

Monday 16 October	Start	End	Duration Minutes	Business Lines	Topic	Presenter
Welcome Cocktail & Dinner	18:30	21:30	180		Welcome Cocktail/Dinner	
Day 1 - Tuesday 17 October	Start	End	Duration Minutes	Business Lines	Topic	Presenter
STRATEGIC ALIGNMENT						
	8:00	8:30	30		Attendance Registration & Name Tag Pick up	
	8:30	8:40	10		Safety Share	
	8:40	8:50	10		Agenda, Expectations from Dealer and Caterpillar Presentations	
	8:50	9:00	10		Opening Welcome	
	9:00	9:30	30		CM Project Charter: CM Driving CVA Commitment and Services Growth	
	9:30	10:00	30		ALI Project Teams - Foresight and PSE	
	10:00	10:15	15		BREAK & NETWORKING	
SPOTLIGHT: CM JOURNEY						
	10:15	11:45	90		ECA to Foresight and the Road Ahead	
	11:45	12:15	30		Dealer CM Journey Q&A	
	12:15	13:15	60		LUNCH & NETWORKING	
SPOTLIGHT: CAT CM SERVICES						
	13:15	13:45	30		APD RI CM Team	
	13:45	14:00	15		APD RI CM Team Q&A	
	14:00	14:15	15		BREAK & NETWORKING	
SPOTLIGHT: ATTRACTING AND TRAINING CM TALENT						
	14:15	14:35	20		CM Coverage - Today and Future	
	14:35	14:55	20		Dealer Practice Share 1: CM Coverage	
	14:55	15:15	20		Dealer Practice Share 2: CM Coverage	
	15:15	15:55	20		CM Coverage Discussion	
	15:55	16:10	15		Closing Day 1	
Day 2 - Wednesday 18 October	Start	End	Duration Minutes	Business Lines	Topic	Presenter
	8:00	8:05	5		Safety Share	
	8:05	8:15	10		Day 1 Recap	
SPOTLIGHT: CM DATA ANALYSIS AND ANALYTICS						
	8:15	9:15	60		Foresight and PSE Data Analytics - Today and Roadmap	
	9:15	9:45	30		Dealer Practice Share: CM Data Analysis and Analytics	
	9:45	10:15	30		Dealer Practice Share: CM Data Analysis and Analytics	
	10:15	10:45	30		BREAK & NETWORKING	
	10:45	12:15	90		Foresight CM Analytics - Hands On	
	12:15	13:15	60		LUNCH & NETWORKING	
	13:15	13:45	30		Open Discussion - CM Data Analytics and Analysis	
SPOTLIGHT: CAT CM SERVICES						
	13:45	14:15	30		APD E&T CM Team	
	14:15	14:30	15		APD E&T CM Team Q&A	
	14:30	14:45	15		BREAK & NETWORKING	
SPOTLIGHT: CM RECOMMENDATION CONTENT AND DELIVERY						
	14:45	15:15	30		Foresight Recommendation Delivery - Today and Roadmap	
	15:15	15:45	30		Dealer Practice Share: CM Recommendation Content	
	15:45	16:15	30		Dealer Practice Share: CM Recommendation Content	
	16:15	16:30	15		Closing Day 2	
	16:30	16:45	15		GROUP PHOTO	
	18:30	21:00	150		Team dinner	
Day 3 - Thursday 19 October	Start	End	Duration Minutes	Business Lines	Topic	Presenter
	8:30	8:35	5		Safety Share	
	8:35	8:45	10		Day 3 Opening & Recap	
SPOTLIGHT: CM CUSTOMER FEEDBACK						
	8:45	9:15	30		Dealer Best Practice Share 1: Customer Feedback	
	9:15	9:45	30		Dealer Best Practice Share 2: Customer Feedback	
	9:45	10:15	30		Dealer Best Practice Share 3: Customer Feedback	
	10:15	10:30	15		BREAK & NETWORKING	
SPOTLIGHT: CM TRAINING						
	10:30	11:00	30		CM Training Options	
	11:00	11:45	45		Facility Tour	
	11:45	12:45	60		LUNCH & NETWORKING	
SPOTLIGHT: CM METRICS						
	12:45	13:05	20		CM Metrics - Today and Future	
	13:05	13:25	20		Dealer Practice Share 1: CM Metrics	
	13:25	13:45	20		Dealer Practice Share 2: CM Metrics	
SPOTLIGHT: ANZI NEXT STEPS						
	13:45	14:30	45		Review Session - Key highlights from Dealer Workshop, takeaways for dealers to consider, next steps	
	14:30	14:45	15		BREAK & NETWORKING	
	14:45	16:00	75		Technology Event	
	16:00	16:15	15		Closing Day 3	