

# ESPC 18

# #ESPC

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OFFICIAL  
CONFERENCE  
MAGAZINE  
2018

European  
SharePoint  
Office 365 & Azure  
Conference



COPENHAGEN  
2018 26 - 29  
NOVEMBER

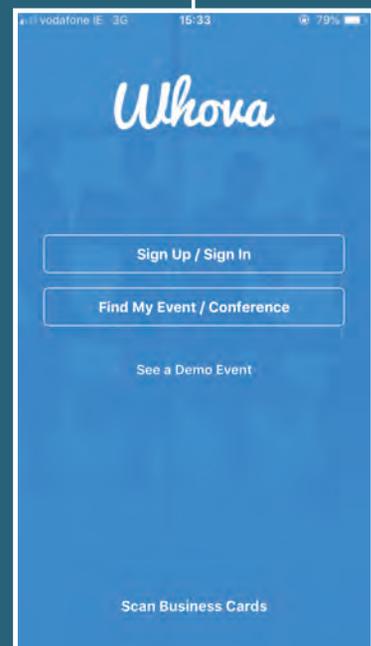
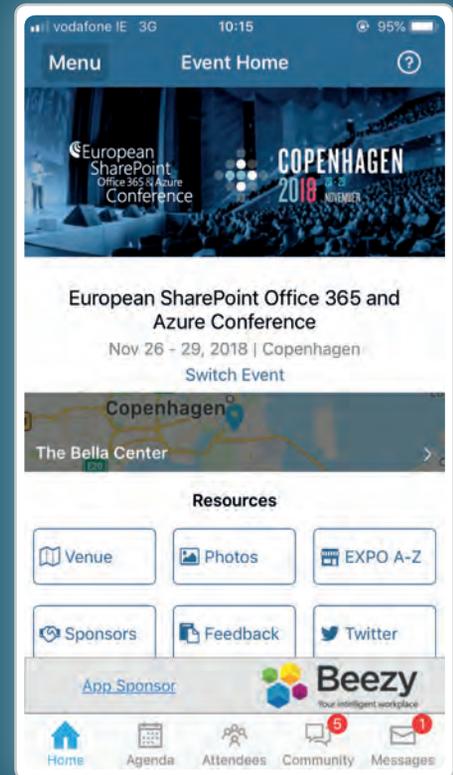
# CONFERENCE APP

As a 2018 delegate you now have exclusive access to the European SharePoint, Office 365 & Azure Conference App from Whova, helping you get the very best out of your conference experience, including;

- Build your personal agenda, take notes and rate sessions
- Say hello through private, in-app messaging (opt-in basis)
- Check the community board for social activities, conversations and networking
- Keep up to date with event information updates

You can also download presentations, share images, follow #ESPC18 on Twitter and much more. And should you be offline, no worries, it's always accessible.

Download the free official Whova app now, just search for European SharePoint, Office 365 & Azure Conference



# VELKOMMEN!

Welcome to Copenhagen, Denmark - home to the world's happiest nation! This year we return to Northern Europe's cosiest capital to host the 2018 European SharePoint, Office 365 & Azure Conference. From the winding streets of the beautiful old town and grand royal palaces to the city's cutting-edge buildings and attractions, Copenhagen is the perfect blend of old world and new.

The ESPC18 team are honoured and delighted to welcome all attendees, speakers and sponsors. This special week brings together the community, from Europe and beyond, including some of the world's greatest SharePoint, Office 365 & Azure experts, as we look to learn, connect and be inspired by the possibilities. Our mission – to empower you and the community to professional success.

With 9 expert full-day tutorials, 6 visionary Keynotes and 120+ thought-provoking sessions, you're sure to find that ESPC18 has something for everyone. This year we have expanded the conference programme to include even more sessions, including 'Azure at ESPC18'. The programme team have worked hard all year crafting our largest and best programme yet to provide you with the building blocks to transform the way we all work and to create a truly modern workplace.

We would like to say a special thank you to all those involved in making this event possible; to the 67 awesome ESPC18 sponsors including Webcon, Beezy, FireStart, harmon.ie, LiveTiles, Metalogix (Quest) and WorkPoint. To the 100+ speakers who have dedicated their time and expertise, including our Keynote speakers Jeff Teper, Dan Holme, Vesa Juvonen, Dona Sarkar, Jennifer Stirrup, Paula Januszkiewicz and Arpan Shah - thank you. We are truly privileged to be part of such a great community.

As well as an impressive conference line-up, we also have a jam-packed week of exciting side-line events too, including all-day labs, the ESPC18 Party - a Night at the Circus and various community area activities.

We hope you have a great week and leave Copenhagen feeling inspired by new ideas, opportunities and connections.

Have a great conference!

*The European SharePoint, Office 365 & Azure Conference Team*

# MEET THE ESPC TEAM



Tracy O'Connell



Aoife Ní Ghoill



Pamela Miskell



Kevin Monahan



Sarah McNamara



Shane Lyons



Maureen Boyle



Joan Daly



Paul Woolley



Ella Murphy



John Carroll



Tara O'Neill

# WELCOME FROM THE PROGRAMME TEAM

We would like to personally welcome each of you to the European SharePoint, Office 365 and Azure Conference 2018 in Copenhagen. It's an exciting time for the programme team as the business we are in and the surrounding technology is changing faster than ever before. The move to the cloud has changed much more than the technology side and requires us to re-think our solutions to provide the agility and information needs of today's (and tomorrow's) world.

Microsoft's cloud services have significantly matured over the last couple of years and the power of AI and importance of security in our solution has become more important than ever before. Office 365 and SharePoint are fully integrated in the Azure platform which is one of the main reasons ESPC has a dedicated Azure track delivered by some of the best Azure MVPs.

IT organisations need to adapt to cloud patterns to provide the agility that the business expects from IT and prevent solution lock-in. But how do you keep up with all these changes that impact the way we govern our environment, develop our solutions, train and adopt our users in a way that provides our business the right level of speed, but on the other hand respects the level of governance required at enterprises?

At ESPC18, we hope you will find many of these answers and would like to give you an idea of what you can expect over the next few days. The Office 365 track will be covering the latest innovations in the platform including the new rich intranet capabilities, the introduction of Microsoft Information Protection and lessons learned from GDPR compliancy implementations. On the development side, we have a strong focus on SharePoint Framework, Microsoft Teams and best practices from the SharePoint Patterns and Practices team.

In the Azure track we will feature over 40 sessions covering Machine Learning, Microservices, Cosmos DB, Azure Search, Cognitive Services, Power BI and Azure B2B.

In the agenda, you will find six keynotes covering the key areas of this year's programme. We will kick off the conference with the Father of SharePoint, Jeff Teper [Corporate Vice President for Office, SharePoint and OneDrive] who together with Dan Holme [Director of Product Marketing for SharePoint, Yammer & Stream], will present the latest vision and roadmap for Microsoft 365. Directly after, Vesa Juvonen [Senior Programme Manager, OneDrive – SharePoint engineering] will cover the latest news and announcements around the different extensibility options in the Office 365 platform.

The latest innovations in Azure and practical guidance on how to accelerate your cloud journey will be discussed in Tuesday's closing keynote by Arpan Shah [General Manager for Azure Product Marketing]. On Wednesday, Paula Januszkiewicz will give her view on the future of cybersecurity. The closing keynote on Wednesday will see Jennifer Stirrup discuss how companies can evolve, adapt and succeed using Artificial Intelligence to stay at the forefront of the competition. On Thursday, Dona Sarkar will show you how to run your OWN "Insider Program" within your organisation and use data backed decisions to be confident you're ready for the next version of Windows (and other products).

Before we close, we would like to thank each of you for attending this year's conference, and the speakers for their hard work and for bringing their knowledge and experience.

## ESPC18 PROGRAMME TEAM

Bill Baer, Donald Hessing, Jussi Roine, Mike Ammerlaan, Agnes Molnar & Chris O'Brien



## PROGRAMME CHAIR

### JUSSI ROINE

MVP • Microsoft Regional Director • Sulava Oy

Jussi Roine, Chief Research Officer at Sulava is a Microsoft MVP, Microsoft Certified Master, Microsoft Regional Director, MCT Regional Lead and author with over 25 years' experience on the Microsoft platform. He started with a VIC-20 in 1981, so it's been a long but rewarding road so far! Jussi has outstanding skills and understanding of the Microsoft platform, including Microsoft Azure and Office 365, as well as traditional on-premises deployments and architectures. He has been very focused on SharePoint and Office 365 for the past 10+ years. In recent years he shifted his focus slightly to hybrid architectures and cloud-based approaches. He is able to communicate and create value on the CxO level on all things Microsoft and is one of the selected few in the world to have attained the highest technical certification from Microsoft, the Microsoft Certified Master: SharePoint, as well as the Microsoft MVP award. When he is not at a customer site or in a classroom, he is rock climbing, running or hunting great Italian wines.



## PROGRAMME CHAIR

### DONALD HESSING

MCM • Capgemini • Netherlands

Donald Hessing is Lead Microsoft Architect for Capgemini Netherlands. With a strong developer background in ASP.NET and SQL Server he changed his career in 2007 from .NET / SOA to SharePoint. Back in 2009 he became one of the first Certified Masters for SharePoint (MCM) in the world and is now, in his daily job, a developer, IT-Pro and architect in the SharePoint, Office 365 and Azure domain. He is passionate about SharePoint, but likes to solve real world problems, instead of always using the "hammer". He likes to share his knowledge and findings with the community and has been frequently asked to speak or instruct at conferences including SharePoint Connections, European SharePoint Conference, Microsoft SharePoint Conference, SharePoint Saturday, Microsoft TechDays and Community events.



## PROGRAMME CHAIR

## BILL BAER

Microsoft • USA

Bill Baer is a Senior Technical Product Manager and Microsoft Certified Master for SharePoint in the SharePoint product group in Redmond, Washington, responsible for SharePoint on-premises, hybrid, and migration. Having previously worked at Hewlett-Packard, Bill has a proven background in infrastructure engineering and enterprise deployments of SharePoint Products and Technologies. While at Hewlett-Packard he was awarded the MVP award for his contributions in the Technology Solutions Group, now known as HP Enterprise Business, which encompasses server and storage hardware, technology consulting, and software sales. Bill has deep industry experience having worked for Apple Computer Corporation, First Data Corporation, Digital Equipment Corporation, Compaq Computer Corporation, Hewlett-Packard, and Microsoft Corporation.



## PROGRAMME CHAIR

## MIKE AMMERLAAN

Microsoft • USA

Mike Ammerlaan is a Director on the Office Ecosystem marketing team, focusing on SharePoint development, and loves helping developers build fantastic things on top of SharePoint! Mike has worked at Microsoft for 17 years, working on products like SharePoint, Excel, Yammer, Bing Maps and Combat Flight Simulator. He worked on the SharePoint 2007, 2010, and 2013 developer platforms, including capabilities like .net APIs, Features, Web Parts, and Add-ins. On Bing Maps, Mike worked to ship the Universal Windows map control that is part of Windows 10.



## PROGRAMME TEAM

## AGNES MOLNAR

MVP • Search Explained • Hungary

Agnes Molnar is an internationally-recognised expert in the fields of enterprise search, information architecture, and Microsoft technologies. The author of many acclaimed books, Agnes regularly speaks at technical conferences throughout Europe, Asia and North America, and has been recognised as both a Microsoft Most Valuable Professional since 2008 and one of the Top 25 Influencers for Microsoft SharePoint and Office 365 technologies since 2012.

Her passion has guided her career, during which she has consulted for many of the world's largest companies, government agencies, and NGOs in over 30 countries. In addition to leading the design and deployment of cutting-edge search applications for these clients, Agnes also developed comprehensive training programs focused on knowledge management best practices, user adoption and success measurement. Agnes founded Search Explained, where since 2013 she has been offering technical expertise and people-friendly training.

When not working with clients or managing the global Search Explained team, Agnes is the proud mother of three precocious children and enjoys speaking to organisations around the world about the vital role of women in technology.



## PROGRAMME TEAM

## CHRIS O'BRIEN

MVP • Independent • UK

Chris O'Brien is an independent consultant but has a long-standing relationship with Content and Code (UK), where he currently acts as Head of Development. In this role Chris oversees a group of around 20 developers, with responsibility for best practice, development standards and team readiness around Office 365, SharePoint and Azure. In addition, Chris does hands-on work, and has led the implementation of large Office 365 hybrid solutions which feature heavy use of cloud development techniques, including SharePoint Apps and Azure. As a SharePoint MVP for the last 9 years, Chris is a regular speaker at SharePoint conferences and writes an architecture and dev-focused blog at [www.sharepointnutsandbolts.com](http://www.sharepointnutsandbolts.com). In the past Chris has worked for Microsoft as a SharePoint field engineer.

# CONFERENCE INFORMATION



## REGISTRATION DESK

The European SharePoint, Office 365 & Azure Conference Team will be available at the desk to help with any enquiries. Our registration desk is situated in the Bella Center Foyer and will be open from 07:30 – 18:00 each day of the conference.

## EXPO

The EXPO will open each day at 11am. Take time to meet the community's leading solution providers.

## WI-FI ACCESS

Network: ESPC18 (No Password Required)

## BADGES

Delegates must wear their badges at all times as entry to the conference will be denied without it.

## CLOAKROOM

The cloakroom is located near the registration desk (Mon only) and in Hall A3 (Tues-Thurs) and is independently operated for the duration of the event.

## EXPO DRINKS

Join us for EXPO drinks on Tuesday 27 November at 17:45 in the EXPO (Ground Floor).

## COMMUNITY AREA

The Community Area is located in the EXPO. Drop by to say hello, meet fellow attendees, take part in activities, win prizes and have some fun!

## WOMEN IN TECHNOLOGY LUNCH

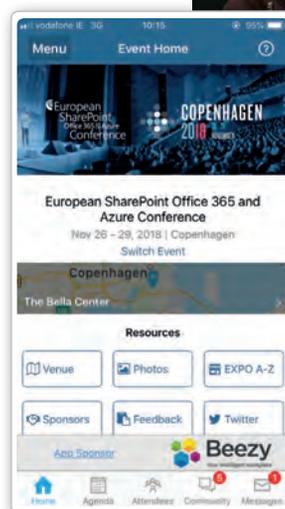
The Women in Technology lunch will be held on Wednesday 28 November at 12:45 in the Ground Floor Foyer, simply follow the signs from the registration desk.

## LABS

Microsoft Hands-On Labs will be operational from, Tuesday 27 – Thursday 29 November from 10:00 – 17:00. Learn new skills and practice with the latest Microsoft technologies.

## PARTY TICKET COLLECTION

Party tickets will be available for collection from the main registration desk from Tuesday afternoon break 16:15 – Wednesday 14:00 ONLY.



# WELCOME TO THE WORLD OF SHAREPOINT SUPERHEROES!



Discover the **future-proof** approach to building workflow applications for SharePoint.

## EXPERIENCE WEBCON BPS powered by **InstantChange™** technology

Witness how true change management **changes everything.**

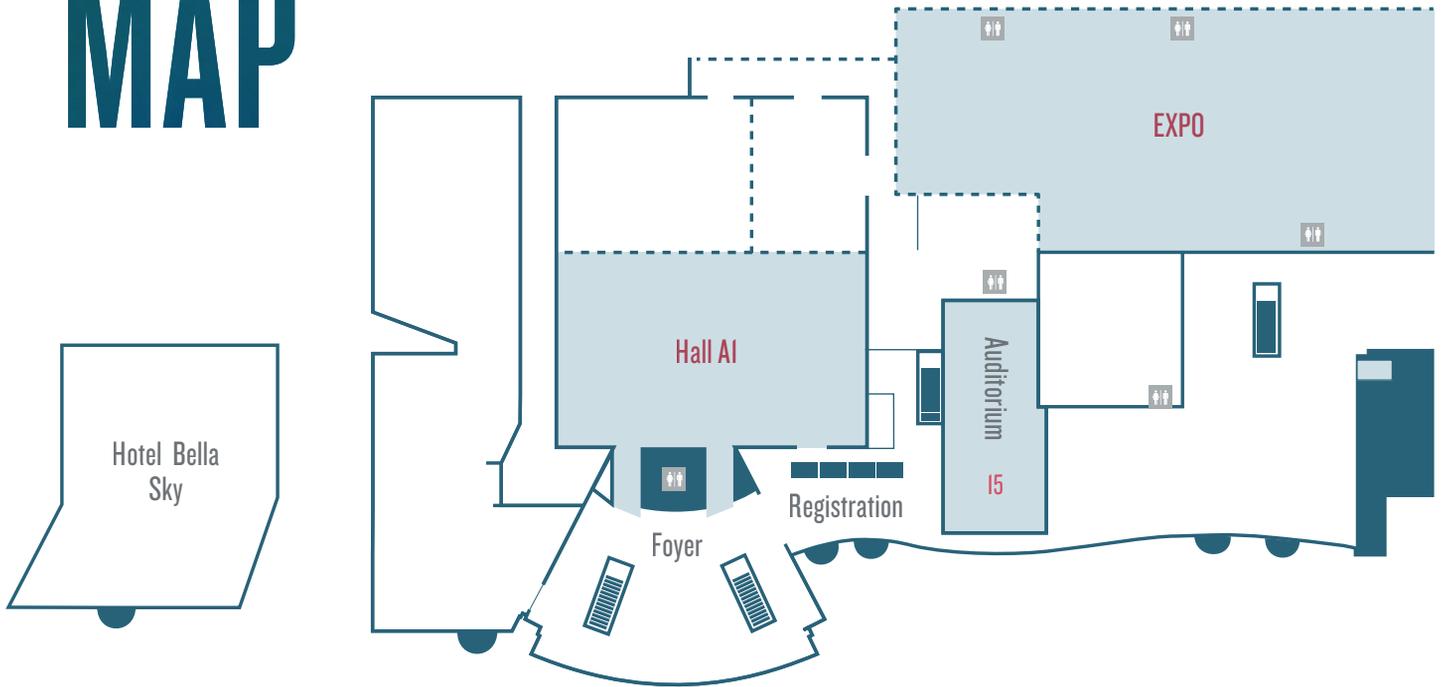


**“BEST SHAREPOINT SOLUTION”**  
award by European SharePoint Community

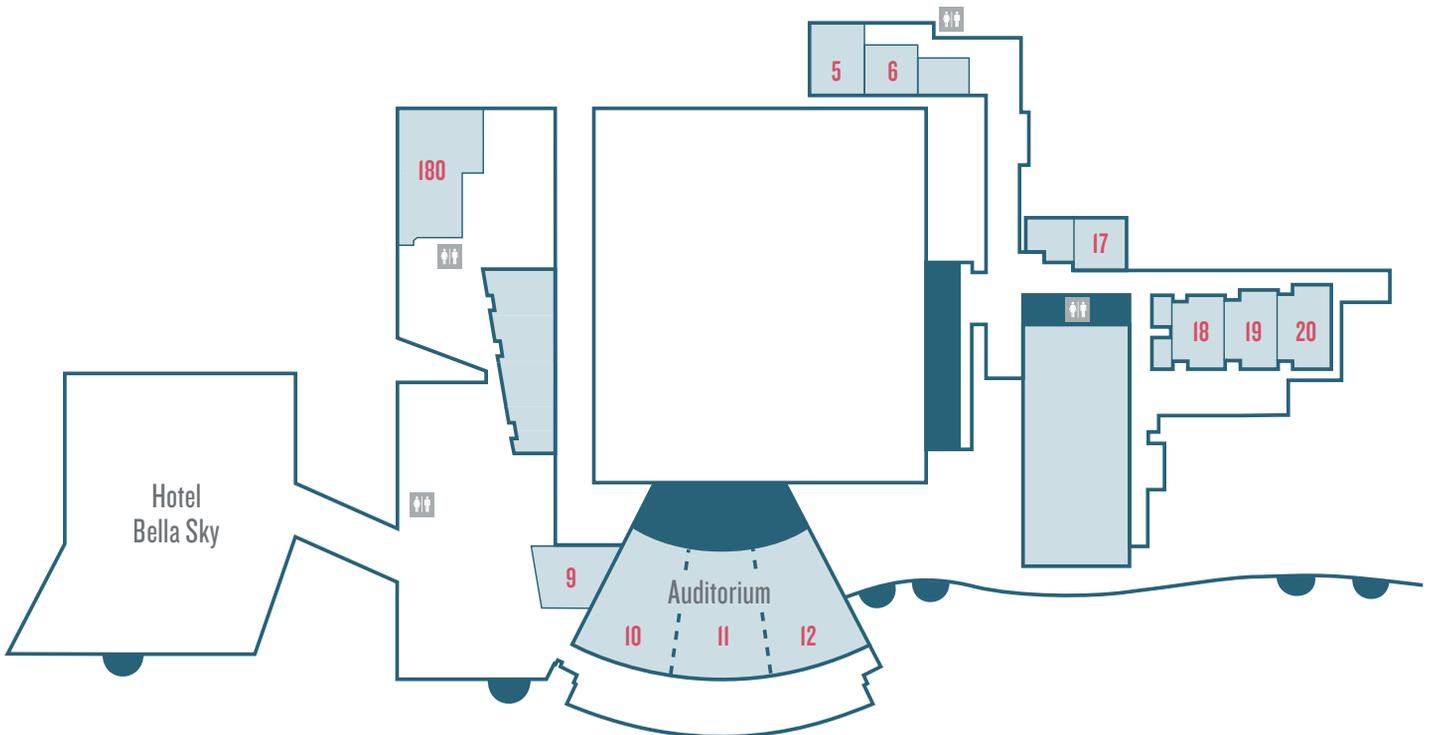
Let's meet at **booth #1** or find us at [webcon.com](http://webcon.com)

WEBCON®

# VENUE MAP



## GROUND FLOOR



## FLOOR I

# WEBCON<sup>®</sup>

Rapidly deliver  
**process-centric applications that users love**  
powered by InstantChange™ technology



[www.webcon.com](http://www.webcon.com)



By JEFF TEPER

# THE BIGGEST YEAR YET!

*Jeff Teper reflects on a hyper-productive year in the SharePoint ecosystem and welcomes you all to ESPC18.*



The team and I are incredibly excited to join you here at the European SharePoint, Office 365 & Azure Conference. It has been the biggest year in the history of SharePoint, whether we measure by new organisations, increase in usage, increase in storage, amount of new capabilities coming out cross platform or the size of the developer ecosystem. The SharePoint ecosystem has never been stronger. At Microsoft Ignite there were literally hundreds of sessions across Microsoft about technologies connecting with SharePoint. It was so exciting to hear the feedback from the people who could attend there.

Microsoft is moving faster than ever to meet your needs and we are doing so by coming together with a more integrated solution for end users, developers and IT with Microsoft 365. While there is an unlimited amount of learning material out there, here are some highlights from Microsoft Ignite 2018 and blog posts that I'd recommend.

You can find the full posts at: [linkedin.com/pulse/thoughts-ignite-2018-beyond-jeff-teper/](https://www.linkedin.com/pulse/thoughts-ignite-2018-beyond-jeff-teper/)

## 10 NEW WAYS FOR EVERYONE TO ACHIEVE MORE IN THE MODERN WORKPLACE

Ron Markezich, Corporate Vice President for Microsoft 365 shared his '10 new ways for everyone to achieve more in the modern workplace'

1. Check out the powerful new capabilities added to Microsoft Teams, the fastest growing business app in Microsoft history
2. Extend the power of Teams to empower workers in all roles and across industries
3. Find what you need faster with Microsoft Search
4. Create content that stands out with Microsoft 365
5. Office loves the Mac
6. Work together with your entire network with LinkedIn in Outlook and Office web apps
7. Deliver a modern desktop with Azure
8. Manage your environment with the Microsoft 365 admin centre
9. Achieve modern compliance easily for the General Data Protection Regulation (GDPR) and more
10. Advancing security for IT professionals with new enterprise-class capabilities

## DESIGNING FOR POWER & SIMPLICITY

Jon Friedman, Head of Microsoft Office design, shared a number of exciting changes in how Microsoft Design evolved the Microsoft Office 365 user experience centred on "the universal need for simple, powerful tools that help people stay focused".

