

AHEAD

Solutions Experience Briefing Catalog

2024

We have revamped the briefing catalog to make it easier for you to find the solutions and topics that make a world-class experience for your customer. Think of this catalog as a menu at your favorite up-scale restaurant. You'll find theme-based agendas that contain multiple topics created for optimal briefing flow and customer interaction – think of these as the Chef's Recommended Meals including appetizers through dessert.

There is also a section on individual topics – think of this as the a la carte portion of the menu. You can select topics to add to or modify a themed agenda.



As you go through the catalog, you'll see the challenges we're addressing with the themed agendas, a brief description and the recommended target audience for the following:

- 01 Removing Developer Friction to Drive Innovation
- 02 Setting a Strategy and Execution Plan for VMware/Broadcom
- 03 Leveraging Your ServiceNow Investment
- 04 Modernizing Cybersecurity Programs for Emerging Threats
- 05 Removing Technical Debt & Driving Modernization
- 06 Cloud Strategy – Cloud Smart
- 07 Network Lifecycle Management & Modernization
- 08 Data/AI/ML – Unlocking Insights
- 09 Establishing a Hybrid Cloud Strategy



Themed Executive Experience Agendas

This section provides a description of the recommended Theme-based agendas. Please note that all agendas will also include the following:

- *Voice of the Customer*
- *AHEAD in the Customer's Industry*
- *AHEAD Update*

01

Removing Developer Friction to Drive Innovation

CHALLENGE

Organizations struggle with developer inefficiency which can really add up. For example, 100 developers at \$150k OTE represents \$15 million in costs annually. For many organizations these developers only spend 2-3 hours per day writing code because they are waiting on resources, deploying tools to do their job, or spend up to 20% of their time fixing integration issues. This represents about \$3 million, and 40,000 hours lost that could be spent delivering value and innovation.

Customers who rank in the top 25% for removing the developer friction and improving their experience enjoy the following results:

- 4-5x increase in revenue growth
- 20% improved operating margin
- 55% higher innovation
- 60% increased shareholder returns

BRIEFING DESCRIPTION

This briefing offers AHEAD's POV on how to remove the friction and inefficiencies that developers typically experience. We educate our customers on the developer platform, its components, and the role of platform engineering in the organization. This briefing also describes some example case studies and typical timelines and milestones encountered on this journey.

Potential topics covered in this briefing include:

- AHEAD's Industry Specific Point of View
- Example Customer Use Cases
- Defining the Developer Platform
- Changing Roles and Platform Engineering
- The Importance of Golden Paths
- K8s, Containers and the Operating Model
- Automation and IaC
- Intelligent Operations/Observability

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- Sr. Director, VP – Application Development
- Head of Enterprise Architecture
- Head of DevOps or Platform Engineering
- *Optional* Sr. Architect or Sr. Director – Security

02

Setting a Strategy and Execution Plan for VMware/Broadcom

CHALLENGE

The Broadcom acquisition of VMware has created a lot of angst in the industry. Customers are facing renewal costs anywhere from 2x-6x their previous costs and depending on their status with VMware/Broadcom, are being pushed to the vCF product suite. Due to these and other factors, many customers are looking to make a go-forward plan around VMware/Broadcom, deciding if they should get off the vSphere entirely, minimize its use, and/or leverage cloud or containers. This decision is difficult and impacts the business, financial, architectural, operational and people aspects of the organization.

While this VMWare inflection point has created tumult, it has also created an opportunity for many leaders to take a moment to re-evaluate their broader modernization efforts and drive digital transformation efforts forward more quickly. This reevaluation could lead to the discovery of more efficient and economical infrastructure solutions but also provides the impetus for organizations to completely re-imagine their operating models to meet the needs of the business.

Customers who have refocused to take on this challenge as an opportunity have seen the following results:

- Make a well-informed decision about VMware/Broadcom
- Have a go-forward strategy and plan for workload disposition
- Can minimize their VMware footprint and associated spend, if appropriate
- Consider skill set impact and operational capabilities
- Understand costs of business as usual, transition costs, and go-forward costs
- Have a plan for architectural, operational and security impacts
- Drive innovation

BRIEFING DESCRIPTION

This briefing offers AHEAD's POV on how to set a well-informed, business aligned, and specific strategy around the VMware/Broadcom decision. This briefing is intended to educate our customers on AHEAD's POV and approach, how to reduce risks, typical timelines and what we are hearing from our customers.

Potential topics covered in this briefing include:

- AHEAD's Strategic Approach to Making a VMware/Broadcom Decision
Example Customer Use Cases
- Accelerating Innovation
- Financial Consulting
- VMware/Broadcom Pricing/Packaging & Licensing Changes
- AHEAD's Migration Factory
- Supporting Developers
- Cloud Operating Model

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- Sr. Director, VP – Application Development
- Head of Enterprise Architecture
- Head of DevOps or Platform Engineering
- *Optional* Sr. Architect or Sr. Director – Security

03

Leveraging Your ServiceNow Investment

CHALLENGE

As of June 2023, about 85% of Fortune 500 companies use ServiceNow. The issue is that most customers are not optimized when using the platform. For some there's a real struggle with getting the full value out of their investment; many find it challenging to achieve their goals and feel stuck with high costs and underutilized licenses. Others have outdated systems and a lack of proper governance which has led to technical debt and complicated upgrade processes. Then there is the issue of finding and keeping the right talent, and team structures often do not support the platform well which further exacerbates the problem.

As a result of these factors, when we asked our customers if they see the value they thought they would see as a ServiceNow customer, 90% said “no” while

- 38% – lack of organizational readiness
- 28% – inability to show value
- 22% – operations and staffing
- 12% – poor initial implementation

We have seen similar statistics in the industry as well:

- 67% of respondents cited complexity of the system as the primary challenge in using the platform.
- 38% of respondents reported that user resistance to change was a significant challenge when using ServiceNow
- 41% of respondents identified integrating ServiceNow with other systems as one of their top implementation challenges.
- 33% of ServiceNow customers surveyed found customization to be a challenge due to the complexity and potential risks involved.

BRIEFING DESCRIPTION

To collaboratively explore customer-specific uses of the ServiceNow Platform and explore the customer's vision for adding capabilities and/or addressing challenges. The focus of this briefing is to provide information on how others are leveraging their ServiceNow investment with the associated outcomes. AHEAD's customers typically come away from this briefing with a high-level approach and next steps for driving value with their ServiceNow investment.

