Global Head of Customer Support	Head of People Transformation
Head of Customer Care	
Head of UX/UI	

Scrambled for GDPR Compliance

2025 ATTENDEES



MEET THE TEAM



Katie Judd
General Manager



Kiera Martin
Senior Analyst & Head of Production



Jessica Marriott
Senior Conference Producer



Alberto Valtellino
Head of Marketing



Helena Hunt
Divisional Sales Director



Caroline Klingen
Sponsorship Sales Manager



Marina Davidian
Sponsorship Sales Manager



Hannah McKenna
Event Director, CCW Europe

To book a consultative call, request more information about our events or for any questions you may have, contact us directly at partner@iqpc.co.uk and team member will gladly assist.

WE LOOK FORWARD TO WORKING WITH YOU!