### 1 DESIGNING FOR SIMPLICITY: expanding our Fluent Design System

Last year, we unveiled the Fluent Design System, a simple and connected visual system that supports Office as it moves toward faster, frictionless, and more intelligent experiences.

### 2 DESIGNING FOR POWER: meet Microsoft Search

If Fluent Design removes what's not necessary through simpler visual interfaces, Microsoft Search delivers what is necessary through powerful intelligence.

### 3 DESIGNING FOR SUPERPOWER: sharing Ideas with you

Human-centred design underlies

everything we do and beyond powering tools like Microsoft Search, weaving AI throughout the design process has enabled us to carefully craft experiences that intelligently extend your own capabilities in natural ways.

#### DESIGNING FOR YOU:

##### let us know what you think

Any designer knows that our process is one without a beginning, middle, or end. It's an iterative cycle, and even huge milestones like these changes mark the start of the journey's next leg. Our customers are on this journey with us, and the improvements we've unveiled are all part of our effort to support their best work.

This makes search a powerful capability that stretches across your work to make you more productive and take advantage of the collective knowledge from your organisation.

#### NEW INNOVATIONS IN SHAREPOINT AND MICROSOFT 365 DELIVER POWER AND SIMPLICITY IN CONTENT COLLABORATION

We showed how SharePoint and Microsoft 365 combine power and simplicity to meet your evolving business needs while ensuring ease of use for all. This balance is empowering organisations to better engage employees, teams to work together on content in new ways, and all employees to easily access and collaborate on files to get work done.

The team and I are excited to bring the best of Ignite to Europe. For those of you who have seen me do keynotes before, you know that SharePoint is not just a product, it's a community where you can grow your skills, your career, network and have fun meeting other people. Because what people do with SharePoint, is they automate business process, they design engaging employee experiences, they integrate other applications, so there's this never-ending stream of new technologies out there. And you need a community of peers to brainstorm and learn from and celebrate with as you guys do great work on SharePoint.

The European SharePoint, Office 365 & Azure Conference is our premiere event in Europe. It has a special fondness for me because in 2015, before we announced our big future SharePoint event in 2016, it was the first event I came to publicly and said "we're going big with the next era of SharePoint". I've been thrilled with the response of what we introduced since the following spring across OneDrive's integration with SharePoint, the new SharePoint experience, the new developer experience with the SharePoint Framework, rapid solutions with PowerApps and Flow, collaboration solutions with Microsoft Teams, building great intranets, SharePoint connecting with Stream and Yammer, using all the Azure technologies for Security and Compliance and building applications. So the SharePoint family in many ways has grown since that event I showed up to in Sweden in 2015. I came last year to ESPC in Dublin and we've got so much more to share, so I am thrilled to be here personally in Copenhagen.

So, we have lots of great stuff to share and we can't wait. If you're thinking of one conference to learn about SharePoint and all the related technologies in Office 365 and Azure – this is the place to be.

Thanks again for all your support and feedback and I look forward to meeting you all this week in beautiful Copenhagen.



#### MICROSOFT SEARCH—COHESIVE SEARCH THAT INTELLIGENTLY HELPS YOU FIND, DISCOVER, COMMAND, AND NAVIGATE

With Microsoft Search, we're introducing new organisational search experiences into the apps you use every day, including Bing.com and Windows, and our vision to connect across your organisation's network of data. We're also evolving the notion of what search means. Getting pages of results with hyperlinks to other information is simply not enough. Faced with ever decreasing attention spans, and an explosion of data, we recognise that the challenge is to find and deliver answers to your questions, suggest insights, and enable you to take action on your tasks.

#### ONEDRIVE ANNOUNCEMENTS AT IGNITE 2018

As Stephen Rose summarised, we announced new innovations for OneDrive to better connect you to your personal and shared files in Office 365, from any device. We're making it easier to share and work together in real-time while using the power of artificial intelligence to help you be more productive. And we're introducing new security and compliance capabilities to better protect your work.

Further information on the above can be found on:

<https://www.microsoft.com/en-us/microsoft-365/blog/>



# KEYNOTES

#1 TUESDAY 08:45  
HALL A1

## SHAREPOINT, MICROSOFT 365 AND THE MODERN WORKPLACE

JEFF TEPER  
CVP, Office,  
SharePoint & OneDrive,  
Microsoft, USA

DAN HOLME  
Director of Product Marketing  
for SharePoint, Yammer & Stream,  
Microsoft, USA



#2 TUESDAY 10:10  
HALL A1

## BUILDING ENGAGING SOLUTIONS FOR OFFICE 365

VESA JUVONEN  
Senior Program Manager, OneDrive – SharePoint  
Engineering, Microsoft, USA ...and Friends



#4 WEDNESDAY 08:50  
HALL A1

## ATTACKS OF THE INDUSTRY: A VIEW TO THE FUTURE OF CYBERSECURITY

PAULA JANUSZKIEWICZ  
MVP, Microsoft Regional Director,  
CQURE, USA



#3 TUESDAY 16:45  
HALL A1

## MICROSOFT AZURE FOR EVERY WORKLOAD

ARPAN SHAH  
General Manager for Azure Product Marketing,  
Microsoft, USA



#5 WEDNESDAY 16:45  
HALL A1

## ARTIFICIAL INTELLIGENCE: WINNING THE RED QUEEN'S RACE

JENNIFER STIRRUP  
MVP, Microsoft Regional Director,  
Data Relish Ltd, United Kingdom



#6 THURSDAY 08:50  
HALL A1

## BE THE LORD OF YOUR OWN RINGS

DONA SARKAR  
Head of the Windows Insider Program, Microsoft, USA



Don't be a casualty of  
information overload

Emails and Documents  
organised by **Topics**  
**directly in** Outlook

Come by stand **2** to find out how





Adis Jugo  
MVP



Agnes Molnar  
MVP



Aidan Finn  
MVP



Andrew Connell  
MVP



Andrew Hobden



Arpan Shah



Asif Rehmani  
MVP



Ben Howard  
MVP



Benjamin Niaulin  
MVP, RD



Bill Ayers  
MVP, MCM



Bill Baer



Bram de Jager  
MCM



Chris McNulty



Chris O'Brien  
MVP



Chris Thorpe



Christian Buckley  
MVP, RD



Dan Holme



Daron Yondem  
MVP, RD



David Lavenda



Dona Sarkar



Donald Hessing  
MCM



Edin Kopic  
MVP



Elio Struyf  
MVP



Eric Overfield  
MVP, RD



Erica Toelle



Erwin Van Hunen  
MVP, MCM



Fabian Williams  
MVP



Fabio Franzini  
MVP



George Muir



Gian Paolo Santopaolo  
MVP, RD



Gokan Ozcifci  
MVP, RD



Heather Newman  
MVP



Isabelle Van Campenhoudt  
MVP



Jeff Teper



Jennifer Stirrup  
MVP, RD



Jeremiah Marble



Jesper Jensen  
MVP



Jethro Seghers



John P. White  
MVP



Jon Levesque



Jouni Heikniemi  
RD



Jussi Roine  
MVP, MCM, RD



Karuana Gatimu



Kimmo Bergius



Koenraad  
Haedens



Laura Kokkarinen



Lieven Iliano



Lukasz Wrobel



Maarten Eekels  
MVP, RD



Maarten Goet  
MVP, RD



Mads Damgård



Markus Hintner  
MCM



Martin Laplante



Matt Swann



Maximo Castagno



Michael Pedersen



Michal Rykiert



Mihai Tataran  
MVP, RD



Mikael Svenson  
MVP



Mike Fitzmaurice



Morgan Simonsen  
MVP



Naomi  
Moneypenny



Nicki Borell  
MVP, RD



Nico Jacobs



Nico Martens



Olli Jääskeläinen  
MVP, MCM



Omar Shahine



Paolo Pialorsi  
MVP, MCM



Pascal Naber,  
MVP



Patrick Guimonet  
MVP, RD



Paul Collinge



Paula Januszkiewicz  
MVP, RD



Peter Jørgensen



Peter Schmidt  
MVP, MCM



Radi Atanassov  
MVP, MCM



Reuben Krippner



Richie Weldon



Rick Van Rousset  
MVP



Robert Hutter



Roberto Freato  
MVP



Sam Marshall



Sander Berkouwer  
MVP



Sanjoyan Mustafi



Sébastien Levert  
MVP



Serge Luca  
MVP



Sergei Sergeev



Shoshanna  
Budzianowski



Spencer Harbar  
MVP, MCM



Stefan Bauer  
MVP



Stephan Bisser  
MVP



Stephane Lapointe  
MVP



Steve Ede



Susan Hanley  
MVP



Thomas Göelles  
MVP



Thomas Vochten  
MVP



Thorsten Hans,  
MVP



Tiago Costa  
MVP



Toni Frankola  
MVP



Tony Redmond,  
MVP



Tracy van der Schyff,  
MVP



Vesa Juvonen



Vidar Kongsli



Vincent Biret  
MVP



Vishwas Lele  
MVP, RD



Vlad Catrinescu  
MVP



Waldek Mastyskarz  
MVP



Wictor Wilén  
MVP, MCM

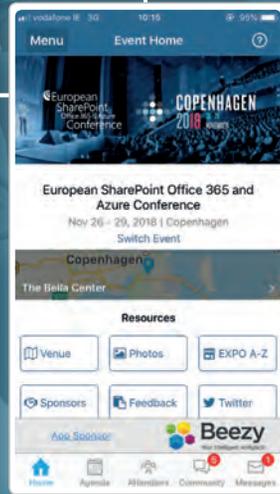
# MEET THE SPEAKERS



# DON'T FORGET TO RATE SESSIONS WIN PRIZES AND HELP US LEARN AND IMPROVE



DOWNLOAD THE FREE  
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FOR ESPEC18 NOW:



RATE A SESSION OR GIVE  
FEEDBACK FOR THE CHANCE  
TO WIN A FREE TICKET  
TO ESPEC19



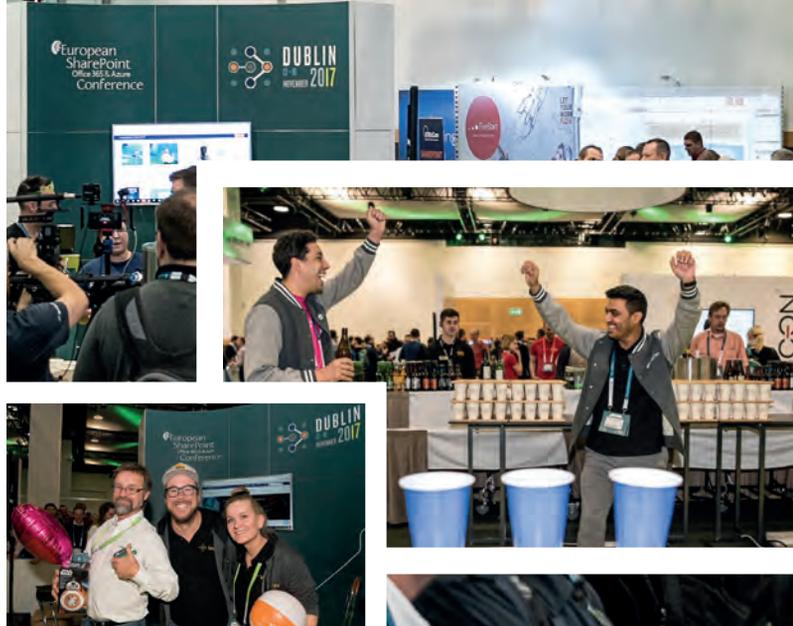
## COMMUNITY AREA

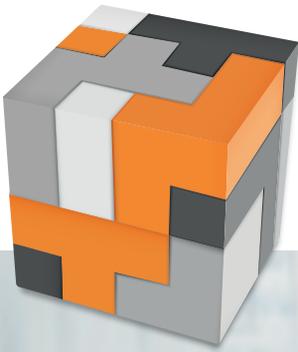
Join us in the Community Area, located in the EXPO hall.

Here you can take a moment to relax, participate in fun networking activities and pick up your limited-edition community t-shirt.

There will be lots of prizes up for grabs too.

Join us during Thursday lunch for the Sponsor Prize Draw.





**WORKPOINT**  
Completing SharePoint

**STANDARD  
SOFTWARE ON  
SHAREPOINT  
BOOTH 6**

# MANAGE PROJECTS AND CORPORATE LEGAL MATTERS EFFICIENTLY

WorkPoint is your Office 365 framework for business critical solutions. It is a modular standard system in the cloud, systemising knowledge-sharing in relation to management of projects, cases, HR, contracts, and corporate legal issues. WorkPoint structures data via SharePoint Online, bridging it to Microsoft Office 365.

**WE LOOK FORWARD TO SEEING YOU AT ESPC 2018**

Microsoft  
Partner

Gold Application Development  
Silver Collaboration and Content  
Silver Cloud Platform



CIO 20 MOST PROMISING  
SharePoint  
Review SOLUTION PROVIDERS -2015



Business-Critical  
SharePoint Partner

[WWW.WORKPOINT365.COM](http://WWW.WORKPOINT365.COM)



On-schedule in Brussels  
 On-site in Europe & Middle East  
[www.u2u.be](http://www.u2u.be)

# ESPC18 HANDS-ON LABS

TUESDAY - THURSDAY | 10:00 -17:00

Join us for the ESPC18 Hands-On Labs to learn new skills and practice with the latest technologies from Microsoft. Practice with the latest products and services in a live environment and advance your skills for free.

When you need a break between sessions and want a new experience, call by the ESPC18 Hands-On Labs direct from Microsoft. No pre-registration is required.

See website for full details.

[sharepointeurope.com/labs](http://sharepointeurope.com/labs)



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# LET YOUR WORK FLOW

## Digital Business Process Transformation

[www.firestart.com](http://www.firestart.com)



### MODEL

FireStart makes it easy and intuitive to model business processes; its user-friendly interface allows organizations to start using the system very quickly and efficiently.



#### Drag & Drop

Process Modeling with BPMN 2.0 Standard



#### Interactive Process Portal

with HTML5 Technology and Responsive Design



#### Easy Collaboration

User Feedback and Personalized Notifications



### EXECUTE

FireStart offers a way to quickly transform professional process models into executable workflows, enabling optimized integration of processes into existing IT systems.



#### Powerful Workflow Engine

with Flexible System Automation and Dynamic Task Management



#### Visual Data Mapping

and extendable System Activities for LOB System Integration



#### Smart Forms Designer

with Dynamic Rules and Interactive Controls



### IMPROVE

FireStart supports your analysis of business processes by identifying improvement potential through continuous monitoring and interactive dashboards.



#### Governance

Version Control and Staging Support



#### Real Time KPIs

with personalized Dashboards and Drill Down Reports



#### Open API

with ODATA Interface and RESTful Webservices

● ● ● FireStart

By SUSANNA RAY

# CAN AI HELP BREWERS PREDICT HOW NEW BEER VARIETIES WILL TASTE? CARLSBERG SAYS “PROBABLY”

In its efforts to brew better beer since it was founded near Copenhagen nearly two centuries ago, Carlsberg has distinguished itself with its commitment to scientific research.

The Danish brewer established a laboratory in 1876 — a new concept at the time — and in 1883 discovered a way to purify yeast that enabled consistent beer production. The company decided to share it with other brewers, and the Carlsberg yeast is used in most of the world’s lagers crafted today. The lab went on to develop the pH scale that has become the standard in determining the acidity of a liquid.

More recently, building on research into how light and sound affect plants, Carlsberg installed big-screen TVs in a greenhouse and played Liverpool FC matches nonstop for the crop of red hops growing there, to create a special brew infused with the soccer team’s colours and the fans’ roaring cheers.

So it’s no wonder that Carlsberg now is leading the way in bringing artificial intelligence (AI) to one of the world’s oldest industries. The Beer Fingerprinting Project will help researchers at Carlsberg, the fourth-largest brewing company in the world with 140 beverage brands in 150 countries, use advanced sensors and analytics to more quickly map out and predict flavours. And it’s all aided by a move to the cloud to help speed along

the company’s “Sail’22” growth strategy and better contend with increased competitive pressure.

“From our founder on, Carlsberg has had this history of innovation, of disrupting the brewing industry and constantly looking for ways to do things better,” says Sarah Haywood, chief technology officer for Carlsberg Group. “So this digital transformation ties in nicely with that.”

Known as “Dr. Beer,” Jochen Förster is the director and professor of yeast and fermentation for Carlsberg Research Laboratory, whose principal task, as laid out by founder J.C. Jacobsen, is to develop as complete a scientific basis as possible for malting, brewing and fermenting operations.

“It may sound nice to have to taste a lot of beers every day, but we create hundreds of small microlitre brews and beers, in such small volume that they’re not really testable,” Förster says. “So we realised that if we had sensors that could tell us at the outset if the yeast is really going to be usable later in large-scale beer production — and that could recognise the chemicals and flavour compounds to predict what a beer will taste like — that would really help our research a lot.”

The lab began working with Aarhus University, Denmark’s leading research institution, to develop sensors; with the Technical University of Denmark, north

of Copenhagen, to figure out how to implement them in different fermentation scenarios; and with Microsoft to analyse the signals from the sensors using AI solutions, including machine learning algorithms, to measure the flavours and aromas created by yeast and other ingredients.

The three-year project began about six months ago, so it’s too early to give detailed results. But the sensors can already differentiate between various pilsners and lagers, and researchers are now fine-tuning the system and developing software that will make it easier for technicians who might not be familiar with AI to use it to amplify their work, Förster says.

The goal is to map a flavour fingerprint for each sample and reduce the time it takes to research taste combinations and processes by up to a third, to help the company get more distinct beers to market faster.

When Förster began working with yeast 20 years ago, an international consortium of dozens of researchers had just deciphered and published the yeast genome, after studying it together for years. Now, he can get back the same data on any given strain within a week, characterised in much greater detail. That speed has created a flood of data, setting up a situation where AI can really shine, he says, by rapidly analysing data sets and showing patterns.





Technological advances in communicating are helping Förster’s team keep up in practical ways, too. The Beer Fingerprinting Project is “a very Scandinavian project,” being worked on in different cities throughout Denmark and Sweden, Förster says. The distance between them makes it difficult to meet in-person regularly, but tools such as Teams, SharePoint and Skype have sped up the process of collective creativity, he says.

The Danish brewing company has just gone through “a massive re-engineering and reimagining” of its infrastructure platform to boost its performance and, above all, its agility and speed, Haywood says.

By migrating its 500 servers to Microsoft Azure earlier this year and adopting Office 365 and Windows 10, among other new tech solutions from Microsoft partners, Carlsberg not only has the structure and scale to manage its core platforms with rigor and discipline, she says, but employees are able to work in a more collaborative environment and micro-test ideas to move more quickly in bringing them to market.

“Essentially, we’re leveraging this digital landscape to enable new ways to connect with our employees, customers and consumers,” Haywood says, “and pace is critical here in terms of how quickly we can access those opportunities and stay in front of our competition.”

It’s an important foundation for the company’s seven-year Sail’22 growth strategy launched in 2016, helping Carlsberg optimise its infrastructure while speeding up development and boosting flexibility.

The cloud is also the platform for the “connected bar” concept Carlsberg is testing with 30 pilot pubs. The prototype uses the “Internet of Things” (IoT) to provide information to bar owners that helps them better manage their stock of kegs, the temperature of the beer and more, to improve their profitability as well as their patrons’ experience.

The digital evolution is sure to bring cause for a bit more certainty and swagger to a company whose tagline since 1973 has been that it’s “probably the best beer in the world.” But don’t expect to see a public change in the modest Danish company’s tone. Carlsberg put together a TEDx talk last year sharing the philosophy passed down by founder Jacobsen, one it still embraces as its way of doing business: Avoid the pitfalls of dogmatic beliefs by answering every question with “probably.”

Still, if you ask “Dr. Beer” Förster whether Carlsberg really might be able to brew better beer through advances in technology, you’ll get a slightly different reply: “We already are.”

All images courtesy of Carlsberg.

This story originally appeared on Microsoft Transform:  
<http://trnsfrm.ms/carlsberg>



# THINGS TO DO IN COPENHAGEN

*Copenhagen is full of attractions, historic sites and places. Make sure to take some time out during ESPC18 to visit some of the top things to do in this beautiful city.*



## 1 TIVOLI GARDENS

Tivoli Gardens is the second oldest amusement park in the world. It opened in 1843 both as an amusement park and a pleasure garden. It can be found in the heart of Copenhagen. The Nimb Hotel is located in the centre of the Gardens where you can people watch and grab something to eat. The Park has numerous rides for all ages including the Vertigo; a ride that will turn you upside down at 100 km/hr. Apparently Tivoli Gardens was the inspiration for Walt Disney for his Disneyland Park. He visited the Gardens in 1951.

## 2 SEE SOME ART

Copenhagen is home to a number of museums and centres of art that are worth investigating. Statens Museum for Kunst is Denmark's National Gallery. It exhibits drawings, engravings and lithographs from the likes of Degas and Toulouse-Lautrec and is the home of arguably the best collection of Danish 19th century Golden Age art. The Museum is home to contemporary works as well.

The Louisiana Museum hosts some more recognisable works and features names like Pablo Picasso, Francis Bacon and Alberto Giacometti as well as some local artists. Finally the ARKEN Museum of Modern Art in Ishøj, not far from the city, hosts regular exhibitions that can surprise, delight and challenge you.

## 3 CYCLE AROUND THE CITY

You can't get more Hygge than taking some time out to explore the city. Copenhagen is particularly accommodating to cyclists so take time out, rent a bike and explore the city. There are several cycling tours available as well if you want to explore with the help of a guide.

## 4 THE ROUND TOWER

The Round Tower was built by Christian IV in the early 17th century to continue the astronomical research that Denmark has become known for because of astronomer Tycho Brahe. The tower is 36 metres high but it takes 209 metres to reach the top where there are views of the oldest parts of Copenhagen. The tower was often

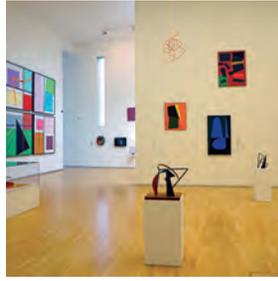
visited by Hans Christian Andersen who drew inspiration from the place.

## 5 THE LITTLE MERMAID AND HANS CHRISTIAN ANDERSEN FAIRY TALE HOUSE

One person who is synonymous with Copenhagen is author Hans Christian Andersen. The Little Mermaid statue can be found at the Langelinie promenade on the shoreline. The statue was created in 1913, commissioned by Carl Jacobsen, son of the founder of Carlsberg. The Fairy-Tale House in Copenhagen celebrates the world of Hans Christian Andersen with exhibitions of his travels. Here his stories are brought to life.

## 6 KRONBORG CASTLE

A World Heritage Site, Kronborg Castle is a wonderful 15th century fortification that is now best known as the setting for Shakespeare's Hamlet. Located in Northern Zealand, the castle has had a number of renovations over the years. It features several renaissance locations including Frederik II's fine ballroom and the



statue of Ogier the Dane. Museum M/S (Maritime Museum of Denmark) is located across from Kronborg Castle. Here you will experience world class architecture built below the ground.

**7 VISIT NYHAVN**

Once a busy commercial port packed with ships, sailors, pubs and ale houses, Nyhavn is now a much more relaxed area popular with tourists. Though it still hasn't changed too much with numerous restaurants and bars located in the area.

**8 CHRISTIANIA**

Founded in 1971 when a group of hippies took over an abandoned military barracks,

Christiania is now today, the third most popular tourist attraction in Copenhagen. The town is home to about 800 people. It is self-governing with its own rules. Pusher Street is the main street in the commune (named because of the many dealers to be found there) but exploring the area further, you will find DIY houses, gardens and craft shops.

**9 EXPLORE STRØGET STREET**

Strøget is one of the oldest and longest pedestrian streets in the world, full of Danish design. Stroll through Strøget street and discover historic fountains and buildings like the Gothic-style Dragon Fountain and Copenhagen City Hall. Afterwards, take a break and enjoy some

shopping in independent shops, boutiques and well-known department stores.