Potential topics covered in this briefing include:

- Our Perspective on the ServiceNow Platform, Portfolio, and Vision
- AHEAD's ServiceNow Platform 2.0 – Realizing + Documenting Value in Real-Time
- Service Management for the Enterprise
- Effective Management of Technology Assets
- Resilient, Proactive, Automated Technology Operations
- Enhancing the Customer Experience with ServiceNow
- Improving the Employee Experience
- Supporting Organizations as they Merge, Acquire, and Integrate
- Automating Workflows
- ServiceNow, Security and GRC

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners
(ITSM, asset management, change management etc.)

04

Modernizing Cybersecurity Programs for Emerging Threats

CHALLENGE

Global cybercrime costs are expected to grow by 15% per year over the next five years, reaching \$10.5 trillion annually by 2025. The healthcare industry is expected to spend \$125 billion on cybersecurity from 2020 to 2025. Finally, ransomware attack victims rose by 128.17% between 2022 and 2023. Most organizations know and understand the impact of this data well.

Defenses against cyber-attacks need to be rethought. Cybersecurity programs need to be redefined based on data and desired outcomes. Time to respond must be reduced, cybersecurity architectures must be reimaged, and reliance on humans to evaluate overwhelming numbers of indicators of compromise must be abandoned.

For companies that implement a robust security strategy to secure their business, the benefits are meaningful:

- Organizations with mature, data driven vulnerability reporting reduced critical and high vulnerabilities by 72%.
- Leading hospital saved 39 million dollars on cyber defense over a three-year period while improving quality of outcomes.
- Customers with robust cyber security practices and capabilities pay less in Cyber Insurance premiums.
- All organizations with effective cybersecurity measures in place experienced less disruption to business operations, resulting in an average cost savings of \$1.9 million.

BRIEFING DESCRIPTION

This briefing provides AHEAD's POV on what should be considered to mature cyber security practices to increase protection for the business. Our viewpoint is comprised of our expertise and involvement in significant industry organizations as well as our work with a diverse range of clients in many highly regulated industries.

Potential topics covered in this briefing include:

- AHEAD's Security Practice Overview
- Modernizing Cybersecurity Programs
- Modernizing Vulnerability Management, Minimizing the Attack Surface, and Improving Operational Efficiency.
- Attackers Don't Break In, They Log In
- IT/OT – Developing Defensible Architectures
- Leveraging a Security Platform Play
- Cloud Security
- Aggregating Security Visibility

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- Sr. Director, Security, CISO
- Head of Enterprise Architecture
- Risk and Compliance Leadership

05

Removing Technical Debt & Driving Modernization

CHALLENGE

Many organizations have accrued technical debt either through legacy acquisitions, inefficient lifecycle management, lack of sufficient skills, and/or lack of asset visibility and awareness. This technical debt increases complexities and costs, impacts cyber insurance rates, increases difficulties with audits, impacts key personnel, and inhibits the IT organization from moving forward with modernization and innovation. Regardless of the industry, every business needs to deliver more value and higher quality services, leveraging a more technology enabled digital experience at a lower cost. This is often not possible because many are encumbered by technical debt and are unable to modernize.

For clients that do remove technical debt and drive modernization efforts, the results have been tremendous:

- Establishing a cost baseline and gaining financial visibility can reduce total cost of ownership (TCO) by 10-20%.
- Companies investing in modern data centers and next-gen infrastructure experience a 40% increase in scalability and agility, resulting in faster time to market for new products and services.
- Adopting network and security automation can achieve up to 80% reduction in network downtime and service outages.
- Leveraging intelligent operations and observability tools can lead to 40% reduction in the number of critical incidents and outages

BRIEFING DESCRIPTION

This briefing explores a variety of topics centered around removing technical debt while driving more modernization and operational efficiencies. Many customers find they are stuck with end-of-support or old technologies that are difficult to find and upgrade due to several factors. This technical debt increases complexities and costs, impacts personnel, and weighs on potential innovation and modernization. This session provides AHEAD's input to the technical debt and modernization landscape.

Potential topics covered in this briefing include:

- Gaining deep financial visibility through a cost baseline
- Infrastructure Lifecycle Management Programs
- Modernizing through Network Platforms
- Network and Security Automation
- Automation and Infrastructure as Code
- AHEAD Managed Services Overview to Address the Skills Gap Problem
- AHEAD's Engineered Solutions Group (ESG) Facility Tour
- Exploring Enterprise Lifecycle Management with Hatch (includes a demo)
- Modern Data Centers and Next-Gen Infrastructure
- Intelligent Operations and Observability
- VMware/Broadcom Strategies
- Cyber Resiliency & Modern Data Security

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- Head of Enterprise Architecture
- IT Finance Liaison

06

Cloud Strategy – Cloud Smart

CHALLENGE

Many organizations rushed to leverage public cloud due to early promises of agility, scalability, ease-of-use and other factors. While public cloud providers such as AWS, Microsoft and Google provide powerful platforms to run businesses, when the journey to cloud was not well thought-out or was done quickly without a strategy, many customers are experiencing explosive cost over-runs, security vulnerabilities, insufficient skillsets and lacking operational models.

Specifically – cloud consumption without a cloud “smart” strategy can often result in:

- 35% cost overrun in organizations that adopt public cloud services without a well-thought-out strategy
- 70% of organizations experienced security incidents such as data breaches or unauthorized access.
- 60% of organizations faced challenges in finding and retaining cloud talent, resulting in delays in implementing cloud initiatives and hindering operational efficiency
- 40% of businesses encountered scalability issues, resulting in performance bottlenecks and limitations in meeting growing demands.

BRIEFING DESCRIPTION

This briefing provides AHEAD's POV on how to build and execute a cloud "smart" strategy. Many of our customers feel they are not getting value for their investment in public cloud and are experiencing unexplained cost over-runs. With a well-defined cloud "smart" strategy and execution plan you can avoid these pitfalls.

Potential topics covered in this briefing include:

- Assessing Workloads for Cloud Suitability
- Applying a rigorous financial model to inform workload disposition
- Controlling and Predicting Cloud Costs Through a FinOps Practice
- AHEAD's Cloud Migration Framework
- Exploring Kubernetes and Containers
- The Role of Automation and Infrastructure as Code (IaC)
- Designing an Effective Cloud Network
- Modern Infrastructure for Cloud Deployments
- Cloud Security from a NetSec Perspective
- Cloud Security from a Security Practice Perspective
- Intelligent Operations and Observability
- Operating Efficiently with the Cloud Operating Model
- Leveraging Managed Services for Cloud to Close the Skills Gap

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- Sr. Director, Cloud
- Head of Enterprise Architecture
- Sr. Leaders in Security

07

Network Lifecycle Management & Modernization

CHALLENGE

Most customers are experiencing complex challenges with their enterprise networking that is compounded by transformation initiatives around new capabilities such as Cloud, Data, AI/ML, the need to automate and edge computing. Typical enterprise networks need a technical refresh and modernization approach and are too complex, inhibiting many organizations from reaching their transformational goals.

