DESCARTES™
Evolution 2019

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

GLOBAL USER & PARTNER CONFERENCE

Join Us in Naples, Florida from March 26-28

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!

The conference theme set by our
Global User Group Steering Committee this year is:
Transforming the Customer Experience
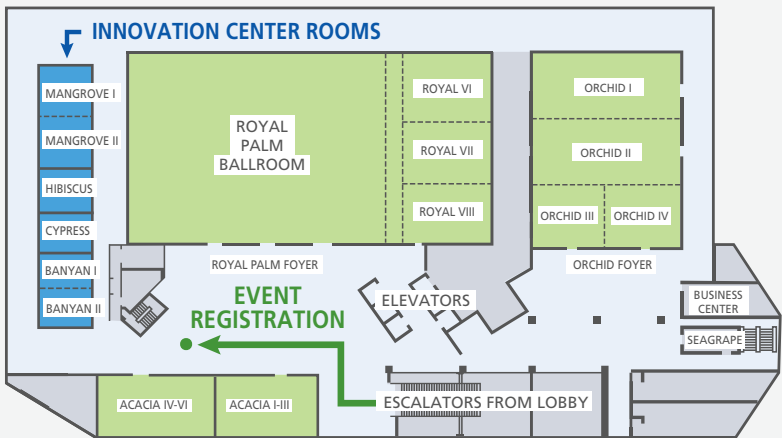
GLOBAL USER & PARTNER CONFERENCE

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	Pre-conference Activities: Networking Event (All Partners & Sponsors) Golf Outing (Optional & Open to All)			
11 am		Training Workshops / Executive Forum	Breakout & Roadmap Sessions	
12 pm				
1 pm		Lunch / Lunch	Lunch	Lunch
2 pm		Training Workshops / Executive Forum	Breakout & Roadmap Sessions	
3 pm				
4 pm				
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.
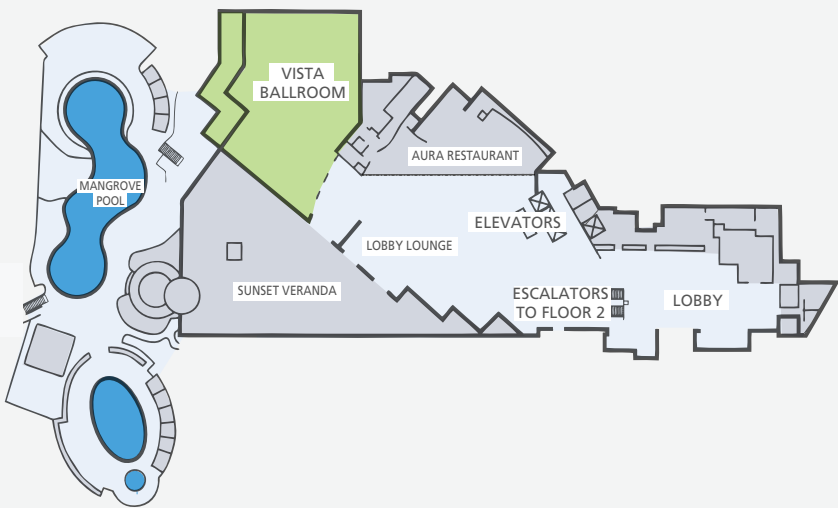*Please contact us at usergroup@descartes.com*
for more information.

Conference Floor Plan

Second Level: Naples Grande Beach Resort

INNOVATION CENTER ROOMS

MANGROVE I

MANGROVE II

HIBISCUS

CYPRESS

BANYAN I

BANYAN II

ROYAL PALM BALLROOM

ROYAL VI

ROYAL VII

ROYAL VIII

ORCHID I

ORCHID II

ORCHID III

ORCHID IV

ROYAL PALM FOYER

ORCHID FOYER

EVENT REGISTRATION

ELEVATORS

BUSINESS CENTER

SEAGRAPE

ACACIA IV-VI

ACACIA I-III

ESCALATORS FROM LOBBY

Second Level: Naples Grande Beach Resort

VISTA BALLROOM

AURA RESTAURANT

MANGROVE POOL

ELEVATORS

LOBBY LOUNGE

SUNSET VERANDA

ESCALATORS TO FLOOR 2

LOBBY

Program Track Legend and Descriptions

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.

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.

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.

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.

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.

Track Session Overview

Private/Dedicated Fleet

Breakout Sessions:

- **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.

- **Thought Leadership: The Customer-facing Supply Chain**
  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.

- **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.

Customer Case Studies & Panels:

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

- **Controlling Transportation Costs Using Strategic Route Planning**
  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, merging or considering new business models.

Please note that content is subject to change.

Track Session Overview

- **Enhance On-the-Road Performance with Daily Route Execution**
  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 and traffic conditions.