**10 CARLSBERG**

Check out one of the largest tourist attractions in Copenhagen. Take a tour around the old Carlsberg Brewery – smell the ingredients while enjoying the original architecture and treat yourself to a Danish beer!

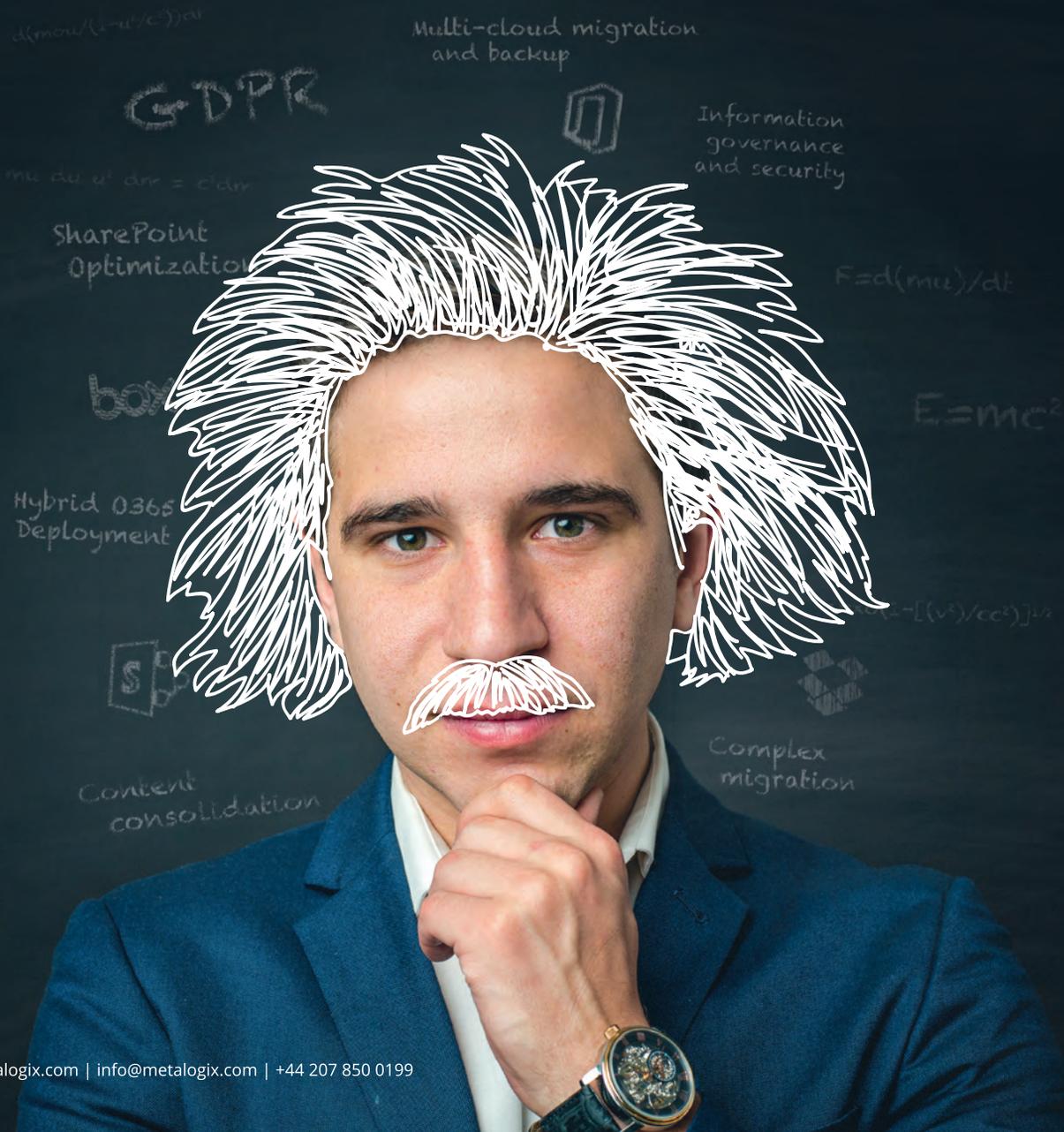
> [www.visitcopenhagen.com](http://www.visitcopenhagen.com)

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# RESTAURANTS

*Copenhagen not only houses some of the world's best restaurants, but also one of the most exciting culinary landscapes in the world. The city's vibrant restaurant scene combines organic ingredients with creative gastronomy in beautiful settings, both respecting tradition and pushing culinary boundaries. We explore the best Denmark's capital has to offer, from high end luxury to affordable delicacies.*



## MICHELIN RESTAURANTS

### GERANIUM

Geranium in Copenhagen holds three stars in the Michelin Guide Nordic Cities 2017. It was also ranked in the 20 best restaurants in the world in 2017, and is run by Rasmus Kofo, one of the best chefs in the world.

### MARCHAL

The dining experience at Marchal in Copenhagen's historic Hotel D'Angleterre will appeal to all your senses. The ambitious kitchen strives to give the culinary tradition of the historical place a modern touch.

### KONG HANS KÆLDER

Kong Hans Kælder was the first restaurant in Copenhagen to receive a Michelin star back in 1983 and has kept its sky-high standards ever since. It holds one star in the Michelin Guide Nordic Cities 2017.

## MICHELIN RESTAURANTS "SIBLINGS"

### UFORMEL

Uformel is the little brother to the Michelin star restaurant Formel B. The intention with Uformel (meaning 'informal') is exactly that, to create an unpretentious place with prices a lot cheaper than its older brother.

### L'ALTRO

Close to the canals at maritime Christianshavn, L'Altro offers Italian country cooking at its best. Everything is 100% Italian, and the atmosphere is warm and homely. The restaurant was given a Bib Gourmand in 2015, so even though it has the same concept as its older sister Era Ora, the dishes are a bit more affordable.

### TRIO RESTAURANT & BAR

Amazing views are guaranteed at Trio - one of Copenhagen's highest located restaurants. The restaurant and cocktail bar is located on the 10th floor of the spectacular Axel Towers, and the food is on point.

## VALUE FOR MONEY

### RESTAURANTS BY COFOCO

The concept is simple. Cofoco is an acronym for Copenhagen Food Consulting, and as these three words indicate, the goal from day one has been to point guests in the right direction and help them find their way to a good meal. Try out Höst, Vækst, Vespa, Llama or one of the many other very popular restaurants in the chain.

### RESTAURANTS BY MADKLUBBEN

Excellent food at reasonable prices. That is the dream behind Madklubben, which runs many otherwise very different restaurants in and around Copenhagen. The concept is quite simple. You choose one, two or three courses from the menu and pay a fixed price, which we promise will not blow your budget. Try out Bistro de Luxe, Madklubben Steak or one of the many popular restaurants in the chain.

➤ [www.visitcopenhagen.com](http://www.visitcopenhagen.com)

By BILL BRIGGS

# HOW MIXED REALITY IS SPARKING A NEW VISION AT MERCEDES-BENZ GLOBAL TRAINING

*Two years ago, Walter Bauch received a sweet gift and a stern challenge. Both came from his son.*

The gift: his first-ever smart phone. The son's challenge: "Dad, this phone is your last chance to start using social media apps." Bauch, then nearing 50, was excited to share the news with his good friend and tech-loving colleague, Ralf.

In the mid-1990s, Ralf Krieger purchased one of world's earliest smart phones. He soon learned how to push that nascent device well past its limits. Krieger similarly probed and prodded a still-budding invention dubbed the World Wide Web. Around that same time, Krieger randomly bumped into Bauch at the Mercedes-Benz Global Training centre in Stuttgart, Germany. Both had come to prepare for new roles as company coaches. They struck up a conversation. Soon, they were working together.

Cue the theme from TV's "The Odd Couple." The 1970s sitcom questioned whether two polar opposites could share a Manhattan apartment.

In this real-world scenario: Can two digital opposites share a job without driving each other crazy?

Without further suspense, the answer to that question: A resounding yes. Twenty-three years after their chance meeting, Bauch and Krieger continue their collaboration at Mercedes-Benz Global Training. They teach service employees the latest in vehicle repair techniques while leading sales professionals through features of the newest models.

And in keeping with Bauch's growing digital appetite, they rely heavily on Microsoft HoloLens to conduct faster, more engaging training sessions, they say. The training centre is now equipped with more than 100 HoloLens units.

Training participants don the mixed-reality headsets to view 3D digital models of the vehicles and their internal parts, allowing them to fully see and grasp complicated fixes on transmissions, brake assemblies and other components.

But that tactic offers an even larger lesson for their audiences, Bauch and Krieger say: It's never too late to discover modern technology.

"People come in and hear my story," says Bauch, 51. "They realise: Here is this guy who never used a smart phone until two years ago and now he is using HoloLens in his job. People do not believe it.

"This is the signal we send out to our visitors: It's not the age of the user that matters. This device is for people of all ages. Our oldest participant was 89. He attended with his 60-year-old son. I will never forget what he told us: 'I wish I'd had this technology when I was young and handsome.'"

"This," Krieger adds, "is exactly why Walter and I are a great combination. I push things to the limit. I want to try this out, try that out. Walter is a bit more the person who is asking questions for deeper explanations. He brakes me a little bit, allowing us to rethink and create even better ideas."

Mercedes-Benz Global Training educates employees worldwide in management, products, branding and sales. The network spans 800 trainers working at 150 locations across 120 countries. Employees can also access a variety of training sessions via the company's Global Training App.

In Stuttgart, 450 employees absorb classroom wisdom each day in a modern training centre.

These days, after leading training efforts together for more than 20 years, Bauch and Krieger say that HoloLens injects an unprecedented level of transparency into their process. This is essentially "Show and Tell" 2.0, but for highly skilled adults.





1



- 1 Ralf Krieger (left) and Walter Bauch.
- 2 Bauch, wearing a HoloLens device, gives a lesson to one of his classes.
- 3 A training session with HoloLens.

By introducing mixed reality, Bauch and Krieger say they're also motivating employees to try out new technologies to improve their jobs – from the repair garages to the sales floors.

“One of our participants, a sales professional, told us that HoloLens would allow him to need only one car in his showroom,” Krieger says. “He envisioned using HoloLens in a way that his customers could touch the physical car but also see, through mixed reality, how that same model would look if they wanted different components.”

Meanwhile, service employees wearing the device can look at an actual Mercedes-Benz vehicle, gesture with their fingers at the engine and immediately see a 3D model of the transmission appear next to the car. The 3D transmission's gear sets are spinning as if the car has been placed into “drive.”

The two trainers typically use between 5 and 15 HoloLens devices during their sessions.

“If you're talking with service staff in retail, they only want to use technology if they see value,” Bauch says. “If you cannot deliver that, you would not get them to use a new technology at all.”

“People who wear the HoloLens during our demonstrations,” Krieger adds, “are happy to use it and have fun while using it. We have created a visual, easy and inspiring way to teach complex content.” At his home in Stuttgart, Bauch sometimes wears HoloLens in the evenings. He enjoys testing the device's functions as he performs simple, domestic tasks like preparing a meal or watching television.

Some nights, Bauch even falls asleep in a cosy, black leather chair in front of the TV, HoloLens atop his head. “My wife wakes me up and says, ‘Hey, guy, you should remove that thing.’”

His son recently commented: “Two years ago, I showed you the smartphone technology and now you're coming up with things like that? You are totally crazy.”

But as Bauch likes to say, he is “living the technology.”

“Ralf and I are fascinated by the possibilities of mixed reality,” says Bauch, project manager for HoloLens applications at Mercedes-Benz Global Training. “We both want to see where the boundaries are, especially in a challenging work environment.”

At work, the main idea behind their HoloLens applications is to consolidate complex, technical concepts for the people in their classes, effectively simplifying their lessons in visual and relatable ways.

“Our participants and colleagues in the training centre trust our experience and believe what we are saying,” Bauch says. “We would lose our reputation as competent trainers if that would not be the case.”

“When bringing new technologies to our colleagues, it requires people who courageously walk a few steps ahead of the latest digital developments.”

That assessment brings a smile to the face of Krieger, who also scouts for emerging technologies and trends to share with the training centre team.

“I try to inspire them with new ideas,” says Krieger, 50, who lives near Stuttgart. “Either Walter or one of my other colleagues are picking up these thoughts and implementing them in existing projects or creating new ones.”



2



3

See more from Bill Briggs at: [news.microsoft.com/transform/](https://news.microsoft.com/transform/)

Photo by Cyrus Cambridge, Edleman.

All other photos courtesy of Mercedes-Benz Global Training



# SPEAKERS

## TOP 3 TIPS

*As we move to 2019 we ask our speakers for their top tips, tricks and predictions for the year ahead.*

### 3 TOP TIPS FOR USING TOOLS SUCH AS MICROSOFT PROJECT AND OFFICE 365 PLANNER BEN HOWARD, MVP, APPLEPARK LTD

**1**  
Have realistic expectations for your toolset  
Be realistic with what your toolset can do – I've seen too many people create a project schedule and assume that the project will run itself.

**2**  
Use the right tool for the right job  
Excel is a great tool for financial management, but it's not a great tool for creating and updating a Gantt chart, whereas Microsoft Project is the right tool for creating and updating a Gantt chart! Planner is a great Task Management tool but will never produce a Gantt chart in its own right.

**3**  
Think about communications  
Any sort of plan/schedule is a communication tool, so think about what you need to communicate, to whom, and when. Think about the communications before you start writing the project plan.

### 3 TOP TIPS FOR USING MICROSOFT TEAMS MAARTEN EEKELS, MVP, PORTIVA

**1**  
Don't assume someone has read a conversation in Microsoft Teams unless that person (or the Team/Channel) has been @mentioned

Not everyone is following all the same channels as you do or monitoring their Teams as closely as you. When you did not @mention a person, a Channel or an entire Team, you cannot assume that someone has actually read the conversation. They might, but you are not allowed to assume so.

**2**  
Start new conversations in Microsoft Teams with a title.  
When you first see a new conversation in a Channel, it might not be obvious right away what the conversation is about. Titles really help when you are quickly scanning all the new conversations. A title gives a very good indication of the contents of the conversation and saves time in deciding if you want to join a conversation or not. Click the format button to add a title to a conversation.

**3**  
Follow channels in Microsoft Teams to track activity in your Activity Stream.  
There is a difference in Teams between favouriting a Channel and following a

Channel. When you favourite a Channel, it will stay visible in your list of Teams and Channels. But you still have to visit that Channel to find out what is happening there. When you follow a Channel, you receive direct notifications in your Activity Stream when there is new activity in that Channel. And even better, you can then filter your Activity Stream to display all activity in all the Channels that you follow. Click the filter icon and then the 'Following' button.

### 3 TIPS/TRICKS/PREDICTIONS FOR 2019 JOHN P. WHITE, MVP, TYGRAPH

**1**  
Stop branding  
Yes, I know... but the customer wants branding. I have seen so much money wasted over the years on non-responsive, pixel perfect screen layouts. Microsoft is also making branding (as opposed to theming) increasingly more difficult to do. The harder it gets, the more expensive it is to maintain. We don't brand Microsoft Word, and we don't need to brand SharePoint.

**2**  
Embrace PowerApps and Flow  
PowerApps and Flow are the present and future of business process automation both within, and outside of SharePoint and

in the cloud or on premises. It's time to ditch the old InfoPath forms and move to the new platform. It's ready.

3

### Get a handle on your data

Tools like Power BI bring advanced analytics capabilities into the hands of power users. There are insights hiding in your data, go ahead and unleash Power BI to find them. Usage data in Office 365 is an excellent place to start.

## PREDICTIONS FOR 2019 FROM A SHAREPOINT AND OFFICE 365 PERSPECTIVE

GOKAN OZCIFCI, MVP,  
NEOXY CONSULTANCY

1

### A Rise in the usage and integration of Business Apps

The rise in usage and integration of Business Apps into the Microsoft 365 ecosystem will create a new utopic wave in a seamless and unified experience. Business Apps will break down silos and barriers between different ecosystems and propose a centralised experience for Citizen Developers in organisations. People will easily get/modify any data from any data source and publish those results into Microsoft 365 which can be OneDrive, SharePoint, Power BI, etc.

2

### Citizen Developers taking over end-user development

More and more Citizen Developers will take over the end-user development which was typically done by a limited workgroup or even a single-user. However, today, Power Users can build departmental, enterprise and even public applications using Microsoft Business Applications such as Microsoft Flow, PowerApps, etc.

3

### Watch this space! - for SharePoint Spaces

I would not bet on SharePoint Spaces in 2019 as the project is still not mature yet for organisations although I believe it's a very big step into the AI and VR world –

but, as it stands today, I can't see the use cases around SharePoint and VR.

## 3 NUGGETS OF WISDOM MARTIN LAPLANTE, POINTFIRE

1

### Stop relying on variations

There has been deprecation announcements about variations for SharePoint 2019 and for SharePoint Online.

2

### Switch from Classic to all Modern all at once

Switch your organisation from all Classic to all Modern all at once, and treat it like a migration. Besides, the added training and support required if you opt for gradual or optional switching, any add-in or customisation would have to support both models simultaneously and that is difficult.

3

### Get to know site regional settings

If your tenant spans time zones, get to know site regional settings and the ability to override them with personal regional settings. Everything with a time or a date will be affected by the time zones and the local date/calendar formatting in those settings.

## TOP 3 TIPS ON SHAREPOINT AND OFFICE 365 ADOPTION

ASIF REHMANI, MVP, VISUALSP

1

### Have a good change management strategy

SharePoint and Office 365 adoption is mostly about changing business processes and existing work habits. To make the transition successful, implement a sound change management strategy.

2

### Scrap training programs

End-users tend to forget things they learn in classes within weeks. To successfully drive SharePoint and Office 365 adoption, don't run training programs! Instead, install a contextual help system that

automates training, help, and support for your end-users.

3

### Encourage employees

To make sure that employees actually use SharePoint and Office 365, influence and personal involvement from executives is needed. Leaders should at least help to remove roadblocks, become exemplary users, and initiate conversations around the benefits of using the platform.

## TOP 3 SHAREPOINT & OFFICE 365 TIPS MICHAŁ RYKIERT, SENIOR CONSULTANT, WEBCON

1

### Focus on communication between IT and business

The key to a successful project is to understand the needs of business users and being able to "translate" them into IT requirements. Hence, proper communication and understanding between end-users and delivery teams is crucial.

2

### Think long term

Today's fast-paced environment requires applications that will always keep up with reality. Therefore, before approaching an implementation, it's heavily advised to look not only at short-term requirements, but also those that may and will emerge in the future. Both IT departments and the software they implement must be ready for it.

3

### Stay flexible

Only use hard-coded applications where you must. In other cases, choose no-code/low-code platforms to ensure delivery of applications that are easy to configure and maintain. Such an approach will save you a lot of time and trouble in the future.

Check out:

[www.sharepointeurope.com/blog/](http://www.sharepointeurope.com/blog/) for more great tips, tricks and predictions.

# Join the intelligence revolution



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# BARS

*Danes might be famous for their beer, but Copenhageners enjoy a good cocktail too. Don't forget your dancing shoes, Copenhagen nightlife offers everything from mainstream discos, through glamorous venues, hip bars and underground clubs. See our top picks below.*



## RUBY'S (COCKTAIL)

No money was ever spent on advertising here; there are no flashy signs, no eye-catching entrance, and yet, by word of mouth, this unique cocktail bar has become one of the most talked about venues in town - and rightly so. In October 2015, Ruby's was ranked on the list of the world's 50 best bars.

## CURFEW (COCKTAIL)

Humberto Saraviva Marques is the proud owner of Curfew - voted Copenhagen's best cocktail bar in 2017. His speakeasy style cocktail den is like entering the shrine of a true collector, with Humberto's collection of quirky cocktail gear, vintage machines, shakers and of course, fine spirits and homemade liqueurs, bitters and syrups.

## I 105 (COCKTAIL)

Cocktail tender Gromit has ascended to stardom on the Copenhagen cocktail scene, and deservedly so. You'd be doing yourself a disservice by not coming by and checking out his magic potions. Try for example a Copenhagen cocktail, which is his own creation!

## WARPIGS (BEER)

WarPigs is a big, hip brewpub in Copenhagen's buzzing Meatpacking District and the place to go if you are looking for a beer experience out of the ordinary.

## NØRREBRO BRYGHUS (BEER)

At the Nørrebro Bryghus, beer gets the full attention it deserves. Prize-winning brew master Anders Kissmeyer's smooth handling of the microbrewery's production ensures the availability of up to 10 different types of beer every day. Something to suit every taste.

## THE JANE (NIGHT CLUB)

The nightclub and cocktail bar, The Jane is located in the heart of Copenhagen on Gråbrødre Square. Here you are invited into rooms in best 'Mad Men'-style. When you walk down the stairs to the 340 square metres nightclub, you will see a fireplace and a large bar where the bartenders are ready to make your favourite drink.

## THE BIRD & THE CHURCHKEY (BEER AND GIN)

The Bird & The Churchkey is Copenhagen's only gin and beer bar and is located in beautiful surroundings at Gammel Strand together with Copenhagen's other trendy bars.

## CHAUTEAU MOTEL (NIGHT CLUB)

4 storeys, 4 different genres and a party for everyone at one of Copenhagen's biggest nightclubs. Chateau Motel is Copenhagen's only 4 storey nightclub and gives you the full nightclub experience. The nightclub has something for everyone, whether you fancy dancing the night away or want to sip your cocktails quietly, each floor has its own music profile.

## JOLENE (BAR/NIGHT CLUB)

Jolene opened in 2007 and instantly became a boisterous success. So boisterous it was shut down after only 4 months due to incessant neighbour complaints. In 2008, Jolene relocated to chic new digs in White Meat City, Vesterbro. This is also where you'll find the hip Karriere and Kødboderne 18, featuring a restaurant, café, and bar, a former slaughterhouse turned serious all-night party venue!

> [www.visitcopenhagen.com](http://www.visitcopenhagen.com)

By LUISE FREESE

# 10 THINGS

## IT PROS SHOULD CARE ABOUT WHILE DESIGNING A GREAT DIGITAL WORK EXPERIENCE

1

### THE 80/20 RULE

As we always say: digital transformation is 80 % about people and 20 % about technology. We should walk the talk and think about our customers - our users. They deserve a workplace experience where they can evolve a creative, productive and sustainable way of working in order to create value, not to be occupied by managing their insane inbox the whole day.

2

### DON'T CALL YOUR OFFICE 365 LAUNCH AN IT PROJECT

Please be careful not to call your launch of Office 365 an "IT-Project" First, it's not a project at all; by definition, a project is a specific activity that has a beginning and an end, and the result is a tangible and well-defined product or service. When the organisation moved its files to SharePoint and/or mailboxes to Exchange Online, transformation isn't done!

Second, if we want the benefits of Office 365 for our organisation, it's more than the IT perspective of deploying tools & services and it's way more than a few feature-trainings. We need to change our customer's behaviour and this is only possible when our users are adaptable and willing to change. But this say-yes-and-embrace-change-attitude doesn't come up automatically.

3

### #STARTWITHWHY

Why does your organisation want Office 365 to be introduced? To save on licensing costs or because the support for an outdated version expired? Your boss told you so? It's very important to clarify which business objectives can be facilitated, accompanied or benefited by an Office 365 introduction. Office 365 is not a means to an end! Office 365 is not just a small, unimportant IT-thing, but is intended to be used to support the company's goals and help employees work more creatively, productively, faster, more networked and more mobile.

4

### SPONSORS AT C-LEVEL

For this to work and actually make changes in the company, it requires the understanding and participation of the management level of the organisation. It is therefore imperative to have one or more friendly allies in the management circle.

5

### COMMUNICATION VS CONTRIBUTION

Not only communicate at an early stage, but let your users contribute to those decisions which will affect them directly. Ask departments and teams what work they need to get done, how they work, with whom they work and

what tools and business processes are involved.

