



Learn how to respond to organizational pressures regarding outsourcing and consolidation and critically evaluate options



**GCC Government
Customer Care Conference**

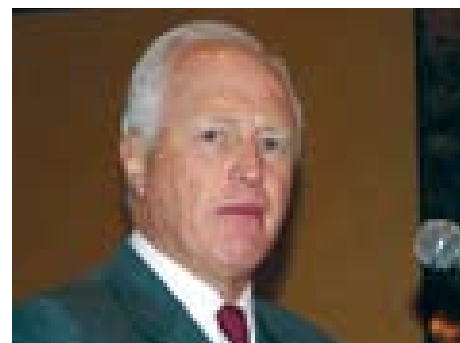
Globalization, changes in the needs and wants of customers, advancements in technology, innovations, and many other developments have resulted in government organizations adopting more customer oriented strategies and solutions.

Exclusively designed for government organizations' customer service professionals in the region, the GCC Government Organizations Customer Care Excellence Conference provides insight into current customer service trends and challenges, through presentations by regional and global experts. These were strongly backed by case studies on government organizations that have implemented innovative customer service solutions, technologies, and processes to improve focus on the customer and enhance their experience.

The conference provides participants with the latest tools and techniques for Customer Care delivery

Developed around the current changes the customer care profession is facing due to the economy, innovations in call center internet technology and self-service, globalization, process improvement, service delivery and more, the conference's insightful sessions featuring presentations from business gurus.

The conference is a great opportunity for government professionals to learn, meet, and share best practices with top customer care decision makers, experts, and visionaries who assemble in one place for the sole purpose of helping them achieve a better understanding of customer care. Participants take away valuable lessons that enable them to improve their performance and contribute to the success of the organizations they represent.



Hon. Winston S. Churchill, author, journalist and Parliamentarian, addressed issues such as why there were differences in customer care service standards between the state / provincial / local level government organizations and federal government organizations globally.



Mr. Ali Al Kamali, Managing Director - Datamatix at the UAE Govt. Org. Customer Care Excellence Conference



Discussion between speakers and delegates during the Customer Care Excellence Conference



Participants at the UAE Government Organizations Customer Care Excellence Conference



Meet and share valuable best practices with colleagues throughout the government



His Highness Prince Ambassador Mohammed Bin Saud Bin Khaled, General Manager of the Information & Studies Center, Ministry of Foreign Affairs, Saudi Arabia with Mr. Ali Al Kamali, Managing Director, Datamatix

Highlights from the 6th GCC Government Organization Customer Care Excellence and Leadership Conference



Based on the ever-changing business environment and demands of customers, the event provided the opportunity to learn, share best practices, and build relationships with the region's top customer care decision-makers, industry experts and professionals.



H.E. Abdulrahman Abdulkader, Vice Minister, Director of Civil Service, Kingdom of Saudi Arabia



H.H. Sheikh Hasher bin Maktoum Al Maktoum, Director General of Dubai Information Department was the chief guest of the ceremony



The event was attended by senior-level executives, decision-makers and professionals from the public and private customer care sectors



Mr. Simon Lynch, RSS Service Centre's Manager, Commonwealth Scientific & Industrial Research Organization

Highlights from the 5th GCC Government Organization Customer Care Excellence and Leadership Conference



Group discussions held in a fun interactive format to determine what they should do to provide quality customer service



The conference focused on increasing customer satisfaction and the net impact of government customer service



Mr. Terry Bennet, Head of Business Consultancy Joshua Group Limited UK



Mr. Patrick Mangan (left), CEO Pas Mango Consulting, Australia with Ms. Chris Barnett (right), Managing Director, DEMAT UAE



This conference was organized for Customer service staff in the GCC Government Sector who deal with internal or external customers face to face or by phone and customer service team managers or leaders responsible for customer service department.



GCC GOVERNMENT CUSTOMER CARE CONFERENCE

Discussing and understanding the achievement of globally competitive customer care service

Highlights from the UAE Government Organization Customer Care Excellence and Leadership Conference



Speakers and delegates at the 3rd UAE Government Organizations Customer Care Excellence Conference at the Burj Al Arab, Dubai, UAE.



H.E. Dr. Ali Bin Obood, Under Secretary of Ministry of Development for Government Sector, delivers the keynote speech



Mr. Terry Bennet, Head of Business Consultancy, Joshua Group Limited, UK, spoke about the main challenges faced by UAE Organizations



Delegates at the 3rd UAE Government Organizations Customer Care Excellence Conference held at the Burj Al Arab, Dubai, UAE.



Highlights from the UAE Government Organization Customer Care Excellence and Leadership Conference



Dr. Ehab Moustafa, Managing Partner Haykalah-Strategy Advisory & Business Innovation Consulting



Dr. Pdraig Warren, Principal Consultant, Chinook Consulting, Ireland delivered the keynote address on 'Transforming UAE Government organizations to become Customer Centric'.



Ms. Chris Barnett, Managing Director, Chris Barnett & Associates, Australia, delivers speech at the UAE Government Organizations Customer Care Excellence and Leadership Conference



Mr. Mohamed Said Al Maskari, Deputy Manager for Administrative & Financial Affairs, Abu Dhabi Educational Zone, addresses the UAE Govt. Organizations Customer Care Excellence & Leadership Conference



Government customer service and support managers at the UAE Government Customer Care Excellence and Leadership Conference