

# DESCARTES<sup>™</sup> Evolution 2019



Global User & Partner Conference  
March 26-28 | Naples, Florida

# GLOBAL USER & PARTNER CONFERENCE

## Join Us in Naples, Florida from March 26-28

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Evolution, Descartes' Global User & Partner Conference, is the pinnacle event where Descartes customers and partners from around the world get together to network with other Descartes users, meet the Descartes product management team, provide input on Descartes' product development plans, and learn more about Descartes solutions and how to improve their operations.

Evolution 2019 will be held at the Naples Grande Beach Resort, Florida from Tuesday, March 26 to Thursday, March 28, 2019. The event provides a forum for the Descartes customer community to:

### Learn

- See product demonstrations at the Descartes Technology Fair and learn more about the breadth and depth of Descartes solutions.
- Attend in-depth user training sessions and learn how to get more from your Descartes solutions.
- Learn about future logistics and supply chain trends and how Descartes solutions can help you capitalize on them.

### Network

- Network and share best practices with other Descartes users.
- Connect with our United by Design partner community, see product demonstrations and learn how our combined solutions deliver results.

### Share

- Meet with Descartes product management and provide input on future product development plans.

We look forward to seeing you at this year's event!

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*The conference theme set by our  
Global User Group Steering Committee this year is:  
**Transforming the Customer Experience.***

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# GLOBAL USER & PARTNER CONFERENCE

## Agenda At-a-Glance

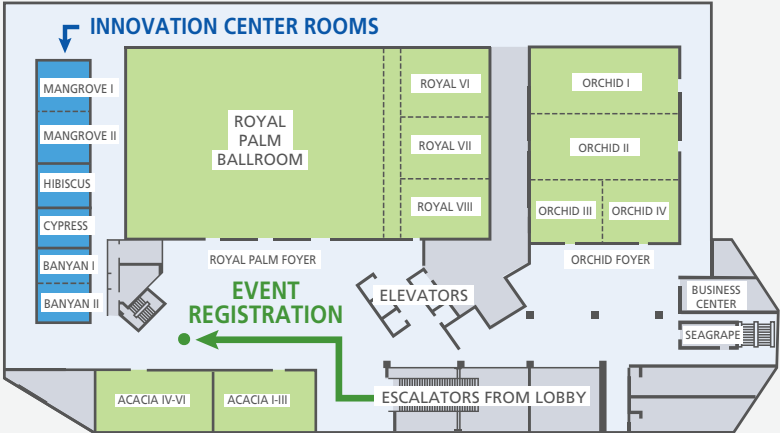
	Monday, March 25	Tuesday, March 26	Wednesday, March 27	Thursday, March 28
7 am				
8 am		Breakfast	Breakfast	Breakfast
9 am		General Session	General Session	Breakout & Roadmap Sessions
10 am				
11 am		Training Workshops	Breakout & Roadmap Sessions	
12 pm		Executive Forum		
1 pm	Pre Conference Meetings & Optional Networking Events (Refer to Agenda)	Lunch	Lunch	Lunch
2 pm		Training Workshops	Breakout & Roadmap Sessions	
3 pm		Executive Forum		
4 pm			Breakout & Roadmap Sessions	
5 pm		End-to-End Vision Sessions		
6 pm				
7 pm		Dinner & Awards Reception	Technology Fair & Networking Reception	
8 pm				
9 pm				

*Thank you to our Evolution 2019 sponsors.  
Multiple sponsorship opportunities remain.  
Please contact us at [usergroup@descartes.com](mailto:usergroup@descartes.com)  
for more information.*

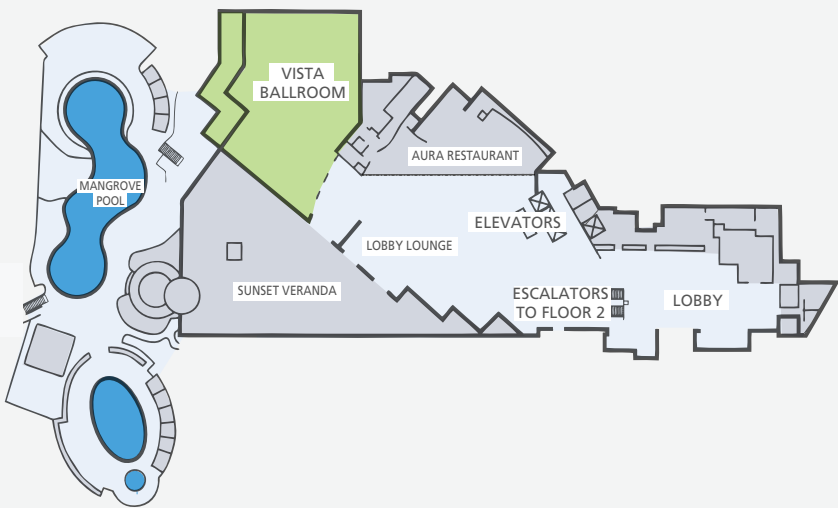
# GLOBAL USER & PARTNER CONFERENCE

## Conference Floor Plan

### Second Level: Naples Grande Beach Resort



### Second Level: Naples Grande Beach Resort



# GLOBAL USER & PARTNER CONFERENCE

## Program Track Legend and Descriptions

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Sessions are both industry- and solution-focused, and are organized into the following tracks:



### **Private/Dedicated Fleet**

Topical industry presentations, panel discussions, and customer success stories designed to help businesses employing private and/or dedicated fleets gain deeper insight and new perspectives on unleashing the potential of their fleet operations.

