



18-19th April 2023
London Hilton Syon Park

Connecting communities
through seamless
tech-driven experience



PROSPECTUS

“

The Exchange has been extremely successful. Numerous meetings in two days that would've taken me four to six months to organise that myself.

Enterprise Sales Manager, Quadient

”

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WHAT IS THE CX TELECOMS, MEDIA AND TECH EXCHANGE?

CX TMT Exchange is an invitation-only conference and networking event for senior customer experience decision makers from telecoms, media, and technology organisations from across Europe and best in class service providers. Delegates spend two days deep-diving into ways to achieve their common business goals: to put the customer at the heart of everything they do.



Attendance is exclusive

Participation is strictly limited to senior executives from leading corporations to facilitate true peer-level networking for our delegation and speakers.



Future-focused conference sessions and real-life projects

The programme brings together insightful case studies of exciting transformational projects as well as panel discussions focused on future customer expectations and CX tech development.



An itinerary customised to your current business objectives

Exchange participants customise their agendas by selecting conference sessions, think tanks and one-on-one meetings with solution providers that they are most interested in meeting and networking with.



One-on-one business meetings

The business meetings provide an exceptional opportunity for event participants to assess the solutions and services that are available to help them achieve their business objectives.



12

Dedicated hours of networking time



15

Hours of thought-provoking content



232

Pre-scheduled one-to-one meetings



74

Leaders in attendance



27

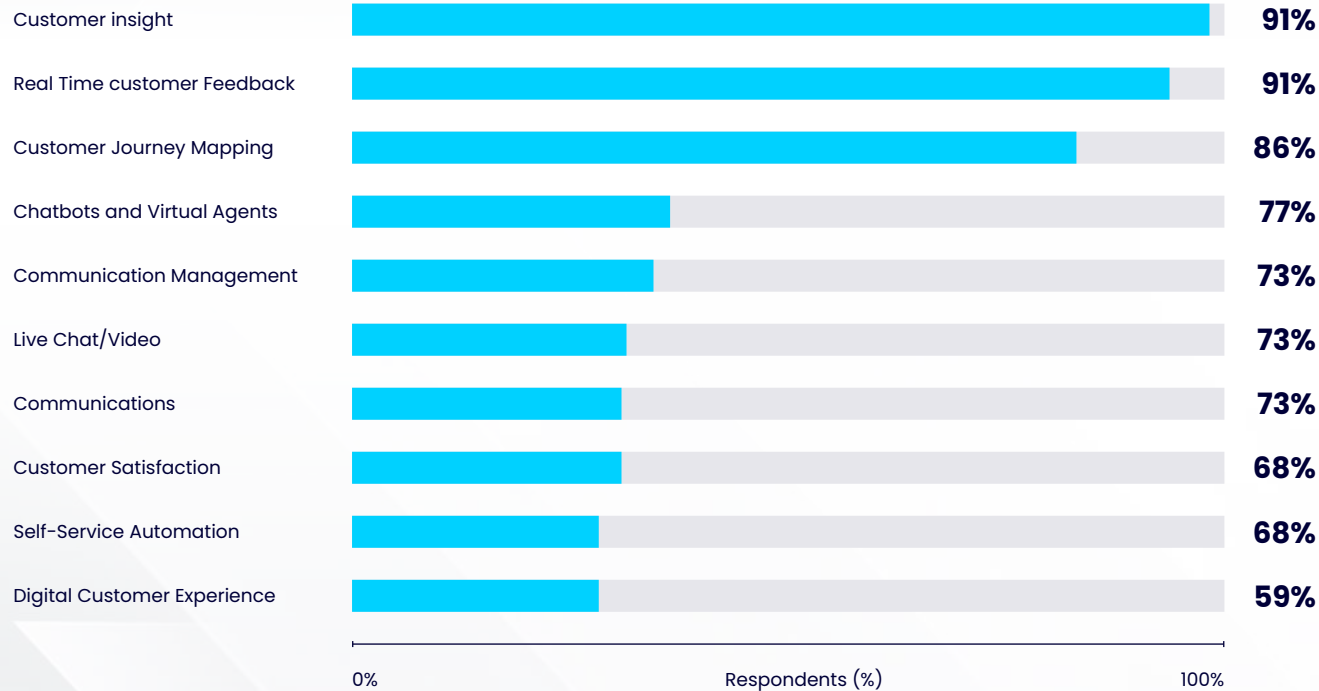
Expert Leaders on the speaker panel

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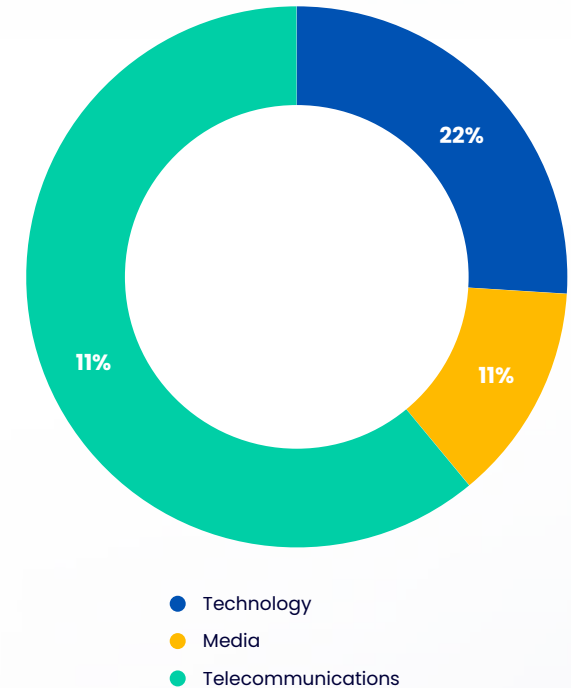
AUDIENCE STATS

INVESTMENT PRIORITIES*

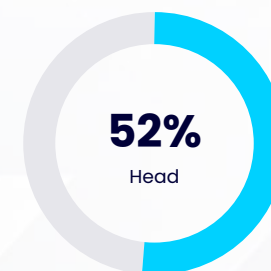
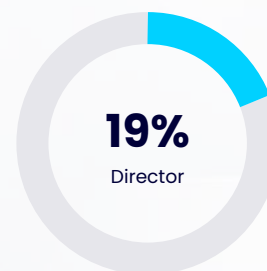
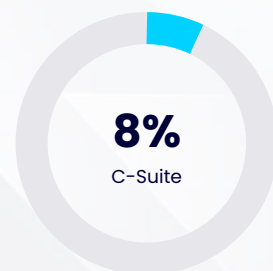


*Attendees could choose more than one priority

INDUSTRY



SENIORITY



