



المؤتمر 15 لتمييز خدمة المتعاملين في الحكومة والمدن الذكية بدول مجلس التعاون الخليجي

15th GCC Smart Government and City Customer Care Excellence Conference

February 3, 2016 • Dusit Thani Dubai Hotel • Dubai, UAE

Subject: Participation

Greetings,

We would like to extend our sincere appreciation to your esteemed organization, for the strong support in transforming these events into towering accomplishments and turning our vision of creating one of the most enlightening and comprehensive knowledge sharing gatherings of global governments and business leaders - the **Customer Care Excellence Conference**, into a reality.

Datamatix, with significant global support, is much privileged and excited to present this internationally much awaited event - the **15th GCC Smart Government and City Customer Care Excellence Conference**, on February 03, 2016, at **Dusit Thani Hotel**, Dubai, UAE. This Event will have the strategic focus of addressing major issues pertaining to elevating the existing national and international standards in customer care excellence, by creating and implementing global best practices.

The Conference foresees a global participation of highly experienced professionals, customer care specialists and leaders, from diverse industries, to share their varied experiences in successfully leveraging their skills and proven strategies to generate greater value and towering growth opportunities for the business. Recognizing and honoring notable achievements in the arena of customer care excellence, the **10th Middle East Government and Business Customer Care Excellence Awards** ceremony would also be held in conjunction with this Conference.

We look forward to meeting and having highly insightful interactions with your organization's Corporate Excellence Ambassadors, your continued support would contribute immensely towards the realization of our vision.

For more information please visit: www.datamatixgroup.com

Sincerely,

Ali Al Kamali
Managing Director

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General Information

Date and Venue: February 3, 2016 at Dusit Thani Hotel, Dubai, UAE

Participation: Regional and Global Government and business organizations

Speakers: Renowned speakers from government and business organizations

Certificates: Attendance certificate will be presented to all the participants

Media coverage: More than 100 media portals and websites organizations

Conference Agenda: Please visit www.datamatixgroup.com

Events in Conjunctions with Conference

- Global Government and City Customer Leaders Delegation to Dubai
- 10th Middle East Government and Business Customer Care Excellence Awards Global
- Customer Care Excellence Best Practices Exhibition
- Customer Care Excellence Experts Daily Round Table Meetings

Conference Profile and Vision

Organizations worldwide, to emerge successful and stay competitive in a global economy, are depending more and more on Customer Care Excellence service centers, strategically created and maintained to catalyze an increased productivity and improved performance, along with identifying proven initiatives to lower costs and developing innovative avenues for value addition. This accelerated focus on Customer Service Centers thus brings them under constant and exacting pressure, to cater to the increasing demands of delivering services meeting the required quality standards, simultaneously with inducing a value addition much beyond cost reduction. To effectively uncover additional value building opportunities, there is an incessant need to make Shared Services Centers more relevant to the business and resolutely bound to the corporate goals, whereby it consciously distances itself from mere transaction processing, and moves on to play an integral role in hastening and enabling business growth.

Expected Participants

- CEOs, CFOs, CTOs/CIOs, VPs and Director Of Customer Service Dept.
- Director Strategic Planning Department
- Head Of Customer Service Section
- Head of Planning And Performance Evaluation
- Head Of Strategic Planning And Performance Management
- All Customer Services Departments Directors, Managers
- All Customer Care Excellence Related Executives and Leaders
- Corporate Communications Managers
- Customer Affairs and Excellence Related Professionals

Why to attend and how to Position your Organization as an Innovator and Leader

- Benefit of expert opinions and advice from the regional and international decision makers
- Contribute to the discussion on key issues and opportunities pertaining to your area
- Excellent opportunity to speak and share your valuable experiences
- Extend collaborative policies in improving the customer care excellence services
- Gain access to highly insightful talks and presentations dwelling on the future trends
- Gauge the successful implementation of customer service products in various organizations
- Identify and acknowledge the best practices and achievements in global standardization
- Learn more about creating a framework of customer care and integrated service excellence
- Make known your best practices and elevate your organizational and leadership profile
- Meet decision makers and senior government leaders
- Showcasing best practices related to Customer Care Excellence
- Significantly elevate to the next level, your organizational and leadership profile
- Take advantage of networking with the senior leaders

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Registration Options (Per Participant)

Option1: USD 2200 for a 1 Day Conference Pass and a hotel accommodation for 2 nights

Option2: USD 1300 for a 1 Day Conference Pass and a hotel accommodation for 1 night

Option 3: USD 650 for a 1 Days Conference Pass Only

Registration Option (Group)

Option 4: USD 1000 for a 1 Day Conference Pass for 2 Participants

Option 5: USD 1400 for a 1 Day Conference Pass for 3 Participants

Option 6: USD 1700 for a 1 Day Conference Pass for 5 Participants

Option 7: USD 2100 for a 1 Day Conference Pass for 7 Participants

Option 8: USD 2500 for a 1 Day Conference Pass for 10 Participants

Remarks

- There will be discounted rates for groups
- Conference publications, breakfast, coffee breaks, and lunch at the Conference
- Daily lunch meetings with the dignitaries and VIPs
- Fees would have to be paid early to ensure the reservation and confirmation
- Transportation from Dubai Airport will be provided for options (1 to 3 only)

Registration and Badges

- Kindly confirm the registration early to ensure a timely hotel and conference booking
- Badges (Entry Passes) would be issued to registered participants only
- Only registered participants will be allowed to attend the conference

Registration Cancellation Policy

- Cancellation must be done at least 7 days prior to the event
- No refund will be made for any cancelation done within 7 days before the event
- Please do visit the events website constantly for new updates

UAE Entry Visa

- Please contact the UAE Embassies in your respective country

Bank Transfer Details

- **Account Name:** Datamatix Consulting
- **Bank:** Emirates NBD Dubai - **Swift Code:** EBILAEADIBAN
- Payment in AED: Account No. 1011-051617-402; IBAN - AE46 0260 0010 1105 1617 402
- Payment in USD: Account No. 1021-051617-403; IBAN - AE54 0260 0010 2105 1617 403

For Online Registration please visit
www.datamatixgroup.com
or email us at: info@datamatixgroup.com

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