

LatentView Analytics Executive Roundtable Series

8 March 2023 | The Dylan Hotel, Amsterdam

The LatentView Analytics' Executive Roundtable was held on March 08, 2023, at the Dylan Hotel, Amsterdam. The theme of this year's event was:

"Improving Customer Experience Levels by Building a Resilient Supply Chain"

Welcome Note

Rajan Sethuraman | CEO, LatentView Analytics



In his introductory speech, Rajan mentioned that LatentView is looking at Europe as a focus region and wants to expand the company's offerings across the continent. He set the context for the roundtable by stressing the need to build a resilient supply chain in these challenging times. He then introduced Sanjay Annadate and Egbert van Acht to the larger audience.

Panel Discussion

Improving Customer Experience Levels by Building a Resilient Supply Chain

Sanjay Annadate | VP & Business Head, UK & Europe

Egbert Van Acht | Global Advisory Board Member



Our speakers kick-started the session by highlighting the fall in customer levels during and after the COVID-19 pandemic. They also cited a few examples to validate their argument. They highlighted the crisis and challenges around the supply chain, such as lack of resilience, increasing cost of operations, unsustainable practices, impact of human errors, lack of personalization, and the complex technology landscape. Finally, they opined that supply chains form a big piece of the jigsaw puzzle that will help restore consumers' confidence in brands.

Interactive Session

Connected Data: The Foundation of a Resilient Supply Chain

Sunder Balakrishnan | Director, Supply Chain Practice

Hylke Visser | Director, Neo4j



Our speakers shared their experiences and insights on how a connected supply chain ecosystem powered by "Connected Data" can help companies break down silos, quicken decision-making, improve resilience, as well as standardize & scale operations & technologies.

 Watch the
ConnectedView
Case Study

Sustainability Solutions Analytics for the Greater Good

Read more at:
solutions.latentview.com/sustainability



At LatentView Analytics, we understand the important role that your business plays for the greater good of the communities we live in and the environment that we are a part of. That is why we are committed to delivering analytics solutions that serve the larger purpose and contribute to your sustainability goals.

We have delivered Sustainability Solutions for multiple Fortune 500 organizations and we exhibited these at the event. We would also like to bring these solutions to you, and help you understand how big a role analytics can play in reaching your sustainability milestones.

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The takeaways from the roundtable were clear:

Customer experience levels worldwide have fallen drastically, thanks to the COVID-19 pandemic. In addition, with supply chains becoming increasingly complex, companies need help maintaining a balance between high customer service levels & excessive inventories.

The fundamental underlying problem is a disconnected supply chain with data silos and the inability to connect one event or risk in the supply chain with other risks affecting the supply chain's resilience, agility, and responsiveness.



LatentView's flagship event, #LVRoundtable, is designed to bring together some of the best minds across the industry to tackle the industry's burning questions. This by-invite-only event is sized specifically to facilitate open discussions that ensure all participants leave feeling more prepared for the digital future. Previous participants have included diverse business leaders from companies like Adobe, Apple, Google, YouTube, Revlon, BMW, Whirlpool, PepsiCo, United Airlines, PayPal, Microsoft, and eBay.

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