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FIRMS IN ATTENDANCE



NETFLIX



the guardian

colt



giffgaff



Discovery



NOW TV



TalkTalk



The Walt Disney Company



O₂

GYMSHARK



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SPEAKERS



Steven Bartlett

Founder of Thirdweb, Social Chain & FlightStory, Investor on Dragons' Den
The Diary of a CEO



David Sadden

Director Of Strategic Partnerships
TikTok



Noah Roychowdhury

Global Head of Customer Intelligence
Colt



Gabrielle Giner

Head of Environmental Sustainability
BT



Olive Perrins

Head of TV Service
Sky



David Caton

Head of Customer Strategy
Virgin Media O2



Justin Conry

Director of Strategy, PMO & Delivery
Three UK & Ireland



Samer Salem

Director of Transformation Strategy
Orange



Ian McCaig

Co-founder and CMO
FIIT



Sandra De Zoysa

Group Chief Customer Officer
Dialog Axiata



Robert Brogan

Head of Journey Insight and Delivery
Virgin Media O2



Carl McCartney

Customer Experience Director
Les Mills



Phil Eayres

Chief Strategy Officer
TalkTalk



Belinda Finch

Chief Information Officer
Three



Guy Thornton

Head Of Content And Propositions
Truphone



Steven Moore

Head of Climate Action
GSMA



Andy Isaacs

Head of Data & Analytics
UKTV

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Become a Speaker at a future Exchange

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TRADITIONAL EVENT

VS

EXCHANGE MODEL

When it comes to overcoming your biggest challenges it can be hard to find case studies to learn from and solution providers who can help you overcome them. That's where the Exchange comes in.

The Exchange Model is unique and gives you the opportunity to meet and network with the right people, at the right time - just what you need to push your business forward.

For more information about the Exchange email us on partner@iqpc.co.uk or call +44(0)207 368 9484

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Traditional Event



Lack of focus can make it hard to know where to start.



You find yourself wading through a sea of vendors who want you to stop at their booth.



Presentation, after presentation, after presentation.



You swap lots of business cards but are no further forward.