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### **Forwarder/Broker & Customs**

Topical industry presentations, panel discussions, and customer success stories designed to help freight forwarders, customs brokers and organizations with international shipping operations accelerate supply chain speed in the face of intense competitive pressure, demanding ecommerce requirements and constant regulatory and compliance changes.

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### **Purchased Transportation**

Topical industry presentations, panel discussions, and customer success stories designed to help businesses more effectively manage the purchased transportation process across all modes to reduce complexity, improve control and reduce costs.

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### **Global Trade Content**

Topical industry presentations, panel discussions, and customer success stories designed to help organizations with international shipping operations increase the informational value of trade data and the productivity of global trade staff to reduce operating costs, improve customs compliance and accelerate supply chain speed.

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### **Ecommerce**

Topical industry presentations, panel discussions, and customer success stories designed to help B2C and B2B organizations drive new revenue opportunities, customer service excellence and cost savings out of a more connected supply chain as commerce continues to grow online.

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# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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### Private/Dedicated Fleet

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#### Breakout Sessions:

- **Descartes End-to-end Vision for Routing, Mobile & Telematics**

It's all about the customer experience and the fleet is at the forefront. Expectations for faster delivery, on-time shipments and real-time status updates are magnifying the pressure for fleets to excel.

- **2nd Annual Fleet Management Benchmark Survey**

Join us for the findings from our second annual benchmark study and learn how forward-thinking organizations are recognizing the evolving role and value of the fleet to differentiate their brand, enhance customer service, drive growth, and bolster the bottom line.

- **Best Practices for Telematics**

This session illustrates how leading companies are using telematics to improve driver delivery performance, better manage their assets and comply with government regulations.

#### Customer Case Studies & Panels:

- **BC Sands Case Study: The Second Wave of Value**

*Mark Parsons, Managing Director and Tina Winkler, IT Manager from BC Sands with Descartes*

Discover strategies, tactics and technologies for exposing the supply chain directly to customers with capabilities that are intended to benefit the customer - and the organization - at the same time.

- **Best Buy, Stericycle and Safeway/Albertsons Panel: Maximize Fleet & Mobile Resource Productivity with Daily Route Planning**

*Andrew Smith, Associate Manager, Best Buy; Matt Maziere, Senior Manager Solutions & Integrity, Stericycle; Avijit Majumdar, IT Senior Director - eCommerce, Safeway/Albertsons with Descartes*

For any fleet of vehicles or mobile resources, learn how optimized daily route planning can help organizations reduce the number of vehicles, miles, hours and overall transportation costs while respecting routing rules and customer service requirements.

*Please note that content is subject to change.*

# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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- **Ferrellgas and Schwan's Panel: Controlling Transportation Costs Using Strategic Route Planning**

*Mike Nason, Application Manager, Ferrellgas; Schwan's with Descartes*

Discover how route optimization can be used to determine the best service policies, delivery frequency and territory configurations for companies that are acquiring new customers, have merged or are considering new business models.

- **MedSpeed Case Study: Integrated Systems & Processes in a Multi-Product Environment**

*Dan Blake, Chief Technology Officer, MedSpeed with Descartes*

Learn how to exceed customer expectations through a combination of Descartes' real-time GPS tracking mobile solutions and consumer-oriented applications.

- **Richards Building Supply and WESCO Panel: Enhance On-the-Road Performance with Daily Route Execution**

*Jenny Vetter, Corporate Project Manager, Richards Building Supply; Jeff Mandell, Transportation Manager, WESCO with Descartes*

Learn how fleet operators are using real-time location and status updates, intelligent dispatching and exception management to better manage vehicles in the field and be more responsive to changing customer requirements or traffic conditions.

## Roadmaps & Peer Groups:

- **Descartes Mobile™**

Meet other Descartes Mobile customers and Descartes product management to review recent enhancements and development priorities for the next two years, such as selecting a route by name, configuring completion level on a per stop basis, displaying time spent at a stop, end-to-end data encryption, and accessing all route data when customizing views.

- **Descartes Perform™ Mobile Portfolio**

Join other Descartes Perform mobile users and Descartes product management to review the latest capabilities and enhanced integration with Descartes' routing and scheduling applications, and to collaborate on development plans for these products over the next two years.

