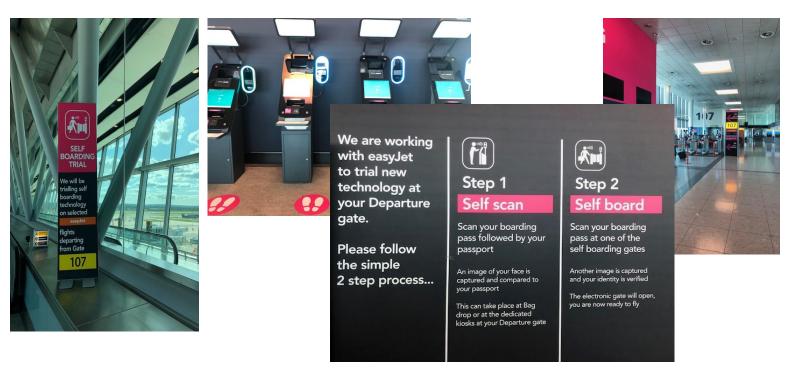








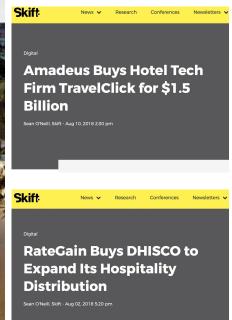
# hsmai New technologies will revolutionize the industry





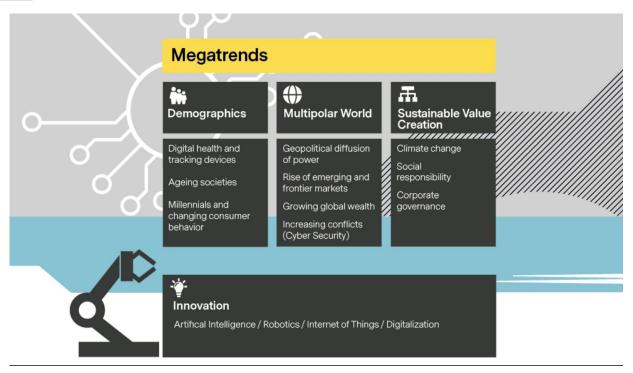
#### **Mergers & Acquisitions**





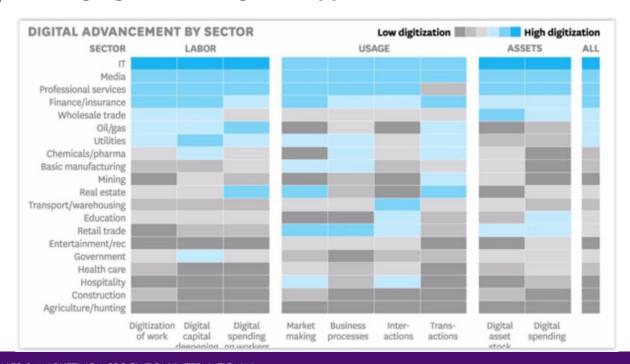


### Changing times bring new opportunities





#### Changing times bring new opportunities





#### **Bridging the Gap**



"All industries in all geographies are being radically reshaped by digital disruption — a 'digital dragon' that is potentially very powerful if tamed, but a destructive force if not. [...]

It's a leadership challenge."

(Source: Gartner, 2014)





## HSMAI EUROPE'S DIGITAL EXPERT LAB

Welcome to HSMAI Europe's Digital Expert LAB, an eLearning program, available to everyone.

Currently working in a management role within hotel distribution and/or marketing? Taught by leading industry figureheads, HSMAI Europe's Digital Expert LAB courses will help upskill and develop your digital knowledge, enabling you to draw out new digital insights and make strategy driven decisions that benefit your company.

## WHY SHOULD YOU COMPLETE HSMAI EUROPE'S DIGITAL EXPERT LAB?

- ✓ Inspiration Digital is big business, and it's only going to get bigger! We need the right skills to maximise all of the opportunities that digital offers today
- ▼ Together HSMAI Region Europe wants to help bridge the gap between rapid digital developments and a need for in-house digital knowledge
- ✓ Learn, Share & Create Industry leaders and experts share their experience and provide hands-on advice to help you to identify and create new digital opportunities





MEMBERSHIP

**EVENTS** 

NEWS & RESOURCES

Q E:





The Road Towards a Customer-**Centric Company** 

Nina Nieminen, Director Revenue Management & Distribution, Sokos Hotels

Learn about Digital Transformation and transitioning from a department-oriented organization into a customer, KPI focused transversal team.



#### Data Driven Digital Marketing

Dan Fernandez, Sr Director of Digital Strategy, Cendyn

Michael Bennett, Sr VP Global Marketing & Business Development, Cendyn

Gain an in-depth understanding how to use data to enhance your digital marketing efforts and personalize the guest experience.



#### Adapting to the Changing Hospitality Consumer Journey

Siri Børsum, Leader of Digital Transformation

Nick Norton, Platform Sales Manager, DoubleClick

Torje Ingebretsen, Measurement & Attribution Lead from Google

Be inspired in this future outlook how upcoming technology developments can be used in an environment of fast evolving guest expectations.





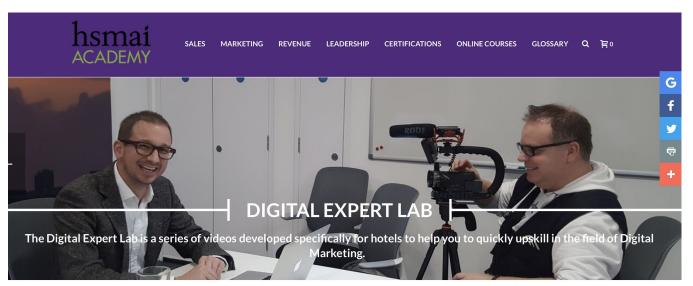
AI within Digital Marketing Frank Reeves, co-founder & CEO, Avvio

Web Development Brings the Pieces Together

**Global Scalability** 

Christian Becker, Group Head North EU,





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decisions that benefit your company.



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- Inspire
- Change
- Share
- Learn
- Exchange