Exchange Model



A clear, structured approach allows you to cut through the crowds and meet the people you really want to.



Pre-arranged meetings with pre-qualified sponsors you want to meet with & who want to meet with you!



With peers on your strategic level where everyone speaks freely about the realities of your role.



And you have arranged follow up meetings with not only solution providers but also your peers too!



YOUR PARTICIPATION AT A GLANCE



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Think Tank

A group discussion led and moderated by a sponsor in a private room. Designed around a 'hot topic', which lends itself to the current challenges our delegates are facing and the services the sponsor offers. Think Tanks are limited to a group of 15 delegates who have selected to attend the session, providing an interactive and informal environment to debate, network and discuss.



Roundtable

You will have the opportunity to be a roundtable discussion leader. Speaking alongside today's key industry players strengthens your organization's branding as a leading solution provider in the marketplace, while highlighting first hand your successful implementations.

Prior to the Exchange, you will be able to assess the attendees and select the ones who match your initiatives and priorities. Your selections are then incorporated into your customized agenda. These private, pre-scheduled one-to-one business meetings give you the opportunity to offer objective, flexible, and relevant solutions for continued success. This unique aspect of the Exchange serves to simplify the process for delegates for sourcing new solutions and enables you to discuss strategies of emerging technologies that will build lasting relationships.

continued



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One-on-One Business Meetings

The most unique part of the Exchange are the 30 minute one-on-one business meetings with leading senior executives. When you register for the Exchange as a sponsor, you will be asked to identify the clients that you would like to meet, so we can match your company with the executives who will fit your business goals. For the first time ever, you can opt to join your meetings virtually in the lead up to the Exchange, so you can dedicate more time on-site networking. It's also a great way to meet some people before arriving at the Exchange.



Plenary Keynote Session

Position yourself as a thought leader with a 30 minute presentation. This speaking opportunity can be a client case study or conducted as a panel with a client and/or participants of your choosing. This platform helps leverage the networking, private meetings and interactions you'll have with the attending delegates by positioning your company as an industry leader.



Panel Discussion

A 45 minute open and engaging panel discussion alongside other key industry leaders addressing the full audience of attendees. Panel will be moderated by the event chairperson or requested end-user attendee.

continued



Your Registration Includes:



Access to secure Exchange website pre-event which includes software assistance and meeting selection support from Exchange Managers, delegate prequalification, 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 fullcolour catalogue



Detailed itinerary (including meetings, sessions, networking breaks and meals) from time of arrival to time of departure



Dedicated Exchange Account Manager present and on site to assist with any logistical or scheduling requirements



Access to speaker presentations

Request Information on Available Packages



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One-to-one meeting opportunities

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

Package	Number of one-to-one meetings	Thought Leadership Option
Gold Plus*	20	Mainstage Plenary, Think Tank or Round Table
Gold	20	
Silver Plus*	10	Mainstage Plenary, Think Tank or Round Table
Silver	10	

** Includes category exclusive speaking opportunity (keynote)

* Includes Think Tank discussion opportunity



DON'T JUST TAKE OUR WORD FOR IT...

“

The pandemic made it too easy over the last few years to become inward-looking when it comes to business ideas. It was, therefore, a delight and time very well spent to meet with colleagues across the industry, to share inspiring stories, innovative ideas and create new bonds with partners.

Customer Service Director, eSky

”



“

Great event, great location, great organisation, great support staff, great content and very informative, will definitely be coming back again and highly recommended.

Director – Technology Operations, Virgin Media O2

”



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2023 CUSTOMER EXPERIENCE CALENDAR

February 21 – 22

London, United Kingdom



[Find out more](#)

March 28 – 29

Chicago, USA



[Find out more](#)

April 26 – 27

London, United Kingdom



[Find out more](#)

May 15 – 16

Four Season, Denver, Colorado, USA



[Find out more](#)

May 17 – 18

Four Season, Denver, Colorado, USA



[Find out more](#)

July 11 – 12

London, United Kingdom



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September 11 – 12

London, United Kingdom



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September 19 – 20

New Orleans, Louisiana, USA



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October 10 – 11

Miami, Florida, USA



[Find out more](#)

October 12 – 13

USA



[Find out more](#)

December 5 – 6

London, United Kingdom



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Get involved in the conversation now. Don't miss out on these opportunities to evolve your CX strategies, learn from industry leaders and take key insights from top organizations.

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