- **Maximize Fleet and Mobile Resource Productivity with Daily Route Planning**
  For any fleet of vehicles or mobile resources, learn how optimized daily route planning can help organizations reduce number of vehicles, miles, hours and overall transportation costs while respecting routing rules and customer service requirements.

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 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 for Descartes Route Planner and collaborate on development priorities for the next two years, such as the new dashboard for tablets, icons, customizations for specific forms, and new enhancements to background optimization on execution.

- **Descartes Route Planner™ On-demand**
  Join other Descartes Route Planner On-demand users and Descartes product management to discuss 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 collaborate on future development priorities for the next two years.

Please note that content is subject to change.

Track Session Overview

● **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 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.

● **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.

1:15 pm - 2:30 pm

● **Descartes Route Planner™ On-demand - Dispatch & Execution**
Learn about the latest best practices, tips and shortcuts to improve Descartes Route Planner On-demand dispatch user productivity.

● **Descartes Route Planner™ - Dispatch & Execution**
Learn about the latest Descartes Route Planner best practices, tips and shortcuts to improve dispatcher productivity and vehicle tracking.

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

Please note that content and times are subject to change.

Track Session Overview

2:45 pm - 4:00 pm

● **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 Mobile™ & Descartes wGLN™ - Advanced**
For advanced Descartes Mobile and Descartes wGLN users, enhance 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 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.

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

REGISTER NOW

Please note that content and times are subject to change.

Track Session Overview

Forwarder/Broker & Customs

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.

Customer Case Studies & Panels:

- **B+S Logistik Case Study: Expanding LSP Fulfillment Services for Ecommerce**
  Uncover key strategies, tactics and technologies for logistics service providers (LSPs) to expand beyond their contract logistics business into new B2C ecommerce operations, including effective order management, warehousing and fulfillment.

- **Eculine Case Study: Ecommerce Success Strategies for Forwarders and Customs Brokers**
  Learn how Eculine has changed its logistics operations to succeed in the fast-paced ecommerce market.

- **Ocean Freight Management in a Digital World**
  Understand the latest industry trends and solutions to improve international ocean freight management as the supply chain becomes more digitized. Gain insights from shippers, freight forwarders and customs brokers on topics such as rate and sailing schedule management, blockchain, visibility, port communities, vessel and container tracking and messaging.

Please note that content is subject to change.

Track Session Overview

- **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.

- **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.

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

Please note that content is subject to change.

GLOBAL USER & PARTNER CONFERENCE

Track Session Overview

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.

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 Descartes Shipment Portal can help you better manage shipper and forwarder visibility across multiple products, aggregate data from logistics service providers and build performance dashboards.

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.

Early bird pricing is now available!
Click below to receive 30% off.

REGISTER NOW

Please note that times and content are subject to change.

Track Session Overview

 Purchased Transportation

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 better understand how top performers' transportation management strategies, tactics and technology decisions are addressing the capacity crunch to better run their operations and service customers.

- **Descartes MacroPoint™ for Capacity Matching Update and 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—empowering them to be more effective with their own network and extending their reach to other carriers.

- **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 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 of 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 a freight broker's operation to drive greater operational efficiency, support more diverse business requirements and enable sales growth.

Please note that content is subject to change.

Track Session Overview

- **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.

- **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 while navigating increasing transportation complexity.

Customer Case Studies & Panels:

- **Coates Hire Case Study: Creating Value with Transportation Management**
  As customer demands accelerate and distribution channels expand, managing transportation operations become more and more challenging. 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.

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

- **Nolan Transportation Group Case Study: Technology & Trends Enabling Freight Brokerage Growth**
  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 being used to create 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**
  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 be successful using best practices for freight visibility and carrier enablement.

Please note that content is subject to change.

Track Session Overview

- **Take Control of Inbound and Drop Ship Logistics**
  As supply chains accelerate, the value and focus on inbound transportation is increasing. In addition, many retail and distribution companies are using drop shipping to offer a wider range of products to customers, but not carry the inventory. Traditional logistics processes and technologies do not adequately cover the need for greater control and visibility to inbound and drop ship supplier and carrier performance. This session covers the strategy and technology required to better manage inbound and drop ship operations.

Roadmaps & Peer Groups:

- **Descartes RetailTrac: Visibility Applications for Retail Store Delivery**
  Join other users and Descartes product management to review the latest capabilities and to help set development priorities for releases over the next two 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 and discuss development priorities over the next two years, including functional enhancements and integration with other Descartes solutions.

- **Updates on Descartes Solutions for Freight Brokers**
  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.

Please join us for our Executive Forum on Tuesday, March 26. More information can be found on Page 21.

Please note that content is subject to change.

Track Session Overview

User Training Sessions, Tuesday, March 26, 2019:

10:45 am - 12:00 pm

- **Descartes Aljex™**
  Enhance your freight brokerage abilities through a Descartes Aljex training session that uses practical examples and scenarios that demonstrate the value of the latest solution enhancements.