- **Descartes Route Planner™**

Join Descartes product management and other users to discuss the latest capabilities and collaborate on development priorities for the next two years, including the new dashboard for tablets, icons, customizations for specific forms, and new enhancements to background optimization on execution.

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# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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- **Descartes Route Planner™ On-demand**

Join other Descartes Route Planner On-demand users and Descartes product management to discuss review new capabilities and future development priorities, including optimization enhancements such as profiles, multiple shifts, driver breaks configuration, per stop calculation for cost profiles, and speed factor settings.

- **Descartes Telematics and Compliance™**

Join other Descartes Telematics and Compliance users and Descartes product management to review the latest capabilities for ELD compliance, business intelligence dashboards and reporting, and to collaborate on future development priorities for the next two years.

- **Descartes WinRoute™ - Strategic Route Planning**

Work with other Descartes WinRoute users and Descartes product management to discuss and review new capabilities and future development priorities, including optimization enhancements such as new user interface graphics and filters, cached propagation for optimization performance, cost on driver breaks and repetitive breaks, and new optimization rules.

## User Training Sessions, Tuesday, March 26, 2019:

**10:45 am - 12:00 pm**

- **Descartes Mobile™ & Descartes wGLN™ - Introduction**

Gain a high level understanding of mobile solution capabilities, notifications and workflow integration opportunities to improve real-time information exchange throughout last mile distribution processes.

- **Descartes Route Planner™ On-demand - Planning & Optimization**

Enhance Descartes Route Planner On-Demand application proficiency with best practices, tips and shortcuts to improve planner productivity, as well as the latest in workflow integration other Descartes solutions.

- **Descartes Route Planner™ - Planning & Optimization**

Enhance Descartes Route Planner application proficiency with best practices, tips and shortcuts to improve planning productivity.

*Please note that content and times are subject to change.*



# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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### 1:15 pm - 2:30 pm

- **Descartes Perform™ for Food**

Enhance Descartes Perform for Food application proficiency with practical examples and scenarios that demonstrate the latest solution capabilities.

- **Descartes Route Planner™ - Dispatch & Execution**

Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner dispatcher productivity and vehicle tracking.

- **Descartes Route Planner™ On-demand - Dispatch & Execution [Repeated on Thursday]**

Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner On-demand dispatch user productivity.

### 2:45 pm - 4:00 pm

- **Descartes Mobile™ & Descartes wGLN™ - Advanced [Repeated on Thursday]**

For advanced Descartes Mobile and Descartes wGLN users, enhance their proficiency using the latest capabilities for configuring the solution to support fleet operations processes, exchanging information in real-time with Descartes and third-party applications and using notifications to support customer engagement.

- **Descartes Route Planner™ - Master Class**

For advanced users, learn the latest in Descartes Route Planner planning and execution best practices to be able to create optimization scenarios that provide a superior customer experience while minimizing cost.

- **Descartes Telematics and Compliance™ and Geotab**

Improve Descartes Telematics and Compliance solution proficiency using practical examples and scenarios that demonstrate the latest telematics capabilities.

- **Descartes WinRoute™**

Understand how to leverage the latest Descartes WinRoute enhancements for analyzing and planning routes to develop the most cost-effective transportation strategy for your business.

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# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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**Thursday, March 28, 2019:**

**11:10 am - 12:20 pm**

- **Descartes Mobile™ & Descartes wGLN™ - Advanced (Repeat)**

For advanced Descartes Mobile and Descartes wGLN users, enhance their proficiency using the latest capabilities for configuring the solution to support fleet operations processes, exchanging information in real-time with Descartes and third-party applications and using notifications to support customer engagement.

- **Descartes Route Planner™ On-demand - Dispatch & Execution (Repeat)**

Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner On-demand dispatch user productivity.



## Forwarder/Broker & Customs

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### Breakout Sessions:

- **4th Annual Forwarder & Customs Broker Benchmark Survey**

Discuss the findings from our fourth annual benchmark study that explores current insights from freight forwarders and customs brokers on the key trends affecting the industry's strategies, tactics and use of technology.

- **Update on Global Cargo Security Compliance**

Join us for an update on recent and potential changes taking place in global cargo security, their impact on the movement of goods across borders and the requirements placed on forwarders and customs brokers.

- **Descartes End-to-End Vision for Forwarder/Broker & Customs Compliance Solutions**

Descartes shares its vision for how technology can help forwarders and customs brokers enhance the customer experience in light of shifting regulatory and competitive demands.

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# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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### Customer Case Studies & Panels:

- **B+S Logistik Case Study: Expanding LSP Fulfillment Services for Ecommerce**

*Thomas Finke, Head of Sales Ecommerce, B+S Logistik with Descartes*

Uncover key strategies, tactics and technologies for logistics service providers (LSP) to expand beyond their contract logistics business into new business-to-consumer ecommerce operations, including effective order management, warehousing and fulfillment.

