



## DERDACK EUROPEAN USER GROUP MEETING 2019

**DATE AND TIME:** Friday, September 20, 2019 · 10.00 am – 5.00 pm

**CONFERENCE VENUE:** Hotel Ritz-Carlton · Potsdamer Platz 3, 10785 Berlin

**MEETING POINT:** Hotel Ritz-Carlton · Salon Bellevue · 9.30 am

**REGISTRATION & COFFEE:** Salon Bellevue · 9.30 am – 10.00 am

### Impressions from last year's UG Meeting in Ettlingen/Black Forest





10.00 am – 10.15 am **DEUG Welcome Keynote**  
*Matthes Derdack (Group CEO), Derdack HQ*



10.15 am – 11.00 am **Product Recap – What you don't yet know about Enterprise Alert 2019**  
 Available since March, but already tuned with lots of new features in CY 2019: Enjoy a ride through all recent updates and enhancements that are waiting to be explored by you and your users. We will also share some plans for our vNext and discuss priorities and options with you throughout the day.  
*René Bormann (R&D Team Lead), Derdack HQ*



11.00 am – 11.15 am **CONFERENCE BREAK** Coffee, Tea & Snacks



## CUSTOMER STORIES & MORE



11.15 am – 12.00 pm **Multi-tenancy unleashed**  
 Multi-tenancy was the mega evolution released with Enterprise Alert 2019. But what's exactly possible today and where do you see gaps for scenarios you want to implement? Together we explore and recap multi-tenancy in Enterprise Alert 2019 in depth.  
*René Bormann (R&D Team Lead), Derdack HQ*



12.00 pm – 12.30 pm **Gasunie NL - Enterprise Alert for mobile field services**  
 Get some first hand insights into how Enterprise Alert is used at Gasunie – the Netherlands based energy network operator. Gasunie's field service staff has large distances to cover to maintain and service their network across Holland and Northern Germany. Enterprise Alert helps in dispatching and more efficiently alerting their staff.  
*Richard Spitzers (Management & Advice E&I), Gasunie NL*



12.30 pm – 1.45 pm **LUNCH & Group Picture** @ POTS - Hotel Ritz-Carlton



1.45 pm – 2.15 pm **Next generation ITOps and remote actions for ticket creation & operations on the go**  
 Hear about how Bosch implemented their cloud based monitoring of New Relic with Enterprise Alert on premise, how remote actions helps them automate ticket creation in their SMT and triggering runbooks in HPOO via mobile app.  
*Volker Gschwind (IT Service Manager), Robert Bosch GmbH*



## FEATURE BREAKOUTS



2.15 pm – 2.45 pm **Emergency Callouts – Setting Manual Alerting Standards**  
 Not everyone is aware of that, but Enterprise Alert also provides a powerful portal for manually triggering emergency notifications. It caters for a wide range of applications reaching from corporate firefighters to notifying affected users with full control about the status of each callouts. In this session, Derdack will share some real-live scenarios and demonstrate typical use cases.  
*Fabian Rupprecht (Customer Support), Derdack HQ*

### On-site Contact

Doreen Jacobi  
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### Organization/ Registration

Stefanie Kassulke  
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2.45 pm – 3.15 pm

## Remote Actions – in full control of your IT

When you are on call and still want to enjoy time doing your favorite things or watching your favorite sports – Remote Actions are the way to go. They allow you to trigger remediation actions like server restart, database clean-up or even control production devices. But that's not all. You can set your on-call duty, create tickets, automatically fill form data or forward alerts to other teams. Let us share some insights on how Remote Actions can make your live easier.

*Ronald Czachara (Customer Support Lead), Derdack HQ*



3.15 pm – 3.30 pm

## CONFERENCE BREAK Coffee, Tea & Snacks



## SIGNL4 – Mobile Alerting 4.0

3.30 pm – 4.00 pm

### Update on SIGNL4

Learn what we've added to SIGNL4 in the past 12 months and how our cloud product now addresses new markets and use cases while maintaining its uniqueness and simplicity.

*Matthes Derdack (Group CEO), Derdack HQ*

4.00 pm – 4.30 pm

### How SIGNL4 teams up with Enterprise Alert

SIGNL4 can be an excellent complement to Enterprise Alert in corporate environments. Learn about the basic concepts and from a real-life use case in automotive manufacturing at Daimler AG.

*Matthes Derdack (Group CEO), Derdack HQ*



4.30 pm – 5.00 pm

## ASK THE EXPERTS

### Final Q&A session

Now, it's time for you to ask all the questions we failed to address. All of today's speakers will be available to you!

5.00 pm

End of Derdack European User Group Meeting

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