The following highlights specific challenges reported by our customers:

- Inability to track the lifecycle of a variety of network gear resulting in security, audit and operational risks
- Complexities in network architecture, multiple tools and multiple vendors which increase costs and decrease operational efficiencies
- Lack of appropriate skills for network modernization
- Issues with network reliability and availability which impacts business operations.

Once companies undergo network modernization efforts, the results can be transformational and can include:

- Network lifecycle management strategies can achieve a 20% reduction in network-related costs, including maintenance, support, and troubleshooting
- Addressing the lack of appropriate skills for network modernization by investing in training and hiring initiatives can lead to 15% increase in network performance and efficiency.
- Investing in network modernization resulted in a 25% improvement in network reliability and availability, leading to reduced downtime and improved business operations

BRIEFING DESCRIPTION

This briefing provides AHEAD's POV on how you can remove technical debt and complexities to support network modernization in support of transformative initiatives such as Cloud, Data, AI/ML, edge computing and the need to automate for operational efficiencies.

Potential topics covered in this briefing include:

- Core Concepts and Capabilities around Network Modernization
- The Network Modernization Strategy & Journey
- Leveraging Financial Baselining and Modeling to Understand and Predict Costs
- Network Security through AHEAD's Unique Zero Trust Approach
- Network Lifecycle Management Through AHEAD's Engineered Solutions Group and Hatch
- Leveraging Network Automation for Operational Efficiencies
- Designing an Effective Cloud Network

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- Sr. Director, Network
- Sr. Director, Security, CISO
- Head of Enterprise Architecture
- Enterprise Architects Network and Security

08

Data/AI/ML – Unlocking Insights

CHALLENGE

By 2030 AI spending is expected to be over \$300B. AI technologies could increase labor productivity by up to 40% by 2035. However, for many customers, accurately identifying a business problem where AI can be leveraged can be challenging. As a result, organizations often encounter challenges in providing data scientists and analysts with access to the appropriate data resources. Training and deploying machine learning models into production, and monitoring their performance, can often be a challenging and time-consuming process and once a machine learning model has been deployed, organizations struggle to integrate endpoints into their existing applications and workflows. An addition, acquiring and retaining robust data science capabilities can be a challenging and costly endeavor that may result in the creation of single points of failure.

Common challenges to leveraging AI/ML include:

Readiness and Development

- Confusion over definitions, benefits and use cases
- Data availability, accessibility and quality
- Limited skill sets and resources available to lead
- Lengthy modeling efforts, delaying time-to-value
- Where and how to get started and iterate quickly

Implementation and Adoption

- Getting models from notebook to production
- Measuring AI business impact and ROI
- Explain-ability and transparency; ethical considerations and bias
- Data privacy, poisoning, and model security
- Influencing organizational change management

Various industry research organizations report on the rise of AI-Driven Organizations:

- AI Potential Impact is massive: expected to grow from \$87B in 2022 to \$407B+ in 2027
- AI Treated as a top priority: 83% of those survey indicated it is a top priority
- AI Creates a Competitive Edge: 90% believe AI provides an advantage
- Business Adoption is Increasing: current adoption of 48% has grown from 33% in 2019

When customers solve the AI/ML challenges and leverage the appropriate type of AI they typically enjoy successes like the following:

- Improve the quality of patient care and hospital experience through better patient scheduling, Operating Room coordination and staff scheduling
- 47% of businesses reported that AI has helped them make better decisions.
- 61% of businesses are using AI to identify opportunities in data that would otherwise be missed.

BRIEFING DESCRIPTION

This briefing provides AHEAD's POV on how best to tackle the AI/ML challenges to derive value supporting the objectives of the business. We provide input from experiences with other customers and our use of the technology.

Potential topics covered in this briefing include:

- Introduction to AI Concepts
- State of AI for the Enterprise
- Industry Insights (for client vertical)
- AHEAD AI Operating Model Overview
- Approaching Data Science in Practice
- AI Enablement & Organizational Alignment
- AI Governance & Responsible Use
- Data Readiness for AI – Perfection is the Enemy of Good
- Generative AI Model Selection & Lifecycle Management
- Building Your AI Platform
- Next Steps in Your AI Journey

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- Sr. Director, Security, CISO
- Head of Enterprise Architecture
- Chief Data Officer, Head of AI Initiatives
- Sr. Leadership, Data Platforms
- Chief Innovation Officer
- Head of Research & Development
- Director / VP of Operations
- Heads of Major Business Units/Product Lines

09

Establishing a Hybrid Cloud Strategy

CHALLENGE

Implementing a hybrid cloud solution involves integrating multiple systems, platforms, and technologies, which can be complex and challenging to manage. Coordinating and ensuring compatibility among cloud providers, on-premises infrastructure, and legacy systems can require significant effort and expertise. Workload migrations often require careful planning and numerous unseen compatibility issues can arise. Upgrading or replacing legacy systems can be costly and disruptive. Given these complexities it is important to fully understand all the costs involved with a migration and predict

what the new ongoing costs will be. Additionally, new physical infrastructure can benefit from robust lifecycle management to avoid future technical debt while updated operating models and upskilling will be required to support the new solutions. All this needs to be done in a secure fashion, have threat contingencies built in while continuing to meet the challenges of the business.

Once organizations establish a hybrid cloud strategy and approach, customers typically enjoy the following outcomes:

- 25% reduction in technical debt through a comprehensive discovery and lifecycle management process
- 81% of organizations reported that hybrid cloud enables them to scale their IT resources more effectively.
- 64% of organizations cite cost savings as a key benefit of hybrid cloud.
- 97% of organizations believe that a hybrid cloud environment improves their overall security posture.
- 84% of organizations believe that a hybrid cloud strategy accelerates their digital transformation initiatives.
- 80% of IT professionals believe that a hybrid cloud strategy reduces the risk of data loss or downtime due to geographic redundancy.