- **CN Rail and DSV Sea & Air Panel: Strategies for Success in an Accelerated Supply Chain**

*Alice Peres da Silva, Sr. Manager Customs Brokerage, CN Rail; Nelson Cabral, National Customs Manager, DSV Sea & Air with Descartes*

Organizations involved in the logistics and supply chain industry are faced everyday with challenges and opportunities to grow and evolve. We are in a market where, at times, customer demands seem to outpace the ability to deliver on time, under budget and ahead of schedule. In this session, hear success stories where, in the face of challenges, customers have been able to leverage customs compliance technology to help move freight better via multiple modes of transportation, including rail, air and ocean.

- **Navigating the Ever-changing Global Trade Landscape**

Global trade is headline news, whether it's new tariffs, trade agreements, sanctions or similar items. Hear how organizations are using technologies and data to assess the potential impact on the supply chain, navigate the consequences, and determine what actions to take in response.

### Roadmaps & Peer Groups:

- **Descartes Canadian Customs Brokerage™ & Descartes Editrade™ Customs Link**

Meet other users and Descartes product management to review the benefits of additional ACE/PGA functionality and reporting capabilities to your business, and to collaborate on the direction for these products over the next two years.

- **Descartes OneView™ Forwarder Enterprise & Descartes OneView™ Customs House Broker**

Join other users and Descartes product management to review Automated Commercial Environment (ACE) and Partner Government Agencies (PGA) enhancements, and to discuss future development plans for these products over the next two years.

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# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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- **Descartes Shipment Portal™**

Join Descartes product management and other users to review the latest capabilities and current integrations with other Descartes customs solutions, and to discuss future plans over the next two years to support evolving Advanced Trade Data requirements.

## User Training Sessions, Tuesday, March 26, 2019:

**10:45 am - 12:00 pm**

- **Descartes OneView™ Forwarder Enterprise/Customs House Broker/Accounting**

Get more from your Descartes OneView solutions by learning how to take advantage of the latest capabilities for bookings, security filings, customs entries, shipment and financial management, and Automated Commercial Environment (ACE) compliance.

**10:30 am - 3:30 pm**

- **Air Carriers Workshop**

Help guide the development of the Descartes Velocity Mail™ solution to best serve the continually evolving needs of your business. Topics include the Descartes vMail Product, Roadmap (new Android/iOS Mobile Application), Mail and Cargo, Security Filings Update, Product Management, Aha! Ideas Review, Aha! Ideas Portal, ICair19 Support, Technology Initiatives, Data Sharing/OneRecord, Piece Level Tracking, and more.

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*Lock in your spot now  
at Descartes Evolution 2019.*

**REGISTER NOW**

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# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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**1:15 pm - 2:30 pm**

- **Descartes Editrade™ Customs Link**

Understand Descartes Editrade best practices and the latest capabilities for Automated Commercial Environment (ACE) compliance, filing with PGAs and more.

- **Descartes Shipment Portal™**

Learn how with Descartes Shipment Portal to better manage shipper and forwarder visibility across multiple products, aggregate data from logistics service providers and build performance dashboard.

**2:45 pm - 4:00 pm**

- **Descartes Canadian Customs Brokerage™**

Learn how to leverage recent ITMR4 enhancements to support a wide range of customs brokerage, freight forwarding and accounting workflows.



## Purchased Transportation

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### Breakout Sessions:

- **3rd Annual Transportation Management Benchmark Survey**

How are transportation management organizations grappling with the capacity crunch and demands for real-time freight visibility? Join us for the findings from our third annual study to understand how top performers' transportation management strategies, tactics and technology decisions are helping to address the capacity crunch, better run operations and enhance customer service.

- **Descartes End-to-end Vision for Transportation Management**

Transportation management solutions can significantly enhance logistics performance and the customer experience. Descartes highlights key industry trends, the increasing importance of transportation management, and the breadth of capabilities required to meet evolving customer requirements and address rising transportation complexity.

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# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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- **Descartes MacroPoint™ Capacity Matching Update & Roadmap**

Descartes explains its vision for advanced capacity matching that gives logistics services providers (LSP) access to untapped capacity so they can cover more loads, build strong carrier relationships and reduce costs, which empowers them to be more effective with their own network and extends their reach to other carriers.

- **Descartes StoreTrac: Labor Planning and Visibility Tool for Retail Operations**

Labor planning for store receiving can be challenging; delays are common and quantities fluctuate as shipments move through the delivery lifecycle. Learn how to gain greater visibility into incoming inventory with real-time receiving data, store-specific oversight of milestones from distribution center to delivery, category breakdowns of carton counts, SKU-level detail, summary-level regional data and more.