You will learn a lot about the way they work and I strongly encourage you to listen - you will have the chance to learn a lot about your company. You can't skip that part, it's crucial. If you don't take your time for this, your users won't get what they need.

6

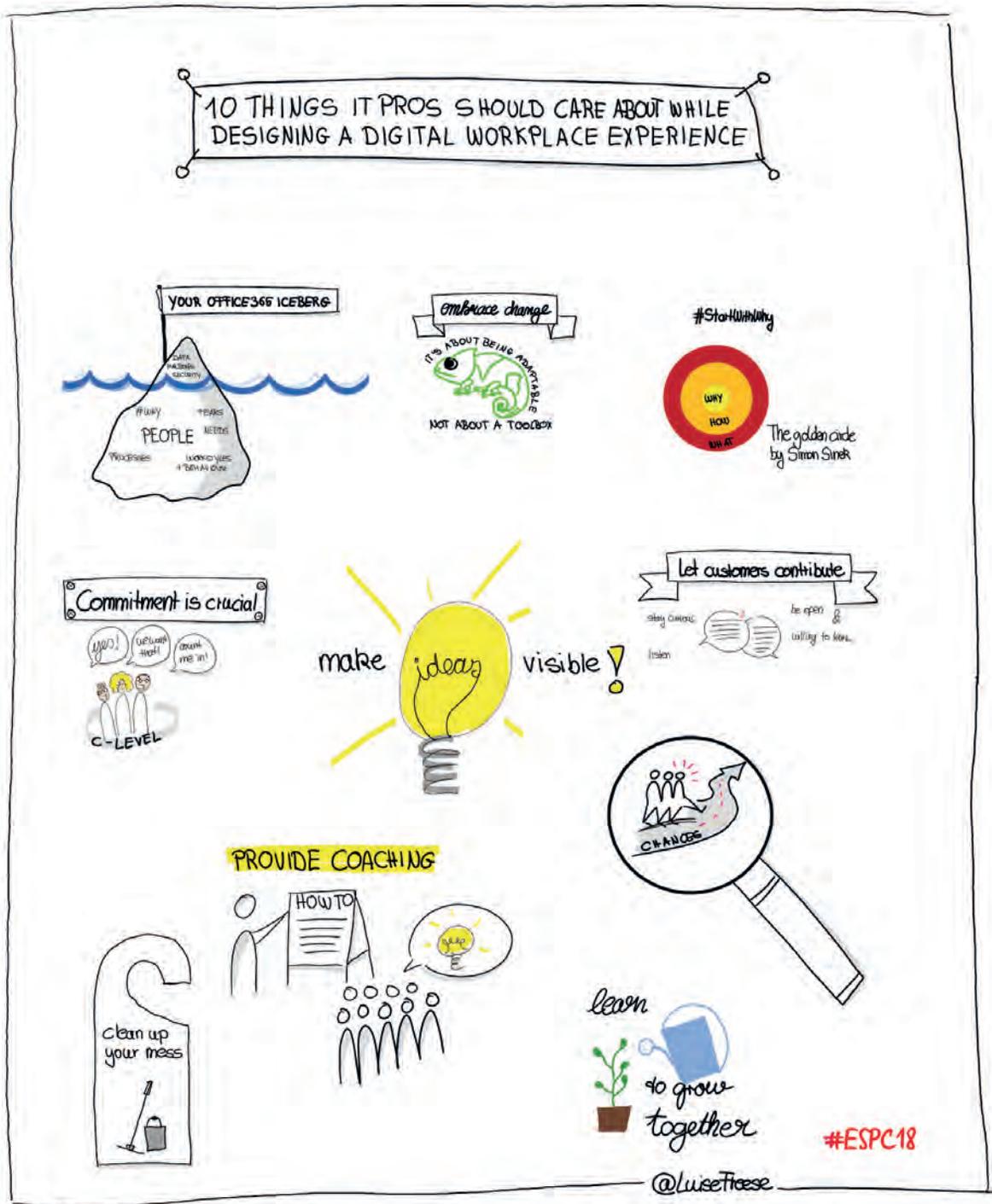
### VISUALISATION

Visualise what you have heard in order to show the big picture, to make ideas visible, to ensure better decision making and to promote creativity. It's a great way to encourage employees and it's an inspiring way to communicate.

7

### DON'T FOCUS ONLY ON RISKS, SEE CHANCES

In a data migration, of course, there is the chance to create a better structure. Information retrieval is becoming more and more important. Displaying content in the right context makes it easier for knowledge workers to get their work done. With new technical features, we can not only digitise cumbersome, analogue processes (and then have cumbersome, digital processes), but have the ability to think about completely new processes — which can have a big positive impact throughout the company.



8

**CLEAN UP THE MESS**

So we have to clean up! For the employees this means: mailboxes (Outlook wasn't built as an enterprise content tool), personal drives, USB sticks or cloud storage places in shadow IT solutions. Delete all those copies of copies of copies of outdated team meeting material and archive those files your organisation needs. Departmental and public drives must also be evaluated: what is useful, helpful content? What is ballast, or just a copy? If you skip that part, SharePoint and Office 365 won't flourish. You all know that rule: Garbage in – garbage out.

9

**FOCUS ON ADOPTION**

Design the workplace experience your users need, but do not focus

on tools, focus on adoption. Increase adoption with professional coaching and self-learning material. Give users both ability and opportunity to exchange their views with others.

10

**EMPOWER EVERY PERSON**

As said above, users (and IT Pros) need to evolve, so stay connected and don't stop learning and growing together. And don't even think about naming users with limited IT skills "dumbest assumable user" or something like that. Respect every person, empower every person! You need people in your team who don't suck at things you suck at.

I will be sketchnoting keynotes and sessions – don't miss that and follow #ESPC18 on Twitter.



# AROUND THE WORLD WITH MICROSOFT 365

By TRACY VAN DER SCHYFF

*This is the love story of a crazy biker chick, who fell in love with people, technology and motorcycles...*

## THE CHALLENGE

### Office 365

On the 29th of February 2016 I had this crazy idea: to write 365 blogs on Office 365 in a year, one a day. Just to prove that I could share something awesome about this product, every single day.

This was also a journey of discovery for me. As new features get added on a regular basis, and changes are made to existing platforms, I had to research everything before I wrote about it. That meant 3 to 4 hours of research and blogging a day and believe me it was the best investment I could ever have made in myself. I think I was most surprised when I finished the challenge on the 28th of February 2017.

### Microsoft 365

Of course, Microsoft launched Microsoft 365 on the 10th of July and I just knew I had to do it again. On the 25th of July 2017 I started the challenge again. This time round I said that I'll still write 365 blogs in 365 days, but it doesn't have to be one every single day. I could then catch up occasionally if I missed a blog. This was a huge mistake and before I knew it, I was 122 blogs 'behind'. Towards the last month I was publishing 4 blogs a day to catch up



and still make my 24th of July deadline. Proud to say that I still made it and kept the promise to myself.

## WHY WOULD I DO THIS TO MYSELF?

### The Product

I came to realise that most companies did not know the gems Office 365 had to offer. They think that it includes SharePoint and Exchange Online and some other 'stuff'.

### Empathy

As a trainer I understand that most people still must learn what I've forgotten already. The industry does not comprehend the ROI on training. I'm very passionate about this as I believe we are not investing in our greatest assets – our users. So many users

out there are being issued with Office 365 licenses and expected to become super users, without the necessary training.

Which is why I decided to make "training" available for free, to all those users out there struggling with day to day tasks and the new Office 365 Apps and Services.

## WHAT I LEARNT FROM THIS

### It gets easier:

Raised Afrikaans, English is my second language. With every blog I wrote it got easier, the ability to express myself improved daily. Even though I wasn't comfortable making videos at first, more than 200 later I found myself recording in my Superman Onesie while drinking champagne – that's how comfortable I became doing it.

### Microsoft Office:

Don't just focus on the "technical stuff". Many people have no idea how powerful Microsoft Office is. For me, this (and Windows) is the foundation that everything is built on.

### Set Goals for Yourself:

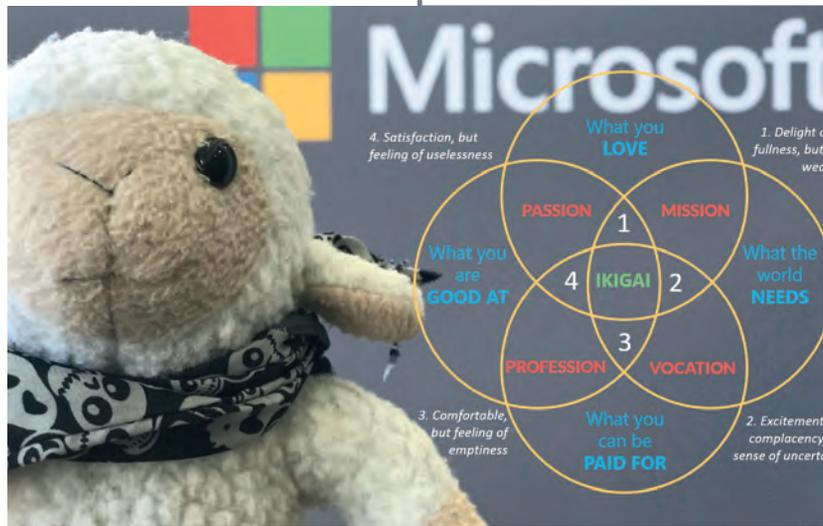
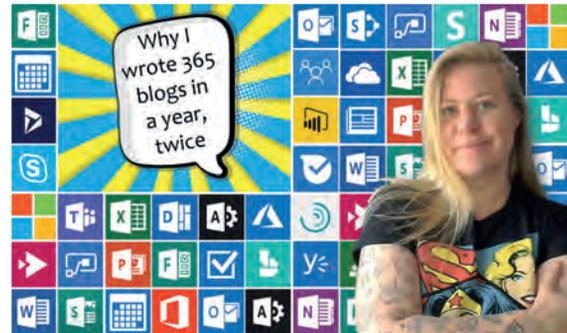
Setting goals allows us to look back and admit that we've achieved something.

# 365 Hour outREACH



**365 Hours is 12,5 days**

That's 12,5 days of travelling to different countries, schools, colleges, communities and delivering the good news that is Microsoft 365. This is a community outreach program and I will rely on sponsors to help me reach as many people as possible. The focus would be Digital Literacy & Cloud Awareness with focus on skills transfer and an overview of Office 365 Apps & Services.



It doesn't have to be a blog a day. Be careful though of lowering your standards / expectations. Take note of my comment under Microsoft 365 about falling behind and nearly not making it.

#### Help and promote others:

Never stop promoting and putting focus on others. We have so much to learn from each other.

#### Ikigai:

This is a Japanese concept meaning "Purpose of being". It's a Venn Diagram consisting of 4 circles: Doing what you love, doing what the world needs, getting paid for it and being good at it. If you don't give yourself credit that you're good at something, you'll spend your whole life feeling inadequate. The feedback I got from my followers helped me realise that I was adding value.

(That's #Braum in the photo, my travel companion and Microsoft InternSheep).

#### Community:

Is everything. I've learnt so much from those around me and I'm incredibly thankful for that. Don't ever forget that you are a part of something bigger and that all those parts (of others) make you who you are. Ubuntu is a Nguni Bantu word meaning "I am who I am, because of who we all are."

Now seeing as I've done this twice, many people reckoned I would just do it again, and believe me, the thought has crossed my mind. I did however decide to "take this show on the road". I need to live a little, get out my office, see the world, meet amazing people and see the sun shine. And ride 'my bike'.

#### HOW WILL THIS WORK?

Every couple of months I'm going to travel to a new country, rent a motorcycle, and travel to as many communities as possible,

for 12.5 days. Purpose would be to create awareness around Digital Literacy and give users an overview of Office 365 Apps and Services and how it can transform their lives. I'll do video and written blogs to capture and share my journey and experiences. Feedback would be crucial, and I'll be using Microsoft Forms & Flow to gather valuable feedback for myself and Microsoft.

I will be inviting other community members to join me on my journey when I'm in their respective areas.

Reach out if you're interested in getting involved in any way. Chat with me after my session at the European SharePoint, Office 365 & Azure Conference or find out more at [tracyvanderschiff.com](http://tracyvanderschiff.com)

## Collaboration

- Communities
- Mobile Apps
- Ideas
- Tasks
- Q&A
- Notifications
- Follows



## Knowledge

- Wikis
- Knowledge Centers
- User Profiles
- Tags
- Experts Finder
- Skills & Endorsements



## Communication

- News
- Announcements
- Corporate Pages
- Polls
- Ask Me Anything
- Department Sites



## Processes

- Beezy Bot
- Intelligent Workflows™
- Action Cards™
- Third Party Integrations





Hard to explain and even harder to pronounce, the Danish word “hygge” (pronounced “hoo-gah”) has exploded in popularity around the world. It translates roughly to “cosiness”, but it means so much more than that. So what is hygge, really? Read on to find out!

**WHAT DOES HYGGE MEAN?**

Hygge defines the Danish way of life. In essence, hygge means creating a warm atmosphere and enjoying the good things in life with good people. The warm glow of candlelight is hygge. Cosying up with a loved one for a movie – that’s hygge too. And there’s nothing more hygge than sitting around with friends and family discussing the big and small things in life. Perhaps hygge explains why the Danes are some of the happiest people in the world. Sitting by the fire on a cold winter night, wearing your favourite oversized sweater, while drinking hot chocolate and reading a book surrounded by candles. That’s definitely “hygge”. Hygge is also about

surrounding yourself with the things that make life good, like friendship, laughter and security, as well as more concrete things like warmth, light, seasonal food and drink. It works best when there’s not too large an empty space around the person or people.

To have a hyggelig time is social nirvana in Denmark. Candlelight is used to encourage a hyggelig atmosphere. In fact, the Danes are crazy about candles and use them everywhere, both in public places like cafes, bars, restaurants and offices, and in the home. The dim lighting helps to soften the clean, uncluttered surfaces and uncompromising white walls that are typical features of Danish living rooms.

The high season of hygge is Christmas. Danes lead a largely secular lifestyle but when it comes to religious holidays, they pull out all the stops. Danish winters are known to be long and dark, and so the Danes fight the darkness with their best weapon: hygge, and the millions of candles that go with it. If you have ever been to Tivoli Gardens or walked the streets of Copenhagen during the festive season, you have an idea of what Danes can do with lighting, mulled wine (known as gløgg to the locals), blankets and oversized scarves. If you haven’t already, maybe it’s time you give it a try.

> [www.visitcopenhagen.com](http://www.visitcopenhagen.com)

# GET IN THE SPIRIT AT COPENHAGEN'S CHRISTMAS MARKETS

*Copenhagen is a genuine Christmas city, where it is almost impossible not to get in to the spirit for the Christmas holiday season. The best place to soak up the atmosphere is at one of Copenhagen's Christmas markets.*



## CHRISTMAS MARKET IN TIVOLI GARDENS

Christmas in Tivoli Gardens is a dear tradition amongst Copenhageners and without doubt the city's number one Christmas market. Santa Claus will be there to welcome you to the 27 fun rides and many stalls with Christmas gifts, decorations, snacks, cookies, sweets and hot drinks.

The historic gardens will be full of decorated wooden houses, snow-covered trees, Santa's reindeer, Christmas lights, and the true Nordic Christmas atmosphere.

*Address:*  
Tivoli Gardens, Vesterbrogade 3, 1630 Copenhagen V

## CHRISTMAS MARKET IN NYHAVN HARBOUR

During Christmas time, the picturesque old harbour Nyhavn is transformed into one of the cosiest Christmas markets in Copenhagen. At the Nyhavn Christmas market, you will find entertainment, delicious Christmas foods and brews, mulled wine and much more. All along the water in the old harbour, stalls are set up and decorated, offering traditional



Danish Christmas specialties and Christmas presents.

*Address:*  
Christmas market in Nyhavn, Nyhavn, 1051 Copenhagen K

## THE CHRISTMAS MARKET AT KONGENS NYTORV

Visit a marvellous Christmas market in the very heart of Copenhagen. In the historic setting of Kongens Nytorv, located between Nyhavn and Strøget, you can enjoy the fantastic view of all the traditional Christmas decorations on the Hotel D'Angleterre and the Magasin department store, while shopping for Christmas gifts and decorations in the numerous charming stalls.

*Address:*  
Kongens Nytorv Christmas Market, 1050 Kongens Nytorv, Copenhagen K

## HANS CHRISTIAN ANDERSEN CHRISTMAS MARKET

The market at Nytorv square is named after everybody's favourite and world-renowned Danish storyteller. The stalls are all named after Hans Christian Andersen's fairy tales, tastefully decorated with thousands of Christmas lights.

Here you can taste, smell, and buy everything your Christmas heart desires. You can find Christmas decorations, gifts, jewellery, mulled wine and hot chocolate. The market also has a genuine nostalgia carousel for the kids, a Christmas caravan and of course Santa himself.

**Address:**

*Hans Christian Andersen Christmas market, Nytorv, 1450 Copenhagen K*

### SKAGERAK CHRISTMAS MARKET

If you are into design, Skagerak's Christmas Market at India Kaj is the market for you. You can find Christmas presents from an array of inspiring design brands and enjoy a warm cup of coffee, tea or traditional Danish gløgg. Children and their families can get creative at the drawing table and roast marshmallows over the bonfire.

**Address:**

*IndiaKaj 2, 2100, Copenhagen*

### CHRISTMAS MARKET IN THE MEATPACKING DISTRICT

Christmas Market season is in full bloom and Kødbyen (the Meatpacking District) in the centre of Copenhagen, has chosen to host its own.

Food at Christmas markets is a must and here you are guaranteed to find some of the tastiest traditional

Danish Christmas treats. You'll find churros, 'æbleskriver', 'flæskestegs' sandwiches, 'gløgg', hot chocolate and much more.

Also, there will be music, an amazing Christmas atmosphere and even a covered area, to better keep warm in the Danish winter weather.

**Address:**

*Kødbyen, 1716 Copenhagen V*

### CHRISTMAS MARKET AT HØJBRO PLADS

Højbro square is located right in the most buzzing part of Copenhagen's Christmas shopping mecca; Strøget, the famous shopping pedestrian street. A location which makes perfect sense when the urge for hot mulled wine and roasted almonds takes over during a day of Christmas shopping.

Organised in close collaboration with the City of Copenhagen, it really takes the Christmas spirit to a cosy level.

**Address:**

*Højbro Plads, 1200 Copenhagen K*

### COSY CHRISTMAS MARKET AT THE RENAISSANCE CASTLE KRONBORG

Enjoy the true Christmas feeling at the Castle, with Christmas treats and plenty of Christmas experiences for kids and adults.

On the 30th of November the majestic renaissance castle, Kronborg Castle will open its courtyard and beautiful ballrooms for the traditional Christmas market.

**Address:**

*Kronborg Castle, Elsinore*

### FREETOWN CHRISTIANIA CHRISTMAS MARKET

Freetown Christiania in Copenhagen usually hosts a Christmas market, which is an unconventional Yuletide fair reminiscent of an Oriental bazaar. Step into the hustle and bustle and wander through the multitude of stalls offering fine handicraft items, hand-made jewellery, mirrors, wrought iron candle holders, paper-cut Christmas mobiles, clothes and leather goods among many other things. Take in the scented ambience of this vibrant and very different market in the Grey Hall in Christiania and participate in a time-honoured Copenhagen Christmas tradition.

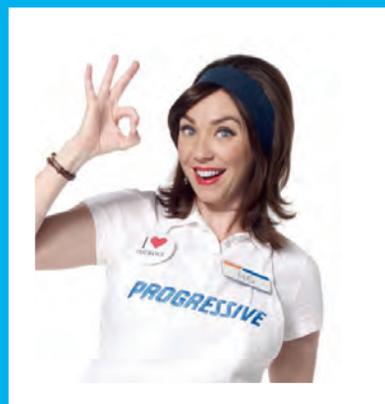
**Address:**

*Christiania Christmas market, The Grey Hall, Refshalevej 2, 1432 Copenhagen K*

[www.visitcopenhagen.com](http://www.visitcopenhagen.com)

By BILL BRIGGS

# GUESS WHO WANTS TO TALK! HOW FLO AND HER FELLOW CHATBOTS ENGAGE CUSTOMERS



Exuding her famous friendly Flo-ness, she greets you with a wink in her words and a plan for your auto coverage.

"Welcome friend! You're looking positively radiant today," she says, before sharing a photo of her true love:



She's always ready to riff on fun topics ("unicorns") or her dinner plans ("a taco") or even her own vehicle ("I drive a car that runs on smiles"). Then she's all business: "Now, back to your quote."

You know her as Flo, the white-clad, swoop-haired, sun-shiny character from TV ads promoting Progressive Insurance.

These days, Flo also works a side job, joining a rising crew of commercial chatbots equipped with artificial intelligence to mimic human conversations, grasp consumer questions and take swift action.

This new wave of virtual agents – also spanning chatbots launched by UPS and Sabre – engages customers in online places they may roam, from Facebook Messenger to Skype. They're made to tackle routine tasks, such as creating insurance quotes, tracking packages or changing airline flights.

But with AI informing the chatbots' interactions, the bigger idea is to provide something with more emotional intelligence than a digital tool.

"Probably our biggest core principle in building this: Try not to sound like a robot," says Matt White, a marketing process manager with Progressive.

"We want to use simple, natural language. We want to add some personality and inject some wit where appropriate," White says of his company's Flo chatbot, launched in October. "I guess the best way I can describe it is: we are looking for opportunities to delight."

The digital version of Flo helps customers move payment dates, file accident claims, get auto quotes and more. She also can answer Insurance 101 questions like: What's liability?

The TV persona already has her own Facebook page (with more than 4 million followers), where users can query Flo through Facebook Messenger. According to Progressive, several thousand users have communicated with the chatbot, typing more than 15,000 individual questions, or "utterances" in tech vernacular.

Two more key pieces of chatbot vocab include "intents," the meaning behind users' questions, and "entities," the sentences within a chat.

To make it all work, Flo met LUIS.

Technically speaking, Progressive's chatbot uses Language Understanding service, part of Microsoft Cognitive Services, and LUIS for short.

Designed to identify crucial information in conversations, LUIS interprets user intents and distills valuable details from entities. The result: a bot that can process, understand and speak with natural language.

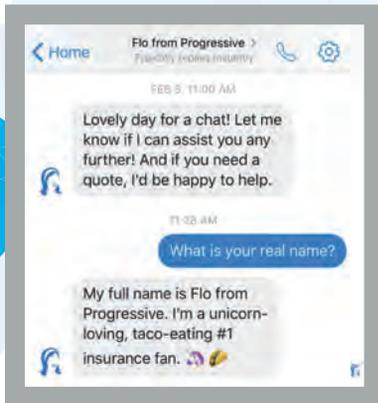
And as a machine learning-based service, LUIS constantly improves a bot's communication game. That means Flo learns from each customer encounter.

She also admits when a customer's words aren't clicking for her. In those cases, she may respond: "I'm not picking up what you're putting down. Try another way of asking me." If the follow-up question doesn't make sense to her AI brain, she may reply: "I'm sorry this isn't working out as planned. Would you like to speak with someone directly?"

At that point, a customer can ask Flo to connect them with a live Progressive expert.

The ability to transfer from a virtual agent to a human also underpins an AI chatbot launched in February by Sabre, a technology solutions provider to the global travel industry

Sabre is piloting its chatbot with Travel Solutions International USA (TSI), a travel agency. TSI, which nicknamed the bot



“Ella,” makes it available via the TSI app or through the company’s Facebook page. Users can change existing flights, request special meals, select and pay for seats, obtain emailed itineraries, and ask trip-related questions about a gate number, flight status and more.

During the pilot phase, Sabre and TSI are measuring how often and when travellers engage with Ella and when they are likely to divert to an agent.

“TSI is interested in identifying ways to direct more of the routine requests to a technology solution such as the bot, thereby enabling their agents to focus on more complex and revenue-generating conversations with passengers – moments when you actually want that person-to-person interaction,” says Chad Callaghan, director of Sabre Studios, an innovation lab within Sabre. The company is based near Dallas, Texas.