BRIEFING DESCRIPTION

Many organizations will continue to leverage both on-premises and public cloud infrastructure requiring them to define and execute a hybrid cloud strategy which includes modernization, removal of technical debt, workload disposition strategies, resiliency capabilities, and enterprise lifecycle management. This briefing provides AHEAD's POV on considerations for defining and executing your hybrid cloud strategy.

Recommended Attendees

- Sr. Director, VP, CIO, CTO – IT
- Sr. Director, Cloud
- Head of Enterprise Architecture
- Head of Procurement or IT Finance Liaison

Potential topics covered in this briefing include:

- Applying a rigorous financial model to inform workload disposition
- Controlling and Predicting Cloud Costs Through a FinOps Practice
- AHEAD's Cloud Migration Framework
- Operating Efficiently with the Cloud Operating Model
- Modernizing through Network Platforms
- Designing an Effective Cloud Network
- Modern Infrastructure for Cloud Deployments
- Cloud Security from a NetSec Perspective
- Cloud Security from a Security Practice Perspective
- Disaster Recovery (DR)/Cyber Recovery (CR) – Differences and Convergence
- AHEAD's Engineered Solutions Group Facility Tour
- The Role of Enterprise Lifecycle Management with Hatch (includes demo)
- Modern Data Center – Next Gen Infrastructure Modernization
- Intelligent Operations/Observability
- AHEAD Managed Services Overview to Address the Skills Gap Problem
- Storage and Data Protection in Cloud

A la Cart Topics

The section describes the catalog of individual topics, some of which are included in the theme-based agenda. These topics can be used to modify or add to the Theme-based agendas above and are grouped in the following technical domains/categories:

01 DEVELOPER

Developer Experience, Developer Platforms, Platform Engineering

02 ADVISORY

Financial Services

03 MANAGED SERVICES

04 ENGINEERED SOLUTIONS

Engineered Solutions and Lifecycle Management

05 WORKFLOW

Enterprise Service Management (ServiceNow)

06 NETWORK

Networking and NetSec

07 SECURITY

Cyber Security

08 DATA & AI

Data/AI/ML

09 STORAGE & COMPUTE

10 CLOUD

Cloud/Hybrid Cloud

11 OBSERVABILITY

Intelligent Operations & Observability

12 VMWARE/BROADCOM

13 DIGITAL WORKSPACE

Modern Workspaces

14 AHEAD PRACTICE OVERVIEWS

15 AUTOMATION

	Topic	Description	Recommended Attendees
ALL	AHEAD POV (Industry Specific) <i>Optional</i>	AHEAD updates the customer on what we are seeing with other customers in their industry.	Sr VP and above
	AHEAD Update <i>included</i>	The AHEAD overview presentation to expose the customer broadly to our capabilities.	All
01 DEVELOPER	Developer Platform	Provides an overview of the Developer Platform, its components, challenges addressed and typical outcomes.	- Sr. Dir IT, CIO - Sr. Dir DevOps and/or Platform Eng - Sr. Dir, VP Apps
	Golden Paths	Golden paths are crucial components of Platform Engineering and the developer platform. This topic discusses how to leverage this concept in your organization.	- Sr. Dir IT, CIO - Sr. Dir DevOps and/or Platform Eng
	K8s & Containers	This topic provides an update on what AHEAD is seeing with our customers in the Kubernetes and container space. Senior subject matter experts will highlight lessons learned and skillsets needed.	- Sr. Dir IT, CIO - Sr. Dir DevOps and/or Platform Eng - Sr. Dir Cloud - Application Managers
	Platform Engineering	This topic outlines how to create an organization to manage the developer platform and developer experience. Typical team functions and skills required are discussed.	- Sr. Dir IT, CIO - Sr. Dir DevOps and/or Platform Eng

<i>Topic</i>	<i>Description</i>	<i>Recommended Attendees</i>
Financial Consulting	The shift to cloud and other transformational initiatives are changing the way businesses view IT. Learn how IT Financial Transparency applies a financial lens to technical strategies. This session covers: Establishing cost baselines to provide visibility & inform strategy, Modeling future spend (on-prem and cloud), Reducing Overall Costs	• CIO, CFO • IT Finance leader • Purchasing leader
FinOps	A collaborative discussion on what a good FinOps practice looks like and how to mature your organization to realize the ability to monitor and control cloud costs.	• Sr. Dir IT, CIO, CFO • iT Finance Leader • Purchasing Leader • Sr. Dir FinOps, Cloud
Modern Data Center: Infrastructure Modernization	Learn about AHEAD's A non-product-based approach to modernizing data center infrastructure to address speed, efficiency, agility, resiliency and innovation. We will collaboratively discuss the Facility Standards & Architecture Overview.	• Sr. Dir IT, CIO, • Sr. Dir, VP – infrastructure • Sr. Dir, VP – Operations • Sr. Dir, Network • Enterprise Architects _ NW/Security/Cloud • Head of Backup & Recovery
Programs for Infrastructure Lifecycle Management	Technical debt is often an issue with many of AHEAD's customer because it can inhibit innovation and modernization and requires a well-defined strategy and approach to remediate. This session covers AHEAD's POV on a program for lifecycle management and provides example case studies from our work with other customers.	• Sr. Dir IT, CIO, • Sr. Dir, Cloud • Sr. Dir, Network • Enterprise Architects _ NW/Security/Cloud • Head of Backup & Recovery

	Topic	Description	Recommended Attendees
03 MANAGED SERVICES	Managed Services: Cloud	Learn about AHEAD's Managed Services for Cloud and discuss how these services might address any skills gaps within your organization.	• Sr. Dir IT, CIO, • Sr. Dir, Cloud • Sr. Dir, VP – Operations • Sr. Architects _ NW/Security/Cloud
	Managed Services: Overview	The session provides an overview of the AHEAD Managed Services portfolio that many customers are using to address the skills gap problem.	• Sr. Dir IT, CIO • Sr. Dir Security, CISO
04 ENGINEERED SOLUTIONS	Custom HW Design (ESG)	This session covers how the AHEAD ESG team designs & integrates custom hardware products tailored for running our clients developed software. These programs typically require extended hardware life, industry certifications, 3rd party components, ruggedized, custom design and test, rebranding, change management, inventory management and global support.	• Sr. Dir IT, CIO • Sr. Dir, Network • Architects and application leaders representing the custom solution
	Deep-Dive in Hatch with Demo <i>for strategic accounts</i>	This session is for AHEAD's strategic accounts who want a deep-dive into the capabilities of Hatch, available integrations, and roadmap.	• Sr. Dir IT, CIO • IT Finance Liaison • Purchase leaders
	Edge AI (ESG)	This session covers how AHEAD's ESG team can simplify the complexities of designing and managing large deployments outside the datacenter for IT organizations needing support in OT environments. This topic is particularly of interest to those customers needing and Edge AI solution.	• Sr. Dir IT, CIO • CDO • Sr. Dir, Network • Architects and application leaders representing the custom solution