- **Descartes Vision and Solution Footprint for Freight Brokers**

Understand how an expanded view of transportation management for freight brokers can significantly enhance operations and the customer experience. Descartes explains its vision and solution footprint across freight broker operations to support greater operational efficiency, more diverse business requirements and enable sales growth.

- **Ecommerce Returns: The Growing Challenge of Reverse Logistics**

As the ecommerce market continues to grow, so do returns. Learn how to leverage mobile technologies and an integrated supply chain not only to optimize reverse logistics processes, but also to turn returns into a competitive advantage for customer satisfaction and retention.

## Customer Case Studies & Panels:

- **Coates Hire Case Study: Creating Value with Transportation Management**

*Adam Welch, Group Manager - Transport Logistics, Coates Hire/Bestrane with Descartes*

As customer demands accelerate and distribution channels expand, transportation operations become more and more complex. Understand how to manage growing requirements with the combined fleet and for-hire transportation team, identify areas of savings and opportunity, and learn how transportation information can be leveraged across the supply chain.

# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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- **Crane Freight Services, Medallion Transport Services and Shipex Logistics Panel: Increasing Freight Broker Automation**

*Kathi Laughman, Director, Crane Freight & Cartage; Fary Weilheimer, CEO, Medallion Transport Services; Sean Snow, President, Shipex Logistics with Descartes*

Having a TMS is fundamental to brokerage operations, and ensuring you are maximizing the use of solution capabilities requires ongoing innovation and process improvements. Customers discuss challenges they have faced and how they have leveraged Descartes Aljex™ capabilities and third-party integrations to reduce administrative tasks, cover more loads, increase cash flow and further automate operations.

- **Hallmark Case Study: Taking Control of Global Inbound & Retail Transportation**

*Jason West, Transportation Coordinator, Hallmark with Descartes*

Managing a supply chain of overseas manufacturing and suppliers and serving a large retail delivery network is challenging. Hallmark embarked on a journey to centralize its North American transportation team, and improve global visibility and control over the flow of goods to its retail distribution network. With Descartes, Hallmark has achieved end-to-end supply chain visibility and optimized transportation to provide better customer service and decrease freight spend.

- **Nolan Transportation Group, Premier National and Redwood Logistics Panel: Technology & Trends Enabling Freight Brokerage Growth**

*Garrett McDaniel, VP, Software Project Management, Nolan Transportation Group; Brian Daniels, General Manager, Premier National; Jeff Leppert, Sr. VP, Capacity Solutions, Redwood Logistics with Descartes*

With expertise in carriers, lanes and geography, freight brokers play a critical role in the supply chain. Technology is playing a more important role in helping freight brokers serve their customers and grow their business. Join us to discuss how TMS, visibility and capacity solutions are creating growth, how to integrate additional tools to automate processes, how to balance technology and staff investment to maximize margin, and more.

- **Steelcase Case Study: Enhance Customer Service with Real-time Freight Visibility**

*Keegan McCready, Sr. Project & Portfolio Manager, Steelcase with Descartes*

Real-time freight visibility is proving itself to be a powerful addition to transportation management. Knowing where to start and how to address the challenges is the key to rapid success. Learn how Steelcase was able to succeed and its best practices for freight visibility and carrier enablement.

*Please note that content is subject to change.*

# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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- **Toyota Motor Manufacturing Canada Case Study: Improve Inbound Freight Using Real-time Visibility**

*Wes Burt, Assistant Manager, Toyota Motor Manufacturing Canada with Descartes*

The opportunities and expectations to drive inbound logistics operational excellence have increased with the advent of real-time freight visibility. Understand how it fits into the overall inbound logistics strategy, improves supplier and carrier collaboration, extends inbound visibility beyond the transportation team and improves inventory allocation.

## Roadmaps & Peer Groups:

- **Descartes MacroPoint™ Real-time Transportation Visibility and Roadmap (Shippers, Brokers & 3PLs)**

Understand how Descartes MacroPoint real-time visibility solution helps shippers, brokers and 3PLs deliver superior customer service, reduce labor costs, cut penalties and chargebacks, lower detention fees and improve dock and receiving operations.

- **Descartes RetailTrac: Visibility Applications for Retail Store Delivery**

Join other users and Descartes product management to review the latest RetailTrac -Visibility capabilities and to help set development priorities for releases over the next 2 years.

- **Descartes Solutions for Visibility, Dock Appointment Scheduling, Yard Management & Reporting**

Join other users and Descartes product management in reviewing recent visibility, dock appointment, yard management and reporting solution enhancements and discuss development priorities for releases over the next two years.

- **Descartes Transportation Manager™, Descartes Carrier Portal™, Descartes Order Express™ and Descartes Supplier Portal™**

Join other users and Descartes product management to review the latest capabilities for Descartes Carrier Portal, Descartes Order Express and Descartes Supplier Portal to discuss development priorities over the next two years, including functional enhancements and integration with other Descartes solutions.