“Think: the multi-leg, complicated, international itinerary. You want that human interaction. So how can technology help augment the productivity of their agents?” Callaghan adds.

To build its chatbot, Sabre utilised the Azure Bot Service and a selection of Microsoft Cognitive Services, including LUIS.

The company leaned on those services, in large part, because it recognised the deep challenge of applying language-understanding tools to the unique lingo

and location names that are core to the travel business, Callaghan says.

“To understand the Bot Service, think about going into the tools section at Home Depot where you can pick up saws or hammers in all different colours and different brands. For the bot market, Microsoft has created that kind of toolkit, filled with the digital screwdrivers, hammers and wrenches you need to help you get started building a bot,” Callaghan says.

The Azure Bot Service also served as the foundation for a UPS chatbot – launched in November 2016 – that enables customers to research shipping rates, track packages and find UPS locations. The bot runs on Microsoft Azure. Users access it via Facebook Messenger, Skype and Amazon platforms.

“The chatbot ... provides a more natural, intuitive, personalised and human-like interaction between UPS and its customers,” says Kumar Athreya, a UPS senior manager for applications development.

UPS, headquartered in Atlanta, plans to give users the ability to opt out of a bot chat so they can speak with a live agent, if desired.

“With these tools and technologies, we are closer to the beginning than the end of the journey,” says White, of Progressive. The insurance company also uses Microsoft Bot Service as well as Cognitive

Services’ QnA Maker, which enables a bot to answer frequently asked customer questions.

“The ceiling is pretty high as to where we think we can go, serving our customers’ needs with fast responses and by being convenient for them,” White says. “But certainly, there are areas where a human touch is required and, frankly, preferable.”

Even if a chatbot like Flo sometimes seems utterly human.

Such as during this actual conversation:

**FLO:** I love to help! You can ask me anything from how to update your policy to general insurance-y questions. e.g. What is liability? Or we could just chit chat about our hopes and dreams. It’s up to you!

**CUSTOMER:** What are your dreams, Flo?

**FLO:** Mostly, I dream of helping you save on car insurance

**CUSTOMER:** Cool. Gotta run but I’ll get back to you later for a quote.

**FLO:** Goodbye then!

See more from Bill Briggs at: [news.microsoft.com/transform/](https://news.microsoft.com/transform/)

Image courtesy of Progressive. Screenshots of Progressive chatbot courtesy of Progressive.

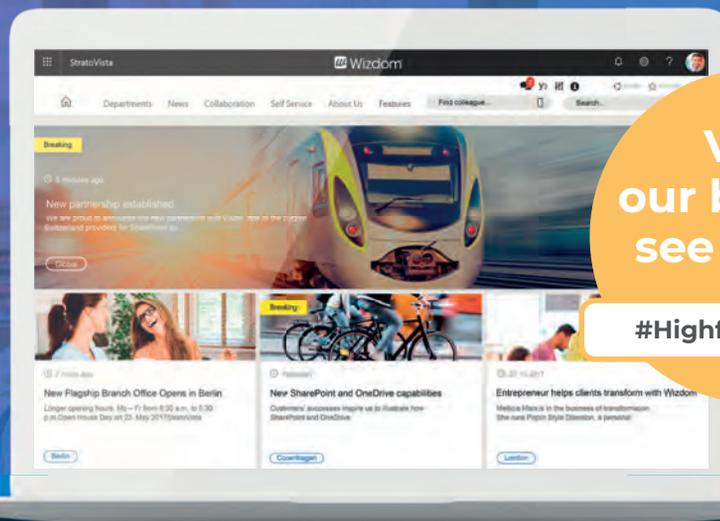
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# awards 2018



COPENHAGEN

**R**ight across the community, there are many stories of the innovation, inspiration, challenges and hard work that go into building a great digital workplace. With the pace of change, competing demands and varying degrees of complexity it's no easy task. For this year's European SharePoint, Office 365 & Azure Community Awards, across 6 categories, we again asked you to share your story of how you met the challenges of delivering impactful solutions along the journey to the modern workplace.

Many of you shared your trials and tribulations and the secrets of your success - not only celebrating and recognising the efforts of you & your team, but also potentially helping the community learn from your experience.

#### ENTRANTS SUBMITTED ACROSS 6 AWARDS CATEGORIES:

- **BEST SEARCH SOLUTION**
- **BEST MANAGEMENT SOLUTION**
- **BEST OFFICE 365 ADD-IN**
- **MOST INNOVATIVE SHAREPOINT SOLUTION**
- **BEST MOBILE SOLUTION**
- **MOST CREATIVE USE OF MICROSOFT FLOW**

The main aim of the ESPC Awards is to celebrate the best projects, people and teams in Europe and recognise the hard work, innovation and dedication of those in the SharePoint, Office 365 and Azure community.

Hopeful entrants submitted their products, solutions, contributions or projects earlier this year to be in with a chance to be crowned best in Europe.

All submissions have now been reviewed by an independent panel of industry experts and the winners for 2018 will be announced live on the main keynote stage each morning of the conference. Please join us in saying good luck to all entrants and a huge congratulations to the winners of these prestigious, Europe-wide Awards.

By  
VLAD CATRINESCU

# TOP 10 FEATURES IN SHAREPOINT 2019

While most announcements today are about the cloud, there are still quite a few enterprises that are using on-premises systems. This year, we will see the next generation of Office servers such as SharePoint, Exchange and Skype for Business hit general availability and, hopefully bring the last three years of innovation from the cloud to the data centre. Let's take a deep dive into the exciting features that made it in SharePoint 2019.

## MODERN SHAREPOINT EXPERIENCES

After being used by millions of users in Office 365, the most significant evolution to SharePoint in recent years has finally made it on-premises. Modern SharePoint Experiences include Modern SharePoint Team Sites and Communication sites, as well as the new experience in both lists and document libraries. Let's take a more in-depth look at each one of those experiences.

1

### MODERN SHAREPOINT TEAM SITES

The first pillar of modern SharePoint experiences is the modern team sites seen in Figure 1. Modern Team sites are responsive by default and include an out of the box news publishing engine, allowing users to share news with the rest of the team. Unlike Office 365 where most modern team sites are connected to an Office 365 Group, on-premises modern team sites do not need any integration with Exchange to function correctly.

2

### MODERN SHAREPOINT COMMUNICATION SITES

The next pillar of modern SharePoint experiences is modern communication sites. Communication sites are sites that are mainly used to share news, policies, and information to the users that are included. SharePoint Server 2019 includes three different templates of communication sites: Blank, Topic, and Showcase. You can view a modern communication site in Figure 2.

3

### MODERN LISTS AND LIBRARIES

Digging deeper into our sites, SharePoint Server 2019 also brings support for modern SharePoint lists and libraries. Modern SharePoint Libraries, seen in Figure 3, allows users to quickly view information about their documents, including permissions and metadata.

Another useful Office 365 feature brought over to SharePoint 2019 are the "Move To" and "Copy To" actions, allowing users to quickly change the location of a document to a more appropriate one.

Modern SharePoint lists in SharePoint 2019 also include the conditional formatting feature seen in Figure 4. Conditional Formatting allows Power Users to configure different display rules for specific columns to quickly view the status of that item.

4

### MODERN SEARCH EXPERIENCE

The last piece of modern SharePoint to make it on-premises in SharePoint Server 2019 is Modern Search. The modern search experience, seen in Figure 5 makes it easier for users to find documents, list items and people inside the SharePoint environment.

5

### THE SHAREPOINT HOME

Our next new significant feature in SharePoint on-premises is the SharePoint Home. The SharePoint Home, seen in Figure 6, brings all the news from team sites and communication sites together in a single location. All the sites you follow are also brought together, including activity from each site, and offer quick access to your favourite sites.

6

### IMPROVED SHAREPOINT FRAMEWORK SUPPORT

Another new feature in this version of SharePoint is that SharePoint Server 2019 now supports SharePoint Framework 1.4.1 to allow developers to create modern web parts that work for both SharePoint online, as well as SharePoint on-premises. With SharePoint Server 2019, developers can use webhooks for list items, SharePoint Framework Client-Side web parts and extensions in modern experiences, as well as asset packaging and automatic JavaScript file hosting from the app catalog.

7

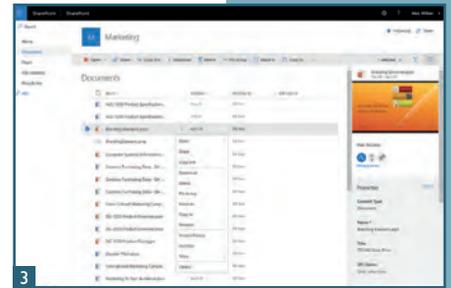
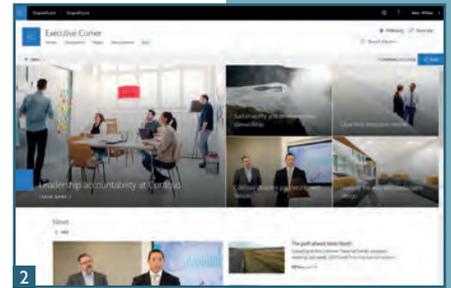
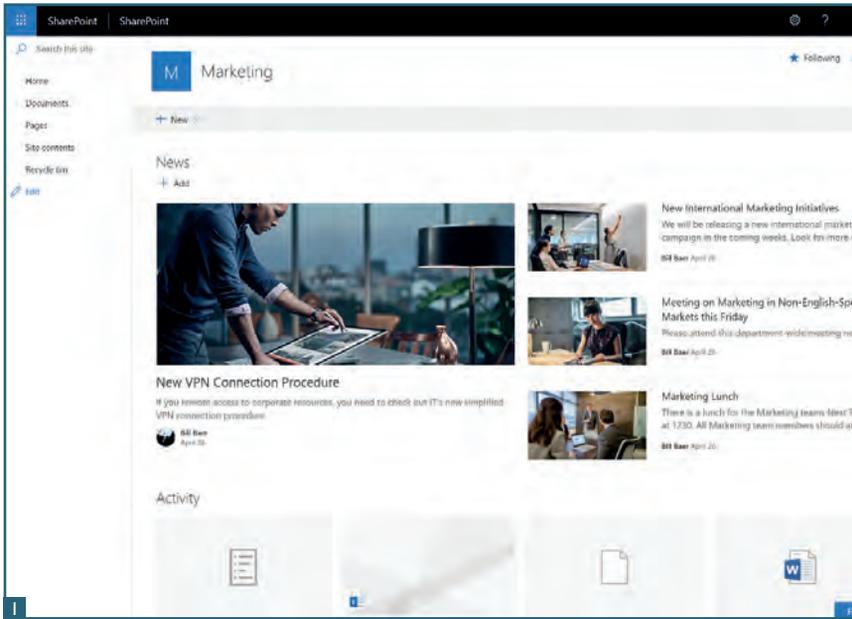
### ONEDRIVE SYNCHRONISATION WITH THE NEW ONEDRIVE CLIENT

SharePoint Server 2019 allows organisations to run on-premises SharePoint to profit from the latest improvements in OneDrive and Windows 10. SharePoint 2019 works with the latest version of OneDrive, also known as Next Generation Sync Client (NGSC) and supports the latest innovations in windows such as Files on Demand.

8

### SHAREPOINT WORKFLOW MANAGER

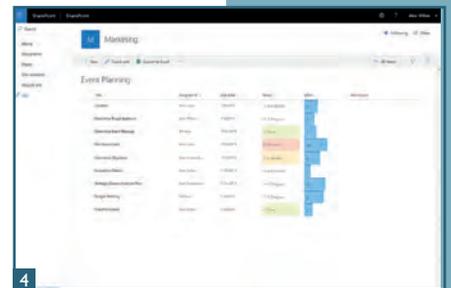
With the release of SharePoint Server 2019, Microsoft also released the SharePoint Workflow Manager, an updated version of Workflow Manager 1.0. While this new release does not contain any new end-user features, it makes it easier for



administrators to deploy inside the organisation to support SharePoint 2013 mode workflows.

**9**  
**POWERAPPS AND FLOW INTEGRATION**

With InfoPath and SharePoint Designer both being deprecated in SharePoint, users might want to look elsewhere for new projects requiring custom workflows and forms. While InfoPath and SharePoint Designer are still supported on-premises until 2026 and are the only available option for organisations that are 100% on-premises, there is a better option for organisations in a hybrid environment.

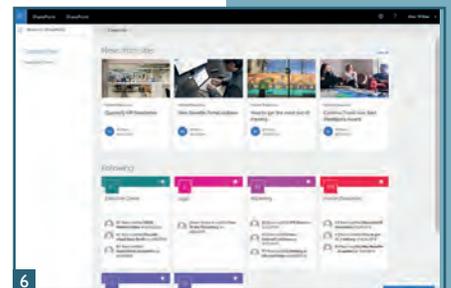


By leveraging the on-premises data gateway, organisations will now be able to use Flow, PowerApps and Power BI in Office 365, even on their on-premises content. This will not only allow users to have a friendlier Business Process Automation creation process, but it will also allow organisations to create on a supported platform that gets new features every week. While this feature was also technically available in SharePoint Server 2016, in SharePoint 2019 it provides a better integration with Modern SharePoint Sites.



**10**  
**POWER BI REPORT SERVER INTEGRATION**

With the release of SharePoint 2019, quite a few Business Intelligence features that we're used to got deprecated or removed from the product. However, we can now use Power BI Report Server, which is the version of Power BI for on-premises to create stunning reports, and easily display them in SharePoint Server 2019.



See Figure 7

As you can see from the ten previous features, the most exciting features that were released in SharePoint online did make it to on-premises in SharePoint Server 2019. While some of the most recent features such as Site Designs and Hub Sites did not make the cut, I think that these features bring a lot more excitement for business users to migrate to SharePoint 2019 to leverage the easy to use modern SharePoint in their on-premises environment.





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# THE 6 TENETS OF PRODUCTIVITY

By CHRISTIAN BUCKLEY

For those of us in the collaboration space, our lives are filled with the almost daily battles of integrating disparate systems and data, improving end users' experiences to help people get the most out of those systems and data, and keeping up with the latest, greatest technologies. The enterprise platforms we use (CRM, ERP, HR and finance platforms, etc.) are increasingly trying to solve not just the core workloads, but to also ensure productivity when moving \*between\* these workloads - all in the name of "productivity."

The underlying problem, however, is the increasing complexity of management of these productivity solutions. For many organisations, the wealth of technology options has not improved upon this fundamental collaboration problem.

We all ask the question "How productive are our end users?" and yet most people have no clue about how to connect the technology they deploy with quantifiable improvements to productivity. We all have an idea of what productivity means, and whether or not we think our organisations are good at empowering employees to be productive. The problem is that we tend to look at productivity primarily through the lens of technology, and even then, one tool at a time versus a holistic view

across all of them. However, there is no single technology solution that can provide everything your organisation requires, and in most cases, what is needed is a combination of technology, process improvements, and cultural change.

As you review your own systems and processes to try and identify the areas which have the greatest need for productivity improvements, there are 6 core tenets that you need to consider:

## CLEAR DEFINITION OF WORK

Begin your planning by clarifying what it is that you are improving. What are the discreet workloads that need improvement? We often get caught up in the excitement around technology features and capabilities, and lose sight on the reasons we rolled out these tools and services in the first place. Improving productivity begins by getting back to the basics and understanding the core tasks and workloads beneath the technology and processes.

## INFORMATION CLASSIFICATION AND MANAGEMENT

Once the workloads have been defined, the next step is to understand the constraints. What content, data, and artifacts are generated within your system, how is it classified and managed, and what information lifecycles and data oversight (policies, regulatory guidelines, compliance standards) must be applied for each workload?

## AUTOMATION

With your scope and constraints defined, you can now look at ways to streamline. Whether through workflow, the creation of bots and connectors, or other artificial intelligence (AI) and machine-learning (ML) capabilities, there are many ways in which you can automate repeated tasks to improve productivity, and to help users better surface information at the right time, and in the right context.

## DISCOVERABILITY

An often-overlooked tenet of productivity is planning for discoverability. Optimising the experience for how people locate the

right information within your platform is much more than search -- it's about the "findability" of information, people, projects, and other resources across workloads, including search, navigation, and refinement of the user experience (UX) itself.

## SOCIAL INTERACTION

How users interact has become a critical component of every organisation's productivity planning. Without a plan, users will adopt whatever tools are already familiar to them, which may not be secure, compliant, or scalable for your business. Look at how your end users are working, and find a way to build your enterprise platform to match their work patterns. Of course, keep in mind your organisational constraints around security, storage, compliance, and reporting, as improving social interaction does not have to come at the cost of these corporate governance requirements.

## CHANGE MANAGEMENT

And finally, central to any productivity strategy is your change management process. Make it crystal clear to your end users the priority, expected delivery, and ongoing status of their feature and solution requests. No platform is ever static -- people will need modifications, customisations. Have a process defined and in place to capture their feedback and requests. Make it transparent, as the more you involve people in the process, the more likely they are to accept the end results.

Before you become too discouraged in the gargantuan task ahead of you, remember that there is a definite ROI in improving productivity: faster employee onboarding and training, more business output, more usage of the platform, and of course, faster realisation of the financial investments you've made in your business platforms. The key to moving forward is to be clear on what you have in place today that is working, and to prioritise your steps forward based on the highest business impact.

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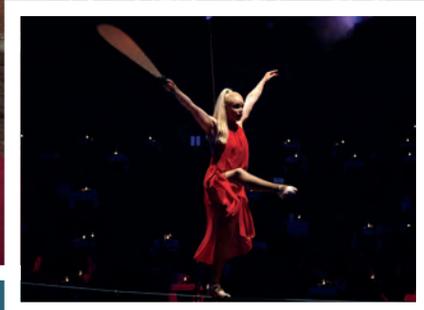
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## A NIGHT AT THE CIRCUS

*This year the ESPC18 Party Night will be held exclusively in one of Copenhagen's most iconic venues, Cirkusbygningen on Wednesday 28th November 7.00pm.*

The Circus Building on Axeltorv in the heart of Copenhagen is the oldest of its kind in Europe. This magnificent Circus Building was inaugurated with an enormous public celebration in Copenhagen on 8 May 1886. Since then, the building has played host to a wide variety of Danish and international circus troupes. From 2003 the spectacular Wallmans Dinner Show has been the Circus Building's resident entertainment receiving more than one million guests.

The Wallmans Dinner Show experience starts as soon as you step through the entrance, where the performers and magical

atmosphere await. While enjoying an exquisite dinner, you get served a string of amazing acts under the stunningly beautiful dome of the Circus Hall. Stimulate your senses with each spectacular performance that will have you laughing, marvelling and holding your breath in suspense.

The night will continue into the early hours with music, dancing and more....Party Night tickets will be available for collection at the registration desk in the Bella Center from Tuesday 16:15 – Wednesday 14:00 only. We look forward to seeing you there!

# BELONGING INSIDE OF DIVERSITY & INCLUSION IN THE TECH COMMUNITY

By HEATHER NEWMAN

*Outsider, outlier, outcast. Words that none of us want to be.*

I often break bread with a dear friend and colleague, Karuana Gatimu, Principal Program Manager for Microsoft Teams and last year's ESPC Women in Tech Keynote speaker. We were discussing Diversity and Inclusion in Tech and she told me about a new word that is being added when talking about Diversity and Inclusion.

That word is Belonging.  
Making the acronym DIB or DIBs.

Diversity is the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs. - Wikipedia

**Inclusion** is involvement and empowerment, where the inherent worth and dignity of all people are recognised. An inclusive business promotes and sustains a sense of belonging; it values and practices respect for the talents, beliefs, backgrounds, and ways of living of its members. - Wikipedia

**Belongingness** or belonging is the human emotional need to be an accepted member of a group. Whether it is family, friends, co-workers, a religion, or something else, people tend to have an 'inherent' desire to belong and be an important part of something greater than themselves. This implies a relationship that is greater than simple acquaintance or familiarity. The need to belong is the need to give and receive attention to and from others. - Wikipedia

And this addition is important.



You know how it feels to come into a room where you don't "belong." Or when there is no seat at the table, and you have to stand in the back. It's terrible.

Not so long ago it was not odd for there to be one woman on a developer or engineering team. To be the one black person, to be the one gay or lesbian person. And that is still true in many tech teams today.

When no one else looks like or shares the same life experience, there is a feeling of an outsider that is real but that the majorities do not feel.

High Tech has traditionally been a white male-dominated industry. When we build Diversity and Inclusion programs inside of tech, belonging is giving everyone the ability to be their true selves at work, not working so hard to fit in but simply being able to be who they truly are and do the work. Crafting these programs do include building male allies and including men in these conversations and programs as we are all learning together.

When companies are diverse and inclusive, this nonbelonging doesn't go away completely, but it certainly helps people see others that they look like and

potentially have similar life experience in the mix.

There is another piece of this puzzle that is important to layer onto this cake.

Intersectionality is an analytic framework which attempts to identify how interlocking systems of power impact those who are most marginalised in society. Intersectionality considers that various forms of social stratification, such as class, race, sexual orientation, age, disability, and gender, do not exist separately from each other but are interwoven together.

While the theory began as an exploration of the oppression of women of colour within society, today the analysis is potentially applied to all social categories (including social identities usually seen as dominant when considered independently). - Wikipedia

Diversity, Inclusion, Belonging and Intersectionality - so now we have DIBI.

Intersectionality looks at humans with all the things that they are, where they come from, and that all of those things are the sum of our parts. That we are not just one thing but a myriad of things and some of them out front, some of them hidden from view. You never know what is behind someone's smiling eyes and that awareness of what is inside someone can be just as important as what is on the outside. And this goes for everyone, all of us.

Tech organisations need to look at all four factors when building these programs. And this starts with leadership. From the top down creating safe places to share ideas, to be heard, to be credited with those ideas, to be supported when decisions are made and by supporting a team when they work well together.

Mentoring and sponsorship is also part of this puzzle. Creating the connective tissue between leaders and those coming up with a clear career path and advocating for them for their next level up, the next big assignment, this drives both happiness, autonomy and deeper engagement.

If you look at the millennial view of DIB, they come to the table many times with raw authenticity and don't feel the need to hide who they are; they clash many times with leadership that doesn't allow them to be themselves which can bring another misstep in building these programs. They also jump ship faster when the fit isn't right, and when the values they have are not shared with leadership.

Adding the "B" and the "I" to the mix doesn't solve all the issues of building Diversity and Inclusion programs inside tech companies, but it is a big part of the ever-changing viewpoints around this subject and a good addition to the recipe.

Earlier this year Satya Nadella, CEO of Microsoft sent out a tweet in response to a post by Jennie Lay Flurrie, Chief Accessibility Officer about the launching of Microsoft's Autism Hiring program:

"Inclusive teams that value diverse perspectives and inclusive design principles will have the deepest impact in building products designed for everyone." – Satya Nadella, CEO Microsoft.

For everyone. Is the important piece of that quote. Built by everyone, designed by everyone.

Leaps in creativity and innovation come from the blending of our different viewpoints, backgrounds, worlds and life experiences. Creating a company culture that is diverse, inclusive, where you feel you belong, and where there is understanding of intersectionality is the responsibility of all leadership in the industry, and it sits with every one of us.

When you belong, you feel it; when there is empathy, there is better understanding.

When we work in the fast-paced world of technology, slowing down for a moment to truly see people, hear people, understand people and create safe spaces for these uncomfortable conversations, we can then fly faster, create more grandly and solve the problems of our world with more grace and thoughtfulness.

We all belong to the human race. There is no other.

WOMEN IN TECHNOLOGY LUNCH

# SPIN YOUR TALE: THE FICTION WRITER'S GUIDE TO TELLING YOUR STORY

By DONA SARKAR, MICROSOFT, USA

WEDNESDAY 12:45-14:00  
GROUND FLOOR FOYER

People are talking about you behind your back. Your friends. Your co-workers. Your management.

People you don't even know. They're all doing it. What are they saying? What? You don't know?!