	Topic	Description	Recommended Attendees
04 ENGINEERED SOLUTIONS	ESG Overview	This session provides an overview of AHEAD’s engineered solutions group, the challenges we address and the capabilities of the team.	• Sr. Dir IT, CIO • Sr. Dir, Network • IT Finance Liaison • Purchasing leaders
	ESG Tour	Explore our Engineering Services, Logistics & Warehouse Solutions, and Integration & Manufacturing Services through a guided tour. Feel free to inquire as you navigate, gaining insights into how AHEAD can partner with your unique preferences to build the future.	• Sr. Dir IT, CIO • Sr. Dir, Network • IT Finance Liaison • Purchasing leaders
	Lifecycle Management with Hatch <i>includes demo</i>	Gain transparency, traceability, and control over your hardware operations using the industry’s most comprehensive software for managing complex hardware supply chains. Hatch orchestrates hardware supply chain operations and consolidates data into actionable insights for intelligent business decisions.	• Sr. Dir IT, CIO • Sr. Dir, Network • IT Finance Liaison • Purchasing leaders
05 WORKFLOW	AHEAD’s ServiceNow Platform 2.0: Realizing + Documenting Value in Real-Time	If you’ve ever asked the question, “Why is ServiceNow so expensive, and what do I get for it?” you are not alone. AHEAD’s ServiceNow Platform 2.0 offering connects the value ServiceNow delivers to the strategic objectives of the business, defines a business-aligned roadmap, and provides a framework to fully define and document the realized value from ServiceNow to the business.	• Sr. Director, VP, CIO, CTO – IT • ServiceNow Platform Owner • ServiceNow Process owners (ITSM, asset management, change management etc.)

*Topic**Description**Recommended Attendees***Automating Workflows**

Are you ready to revolutionize your organization's workflows and unlock a new level of productivity? Join us as we explore the power of automation and uncover how it can streamline your business processes, reduce manual tasks, and accelerate decision-making. Discover how automation can eliminate bottlenecks, improve collaboration, and ensure consistency across your entire organization, driving operational efficiency, cost savings, and competitive advantage.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.)

Effective Management of Technology Assets

Join us as we dive into the world of hardware and software asset management and explore how it can drive efficiency, cost savings, and compliance within your organization. Discover the latest strategies, industry best practices, and cutting-edge tools that will empower you to effectively manage the entire lifecycle of your technology assets. Gain visibility, control, and ensure optimal utilization of their assets. From procurement to retirement, this session will provide you with the knowledge and techniques to make informed decisions, reduce risks, and align your technology investments with your business goals.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.)
- Finance/IT Finance, Procurement + Vendor Management

Enhancing the Customer Experience with ServiceNow

Join us as we delve into the power of this transformative platform and uncover how it can revolutionize your customer interactions, satisfaction, and loyalty. Discover how ServiceNow can help you streamline customer service processes, deliver personalized experiences, and provide seamless omni-channel support. Learn about the latest trends, best practices, and real-world success stories that will empower you to create exceptional customer journeys.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.)
- Finance/IT Finance, Procurement + Vendor Management

*Topic**Description**Recommended Attendees***Improving the Employee Experience**

Are you passionate about enhancing Employee Experience and driving organizational success? Discover how ServiceNow can streamline and automate key processes, empower employees with self-service capabilities, and foster a culture of collaboration and innovation. Learn firsthand how leading organizations have successfully implemented ServiceNow to boost productivity, engagement, and overall satisfaction.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.)
- CHRO, VP HR Shared Services, stakeholders from Payroll, Benefits, Onboarding, etc.

Our Perspective on the ServiceNow Platform, Portfolio, and Vision

Many organizations struggle to understand how to leverage ServiceNow effectively, or what role it should play. When they realize ServiceNow is more than just a ticketing tool, the opportunity to expand its value to the organization increases dramatically. This session helps you understand how to think strategically about ServiceNow as a key pillar in a portfolio of world-class cloud platforms.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.)

Resilient, Proactive, Automated Technology Operations

Are you ready to transform your organization's technology operations into a resilient, proactive, and automated powerhouse? Join us as we dive into the world of cutting-edge technologies and explore how they can revolutionize your IT operations. Discover how to proactively detect and resolve incidents, automate routine tasks, and ensure continuous service availability. Learn from real-life industry experts who have successfully implemented resilient, proactive, and automated technology operations to drive efficiency, reduce downtime, and improve customer satisfaction.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.)
- IT Operations, Monitoring/Observability, App Dev (stakeholders to be able to speak to DevOps, SRE structure, handoff between App Dev + IT Operations, etc.)

*Topic**Description**Recommended Attendees***Service Management
for the Enterprise**

Join us as we explore the transformative power of defining and automating services across the enterprise. Uncover how Enterprise Service Management can help you optimize processes, improve efficiency, and enhance customer satisfaction across your entire enterprise. Gain valuable insights from industry experts who have successfully implemented Enterprise Service Management to streamline workflows, break down silos, and deliver exceptional services to both internal and external stakeholders. Discover best practices, real-world case studies, and practical strategies to drive sustainable business growth.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.)

**ServiceNow, Security
and GRC**

Discover how ServiceNow can centralize and automate security operations, streamline risk management processes, and provide real-time visibility into your organization's compliance status. Learn about the latest trends, best practices, and real-world success stories from industry experts that will empower you to enhance your security posture, protect against emerging threats, and maintain regulatory compliance.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.) CISO, Risk and Compliance, Internal Audit, etc.

**Supporting
Organizations as they
Merge, Acquire, and
Integrate**

Many organizations, especially those in healthcare, manufacturing, banking, and technology, have grown through acquisition, leading the combined organizations to inherit significant process + technical debt. Aligning people, process, and technology to the North Stars of the combined organization is incredibly important, but how do you know what to keep, what to jettison, and what to combine? Understand how to think about an IT Operating Model, Enterprise Service Management for two integrating companies, and best-in-class go-forward outcomes.