- **Updates on Descartes Solutions for Aljex**

Meet other users and Descartes product management to review new freight broker solution capabilities and the planned features to discuss development priorities for releases over the next two years.



# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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### User Training Sessions, Tuesday, March 26, 2019:

10:45 am - 12:00 pm

- **Descartes Dock Appointment Scheduling™ & Descartes Yard Management™**

Enhance the value your company is receiving from Descartes Dock Appointment Scheduling and Descartes Yard Management solutions through an understanding the latest capabilities for greater visibility into managing dock appointments, trailer contents and trailer movements.

- **Descartes MacroPoint™**

Enhance real-time freight visibility and capacity matching using the Descartes MacroPoint solution through a session that uses practical examples and scenarios that demonstrates the use and value of the latest capabilities.

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*Reserve your spot in user training sessions!  
When you register, sign up to attend  
the session(s) of your choice.*

**REGISTER NOW**

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*The conference theme set by our  
Global User Group Steering Committee this year is:  
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*Please note that content and times are subject to change.*

# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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**1:15 pm - 2:30 pm**

- **Descartes Transportation Manager™, Descartes Carrier Portal™ and Descartes Supplier Portal™**

For new or intermediate Descartes Transportation Manager users, gain a better understanding of Descartes transportation solutions including Descartes Carrier Portal and Descartes Supplier Portal to better manage the flow of freight, optimize shipments across modes and collaborate with carriers and trade partners.

**2:45 pm - 4:00 pm**

- **Descartes Reporting Services™ and Business Intelligence Best Practices**

Delve into practical examples and scenarios to learn how to use Descartes Reporting Services to generate reports across multiple Descartes solutions for different audiences, such as an individual department, the enterprise and trading partners.

- **Descartes Transportation Manager™ - Advanced**

For advanced Descartes Transportation Manager users, learn how to use the latest enhancements in optimization and execution to improve your transportation operations performance.



## Global Trade Content

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### Breakout Sessions:

- **Descartes End-to-end Vision for Global Trade Content**

Today's global trade environment calls for technology that can facilitate compliance while identifying opportunities for growth, boosting productivity and lowering business risk. Descartes shares its vision for deriving actionable intelligence from global trade content to help make supply chains more efficient.

### Customer Case Studies & Panels:

- **Analyzing Trade Flows & Supply/Demand Curves in Transportation**

With extensive international coverage and comprehensive shipping details, Descartes Datamyne helps carriers capture transportation trade flows and supply/demand curves to enable a competitive edge.

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# GLOBAL USER & PARTNER CONFERENCE

## Track Session Overview

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- **Meggitt-USA Services Case Study: The Growing Value of Global Trade Data in an Era of Change**

*Jonathan Priganc, Head of Trade Compliance - Business Systems, Applications and Strategy at Meggitt with Descartes*

Given the uncertainty characterizing global trade today, as well as the rapid pace of change, hear how combining modern denied party screening and global trade content and classification solutions can keep goods flowing while simplifying compliance.

- **Nucor and Pinnachem Panel: Actionable Intelligence for Manufacturers from Import/Export Data**

*Brian Jones, International Logistics Manager, Nucor Corporation; G. Michael Laidlaw, President, Pinnachem with Descartes*

Customers share how Descartes Datamyne can be used to initiate growth strategies, explore new markets, follow industry trends, monitor commodity volumes and values, refine sourcing strategies and keep commercial teams fully apprised of market realities.

- **Navigating the Ever-changing Global Trade Landscape**

Global trade is headline news, whether it's new tariffs, trade agreements, sanctions or similar items. Hear how organizations are using technologies and data to assess the potential impact on the supply chain, navigate the consequences, and determine what actions to take in response.

- **Vigilant Global Trade Services: Unlocking the Potential of International Ecommerce**

*Derek Abramovitch, Chief Relationship Officer, Vigilant Global Trade Services with Descartes*

Key trends and supply chain challenges in international ecommerce, and how to leverage technology to help unlock potential business growth and navigate customs requirements, duty calculations, landed costs and more.

## Roadmaps & Peer Groups:

- **Descartes CustomsInfo™, Descartes MK DPS™ and Descartes Datamyne™ Portfolios**

Meet Descartes product management and other users to discuss the planned features and capabilities for the Descartes global trade data solutions and collaborate on new development initiatives.

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## Track Session Overview

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### User Training Session, Tuesday, March 26, 2019:

1:15 pm - 2:30 pm

- **Global Data & Descartes Trade Compliance Solutions**

Understand new capabilities and the latest enhancements in our cloud-based solutions for denied party screening, customs and classification, and global import/export data research.