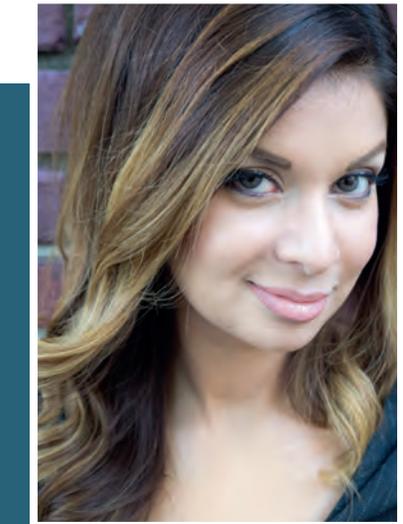
Whether you like it or not, your name has a brand attached to it. Your brand is what people say about you when you're not in the room.

Your brand is your professional reputation. It's what you're known for. It's what you're an expert at. It's why people call on you.

Here's the kicker though: You can't control your brand. It's what other people think, say, and feel about you. However, you CAN craft and control your story, the thing that leads to your brand.

You need to Spin Your Tale.

If you don't spell out for people the story you want told about you when you're not



around, they will absolutely make it up for you. In your absence. Likely leading to a brand that you may not love.

People who spin their tale have made it big in this world. No matter what they do for a living, where they come from, or who they know. All that mattered was how they spun their tale. And today you will join the global community of people who have done exactly this.

Welcome to the tribe.

By BILL BRIGGS

# A NEW APP AIMS TO SHATTER THE STIGMA SURROUNDING MENTAL HEALTH



JEFF DORCHESTER

*His detour into darkness began with a racing heart in the middle of the night.*

Jeff Dorchester, a physically active entrepreneur in his early 40s, awoke in his Colorado bed two years ago to the terrifying sensation of atrial fibrillation – his heart’s upper chamber was beating 400 times per minute. Doctors would need to shock his heart back into normal rhythm.

Neither the cause nor the fix were immediately clear. What came next, though, only deepened his danger. Dorchester slipped into clinical depression, a first-time experience common to cardiac patients.

Fearing what others might think, he barely told a soul. His silence held for months, until Dorchester confided to a close friend, Dion Gonzales, that he had been struggling – but also had an idea that might help more folks open up, possibly saving lives.

What Dorchester heard in return floored him: Gonzales was, himself, quietly reeling from a recent suicide attempt by a family member. Each man had kept their own staggering crisis hidden from one another and the world.

“You end up being isolated. And it’s scary,” Dorchester says. “That day, we collectively agreed it was time to take a stand and fight for this cause.”

The pair recently launched iRel8, a chat app that connects users anonymously to

others who share similar experiences with anxiety, addiction, depression and dozens of other conditions.

They aim to help smash barriers to mental wellness by offering users a safe, affordable support group that’s global and always available – as well as a chance for others to mentor folks seeking answers.

Ultimately, the co-founders seek to stop the stigma that so often mutes or muffles crucial conversations around mental health.

“As we began to share the stories of what we were building, we found it amazing that everybody has a story but very few people talk about it,” says Gonzales, 47, a tech entrepreneur and executive also based in Colorado.

Globally, hundreds of millions of people live with depression as well as with anxiety disorders, addictions or other conditions, reports the World Health Organization.

“When you consider all the people who won’t seek help or who aren’t willing to talk about it, imagine how many could have a new avenue to begin healing,” Dorchester adds. “It’s mindboggling.”

For Dorchester, 43, the abrupt arrival of severe depression was equally stunning.

“I didn’t know what that was. It’s sort of like you become a different person,” Dorchester says.

“For a while, I was hiding everything.

I didn’t want to keep telling my wife I’ve got problems because I didn’t want to scare her. I didn’t want to go to my friends because they’ll look at me differently. And I didn’t want people at work to know.”

So Dorchester began to unload private thoughts to anonymous people who frequented his favourite online chats for gamers and car buffs. It felt safe. Nobody judged him. And many people on the sites openly related to his experience because they, too, lived with depression, he says.

As Dorchester found room to breathe, he gained the footing to become one of those helpful, credible voices.

Last October, an online friend in a car chat revealed to Dorchester that he was planning to commit suicide that night.

“I’m like, ‘Stop! Stop!’ And next, I was talking to him on a direct messaging app. An hour into that, he was like, ‘Dude, you just saved my life. You just talked me down.’”

Soon, he decided to share everything, including the app idea, with Gonzales, his friend and tech collaborator since 2010. That’s when he learned that Gonzales and his family had been working through a suicide attempt by a family member.

“The timing was impeccable,” Gonzales recalls. “I had no idea Jeff was going through that. But like Jeff, we also had tried professional counselling, which



DION GONZALES



we found very clinical, not relatable. We didn't connect with the therapist on a personal level."

They both immediately seized on the same word. It was what Dorchester had found in the people on his chats and what Gonzales was hoping to find in the professionals: relatability. As their app moved from concept to software, "I relate" became "iRel8."

Both men say they – and their families – are in a better place. Now, they hope others can reach healthier ground.

iRel8 features dozens of open, individual "rooms" under categories that allow users to find others who can quickly empathise and offer guidance, the co-creators say. For example, within the anxieties group, users can visit sub-rooms for panic disorders, social anxieties, phobias and health-related anxieties (like Dorchester's). Under PTSD, users can find sub-rooms catering to combat veterans or people who have experienced trauma or loss in the civilian world.

"What we're really going for is that one-to-one, peer-to-peer connection," Dorchester says. In time, they intend to make a network of mental health professionals available through the app.

The app is available now in the App Store for Apple devices and Google Play

for Android. During a 90-day promotional period, the app can be purchased for \$3.99. After that, users will pay a \$1-per-month subscription.

While collaborating on iRel8, they used Microsoft Office 365 to swap platform concepts, business ideas and personal inspirations, each working from their respective home offices in the Denver area. To build the app, Dorchester relied on code from Visual Studio.

With the app available to anyone around the world possessing a smart phone, the co-creators plan to incorporate Microsoft Translator to break language barriers and fuel growth to reach a critical mass where people are talking 24/7 in every room.

*"We'd like each room to have 10, 15 or maybe 100 contributors," Gonzales says. "We're looking for 3,000 to 5,000 users to have a sustainable product with people always online to relate. That's obviously scratching the surface. I would like to have millions globally."*

During the app's build, Gonzales and Dorchester held dozens of conversations with potential users, including law enforcement professionals, military veterans and people like Christine Moya,

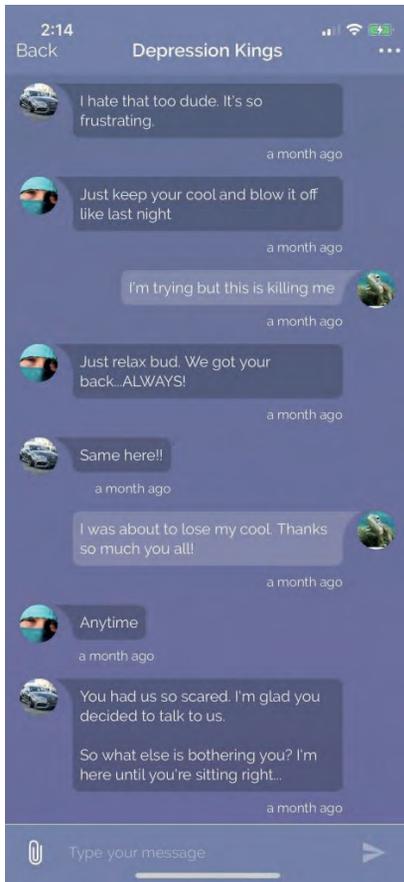


who lives with chronic PTSD stemming from abusive relationships.

"An app like this is needed because there are many in this world who have mental health questions and concerns and may want to remain anonymous but who also want to get answers to their questions," says Moya, who lives in Denver.



## A NEW APP AIMS TO SHATTER THE STIGMA SURROUNDING MENTAL HEALTH ...CONTINUED



2

When people download iRel8, they converse via user names, protecting their identities. But with anonymity underpinning their concept, the co-founders realised they had to proactively address a modern and unfortunate reality common to many social channels: trolls.

At other virtual gathering spots where people share personal thoughts or pieces of their lives, cyber bullies may visit simply to provoke. On health-oriented chats, scammers also may try selling bogus remedies.

For a mental health app that attracts vulnerable people seeking a friendly ear and real solutions, rigid screening must be built into any social platform to keep conversations healthy, cautions Texas psychiatrist Dr. Harry Croft.

"This app is 24/7, available to everybody and only costs a buck a month. Is that a value? Yes, it is," says Croft, who has interviewed and treated U.S. military veterans for combat-related anxiety and substance abuse.

"Of course, there are potential problems monitoring against people who have their own agendas. Now, if you know about those problems in advance and you try to put in safeguards then, yes, it's a great idea," Croft says.

Bots that analyse text and sentiments, quickly detecting abusive language, can help weed out potential trolls, the co-creators say. They've also provided users the ability to report inappropriate dialogue, which can get violators banned. And they intend to build an "ignore" function that lets individual users decide what they don't want to hear – or who they don't want to hear from.

What's more, they say the subscription fee will help ward off trolls, who tend to inhabit free venues.

"We have various levels of policing to keep it a safe place," Dorchester says. To make that safe space feel even more welcoming, the co-founders hope their app fuels fundamental changes in some verbiage long used within the mental health realm – words that may add to the stigma.

Instead of referencing "mental illness," for example, the co-founders use "mental wellness." They're also trying out other versions: "inner wellness" and "whole wellness."

"We hope that people talk about things differently," Gonzales says. "We want to encourage people to use new words, so they can begin to start new conversations."

See more from Bill Briggs at: [news.microsoft.com/transform/](https://news.microsoft.com/transform/)  
All images courtesy of iRel8.



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## MIGRATIONS THAT DON'T SUCK



# ESPC17 WINNING HACK: OFFICE 365 AS AN EVEN BETTER COLLABORATION SPACE

Last year the Annual European SharePoint, Office 365 & Azure Conference Hackathon in Dublin was a roaring success with a host of amazing solutions being developed across the two days, including SharePoint assistant bots, PDF converters with a difference and a solution that never lets your office run out of coffee! Mike Ammerlaan, Vesa Juvonen, Paolo Pialorsi, Eric Overfield, Waldek Mastyskarz, Elio Struyf and Erwin Van Hunen were on hand to offer expert tips and advice to all participants.

Hackers worked late into the night to develop their solutions and presented their final work in a demo at the ESPC Hackathon Showcase. Here, Velin Georgiev and Joon Du Rant were crowned winners with their idea of using Office 365 and Machine Learning to create communities that can help and learn from one another. Read on to find out how they did it.

Before beginning, Velin and Joon wanted to answer the following questions:

- How can we give the users information they need to successfully use Office 365, therefore collaborate better?
- Can we create Office 365 communities that can help and learn from one another?

Office 365 users can learn from others with a similar usage profile, we just need to identify people with similar interests and add them to a group. Sounds easy, but many organisations fail at that for different reasons. To improve the collaboration and knowledge sharing you can't just add a bunch of people in a group, you also have to identify the collaboration champions; users who are willing to help the communities i.e. SMEs and experienced buddies to moderate, share and spread information.



## THE PROCESS: INTEGRATION BETWEEN OFFICE 365 MULTIPLE PRODUCTS AND AZURE ML TO COMPLETE THE FLOW

- Get data from the Office 365 logs (the red cloud icon is the start point)
- Move it into Azure machine learning
- Build clusters of people with similar interests
- Move the clusters report data to a SharePoint list
- Attach Power BI reporting and dashboard to the SharePoint list
- Attach Microsoft Forms to the clusters with users and send them a Microsoft Forms survey by sending the invites from Microsoft Flow
- Analyse users' feedback and the clusters data together
- Identify groups with similar interests and champion collaborators
- Create Yammer groups based on Office 365 Groups and invite the users with the help of Microsoft Flow again
- Repeat the process after some time to reorder the groups based on the users' all-the-time changing information needs.



This sounds hard to achieve in a two/three-day hackathon and it was! Joon and Velin had to unitise their time, experience and tooling to be 100% productive. Fortunately, they are both very experienced and organised professionals with many years of experience working with some of the best names in the Office 365 community. The team identified the decision to do the project with almost no code, instead integrating different Azure and Office 365 products to move and transform data, as one of the main ingredients of their success.

They have now implemented their hack in their organisation, helping to make users' lives easier.

*"The modern era is here, and we have all those complex tools provided for us by the cloud so why not use them to bring better experience to our users!"*

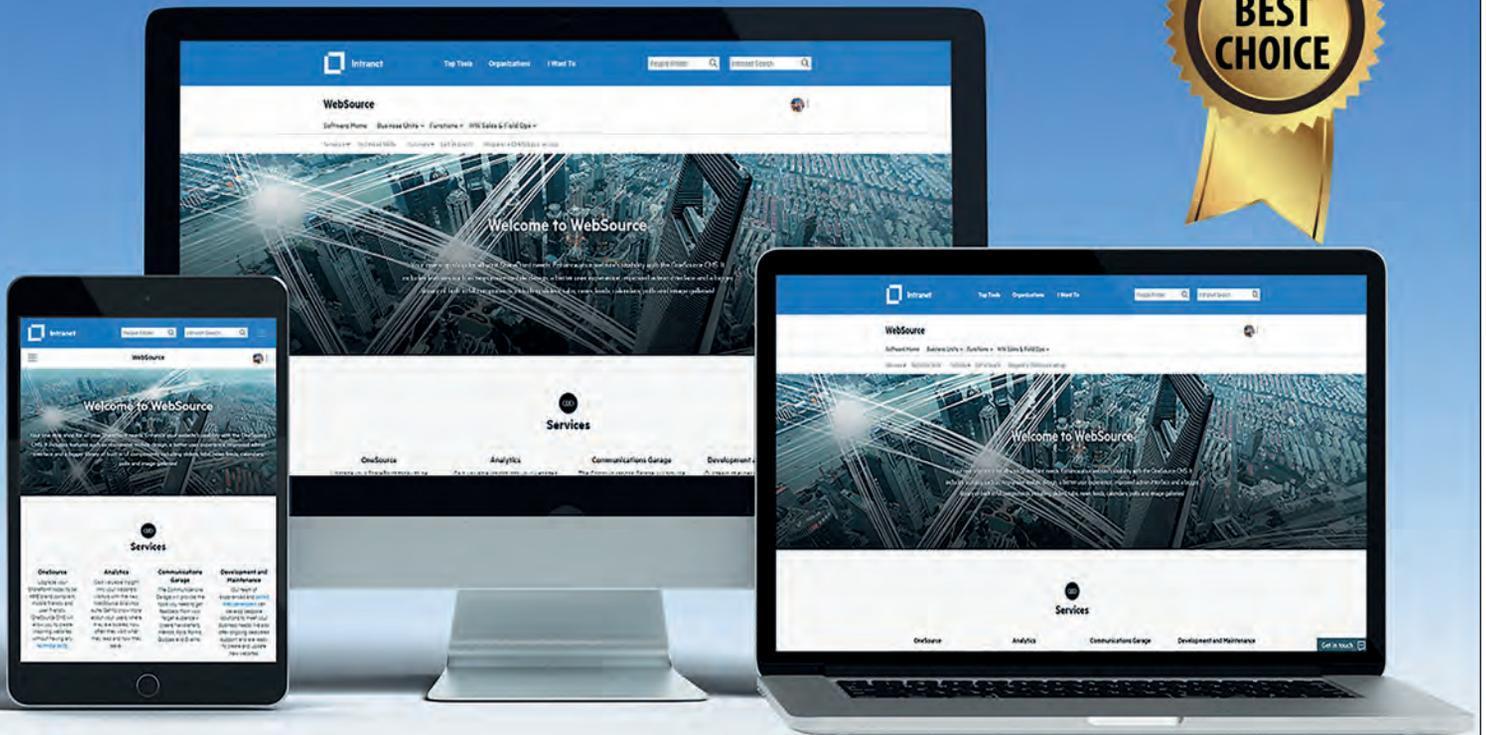
Velin Georgiev

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### SHAREPOINTCOMMUNITY.DE

Website: [www.SharePointCommunity.de](http://www.SharePointCommunity.de)

The SharePointCommunity.de is the central starting point for SharePoint and Office 365 users, admins and developer in the DACH-region. With over 20 regional user groups, discussion forums, podcasts, video channels and more. We support more than 8,000 registered users.

## MEDIA PARTNER



### THE RECORD

Website: [www.technologyrecord.com](http://www.technologyrecord.com)

The Record provides news and thought leadership on Microsoft and partner technology in the financial services, communications and media, manufacturing, public sector, and retail and hospitality industries.

Via a quarterly printed magazine, website and app, The Record covers industry trends, product launches, new implementations and event news, as well as commentary articles, case studies and in-depth features.

The magazine's editorial calendar is put together with guidance from leading members of Microsoft's worldwide industry teams, addressing key topics that are capturing the attention of technology executives in enterprise businesses today, including cloud computing, the internet of things, enterprise social, mobility and big data.

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## MEDIA PARTNER



### VISUALSP

Website: [www.visualsp.com](http://www.visualsp.com)

VisualSP specialises in providing context sensitive help to all SharePoint users. Our SharePoint Help System makes the SharePoint end user experience simple, effortless, and efficient. It cuts down on help desk costs by providing step-by-step guidance to users at the point of interaction.

The help and training for users is in-context to the SharePoint interface delivered to end users through a Help tab in the SharePoint ribbon as well as Inline help spread across the SharePoint pages. All versions of SharePoint are supported.

Email [info@visualsp.com](mailto:info@visualsp.com)

## ONLINE SPONSOR



### PORTAL SYSTEMS

Website: [www.portalsystems.de](http://www.portalsystems.de)

Phone: +49 40 2260 4000

Portal Systems is a privately owned company based in Hamburg, Germany. Shareflex, its Business Application Platform provides a complete add-on for Microsoft SharePoint 2013 and 2016 as well as Office 365/SharePoint Online that can reduce development efforts in SharePoint projects by up to 60%.

Based on Shareflex, Portal Systems delivers highly flexible, predefined and professionally sound business solutions for applications like contract, audit and quality management. In addition, anyone can use the features of Shareflex to create custom solutions and to compose new solutions at any time. Since 2008, Portal Systems has carried out projects for more than 300 companies in the DACH region.

# SUPPORTING SHAREPOINT USER GROUPS

WE WISH TO ACKNOWLEDGE AND THANK THE 2018 SHAREPOINT USER GROUPS FOR THEIR SUPPORT THROUGHOUT THE YEAR.

-  Belarus SharePoint User Group
-  Belux Information Worker User Group (BIWUG)
-  Dubai SharePoint User Group
-  Egyptian User Group
-  French User Group
-  German SharePoint Community
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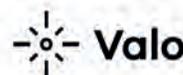
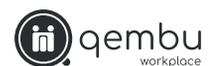
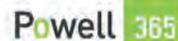
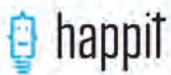
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## BEEZY

Website: [www.beezy.net](http://www.beezy.net)  
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Beezy is the intelligent workplace for Microsoft Office 365 and SharePoint. We make collaboration within your organisation easy and relevant. By extending the Microsoft productivity stack, we unify the digital workplace and empower users to communicate, share and collaborate better, whether on-premises, in the cloud or in hybrid environments.

Large customers such as Vodafone, ZF, US Treasury and many more can now benefit from the full functionality of an intelligent, modern digital workplace that brings together collaboration, communication, knowledge and processes.

Find us at [www.Beezy.net](http://www.Beezy.net), on Twitter at [@followBeezy](https://twitter.com/followBeezy) or by email at [info@Beezy.net](mailto:info@Beezy.net)



## FIRESTART GMBH

Website: [www.firestart.com](http://www.firestart.com)  
Phone: + 43 732 9044 410

FireStart is a leading BPM application in the Microsoft ecosystem that integrates robust process management, powerful process automation, and insightful process analytics with an interface that is incredibly easy to use. This allows business users to build and maintain their own processes, which can be transferred into workflows with smart adapters to the existing IT landscape, including CRM, ERP, and HR systems. A drag-and-drop form builder can read and write data from multiple systems, tasks can be received and managed directly in Microsoft Outlook, and workflow execution times can be monitored live. FireStart makes it easy to let your work flow.



## HARMON.IE

[www.harmon.ie](http://www.harmon.ie)  
EMEA: +44 1494 358 340  
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harmon.ie is committed to solving workers' information overload pains, brought on by the proliferation of email, documents, and multiple business apps, through our unique and innovative user experience products.

Initially focusing on the struggles associated with using SharePoint and other Office 365 apps, harmon.ie strives to unite these cloud-based enterprise apps into a single interface, organised by meaningful topics (like projects, products, and services), so business users can focus on what matters most to them.

The company is a Microsoft Partner of the Year Finalist and an IBM global partner. For more information, please visit [www.harmon.ie](http://www.harmon.ie).

Find us on Twitter [@Teamharmonie](https://twitter.com/Teamharmonie) and Linked In

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[www.livetiles.nyc](http://www.livetiles.nyc)

Phone: +1 877 247 5990

LiveTiles is a global company out to reshape the way people interact with technology, through transformative enterprise solutions and intelligent design. Our intelligent workplace software helps professionals and educators invest their time in high-value activities and get the most out of their digital investments. LiveTiles makes the complex simple through innovative software combining artificial intelligence and analytics with a user-friendly interface.

Whether it's deploying a set of productivity-enhancing bots, building a portal that surfaces your most-used apps and resources in a compelling interface, or empowering IT teams with actionable usage metrics, LiveTiles strives to close the feedback loop between the end user, designers, and IT teams and provide a truly intelligent user experience.

## METALOGIX (QUEST)

Website: [www.metalogix.com](http://www.metalogix.com) / [www.quest.com](http://www.quest.com)

Phone: +44 207 850 0199

Organisations for nearly 20 years have turned to Quest software to migrate, manage, secure and protect Microsoft platforms, including Active Directory, Exchange, Office 365, Azure and more. Only with Quest will you get the most comprehensive set of Microsoft platform management solutions, which now includes our acquisition of Metalogix – the leading Office 365 and SharePoint migration and management provider. Over 20,000 clients trust Metalogix to optimise the availability, performance and security of their content across the collaboration lifecycle.

No matter where – on-premises, cloud or hybrid - Quest delivers solutions that help reduce the time and money spent on managing Microsoft platforms, so you have more time to drive your business forward.

A Microsoft Gold Certified Partner, an EMC Select Partner, and a managed partner in the Microsoft High Potential ISV Group.

Visit:

[www.metalogix.com](http://www.metalogix.com) / [www.quest.com](http://www.quest.com)  
to learn more.

## WORKPOINT

[www.workpoint365.com](http://www.workpoint365.com)

Phone: +45 40 37 08 33

WorkPoint was acknowledged among the 20 most promising SharePoint Solution Providers by the American magazine CIO Review in 2015. At the same time WorkPoint was elected as the Independent Software Vendor of the Year at the Microsoft Partner Awards 2015 in Denmark. WorkPoint's speciality is knowledge-sharing, management of information, workflows and processes. WorkPoint business-solutions atop Office 365 and SharePoint are optimal for e.g. project management, HR management, QA management, GDPR compliance, document management, contract management and email management etc. You can find WorkPoint partners in Scandinavia, Europe, North America and Asia.

For more information please visit:  
[WorkPoint365.com](http://WorkPoint365.com)

# GOLD SPONSORS



## D.VELOP AG

Website: [www.d-velop.com](http://www.d-velop.com)

Phone: +49 2542 930 70

d.velop AG, founded in 1992 and based in Gescher, Germany, develops and markets software for the complete digitisation of business processes and industry-specific procedures. In addition to its established ECM portfolio of services relating to document management, archiving and workflows for Microsoft SharePoint, as well as standardised and custom SaaS solutions, the software manufacturer has also expanded to offer managed services. These services include sophisticated compliance management to provide legal certainty and ensure compliance with all statutory regulations.

d.velop helps businesses and organisations reach their full potential by offering digital services that connect people to each other and that simplify and retool procedures and processes.