- Sr. Director, VP, CIO, CTO – IT
- ServiceNow Platform Owner
- ServiceNow Process owners (ITSM, asset management, change management etc.)
- CIO is critical, but also important is executive commitment and visibility from COO, Integration Office

Topic	Description	Recommended Attendees
Cloud Security: Network & NetSec Perspective	This topic highlights AHEAD's approach to cloud security with a collaborative discussion on such topics as CWPP, CNAPP, CSPM, CDR, CIEM etc.	• Sr. Dir IT, CIO, CISO • Sr. Dir, Cloud • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security/Cloud
Core Concepts and Capabilities around Network Modernization	AHEAD's POV on what Network Modernization means and the core capabilities that it provides.	• Sr. Dir IT, CIO • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security
Designing an Effective Cloud Network	This topic discusses how to build and bridge on-prem and cloud platforms together using consistent architecture and security policy.	• Sr. Dir IT, CIO • Sr. Dir, Cloud • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security/Cloud

<i>Topic</i>	<i>Description</i>	<i>Recommended Attendees</i>
IT/OT – Developing Defensible Architectures	AHEAD has worked with organizations of all types that run critical OT platforms, from energy, to healthcare, and manufacturing. OT / IoT devices have become a critical element to almost every organization. Concurrently, these devices frequently have limited ability to apply security controls to. The only solution is a properly designed environmental architecture. AHEAD will share architectures we’ve developed and implemented for other organizations to aid them in securing their OT devices.	• Sr. Dir IT, CIO, CISO • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security • OT Leadership
Network Platforms	This topic covers AHEAD’s POV for building networks to support the scalability, speed, and efficiency demanded by the digital enterprise, while maintaining Security as a foundational element.	• Sr. Dir IT, CIO • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security
The Network Modernization Strategy & Journey	This topic explores AHEAD’s recommended approach for creating the strategy and executing on your Network Modernization journey.	• Sr. Dir IT, CIO • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security

*Topic**Description**Recommended Attendees***Aggregating Security Visibility**

Discussion on how aggregating security visibility into a homogenous view is key to effective threat identification across multiple vectors.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud

Attackers Don't Break In, They Log In

Identity compromise is now the second leading cause of initial infection. Service accounts, access keys, cloud identity, have all drastically increased the identity attack surface. Organizations are rapidly falling victim to their employees' weak and reused passwords. Understanding how to prioritize applications for management and how to decompose application access has become a key task as identities become an increasingly targeted access method.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud
- Identify Managers
- GRC Managers

Cloud Security: Security Perspective

This topic will focus on the challenges and opportunities of securing hybrid cloud environments. In this session we will highlight how organizations can meet regulatory requirements in public cloud environments without duplicating operational burdens. We will cover common security pitfalls when adopting a cloud operating model and how organizations can enhance people, process, and technology to secure cloud environments.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud

*Topic**Description**Recommended Attendees***Cyber Resiliency &
Modern Data Security**

Data protection and Cyber Recovery, or Cyber Vaulting are different capabilities addressing different objectives. This session discusses AHEAD's POV on these differences and the importance of Cyber Vaulting.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud
- Head of Backup & Recovery

**Evolving
Vulnerabilities and
Minimizing the Attack
Surface**

AHEAD is a member of the First.org CVSS standards body and will provide an interactive session on next generation threat and vulnerability management based on the CVSS v4 standards. This engaging session covers how to drastically streamline your vulnerability management program and improve operational effectiveness. Reduce the time it takes to prioritize vulnerability leveraging threat intelligence feeds, reduce patching fatigue while improving your security posture and reducing your attack surface. This session is especially timely as the National Vulnerability Database (NVD) backlog grows and puts undue pressure on cybersecurity teams. All the while, exploitation of vulnerabilities has overtaken email phishing as the number one initial access vectors of a cyber attack in 2024.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud
- Vulnerability Manager
- GRC Managers

Topic

Description

Recommended Attendees

FFIEC

AHEAD works with many regional banks. Hear from our compliance specialist on concerns/challenges specific to FFIEC. Here are some insights from what we are seeing with other customers.

- Cyber Security Assessment Tool (CAT) originally approved in 2015 and based upon the widely used NIST CSF
- The Office of Management & Budget (OMB) has recently approved the use of CAT through September '25
- Organizations are recognizing limitations in the framework for control coverage:
- Personally owned devices
- Cloud computing solutions
- Application programming interfaces (APIs)
- Controls are outdated (what is considered evolving or intermediate, is now considered 'baseline' from an industry perspective)
- Threat landscape warrants additional scrutiny for Asset Management, Data Protection, and Recovery controls "If you're not doing asset right, you can't do security right"
- Maintaining visibility of current/future state inherent risk is key while considering the use of additional frameworks to round out what the CAT is currently lacking.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Network
- Sr. Dir, Security
- GRC Leaders

Leveraging a Security Platform Play

Re-imagine and rethink your security landscape by leveraging the power of a security platform. Hear from our network security SMEs about how other customers are embracing this approach.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud

*Topic**Description**Recommended Attendees***Modernizing Cyber Security Programs**

Organizations keep passing audits and keep failing penetration tests. Something isn't adding up. Product centric, compliance led security has not achieved the outcomes cybersecurity leaders have hoped for. What is the alternative? Aligning cybersecurity programs to threat actions and building people, process, and technology around mitigating and recovering from threat actions. This session will explore how AHEAD has helped organizations modernize their cybersecurity program with a focus on results leveraging the power of automation. We will cover threat alignment, employee skills modernization, tooling differentiators, etc.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud

Ransomware Protection: Cyber Resilience

This session covers the changing and expensive landscape of ransomware threats along with AHEAD's POV of how to best protect your business while containing costs. Specifically, we will highlight the 4 pillars of protection: cyber security strategy, data protection practices, hardening and advanced features, "air gap" with immutability and analytics.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud
- Head of Backup & Recovery

SASE/SSE Considerations

This session covers how AHEAD's view of SASE and SSE is different than Gartner and others. We cover the missing critical pieces which are needed for a complete end user experience.