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## Ecommerce

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### Breakout Sessions:

- **2nd Annual Ecommerce Benchmark Survey**

Gain first-hand insights into the top logistics issues in ecommerce, understand where top performers are placing their priorities, and the key strategies and tactics for success as revealed in our second annual benchmark study of ecommerce customers in both North America and Europe.

- **B2B Collaboration: Powering the Ecommerce Network**

Drop shipping has become a critical component of retailer and distributor strategies to offer a wider range of products to customers. B2B messaging and real-time connectivity are key capabilities for effective and efficient drop shipping in today's ecommerce environment.

- **Best Practices for Warehouse and Transportation Solutions in Ecommerce**

Ecommerce companies are looking for new ways to enable their delivery operations to provide a superior customer experience and do it cost efficiently. Learn what happens when companies leverage warehouse and transportation technologies to change the ecommerce game.

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## Track Session Overview

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- **Descartes Ecommerce Vision: Customer Experience & the Path to Sustainable Growth**

Managing growth while creating a differentiated customer experience is crucial in today's ecommerce environment. Hear what our customers are doing, both online merchants and logistics service providers (LSPs), to identify industry trends and challenges and determine the right ecommerce solution strategy to keep pace with rapid market changes.

- **The Global Parcel Explosion: New Challenges & Ecommerce Best Practices**

Parcel shipping, domestically and internationally, has grown at tremendous rates. So has the choices of services, service providers and compliance requirements. Learn more about the strategies and technologies ecommerce companies are using to manage parcel shipping for enhanced customer service and reduced transportation cost.

- **Ecommerce Returns: The Growing Challenge of Reverse Logistics**

As the ecommerce market continues to grow, so do returns. Learn how to leverage mobile technologies and an integrated supply chain not only to optimize reverse logistics processes, but also to turn returns into a competitive advantage for customer satisfaction and retention.

## Customer Case Studies & Panels:

- **Calcuso Case Study: Keeping Pace with Seasonal Shipping Peaks**

*Kilian Kallee, CEO and Founder and Alexander Giersz, CEO and Founder from Calcuso with Descartes*

German ecommerce start-up Calcuso has turned the school supply business inside out and redefined the way student school supplies and equipment are ordered and fulfilled. The company shares best practices and insights for ecommerce-enabled warehouse operations and fulfillment, and explains how the company manages to ship over 5000 SKUs per day during seasonal peaks with a small team of 10.

- **Customer Case Study: Ecommerce & Distribution Excellence with Descartes Solutions**

Strategies and plans for excellence in ecommerce and wholesale distribution through the use of multiple Descartes solutions to address route planning, transportation management, multimodal shipping and warehouse operations.

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## Track Session Overview

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- **ECU Worldwide Case Study: B2B & International Ecommerce**

*Spencer Strader, Director of Imports, ECU Worldwide with Descartes*

Learn how ECU Worldwide has changed its logistics operations to succeed in the fast-paced international ecommerce market.

- **B+S Logistik Case Study: Expanding LSP Fulfillment Services for Ecommerce**

*Thomas Finke, Head of Sales Ecommerce, B+S Logistik with Descartes*

Uncover key strategies, tactics and technologies for logistics service providers (LSP) to expand beyond their contract logistics business into new business-to-consumer ecommerce operations, including effective order management, warehousing and fulfillment.

- **Vigilant Global Trade Services: Unlocking the Potential of International Ecommerce**

*Derek Abramovitch, Chief Relationship Officer, Vigilant Global Trade Services with Descartes*

Key trends and supply chain challenges in international ecommerce, and how to leverage technology to help unlock potential business growth and navigate customs requirements, duty calculations, landed costs and more.

## Roadmap & Peer Group:

- **Updates on Descartes Solutions for Ecommerce**

Join Descartes product management and other users to discuss the latest capabilities and development efforts to bring our ecommerce offerings and logistics solutions together, including advanced capabilities for connectivity, ecommerce fulfillment, domestic and international shipping, and home delivery - for both ecommerce retailers and logistics service providers.

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*Evolution 2019 is a customer-driven event.  
If you are a Descartes customer and would like to  
speak or have program recommendations,  
please contact us at [usergroup@descartes.com](mailto:usergroup@descartes.com).*

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*Please note that content is subject to change.*

# GLOBAL USER & PARTNER CONFERENCE

## Executive Forum

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**Tuesday, March 26, 2019**

The Executive Forum at Evolution 2019 was created to help senior leaders within Descartes' customer and partner base gain deeper insight into the macroeconomic, political, investment and technological changes shaping logistics and supply chains for the coming years. We have assembled industry thought leaders and Descartes senior management for three interactive sessions to discuss the impact of key trends and their potential for growth, disruption and transformation.

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**Session 1: 10:45 am - 11:45 am**

### **Transforming the Customer Experience: C-Suite Perspective**

The role of the supply chain in shaping a company's customer experience is becoming increasingly visible and important to C-level leadership. While the opportunity for the supply chain to help transform the customer experience can be significant, it requires different supply chain thinking, innovation and approaches to technology. This session explores how CXOs think about the customer experience and what supply chain and logistics professionals need to do to make their case that the supply chain is one the best investments for creating a compelling customer experience.