A strong, global network of around 250 specialised partners ensures that d.velop Enterprise Content Services are available worldwide.

d.velop products – whether on premises, in the cloud or in a hybrid form – are now used by more than 7,900 customers across multiple industries with over 1.8 million users; these customers include Tupperware Germany, eismann Tiefkühl-Heimservice GmbH, Parker Hannifin GmbH, Nobilia, Schmitz Cargobull, FingerHaus GmbH, the city of Wuppertal, Basler Versicherungen, DZ Bank AG, Saarland University Medical Center and Greifswald University Hospital.



## EDISON365

Website: [www.edison365.com](http://www.edison365.com)

Phone: +44 (0) 1628 321 321

edison365 is an award-winning end-to-end idea management and project and portfolio management solution built for Microsoft Office 365 and Microsoft Project Online.

edison365 leverages existing investments and works with all the applications you are already familiar with, taking the platforms capabilities to new levels. Deployed and managed via the cloud, edison365 is built to work entirely on Office 365, with data secured in the Office 365 tenant. edison365 leverages and integrates seamlessly with SharePoint Online, Yammer, Delve, Power BI, Azure and Project Online. The beautiful UI engages employees to share their ideas and receive direct feedback on any device or browser, so ideation can happen anytime on any device 24/7.

With edison365ideas, businesses can identify areas of focus, and crowdsource ideas from their employees to achieve specific, valuable problem-solving, while giving them a voice and platform to raise their ideas. Then, using the award-winning Microsoft PPM solution edison365projects which builds upon the base functionality of Microsoft Project Online, businesses can seamlessly execute projects through an intuitive, sleek interface, to generate measurable results based on insight from every level of the organisation.

Visit [www.edison365.com](http://www.edison365.com)



## EXALT

Website: [www.exalt.work](http://www.exalt.work)

Phone: +49 9131 9951 329

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## KWIZCOM

Website: [www.kwizcom.com](http://www.kwizcom.com)

Phone: +1 855 594 9266

Since 2005, KWizCom has provided innovative solutions and services to make SharePoint even better for over 7,000 companies worldwide. KWizCom is a leading provider of SharePoint Forms, Workflows, Mobile, Wiki solutions, and over 70 other add-ons for SharePoint on-premises and apps for Office 365. KWizCom, a Gold Certified Microsoft Partner, is headquartered in Toronto, Canada.

To find out more about the company and its products, please visit [www.kwizcom.com](http://www.kwizcom.com) or email [sales@kwizcom.com](mailto:sales@kwizcom.com)



## MOVER

Website: [www.mover.io](http://www.mover.io)  
Phone: +1 866 429 6424

Mover is the only cloud-first SharePoint and OneDrive migration application. IT professionals and enterprises use Mover to bring users, content, metadata, and permissions into Office 365 from Box, Dropbox, Google, file servers, and many more. With nothing to install, Mover's web application maximises your ingress into Office 365 and reduces the friction of deployment. Scan and prepare your migration for free at [mover.io](http://mover.io).



## ONESOURCE ACCELERATOR FOR SHAREPOINT

Website: [www.software.microfocus.com/en-us/services/onesource](http://www.software.microfocus.com/en-us/services/onesource)  
Aodan Breathnach: +353 91 438 603  
Peter Gadd: +44 330 587 4084

Micro Focus is the 6th largest pure-play software company in the world and as such is uniquely positioned to help customers maximise existing software investments and embrace innovation in a world of hybrid IT—from mainframe to mobile to cloud.

Our mission is to put customers at the centre of innovation and deliver high-quality, enterprise-grade scalable software that our teams and our customers can be proud of. We help customers bridge the old and the new by maximising the ROI on both new and existing software investments whilst enabling innovation in the new hybrid model for enterprise IT.

Micro Focus OneSource Accelerator for SharePoint is an accelerator for SharePoint

intranets that provides our customers with a content rich, responsive capability “as a service”, putting SharePoint development in the hands of those that create the content whilst ensuring that corporate brand templates are utilised. ROI is very impressive as a result of reduced costs, improved productivity and reduced time to value.



## PANAGENDA

Website: [www.panagenda.com](http://www.panagenda.com)  
Phone: +49 6252 67 93 900

panagenda develops standardised software solutions for the analysis and optimisation of Microsoft and IBM based IT collaboration infrastructures. With offices in Austria, Germany, The Netherlands and the United States, panagenda and its global network of business partners support customers in more than 70 countries. Still uncertain about reliability, consistency and performance of your Office 365 environment?

- Reliability: OfficeExpert provides a clear overview of the status of your Microsoft environment including Skype for Business, Exchange, OneDrive for Business and Azure – whether Cloud, On-Premises or hybrid.
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- Quality: Easily evaluate the service quality of your Microsoft services with true end-to-end simulations while also tracking developments on a timeline to compare, for instance the measurement data from different locations or different Office 365 cloud tenants



## PRECIO FISHBONE

Website - Company: [www.preciofishbone.se](http://www.preciofishbone.se)  
Website - Omnia Product: [www.omniaintranet.com](http://www.omniaintranet.com)  
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Phone - Sweden: + 46 771 44 00 80  
Phone - Denmark: +45 88 61 85 88

Precio Fishbone is a specialist company with a focus on Microsoft-based solutions. Precio Fishbone is a Microsoft Gold Partner and one of the Nordics' leading suppliers of Office 365 based solutions. With an edge within SharePoint and Office 365, combined with highly skilled expertise within integration, BI and Custom Development we create business critical solutions for midsize to large organisations.

Precio Fishbone is a combined product and consulting company. Precio Fishbone is the company behind the development of the “Omnia suite”. Omnia is the awarded suite of in-a-box products for Intranet, Document Management and Quality Management systems. All based on Office 365 with the user experience in focus, Omnia Intranet was ranked #1 in Clearbox's annual global evaluation of Intranet in-a-box products. Additionally, to the Omnia suite, Precio Fishbone has developed the product “NGO Online”, which is a comprehensive Office 365-based project, program and grants management solution for NGOs and Not-For-Profit organisations, spread and used by many humanitarian aid organisations around the world.

Precio Fishbone, with its 230 employees, is located in Sweden, Denmark, England, Canada, USA and Vietnam.

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## SHAREGATE

Website: [www.sharegate.com](http://www.sharegate.com)

Phone: +1 888 444 3168

Sharegate helps IT administrators worldwide through their cloud transformation. With Sharegate Desktop, prepare and execute a seamless migration to Office 365. With Sharegate Apricot, adopt and manage Office 365's new ways of working. Finally, with Sharegate Overcast, understand and reduce your Azure costs. Visit us at booths 8 & 9!

malicious activity and more. We are the only global provider of powerful, enterprise-class data protection for Microsoft Office 365, G Suite, and Salesforce. With data centres located in North America, the EU and Australia, Spanning is the most trusted cloud-to-cloud backup provider with millions of users around the world.

Learn more at [www.spanning.com](http://www.spanning.com).



## WIZDOM

Website: [www.wizdom-intranet.com](http://www.wizdom-intranet.com)

Phone: +45 38 41 25 30

Building and delivering state-of-the-art digital workplaces is the lifeblood of what we do. Our top-rated intranet product offers components to build and brand a digital workplace on top of Microsoft's SharePoint and Office 365, empowering close to 400 companies and their digital workplaces around the globe.

Headquartered in Copenhagen, Denmark we deliver solutions all over the world through our great partner network.

At this year's European SharePoint, Office 365 and Azure Conference in Copenhagen Wizdom takes you one step further beyond Microsoft's new and exciting Modern SharePoint experience by showcasing the market's most comprehensive intranet product on Modern.

Visit our booth for a talk on how to get the most out of Modern for your digital workplace.



## SPANNING

Website: [www.spanning.com](http://www.spanning.com)

Phone: +1 512-236-1277

Spanning is the leading provider of backup and recovery for SaaS applications, protecting more than 9,000 organisations from data loss due to user error,

## U2U

Website: [www.u2u.be](http://www.u2u.be)

Phone: +32 2466 0016

U2U organises trainings for developers, IT professionals and Data Specialists on Visual Studio, JavaScript, Office 365, Microsoft Azure, Power BI, SQL Server and Microsoft AI Platform technologies.

We deliver top quality courses by trainers who are all experienced speakers and experts in their area.

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Visit our website [www.add-on.com](http://www.add-on.com) to learn more or come by our booth #64 for a talk about streamlining room and resource management.



## ADLIB SOFTWARE

Website: [www.adlibsoftware.com](http://www.adlibsoftware.com)  
Phone: +1 866 991 1704

Adlib has been transforming the way enterprise organisations overcome unstructured data challenges for over 15 years. Integrating with various business applications, Adlib enables digital preparation of documents for improved migration, compliance, privacy and security, digital transformation, capture and classification. Our document enrichment solutions allow over 5,500 customers globally to elevate their content and derive the insight that is needed to support critical decision-making and secure competitive advantage.



## AQUAFOREST

Website: [www.aquaforest.com](http://www.aquaforest.com)  
Phone: +44 (0)1296 768 727

Aquaforest's Findability Solutions for SharePoint and Office 365 dramatically improve search success by ensuring that Site Collections are fully text searchable and metadata is automatically added to documents.

To maximise text searchability Aquaforest Searchlight is able to audit site collection contents and runs an OCR process on documents such as image PDFs that are not text searchable, to generate fully text searchable documents.

Metadata can be automatically generated based on document content via rules, taxonomies, barcodes, PDF forms, XMP and integration with text analytics services.

Aquaforest Solutions are available both on-premise and cloud-based.

Aquaforest is based in the UK and has been providing solutions to a world-wide market since 2001 with over 2,000 customers in 50 countries.



## AVEPOINT

Website: [www.avepoint.com](http://www.avepoint.com)  
Phone : +44 207 421 5199

AvePoint accelerates your organisation's modern workplace success. We are here to help you increase your productivity and digital collaboration across your organisation while maintaining a secure workplace. Over 16,000 companies and 6 million SharePoint and Office 365 users worldwide trust AvePoint software and

services for their data back-up, migration, management and governance needs in the cloud, on-premises and hybrid environments.

A four-time Microsoft Partner of the Year, AvePoint is a Microsoft Global ISV Partner and has been named in the Inc. 500|5000 six times and the Deloitte Technology Fast 500™ five times. Founded in 2001, AvePoint is privately held and headquartered in Jersey City, NJ with European offices and representation in the UK, Nordics, Netherlands, France, DACH, Southern and Eastern Europe.



## BCC

Website: [www.bcchub.com](http://www.bcchub.com)  
Phone: +44 203 290 9224

BCC, a Microsoft and IBM business partner, offers diverse solutions with secure, compliant and cost-efficient management in the Microsoft and IBM infrastructure. BCC has been developing quality products and first-class implementation for over 20 years. We ensure consistent customer focus, great technical and interpersonal skills and effective service designed to assist and support. Our solutions fill the functional gaps in the collaboration products available. We are working with over 800 corporate enterprises and SMEs across the world and have 3 million users trusting BCC solutions.

# SILVER SPONSORS



## BINDTUNING

Website: [www.bindtuning.com](http://www.bindtuning.com)  
Phone: +35 1252 099 068

BindTuning is the leading platform for building connected and engaging workplaces for Microsoft Office 365 and SharePoint. It includes all of the tools you need for creating a modern intranet experience, driving user adoption and providing a simplified way for teams to share information, transform communication and collaborate. BindTuning enhances the usability and accessibility of your existing SharePoint data across all of your devices and is deployed in a fraction of the time and cost when compared to traditional development models.

Since 2011, the BindTuning framework has transformed company intranets for over 20,000 global brands and organisations. Over 80 partners worldwide leverage the BindTuning platform for their clients. BindTuning is privately owned with offices in Portugal and the United States.

For more information visit [bindtuning.com](http://bindtuning.com).



## BULPROS

Website: [www.bulpros.com](http://www.bulpros.com)  
Phone: +359 2 489 5725

BULPROS is an innovative global IT and BPO services, solutions and product provider, one of the global fastest growing technology companies. Its offerings include Industry Digitalisation, Cyber Security, Collaboration, Application Modernisation, Infrastructure Transformation, Technology

Services and Sales & Customer Services, with focus on Manufacturing, Professional Services, Telecommunications, Healthcare, Retail, Financial Services and Insurance. BULPROS operates on a global scale and has more than 1200 employees, working across 17 offices, located in Europe and North America.

## CardioLog Analytics

### CARDIOLOG ANALYTICS

Website: [www.intlock.com](http://www.intlock.com)  
Phone: +1 617 500 8461

CardioLog Analytics has been a leader in the field of SharePoint Analytics since 2005. Specifically designed for SharePoint, the solution serves enterprises, governments, and small to mid-size businesses. CardioLog Analytics enables organisations to improve intranet usability, drive portal collaboration, boost user engagement, and enhance overall business productivity. The solution is available as an on-premises or SaaS solution, with the ability to track SharePoint Online (Office 365), SharePoint 2016, 2013, 2010, 2007, Yammer, and Sitron.



### CLM MATRIX

Website: [www.clmmatrix.com](http://www.clmmatrix.com)  
Phone US: +1 9728 992 467  
Phone UK: +44 (0) 2079 935 026

With CLM Matrix's intelligent process automation (IPA) application platform, organisations can rapidly build and deploy, agile no-code enterprise-grade solutions with SmartForm® content automation,

dynamic workflow, document generation and powerful tabular and graphical reporting for business intelligence. The application is easy to implement with drag and drop designers for creating simple to complex solutions or you can choose from a comprehensive library of best practice solution blueprints so you never have to start from scratch. The application is intuitive to both administrators and end users alike, integrates readily into enterprise applications, is imbedded with artificial intelligence throughout and integrates with leading digital signature technologies like DocuSign.

CLM Matrix applications are used by clients worldwide in over 22 industry verticals to consistently deliver successful business results. Let us help you discover the benefits of Where/How/Now® solutions that are agile, scalable and reusable.

For more information about our on-premise, SaaS and hybrid options please visit [www.clmmatrix.com](http://www.clmmatrix.com).



### CROSSWARE MAIL SIGNATURE

Website: [www.crosswareuk.com](http://www.crosswareuk.com)  
Phone: +64 9 303 2222

At Crossware, we like to think "outside the inbox" – we quickly and collaboratively solve email-related problems – and apply the power of over 20 years of experience to deliver the best in collaborative email solutions across the globe. From our base in New Zealand we have united a team of highly skilled and certified professionals focused on giving organisations the power to create beautiful email signatures.

Our flagship solution is Crossware Mail Signature for Office 365, a uniquely powerful company solution for creating and applying centralised email signatures

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to every email. Sleek, compliant and personalised signatures are automatically added to each email, no matter what device you're sending from. Seamlessly integrated with Microsoft Office 365, Crossware Mail Signature is designed for any size of organisation.

Find out more, and start your free trial today at [www.crossware.co.nz](http://www.crossware.co.nz)



### DEBBLE

Website: [www.debble.com](http://www.debble.com)  
Phone: +31 182 686 000

With the Debble suite you empower your users to do more in less time. Debble offers the best Office 365 and SharePoint intranet and collaboration toolset that is easily extendible: one size does not always fit all.

Debble is brought to you as real Software as a Service. Our dedicated team makes sure your digital workplace is always up and running. We keep track of Microsoft's changes and roadmap and if needed, we bring you an update. Debble updates come on a regular basis, containing improvements and new features.

We truly make SharePoint and Office 365 a better place, by enhancing the interface, performance and by connecting core functionality. Elevate your teams to higher levels by connecting them like never before. We empower collaboration.

Are you ready to get Debbled?



### DEVSCOPE

Website: [www.devscope.net](http://www.devscope.net)  
Phone: +351 223 751 350

DevScope is a dynamic, agile, experienced company specialised in mentoring and development services on cutting-edge technologies. The company evolves around passionate teams to design and build innovative apps and solutions for BI, Big Data and data visualisation, CRM, collaboration and web portals, integration platforms, SaaS, cloud and mobile

DevScope is proud to be on the cutting-edge and helping Microsoft and their customers adopt the latest technologies. DevScope is an early adopter in many products and solutions, so, often is a part of TAP (Technology Adoption Programs) and later on the "Beta" teams, to evaluate and test Microsoft's products, before they are widely distributed in the market. Indeed we know how best to use these technologies no matter what your business or technical landscape is. It means customers reap the benefits of faster implementations, reduced risk, and significant cost savings. Collective experience and deep knowledge of Microsoft enterprise technologies helps our customers get the most out of their investments.

DevScope, a Microsoft Gold Certified Partner, continuously renews the commitment to the highest level of partnership, acting primarily as a services offering, specifically in Business Intelligence, Collaboration (SharePoint), CRM, Office/Excel add-ons, Systems Integration (EAI, MIIS) and in Mobile development.



### DOX42 GMBH.

Website: [www.dox42.com](http://www.dox42.com)  
Phone: +43 676 75 48 204

dox42 is an innovative software product for document automation and data integration – flexible, powerful and intuitive. dox42 enables you to generate complex documents automatically and integrate data, images, tables, dynamic charts, QR-codes and text modules from SharePoint Online or On-Premises as well as other data sources, such as MS Dynamics 365, SAP, WebServices, SQL data bases or Excel.

Using dox42 Office Add-Ins enables business users to design templates in up-to-date and uniform corporate designs fast and flexibly. The dox42 Server can be integrated into SharePoint, CRM or ERP systems and workflows seamlessly.

Find more information at [www.dox42.com](http://www.dox42.com), or contact us via [info@dox42.com](mailto:info@dox42.com). Visit dox42 at booth Nr. 30 to get a live demo, we are looking forward to meeting you in Copenhagen!



### EDGEGUIDE

Website: [www.edgeguide.se](http://www.edgeguide.se)  
Phone: +46 84 411 690

EdgeGuide, with headquarters in Stockholm, is a leader in software development for SharePoint Online using modern JavaScript frameworks.

At ESPC18 we will introduce IntranetPublisher for SharePoint – a brand new Web Content Management solution

that turns SharePoint Online into a true intranet CMS just by adding a few easy-to-use web parts.

IntranetPublisher is a lightweight, fully integrated CMS for SharePoint Online. It offers a new, enhanced way to easily structure, manage and publish SharePoint content. In addition to managing content, IntranetPublisher also provides an innovative method to simplify the management of the site navigation for Communication Sites.

IntranetPublisher uses a different approach to managing content. Instead of storing every content item on each SharePoint page, it stores the content in a central repository allowing you to manage all site content from one place, including editing, versioning and approval.

With IntranetPublisher it is easy for content managers to keep track of and reuse content even on large SharePoint sites.

Since IntranetPublisher consists of just a few web parts that rely on standard SharePoint APIs, you don't ever have to wait for new releases for it to keep up with the latest SharePoint features.



## ELASTIC CLOUD SOLUTIONS

Website: [www.elastic365.com](http://www.elastic365.com)

Phone: +48 730 730 933

Elastic Cloud Solutions (ECS) provides an Elastic Workplace – Digital Workplace platform, which is a set of solutions for improving internal communication, productivity, business and HR processes in organisations.

Elastic Workplace is a ready-to-go, award winning and fully-featured intranet portal for Office 365 and SharePoint, which definitely stands out from the competition. Thanks to an original and innovative CMS, called: "Block Editor", it is revolutionising the way the intranet is deployed and managed.

It allows you to create great looking pages with consistent, intuitive design, using over 100 ready-to-use blocks and 35 fully featured content types, like: news, pages, events, location maps and many more. A drag and drop system with WYSIWYG editor speeds up the content creation process 10 times, which results in significant saving for the company.

Elastic Workplace platform is constantly developing, so that it answers actual trends and organisational needs. Thanks to cloud technology and responsive design, it can be used anytime, anywhere and from any device. The exceptional user experience offered by Elastic Workplace was recognised through the awarding of an Intranet Design Annual Award 2018 (Nielsen Norman Group).

Elastic Workplace contains all the best practices from hundreds of intranet projects to give you the best intranet experience ever !



## EXCLAIMER

Website: [www.exclaimer.com](http://www.exclaimer.com)

Phone: +31 (0) 228 567 066

Founded in 2001, Exclaimer is the recognised global market leader in on-premises and cloud-based email signature software and solutions for Office 365, Microsoft Exchange and Outlook. It has over 75 million users worldwide with some companies holding licenses for over 100,000 users.

Exclaimer solutions are regularly recommended by Microsoft MVPs and have a strong reputation within the Microsoft community. The company has been the recipient of multiple awards within the IT sphere, has won a Queen's Award for Enterprise and has successfully achieved the ISO 27001:2013 Certification for its cloud-based Office 365 signature management service.



## FLOWIT A/S

Website: [www.flowit.com](http://www.flowit.com)

Phone : +45 66 10 40 55

FlowIT - great cooperation starts here Since 1999, FlowIT has been developing software that helps companies and public organisations to cooperate effectively.

FlowIT A/S is a consultancy and software company, who are 100% specialised in Microsoft SharePoint. Since 1999, our mission has been to strengthen the ability to cooperate within organisations.

FlowIT A/S offers two software products and related consulting services:

- CoreFlow; *an extension to SharePoint that establishes user-friendly solutions to SharePoint and SharePoint Online.*
- ProjectFlow; *a shared solution for every organisational project. This is the most widespread portal for project and portfolio management in Denmark*

We are happy to attend ESPC18 in Copenhagen. Come and meet us at booth number #47

For more information visit

[www.flowit.dk/en/](http://www.flowit.dk/en/)



## GSX SOLUTIONS

Website: [www.gsx.com](http://www.gsx.com)

Phone: +41 22 735 82 40

GSX is a leading provider of Office 365 monitoring and management solutions. Our products help large organisations ensure optimal end-user service delivery and ramp-up adoption.

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GSX Gizmo is the only solution that enables fast troubleshooting through a complete understanding of the service delivery across hybrid Office 365 deployments.

GSX's Robot Users measure the true end-user experience from any location and analyse the impact of your hybrid network & server components.

The GSX solution reduces user complaints and mean-time-to-repair, while justifying service quality. Want to learn more? Our experts will be happy to welcome you at booth 62.



## HAPPIT

Website: [www.happit.com](http://www.happit.com)

Phone: +358 50 529 1992

Happit is a Single Click Learning service that helps employees understand software instantly. It teaches every user step-by-step how to use new solutions and guides them through all processes in real-time. Happit drives employee performance by bringing together meaningful in-time learning experience and faster adoption of digital ways of working. This results in more productive and happier employees with up to 90% cost reduction.

Happit is based on Microsoft Azure services and it was named Microsoft's 2018 Independent Software Vendor (ISV) Partner Solution of the Year in Finland. We are dedicated to helping our customers and Microsoft Partner Network enhance employee performance and kill the work day frustration. It's simple, just Happit!

For more information visit:

[www.happit.com](http://www.happit.com)



## HAREPOINT

Website: [www.harepoint.com](http://www.harepoint.com)

Phone: +1 877 923 01 11

HarePoint is a developer of software for the Microsoft SharePoint platform that meets the needs of companies of all sizes and industries. With over 20 years' experience in software development; more than 10 years' experience in SharePoint-related development and having served thousands of users all over the world – we are confident that you can achieve your best results with our innovative, reliable and efficient solutions.

HarePoint core software solutions:

- HarePoint Analytics for Microsoft SharePoint: effective web-analytics solution for sites based on SharePoint.
- HarePoint Workflow Extensions: over 300 activities for SharePoint workflow authoring to automate any business process without programming. Editions for on-premise and O365.
- HarePoint HelpDesk for SharePoint: a ready-to-use customer support system for sites based on SharePoint.
- HarePoint Content and Workflow Migrator: simple, quick, and error-free migration of site content, workflows and managed metadata.



## HOOZIN

Website: [www.hoozin.com](http://www.hoozin.com)

Carwin Heierman: +33 6 23 14 67 47

Hoozin is a solution for Office 365, Social Intranet and Digital Workplace. Hoozin is

software which is great, right out-of-the-box and also easily integrated with other applications. We help customers on their journey down the road from the traditional Intranet to a Digital Workplace culture, while always keeping an eye on improved collaboration.