- Sr. Dir IT, CIO, CISO
- Sr. Dir, Cloud
- Sr. Dir, Network
- Sr. Dir, Security
- Enterprise Architects _ NW/Security/Cloud

	Topic	Description	Recommended Attendees
07 SECURITY	Zero Trust Journey	AHEAD SMEs from our network and security practices provide AHEAD's unique POV on zero trust and the continuous journey to maturity. We believe this is not a product discussion, but a journey of continuous improvement in capabilities.	• Sr. Dir IT, CIO, CISO • Sr. Dir, Cloud • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security/Cloud
	AHEAD AI Operating Model Overview	An introduction to AHEAD's framework for effectively approaching and integrating AI into organizational structures and processes.	
08 DATA & AI	AI Enablement & Organizational Alignment	Strategies for aligning AI initiatives with business goals and fostering a culture of AI adoption across your organization.	• Sr. Director, VP, CIO, CTO – IT • Sr. Director, Security, CISO • Head of Enterprise Architecture • Chief Data Officer, Head of AI Initiatives
	AI Governance & Responsible Use	An exploration of ethical considerations, regulatory compliance, and best practices for responsible AI development and deployment.	• Sr. Leadership, Data Platforms • Chief Innovation Officer • Head of Research & Development • Director / VP of Operations • Heads of Major Business Units/Product Lines
	AI Industry Insights (Client Vertical)	A focused look at AI trends, applications, and challenges specific to your industry.	

	Topic	Description	Recommended Attendees
08 DATA & AI	AI Infrastructure	The infrastructure underpinning AI platforms is critical to success. This topic covers the latest infrastructure available to support the demands of AI/ML.	• Sr. Dir IT, CIO, • Sr. Dir, Cloud • Sr. Dir, Network • Enterprise Architects _ NW/Security/Cloud • Head of Backup & Recovery
	Approaching Data Science in Practice	AHEAD's approach to embracing and implementing data science methodologies and best practices within your organization.	
	Building Your AI Platform	Approaches and recommendations towards building a robust, scalable AI development and deployment platform to support AI initiatives across your organization.	• Sr. Director, VP, CIO, CTO – IT • Sr. Director, Security, CISO • Head of Enterprise Architecture • Chief Data Officer, Head of AI Initiatives • Sr. Leadership, Data Platforms • Chief Innovation Officer • Head of Research & Development • Director / VP of Operations • Heads of Major Business Units/ Product Lines
	Data Lifecycle Management	This topic focuses on organizing, storing, securing and maintaining data through its lifecycle aligned with data governance policy, standards, and requirements.	

	<i>Topic</i>	<i>Description</i>	<i>Recommended Attendees</i>
08 DATA & AI	Data Platform Architecture and Engineering	This topic describes AHEAD’s approach to developing and deploying modern architectures, pipelines, data models and management capabilities to achieve high value business objectives.	
	Data Readiness for AI – Perfection is the Enemy of Good	Pragmatic approaches to preparing and leveraging existing data for AI applications, emphasizing progress over perfection.	• Sr. Director, VP, CIO, CTO – IT • Sr. Director, Security, CISO • Head of Enterprise Architecture • Chief Data Officer, Head of AI Initiatives • Sr. Leadership, Data Platforms • Chief Innovation Officer • Head of Research & Development • Director / VP of Operations • Heads of Major Business Units/ Product Lines
	Data Strategy & Governance	Learn about AHEAD’s approach to Data Strategy & Governance from this discussion on data programs, operating model, policy, standards & classification.	
	Generative AI Model Selection & Lifecycle Management	An overview of strategies for assessing and choosing appropriate Generative AI models and managing them throughout their lifecycle, from development to retirement.	

	Topic	Description	Recommended Attendees
08 DATA & AI	Intro to AI Concepts <i>optional</i>	A foundational overview of key AI terminologies, technologies, and their potential applications.	• Sr. Dir IT, CIO, • Sr. Dir, Cloud • Sr. Dir, Network • Enterprise Architects _ NW/Security/Cloud • Head of Backup & Recovery
	Next Steps in Your AI Journey <i>flexible session</i>	Customized, actionable strategies and prioritized for advancing AI initiatives in your organization, based on insights gathered throughout the briefing.	• Sr. Director, VP, CIO, CTO – IT • Sr. Director, Security, CISO • Head of Enterprise Architecture • Chief Data Officer, Head of AI Initiatives • Sr. Leadership, Data Platforms • Chief Innovation Officer • Head of Research & Development • Director / VP of Operations • Heads of Major Business Units/ Product Lines
	State of AI for the Enterprise	An up-to-date assessment of how AI is currently being utilized and impacting businesses across various sectors.	
09 STORAGE & COMPUTE	DR/CR Differences and Convergence <i>Resilience</i>	Cyber Recovery and Disaster Recovery are different and address different threats. This session discusses AHEAD’s POV on these differences and convergences.	• Sr. Dir IT, CIO, CISO • Sr. Dir, Cloud • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security/Cloud • Head of Backup & Recovery

	<i>Topic</i>	<i>Description</i>	<i>Recommended Attendees</i>
09 STORAGE & COMPUTE	Modern Infrastructure for Cloud	More and more customers are deploying infrastructure components such as storage in the cloud. This session describes the pros and cons of this approach.	• Sr. Dir IT, CIO, • Sr. Dir, Cloud • Sr. Dir, Network • Enterprise Architects _ NW/Security/Cloud • Head of Backup & Recovery
	Storage and Data Protection in the Cloud	More and more customers are deploying infrastructure components such as storage and data protection in the cloud and for their cloud workloads. This session describes the pros and cons of this approach.	• Sr. Dir IT, CIO, • Sr. Dir, Cloud • Sr. Dir, Network • Enterprise Architects _ NW/Security/Cloud • Head of Backup & Recovery
10 CLOUD	Cloud Assessment	This topic provides AHEAD's POV on how to best assess your workloads to determine cloud suitability, workload disposition and migration waves.	• Sr. Dir IT, CIO • Sr. Dir Cloud, DevOps and/or Platform Eng
	Cloud Migration & Operating Model	This topic explores AHEAD's cloud migration framework and approach. It also provides information on AHEAD's recommended cloud operating model and its key components.	• Sr. Dir IT, CIO, CTO • Sr. Dir DevOps and/or Platform Eng • Sr. Dir Cloud