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**Session 2: 11:45 am - 12:45 pm**

### **Geo-politics and Global Trade: Business Impact and Management Strategies**

From the current U.S. administration's approach to trade to Brexit, the significant changes in trade relationships is altering the global economy and supply chains – and there appears to be more to come. Gain a deeper insight from expert analysis on the current and future state of global trade. The perspectives shared in this session will provide insight to help strategic decision-making and management approaches in the areas of sourcing, manufacturing, distribution, sales, risk management and more.

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*Executive Forum sessions are continued on the next page.*

*Please note that times and content are subject to change.*

# GLOBAL USER & PARTNER CONFERENCE

## Executive Forum

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**Session 3: 1:30 pm - 2:30 pm**

### **Supply Chain Technology Trends: Investments that are Likely to Deliver**

Technology hype has never been higher so how do you know where to make technology investments? Join a panel of experts to explore technology trends that have the real potential to disrupt and fundamentally change the supply chain industry. Perspectives will be shared on topics like IT security, artificial intelligence, big data, blockchain and more. Understand how senior leaders are thinking about technology, where we might see broad adoption, and tangible business results in the near, medium and long-term.

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*Sign up for the Executive Forum when  
you register for Evolution 2019!*

**REGISTER NOW**

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# GLOBAL USER & PARTNER CONFERENCE

## Pre-Conference Agenda: Monday, March 25

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12:30 pm - 9:00 pm      Networking Events & Activities (Optional)

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2:00 pm - 6:00 pm      Conference Registration

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## Conference Agenda Day One: Tuesday, March 26

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7:30 am - 6:00 pm      Registration Open

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8:00 am - 9:00 am      Breakfast & Sponsor Exhibits Open

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9:00 am - 9:30 am      Global User Group Steering  
Committee Welcome

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9:30 am - 10:15 am      Descartes Vision and Corporate Update  
*Presented by Edward J. Ryan,  
Chief Executive Officer from Descartes*

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10:15 am - 10:45 am      Refreshment Break & Sponsor Exhibits

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10:45 am - 12:00 pm      Track Sessions

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10:45 am - 2:30 pm      Executive Forum

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12:00 pm - 1:15 pm      Lunch & Sponsor Exhibits

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*Please note that times and content are subject to change.*

# GLOBAL USER & PARTNER CONFERENCE

## Conference Agenda Day One: Tuesday, March 26

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1:15 pm - 4:00 pm      Track Sessions

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4:00 pm - 4:30 pm      Refreshment Break & Sponsor Exhibits

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4:30 pm - 6:30 pm      Track Sessions

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6:45 pm - 7:15 pm      Welcome Reception / Cocktails

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7:15 pm - 9:15 pm      Welcome Dinner / Customer Excellence  
& Innovation Awards

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*Please note that times and content are subject to change.*

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*The conference theme set by our  
Global User Group Steering Committee this year is:*  
***Transforming the Customer Experience.***

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# GLOBAL USER & PARTNER CONFERENCE

## Conference Agenda Day Two: Wednesday, March 27

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7:30 am - 8:30 am	Breakfast & Sponsor Exhibits Open
8:30 am - 9:10 am	Descartes Innovation Update <i>Presented by Ken Wood, Executive Vice President, Product Management from Descartes</i>
9:10 am - 10:00 am	Keynote Address <i>Presented by Andrew Clarke, Chief Financial Officer from C.H. Robinson</i>
10:00 am - 10:30 am	Refreshment Break & Sponsor Exhibits
10:30 am - 12:20 pm	Track Sessions
12:30 pm - 1:30 pm	Lunch & Sponsor Exhibits
1:30 pm - 2:20 pm	Descartes Customer Support Innovations <i>Presented by Bob Parker, EVP of Customer Support &amp; Client Services from Descartes</i>
1:30 pm - 3:20 pm	Track Sessions
3:30 pm - 4:00 pm	Refreshment Break & Sponsor Exhibits
4:00 pm - 5:50 pm	Track Sessions
6:30 pm - 8:30 pm	Technology Fair & Networking Reception.

Please note that times and content are subject to change.

# GLOBAL USER & PARTNER CONFERENCE

## Conference Agenda Day Three: Thursday, March 28

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7:30 am - 8:30 am      Breakfast & Sponsor Exhibits Open

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8:30 am - 12:20 pm      Track Sessions

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12:30 pm - 1:30 pm      Lunch & Sponsor Exhibits

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# GLOBAL USER & PARTNER CONFERENCE

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Global User & Partner Conference  
March 26-28 | Naples, Florida  
[www.descartes.com/usergroup](http://www.descartes.com/usergroup)