## INTRAACTIVE

Website: [www.intraactive.net](http://www.intraactive.net)

Phone: +45 82 32 32 32

IntraActive is an award winning, state of the art digital workplace platform based on SharePoint and Office 365. IntraActive improves productivity, effectiveness and innovation in your organisation, by being personal, flexible and smart.

IntraActive is powered by ProActive – the leading Microsoft partner in Denmark, being awarded Microsoft Partner of the Year 4 times.

We drive transformation, adoption and performance for ambitious organisations. We provide innovative business solutions and professional consulting services with a focus on communication, process efficiency, knowledge sharing and cooperation. ProActive was founded in 1997 and employs 220 consultants at our offices in Copenhagen, Odense, Aarhus and Aalborg.



## IT-ROI SOLUTIONS

Website: [www.itroisolutions.com](http://www.itroisolutions.com)

Phone: +1 954 518 3330 Ext. 121

IT-ROI is a solution provider with a clear mission – to make Enterprise Software

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easier to use. We maximise visibility, productivity and performance of your organisation's enterprise applications with three areas of expertise:

- SharePoint integrated solutions to collaborate and connect Enterprise Applications
- Enterprise Application integration tools and connectors
- Application Management Services (AMS)



## K2

Website: [www.k2.com](http://www.k2.com)  
Phone: +49 89 954 574 400

K2 is the leading low-code, cloud-based Digital Process Automation (DPA) platform for enterprises seeking to rapidly and intelligently create modern process applications, automate workflows and transform their business. With K2, thousands of organisations worldwide and 30% of the Fortune 500 have taken control of their business processes to increase visibility and improve operational efficiency. Discover what you can accomplish when you connect your people, processes and applications at [www.k2.com](http://www.k2.com).



## KIANDA BPM

Website: [www.kianda.com](http://www.kianda.com)  
Phone: +353 1 254 2001

Kianda BPM makes it a breeze to eliminate paper forms and streamline workflows, reducing costs, bringing greater productivity via self-build workflow automation for SharePoint and O365.

With Kianda's easy-to-use, NO-CODE development interface, business users can enjoy designing processes made of elegant online forms without the need for coding expertise.

Kianda comes with seamless data connectors for SharePoint, SQL Server, SAP, Salesforce, Outlook, Active Directory, MySQL, Oracle, DocuSign and many more.

Companies of all sizes can self-automate their manual and repetitive processes such as HR (employee onboarding, appraisals), customer queries and others to accelerate productivity and bring efficiency. With a few clicks, non-tech users can turn complex business processes into rich digital forms.

*"Previously our workflows were within a BPM tool which required us to outsource to specialist coders, now with Kianda we have easily brought knowledge and skills in-house. It offers a great UX and a simple design and admin centre. This is a great product to simplify and streamline your processes"* Lead Business Analyst from Mercury Engineering Ireland.

Start your free 30-day trial from Microsoft AppSource or [www.kianda.com](http://www.kianda.com). Visit us at stand #36 and discover why companies have been switching to Kianda BPM.



## LIGHTNING TOOLS

Website: [www.lightningtools.com](http://www.lightningtools.com)  
Phone: +44 (0) 1788 510 728

Lightning Tools is a Microsoft Gold Certified ISV head quartered in the United Kingdom. Lightning Tools provides tools to assist with Content Aggregation, SharePoint Permission Reporting and Management, Enterprise Discussion Forums, SharePoint List Form Design (InfoPath Replacement), Charting and Data Visualisation/ Integration. Lightning Tools has a passion for providing exceptional products backed

by knowledgeable and caring technical support staff to ensure that your project is a success. Lightning Tools is proud to be the first Microsoft SharePoint ISV to be awarded the Rencore code quality certification for three consecutive years. Learn more from [www.lightningtools.com](http://www.lightningtools.com)

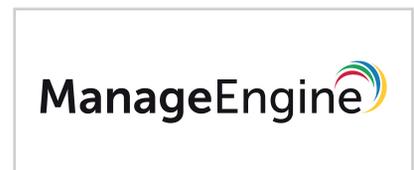


## LMS365 by EARNINGFORCE

Website: [www.elearningforce.com](http://www.elearningforce.com)  
Phone: +45 7027 9191

EARNINGFORCE International empowers people through learning management in the Modern Digital Workplace. LMS365 eliminates complexity by providing a complete learning platform that integrates seamlessly into your well-known Office 365, SharePoint and Microsoft Teams platform. LMS365 is highly customisable, easier to use, and faster to deploy. To accommodate the needs of the learner in the Modern Digital Workplace your learning environment is easily accessed from any device with the intuitive LMS365 app – learn whenever, wherever.

EARNINGFORCE International was established in 2003 and now has 4+million users in more than 40 countries worldwide. EARNINGFORCE is a Microsoft Strategic and Gold Partner.



## MANAGEENGINE

Website: [www.manageengine.co.nl](http://www.manageengine.co.nl)  
Phone: +44 7181 7070

As the IT management division of Zoho Corporation, ManageEngine prioritises

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flexible solutions that work for all businesses, regardless of size or budget.

ManageEngine crafts comprehensive IT management software with a focus on making your job easier. Our 90+ products and free tools cover everything your IT needs, you can take complete control of your IT infrastructure and services—both on-premises and in the cloud.

For more information, visit [www.manageengine.co.nl](http://www.manageengine.co.nl)



## MUHIMBI LTD.

Website: [www.muhimbi.com](http://www.muhimbi.com)  
Phone: +44 7799 624 931

PDF Convert, Merge, Watermark, Secure and OCR files using SharePoint Online, SharePoint on-premise, Office 365 or an API. Muhimbi's market leading range of PDF conversion and manipulation products allow end-users to carry out operations via a friendly user interface. Power users can use platforms such as Nintex Workflow, K2, Microsoft Flow, Azure Logic Apps and SharePoint Designer to create fully automated business processes. And Developers.... well, just talk to our comprehensive API from any modern language, the sky is the limit.

All file types encountered in typical office environments are supported including InfoPath, Email, Word, Excel, PowerPoint, Visio, AutoCAD, Images, HTML, URLs and SharePoint List Items.

Come visit us at booth 35 for a quick demo and free power bank.



## ONEPLACE SOLUTIONS

Website: [www.oneplacesolutions.com](http://www.oneplacesolutions.com)  
Phone: +61 2 9977 1312 / +1 425 502 6942

Our goal is to enable people in business to do more, simply.

We drive end-user adoption by making it easy for you and your team to save, classify and access emails, attachments and documents in SharePoint. Offering you a consistent experience across devices you use every day: iOS, Android, Mac, Windows and Outlook on the web - enabling you to remain productive anywhere.

Our easy to use technology brings SharePoint into the familiar places you work: Outlook, Word, Excel, PowerPoint and Adobe Acrobat (PDFs), meaning you don't have to leave these environments to get your work done. Our solutions improve collaboration and productivity, and are available on-prem, Office 365 and hybrid.



## ONTIME® BY INTRAVISION

Website: [www.ontimesuite.com](http://www.ontimesuite.com)  
Phone: +45 70 23 23 40

OnTime® Expedites Coordination Freeing up time to do Business

Too many businesses waste valuable time when allocating employees and resources to solve all their everyday tasks. When it comes to one of the most expensive assets within your organisation, this means a lot of time and money. Think about how much time is spent on allocating and coordinating employees within an organisation. OnTime Group Calendar helps you solve these obstacles in a much faster, easier and

smarter way than the features which come out of the box in today's email solutions. Visit us and learn more about all the new features like how to create polls, do full mobile group scheduling and adding value directly inside your MS Teams.



## PEOPLNET A/S

Website: [www.peoplenet-consulting.dk](http://www.peoplenet-consulting.dk)  
Phone: +45 7021 4445

DIGITAL WORKPLACE SPECIALIST – BUSINESS & INTRANET SOLUTIONS  
Office 365, SharePoint, PeopleIntraNet, PowerApps, Flow, Power BI, Nintex & ShareGate

PeopleNet A/S is your trusted advisor in advanced and flexible Microsoft business solutions. We provide expert consulting services and develop innovative business solutions and intelligent INTRANET solutions.

We help organisations transform to the Cloud and optimise digital performance to meet and exceed the needs for digital innovation, effectiveness, and productivity. Collectively, we improve organisational communication, collaboration, planning and workflow efficiency.

Besides our consultancy and development services, we are the leading supplier of Office 365 and SharePoint IT courses with expertise in Office 365 adoption and change management.

PeopleNet A/S was founded in 2002 and has offices in Copenhagen and Aarhus.

Visit [peoplenet-consulting.dk](http://peoplenet-consulting.dk) to read more about our consulting services

Visit [peopleintranet.dk](http://peopleintranet.dk) to read more about our Intranet solutions.

Visit [peoplenet.dk](http://peoplenet.dk) to read more about our IT courses and adoption concept  
T: 7021 4445  
E: [info@peoplenet.dk](mailto:info@peoplenet.dk)

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## PIWIK PRO

Website: [www.piwik.pro](http://www.piwik.pro)  
Phone: +48 717 166 950

Piwik PRO was established in 2013 by a team of seasoned analytics experts and engineers. What makes Piwik PRO unique is our commitment to data protection. Piwik PRO has been recognised for its approach to data privacy by financial and governmental institutions in the European Union and the United States. Our clients include demanding organisations such as the European Parliament, Accenture, and Leroy Merlin.

The Piwik PRO platform allows users to quickly gain powerful insights with data segmentation, data activation, user-centric reporting, and painless tag implementation while ensuring complete data security.

With Piwik PRO Intranet Analytics you get an in-depth understanding of your organisation's internal communication system. Piwik PRO integrates seamlessly with SharePoint 2010, 2013, 2016 and Office 365.

Our products adhere to the strictest security regulations and are compliant with international privacy laws, including GDPR. Security is an important issue for us, which is why both Piwik PRO and our data centre provider & partner, Microsoft Azure, hold ISO 27001 certification.



## POINTFIRE

Website: [www.pointfire.ca](http://www.pointfire.ca)  
Phone: +1 613 826 0747

PointFire ([www.pointfire.ca](http://www.pointfire.ca)) is the gold standard of multilingual SharePoint.

It works on-premise and online, supports Classic and Modern, and has optional machine translation. Imagine if two people who speak different languages follow a link to the same URL, and both see it completely in their language: UI, content, even lists and libraries. Imagine not segregating users by language, but collaborating on a single site without variations. Proven with well over 500 deployments within governments, corporations and NGOs, PointFire products are built for scalability, speed, and flexibility.



## POWELL SOFTWARE

Website: [www.powell-365.com](http://www.powell-365.com)  
Phone: +33 (0)6 27 10 89 05

Powell Software was founded in 2015. Based in France and the United States, Powell Software drives digital transformation by offering Powell 365, an integrated intranet solution that transforms the user experience and boosts communication, collaboration and business productivity. Every Powell 365 digital workplace is brought to life by the WYSIWYG designer Powell Manager. Design, deploy and manage your collaborative solution with the latest Microsoft features and Powell 365 innovations, in just a few clicks.

More information can be found at :  
[Powell-365.com](http://Powell-365.com)



## QEMBU

Website: [www.qembu-workplace.com](http://www.qembu-workplace.com)  
[www.nexplore.ch](http://www.nexplore.ch)  
Phone: +41 79 301 80 52

qembu workplace – your digital workplace in Microsoft Teams - all your relevant information and services from Office 365 at a glance.

Access to relevant information is essential for every employee. Information needs to be found quickly which Office 365 does not offer easily.

With qembu, you have a central hub and point of access to all important Office 365 communication and collaboration services. qembu provides an overview of all relevant information and workspaces through one interface in one single application. This eliminates the need for constantly switching contexts and apps.

qembu offers a digital workplace that simplifies collaboration and combines knowledge and information across the entire organisation. It offers a transparent and structured O365 workplace, which is integrated in Teams.

SharePoint, Teams, Planner and other O365 services are fully integrated in qembu workplace and allow users to collaborate with internal and external team-colleagues on different channels and workspaces despite location and time. qembu strengthens and simplifies collaboration across the entire company. This increases the flexibility, satisfaction and motivation of employees and therefore brings a true added value for the entire company!

qembu is a product from Nexplore, the Swiss specialist for O365, D365 and application development. Collaboration never made so easy!

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## RECORDPOINT

Website: [www.recordpoint.com](http://www.recordpoint.com)

Phone: +44 117 318 0540

Founded in 2009, RecordPoint is a global records management and compliance solution provider and pioneer of cloud-based recordkeeping. As recognised by Gartner in 2018, RecordPoint is leading the way in the content services segment and providing organisations with the ability to truly manage records from across multiple services and platforms using a single, federated solution.

With support for Office 365, SharePoint, File Shares, E-mail, Box, Dropbox, G-Suite and many other applications, RecordPoint is demonstrating how easy federated compliance can be with a modern, trusted cloud solution.

RecordPoint offers a globally standard compliant, rules based records management solution that solves the complexity of record management

- Make records management possible – achieve your compliance goals without compromising the user experience
- Meet obligations for Records Standards in your jurisdiction
- Enshrine broader information management policies and processes into the organisation
- Freedom of Information Act readiness
- No content can be destroyed without appropriate approval or disposal processes



## RENCORE

Website: [www.rencore.com](http://www.rencore.com)

Phone: +49 89 215 416 90

Rencore is the leading provider of software protecting organisations against customisation risks in Microsoft SharePoint and Office 365. Their proven suite of products detects and resolves potential security issues and compliance risks caused by custom coded solutions, third party components, and citizen developers. Rencore's de-facto standard tools are addressing three key areas:

- Risk Prevention: *guiding IT-departments with preventing customisations from seriously affecting security, maintainability, and performance of platforms, data and processes.*
- Transformation: *helping organisations to assess, modernise and migrate their Microsoft SharePoint functionalities to the cloud.*
- Governance: *helping IT-departments take back control by closely governing citizen developers on-premises and in cloud environments.*

Rencore's leading edge software is trusted by more than 500 organisations worldwide and is used by Microsoft among other major enterprises.



## RESELLO

Website: [www.resello.com](http://www.resello.com)

Phone: +31 38 230 5011

Resello is the automation platform for Microsoft CSP partners. Resello helps Service Providers, System Integrators, ISVs and Telcos run a successful cloud business.

As an official Microsoft CSP Distributor and Gold Partner Resello offers Azure, Office 365, SharePoint Online, Dynamics 365 and 30+ more services to CSP direct and indirect partners worldwide. Our Global Azure Stack Network adds the ability to offer hybrid cloud to virtually anyone, anywhere. The Resello Cloud Marketplace includes a wide variety of web presence, security, productivity and cloud computing solutions. You can even add your own or third party products.

Our Cloud Business Automation platform makes selling these IT solutions easy. Set-up a brandable and fully customisable storefront, connect your business through our easy to use API or use our WHMCS modules to grow your business. Provision and manage customers, products, and usage in one place. Set up billing and support for customers or multiple business units within a company. And create insight with powerful reporting and analysis functionality. The best part? The platform is free, companies only pay for the products they sell.

Resello has been delivering high-level support to internet professionals since 2001, with over 150 employees in The Netherlands, India and Russia.



## SILVERSIDE

Website: [www.silverside.com](http://www.silverside.com)

Phone: +31 618 477 115

Silverside was established in 1998 in The Netherlands with the ambition to increase the productivity of employees with the use of smart tools. 'Change,' however, is never easy, but manageable with the right approach. We nowadays help Microsoft partners & highly trained professionals to increase the adoption rate of Office 365 by providing our PACE change methodology Online and Onsite. Our methodology

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consists of a collaborative culture assessment & survey, change strategy workshops, change management templates, Office 365 productivity scenarios and a knowledgebase all available on a subscription basis.



## SIMPLYSO

Website: [www.simplyso.com](http://www.simplyso.com)  
Phone: +45 93 200 200

SimplySo builds a simplified user interface for Office 365/SharePoint. The user interface runs alongside native Office 365 and is primarily used by large organisations for activating light IT-users on the Office 365/SharePoint infrastructure.

The user interface looks and feels like "Facebook with file-explorer" – easy and simple on all devices. Content always sits in Office 365/SharePoint and is fully security aware, making SimplySo popular in the IT department as well as among the users.

SimplySo runs on your own Azure setup and can be activated in just 30 seconds. In 2017 SimplySo was nominated for a Microsoft Partner Award in the Modern Workplace category based on a 7,000-user scenario where user adoption rose by 300%+ in just two weeks.

The SimplySo business model is per user/ per month.



## SKYBOW AG

Website: [www.skybow.com](http://www.skybow.com)  
Phone: +49 173 157 3693

The phrase skybow lives by is "no code – no compromise". They're the creators

of SharePoint app building tools who knew that you need to build an entire solution, not just a piece of it. They also remembered that building it isn't enough; you need to test it, publish it to production, update it, and even stage it for resale.

A skybow solution includes forms, app logic, lists, libraries, pages, styles, schemas, hooks to services – everything. They can be packaged, deployed, turned into templates, and a lot more. The tools you use are made to deliver fast results, not to be so "easy" that they're limited to a few simple use cases.

More than 400 organisations in 50+ countries trust skybow to build no-code/no-compromise solutions, and skybow's community of customers, partners, and experts grows every day.



## SOLU 365

Website: [www.solu365.com/default-en.aspx](http://www.solu365.com/default-en.aspx)  
Phone: +35 8503 017 330

Solu 365 is the Spirit of your Office 365 Groups

Solu 365 unleashes the power of creative collaboration in your organisation. Users of Solu 365 create new Office 365 Groups with ease and precision, and always to meet actual business requirements. No more duplicate Groups due to impaired visibility of pre-existing collaboration Groups or limited awareness of Groups' assets. With Solu 365, all your valuable group assets will be easily accessible.

Did you know that each Office 365 Group empowers its members to collaborate using Discussions and a calendar in Outlook, Files, OneNote, and Group news in SharePoint, and to manage group tasks in Planner? And all of this is automatically created with each new Office 365 Group!

As the one responsible for your organisation's Office 365 environment and information architecture, how do you feel about no longer having any say over how, when, and by whom new Groups are established? Do you believe that you no longer need enterprise level metadata in SharePoint?

Solu 365 helps organisations align collaboration by eliminating accidental duplicates in Group creation. Solu 365 Groups Portfolio brings transparency and ease of access to Groups.

Solu 365 is a brought to you by Solu Digital.



## SYSKIT LTD.

Website: [www.syskit.com](http://www.syskit.com)  
Phone: +1 (631) 406 4900

SysKit is a software development company that focuses on creating enterprise monitoring and administration products for SharePoint, Office 365, Windows Server, Remote Desktop Services, and Citrix environments. SysKit has developed SharePoint admin tools such as the award winning SPDockKit, SysKit Insights, and SysKit Security Manager.

SysKit tools can help you with documenting and auditing SharePoint farm configuration, managing and reporting on SharePoint permissions and Office 365 security, and monitoring server performance. These are all time-saving solutions for every administrator and consultant which allow them to automate repetitive tasks, simplify manual work, receive intelligent alerts and create numerous reports.

Our products are used by 3000+ companies all over the world. There is a 30-day free trial available for each of our products. Visit us on booth number 32!

# SILVER SPONSORS



## TAHOE SOLUTIONS

Website: [www.basedrum.se](http://www.basedrum.se) / [www.tahoerolutions.se](http://www.tahoerolutions.se)  
Phone: +46 704 143 600

Tahoe Solutions is a software development company. Our product, BaseDrum, is an evergreen digital workplace-solution for Office 365 and SharePoint.

BaseDrum will empower your employees in their daily work and improve the way your company communicates and collaborates. BaseDrum is beautiful, lightning fast and easy to use for everyone, everywhere.

BaseDrum will let you fully benefit from all the latest features and innovations from Office 365 like Modern SharePoint, Teams and Office Graph.

BaseDrum is carefully aligned with Microsoft Patterns and Practices. That will ensure your company is able to keep pace with the Office 365 roadmap, now and in the future.

Start the journey to your fresh modern digital workplace with BaseDrum and Office 365 today!



## TRYANE

Website: [www.tryane.com](http://www.tryane.com)  
Phone: +33 (0) 1 44 63 87 11

Tryane is empowering organisations to drive their digital transformation with better insights.

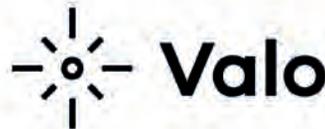
Our analytics software gives IT departments meaningful metrics on Office 365 adoption (SharePoint, Yammer, Skype, Exchange, Teams, Skype, OneDrive) : details on usage per department, identifying collaboration patterns as well as social champions and users needing training.

Our latest product “Tryane Analytics for Office 365” is specifically designed to measure Office 365 ROI. It provides analytics and custom dashboard capabilities to empower any team piloting O365 adoption.

Tryane also provides communication departments with software that can measure the ROI of their internal campaigns on the Intranet as well as the Enterprise Social Network. Which news is trending? Which departments are engaged? Who read the announcement?

With 3M+ users monitored on our SaaS platform (1,500+ organisations) and prestigious customers such as TechnipFMC, Louis Vuitton, Rio Tinto, Sopra, EDF, Renault, Velux and many more, Tryane is a leader in the O365 usage analytics space.

Read more: [www.tryane.com/en](http://www.tryane.com/en)



## VALO INTRANET

Website: [www.valointranet.com](http://www.valointranet.com)

Make your workday shine with the award-winning Valo Digital Workplace products built on Office 365 and SharePoint - Valo Intranet, Valo Teamwork and Valo Idea Management:

- Fall in love with your intranet! Valo Intranet is a ready-to-go modern intranet. It's easy to use, fast to deploy, beautiful to look at, and works with any device. Valo Intranet brings together the most popular intranet features, promotes collaboration, and makes employees happy with a branded look & feel.
- Managing multiple groups, teams and tools doesn't have to be exhausting. Valo Teamwork brings everything together into one view and lets administrators have full control of the group lifecycle.

- Co-create and drive innovation while having fun! Valo Idea Management lets your workers present new ideas, discuss and score them.

The Valo Digital Workplace solutions have been awarded with the coveted Microsoft “Partner of the Year” honour, “Most Value-For-Money” award and “Best Intranet/ Extranet” recognition two years in a row.

Our product family is a perfect match for your Office 365 ecosystem. All our products are made with #ValoLove by experienced SharePoint & Office 365 professionals and MVPs, and deployed around the world by our Valo Partners.

Visit [valointranet.com](http://valointranet.com) and follow @valointranet on Twitter. Looking forward to being part of your #ValoLove story!



## VISUALSP

Website: [www.visualsp.com](http://www.visualsp.com)  
Phone: +1 631 673 2929

VisualSP was pioneered to make learning SharePoint and Office 365 faster and more efficient for everyone. Improving the user experience with in-context help and step-by-step guidance promotes a systematic approach to organisational change management that enables increased adoption of the platforms. The VisualSP Help System is a Plug 'n Play solution that delivers on-demand support to end users, where and when it is needed, throughout the SharePoint and Office 365 environments. There are also hundreds of SharePoint video tutorials, online classes, and consulting services available on the website to help build powerful solutions and use the SharePoint platform more effectively.

Twitter: @visualsp  
LinkedIn: [linkedin.com/company/visualsp](https://www.linkedin.com/company/visualsp)



The venue for #ESPC19 will be announced Thursday November 29th, if you enjoyed this year and want to sign up for next year, there is no better time.

**50% DISCOUNT FOR THE FIRST 100 DELEGATES**  
**SIMPLY USE THE COUPON CODE: **ESPC19****

to claim your discount at [sharepointeurope.com/pricing](https://sharepointeurope.com/pricing)

**THIS OFFER ENDS ON OR BEFORE DECEMBER 14TH.**

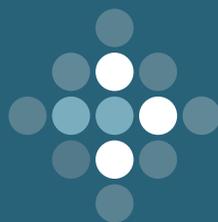
EARLY BOOKING IS ADVISED (LAST YEAR THIS OFFER SOLD OUT WITHIN 1 WEEK!).

JOIN THE CONVERSATION

#ESPC18

[www.sharepointeurope.com](http://www.sharepointeurope.com)

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