	Topic	Description	Recommended Attendees
11 VMWARE/BROADCOM	Intelligent Ops/ Observability	Increase Reliability, Become More Proactive, and Remove costs and inefficient manual efforts through a modern approach to observability, monitoring, and intelligent operations.	• Sr. Dir IT, CIO, • Sr. Dir, VP – infrastructure • Sr. Dir, VP – Operations • Sr. Dir, Network • Enterprise Architects _ NW/Security/Cloud
	Accelerating Innovation	The VMware/Broadcom decision is more of a transformation than simple migration. Many organizations want to use this change to accelerate innovation in other areas such as application modernization, Data/AI/ML, cloud transformation etc. This session discusses those possibly synergistic initiatives.	• Sr. Dir IT, CIO • VMware Mgr • VMware Architect • Network Architect • Application Managers • Enterprise Architects
	AHEAD's Migration Factory	This session describes the framework that AHEAD uses to help our customers perform the migration. We favor a methodology that allows you to analyze, act, and re-act based on changes in your business as required.	• Sr. Dir IT, CIO • VMware Mgr • VMware Architect • Network Architect • Enterprise Architect
	AHEAD's Strategic Approach to Making a VMware/Broadcom Decision	This isn't a simple product swap and will typically include technical, financial, architectural, people and operational impacts. This session discusses how AHEAD assists our customers with their VMware/Broadcom migration strategy.	• Sr. Dir IT, CIO • VMware Mgr • VMware Architect • Network Architect

Topic	Description	Recommended Attendees
Cloud Operating Model	Whether your workloads are eventually migrated to another hypervisor, to containers, to SaaS or to the hyperscalers, the operating model and how you will change to operationally support the environment is a critical part of the discussion.	• Sr. Dir IT, CIO • VMware Mgr • VMware Architect • Network Architect • Enterprise Architect • DevOps/Platform Engineering Mgrs, • Application architects and Managers
Financial Consulting	AHEAD assists our customers with not only making a sound technical decision around VMware/Broadcom, but also applying a detailed financial model to inform the decision. This session describes this capability and how it can be used to predict not only migration costs (one-time, upfront costs) but also run-rate costs once the migration is complete.	• Sr. Dir IT, CIO • VMware Mgr • VMware Architect • Network Architect • Enterprise Architects • IT Finance
Supporting Developers	Take this opportunity to put in place a Developer Platform to accelerate developers code releases and quality using such integrated components as an internal developer portal (IDP), CI/CD integrations, software insights, Infrastructure as Code (IaC) etc. Platform Engineering, as the IT approach to supporting developers, is also discussed in this session.	• Sr. Dir IT, CIO • VMware Mgr • VMware Architect • Network Architect • Enterprise Architect • DevOps/Platform Engineering Mgrs, • Application architects and Managers

	Topic	Description	Recommended Attendees
12 VMWARE/BROADCOM	VMware/Broadcom Options	Learn more about VMware/Broadcom pricing and packaging changes and discuss potential options with AHEAD's technical experts. Topics discussed include: • Making a Strategic Decision • Virtualization & Hyperconverged • Multi-cloud Infrastructure • Disaster Recovery • Automation • Network Virtualization and Segmentation • Intelligent Operations (Monitoring, Capacity Management, and Costing) • Security, Compliance, and Auditing • Kubernetes/Containers	• Sr. Dir IT, CIO • VMware Mgr • VMware Architect • Network Architect
	VMware/Broadcom Pricing/Packaging & Licensing Changes	Many customers will end up retaining a small VMware footprint due to ISV, security, compliance or other constraints. This session updates you on the latest in licensing and product bundling from VMware/Broadcom.	• Sr. Dir IT, CIO • VMware Mgr • VMware Architect • Network Architect
13	Modern Workspaces	This topic explores the current state of the modern workspace landscape.	• Sr. Dir IT, CIO, • Sr. Dir, Cloud • Sr. Dir, Network • Enterprise Architects _ NW/Security/Cloud • Head of EUC or Modern Workspaces

Topic	Description	Recommended Attendees
DSG	Learn about AHEAD's Digital Solutions Group (DSG) and how we help customers unlock insights through Data & AI, enhance the developer experience through Platform Engineering and Developer Platforms, Modernize Applications, and enhance Cloud Platform Operations.	• CIO, CTO, CDO • Sr. Dir, VP – Infrastructure • Platform Engineering/DevOps Leadership, • Sr. Dir, VP – Applications • Sr. Dir, VP – data, data platforms, AI
ESG	Learn about AHEAD's Engineered Solutions Group (ESG) and how we are successfully building out repeatable infrastructure solutions in our integration facility, design and build custom hardware solutions, and integrate it all with our lifecycle management platform, Hatch.	• CIO, CISO • Sr. Dir, VP – Network • Sr. Dir, VP – Operations • Sr. Dir, VP – Cloud • Enterprise Architects – network, security, cloud
ESM (ServiceNow)	Learn about AHEAD's ServiceNow practice with our perspective on the ServiceNow Platform, Portfolio, and Vision	• Sr. Director, VP, CIO, CTO – IT • ServiceNow Platform Owner • ServiceNow Process owners (ITSM, asset management, change management etc.)
Managed Services	The session provides an overview of the AHEAD Managed Services portfolio that many customers are using to address the skills gap problem.	• CIO, • Sr. Dir, VP – Operations • Sr. Dir, VP – Cloud • Sr. Dir, VP – Networking

Topic	Description	Recommended Attendees
MDC	Learn about AHEAD’s Modern Data Center Practice and hear about what we are seeing in the industry and across verticals.	• CIO, CISO • Sr. Dir, VP – Network • Sr. Dir, VP – Security • Sr. Dir, VP – Cloud • Enterprise Architects – network, security, cloud • Head of Backup/Recovery
Network & NetSec	Learn about AHEAD’s Network and NetSec practice and hear about what we are seeing in the industry and across verticals.	• CIO, CISO • Sr. Dir, VP – Network • Sr. Dir, VP – Security • Sr. Dir, VP – Cloud • Enterprise Architects – network, security, cloud
Security	Learn about AHEAD’s security practice and hear from our experts on the changing security landscape.	• CIO, CISO • Sr. Dir, VP – Network • Sr. Dir, VP – Security • Sr. Dir, VP – Cloud • Enterprise Architects – network, security, cloud • Risk/Compliance Managers

	Topic	Description	Recommended Attendees
14	Automation and Infrastructure as Code (IaC)	Automating deployments through Infrastructure as Code (IaC) is a critical component of platforms supporting developers, cloud, and self-service consumption of infrastructure. This topic provides AHEAD's POV on what good looks like and how to get started.	• Sr. Dir IT, CIO • Sr. Dir DevOps and/or Platform Eng
15	NW Automation	This session highlights AHEAD's approach to network automation where we assess and guide clients along maturity curves, with an emphasis on progressive results.	• Sr. Dir IT, CIO • Sr. Dir, Cloud • Sr. Dir, Network • Sr. Dir, Security • Enterprise Architects _ NW/Security/Cloud



Accelerate Your Impact

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