- **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 of 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.

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 our 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.

Please note that times and content are subject to change.

Track Session Overview

Global Trade Content

Breakout Sessions:

- **How Descartes Helps to Unlock the Potential of International Ecommerce**
  Explore 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.

- **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.

- **McCormick Case Study: The Growing Value of Global Trade Data in an Era of Change**
  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.

- **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.

- **Nucor Case Study: Actionable Intelligence for Manufacturers from Import/Export Data**
  This customer case study shares 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.

Please note that content is subject to change.

Track Session Overview

Roadmap & Peer Group:

- **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.

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.

Early bird pricing is now available!
Click below to receive 30% off.

REGISTER NOW

Please note that times and content are subject to change.

Track Session Overview

 Ecommerce

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 & Transportation Solutions in Ecommerce**
  Ecommerce companies are looking for new ways to enable their delivery operations to deliver a superior customer experience and do it cost-efficiently. Learn what happens when companies leverage warehouse and transportation to change the ecommerce game.

- **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.

- **The Global Parcel Explosion: New Challenges and Ecommerce Best Practices**
  Parcel shipping, domestically and internationally, has grown at tremendous rates. So has the choices of services, service providers and compliance requirements. This session will cover the strategies and technologies ecommerce companies are using to manage parcel shipping for enhanced customer service and reduced transportation cost.

- **How Descartes Helps to Unlock the Potential of International Ecommerce**
  Discover 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.

Please note that content is subject to change.

Track Session Overview

- **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.

Customer Case Studies & Panels:

- **B+S Logistik Case Study: Expanding LSP Fulfillment Services for Ecommerce**
  Uncover key strategies, tactics and technologies for logistics service providers (LSPs) to expand beyond their contract logistics business into new B2C ecommerce operations, including effective order management, warehousing and fulfillment.

- **Ecommerce and Distribution Excellence with Descartes Solutions**
  Explore 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.

- **Keeping Pace with Seasonal Shipping Peaks**
  Many companies with a high degree of seasonality struggle to meet demand and keep costs in line. This session will cover best practices and strategies for keeping pace with extreme peak season ecommerce order and shipping volumes, opportunities to reduce cost and support business growth, and the importance of continuous improvement in warehouse operations.

Roadmap & Peer Group:

- **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.

Please note that content is subject to change.

GLOBAL USER & PARTNER CONFERENCE

Executive Forum

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.

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.

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.

Please note that times and content are subject to change.

Executive Forum

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.

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

REGISTER NOW

Please note that times and content are subject to change.

GLOBAL USER & PARTNER CONFERENCE

Pre-Conference Agenda: Monday, March 25

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

Conference Agenda Day One: Tuesday, March 26

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

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

9:30 am - 10:15 am   General Session

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

10:45 am - 12:00 pm   Track Sessions

10:45 am - 3:30 pm   Executive Forum

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

Please note that content, times and room locations are subject to change.

GLOBAL USER & PARTNER CONFERENCE

Conference Agenda Day One: Tuesday, March 26

1:15 pm - 4:00 pm	Track Sessions
4:00 pm - 4:30 pm	Refreshment Break & Sponsor Exhibits
4:30 pm - 6:30 pm	Track Sessions
6:45 pm - 7:15 pm	Welcome Reception / Cocktails
7:15 pm - 9:15 pm	Welcome Dinner / Customer Excellence & Innovation Awards

Please note that content, times and room locations are subject to change.

Early bird pricing is now available!
Click below to receive 30% off.

REGISTER NOW

GLOBAL USER & PARTNER CONFERENCE

Conference Agenda Day Two: Wednesday, March 27

7:30 am - 8:30 am	Breakfast & Sponsor Exhibits Open
8:30 am - 10:00 am	General Session
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 - 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 content, times and room locations are subject to change.

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

Conference Agenda Day Three: Thursday, March 28

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

8:30 am - 12:20 pm   Track Sessions

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

Please note that content, times and room locations are subject to change.

*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.*

GLOBAL USER & PARTNER CONFERENCE

Thank You to Our Sponsors to Date!

GOLD SPONSORS

Barcoding INCORPORATED
BE EFFICIENT—ACCURATE—CONNECTED™

BANYAN TECHNOLOGY

Glympse®

Honeywell

SMG3 STRATEGIC MOBILITY GROUP

SILVER SPONSORS

alk®
A TRIMBLE COMPANY

AB&R
identify. track. manage.

GEOTAB
management by measurement

OnTrac
On Time Delivery For Less

Panasonic

ROANOKE

SMC³

Sygic® | Business Solutions

ZEBRA

ADDITIONAL SPONSORS

INTTRA

Interested in sponsorship opportunities?
Learn more here.

DESC**▲**RTES™

Evolution 2019

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

www.descartes.com/usergroup