TOURISM TECHNOLOGY ASIA CONFERENCE 2016
Programme Booklet

Marina Bay Sands Expo and Convention Centre, Singapore

20-21 July

Organised by: Brought to you by: Supported by: Sponsors: Media Partners:

Held in:

THE TOURISM MARKET IN ASIA

UNWTO forecasts international tourists arrivals in Asia to be strongest globally at +5% in 2015. As tourism grows, supporting industries such as the leisure, entertainment and hospitality industries grow in tandem. Tourism Technology Asia thus serves as a platform for tourism-related industries to improve their services to cater to the growing market.

About Tourism Technology Asia and Pro AVL Asia

Tourism Technology Asia and Pro AVL Asia, is a regional 2-in-1 exhibition and conference showcasing the latest hardware and software for hospitality technologies, professional audio visual, lighting, LED equipment and solutions for the overall tourism and hospitality infrastructure, leisure & entertainment industry featuring a key 1.5 day Conference for the hospitality and event spaces

With the tourism industry in Asia expected to have the strongest growth internationally for 2016, current and new tourism establishments need to improve their infrastructure and technologies to meet the expectations and demand of the tech-savvy, discerning consumer.

Check out TTA Pro AVL Asia exhibition held in conjunction with the Tourism Technology Asia Conference (TTAC) from 20 – 21 July at MBS Hall C:

➤ Thematic and Experiential Features showcasing the future of hospitality and live entertainment

➤ TTA Conference on maximizing and optimising hospitality event spaces

➤ CTW Forum "Future of Meetings" : Latest trends in corporate travel and what you,as a corporate travel and MICE planner, should look out for

➤ How to run MICE seminars in various countries – considerations and regulations

➤ Sound and light implications and considerations when planning for large-scale live events from renowned speakers

➤ Architecture seminars on smart technologies and pro installation considerations for hospitality infrastructure

➤ Hear from experts on technologies that can help to create a compelling themed entertainment experience

➤ Exclusive behind-the-scenes site tours to top venues in Singapore

THE CONFERENCE

It is critical for the hospitality industry to understand and explore technology which can alleviate operational pain points, improve productivity, reduce cost, increase revenue, create a competitive advantage or, in some cases, bring about a paradigm shift with certain disruptive technologies. The 1.5-day conference, held in conjunction with Tourism Technology Asia 2016 Exhibition, will include panel discussions, case studies and networking sessions for hospitality professionals to discuss trends and technological solutions impacting the tourism and hospitality industry and event spaces.

This year's theme is:

How Technologies Can Boost Competitive Advantage in Hospitality Event Spaces

Meeting and events spaces are significant revenue drivers in the hospitality industry. However, hotels and other hospitality venues now have to contend with increased supply, and new competition from dedicated meeting space venues, repurposing of tourism assets into meeting spaces, and remote meetings using video conferencing, webinars and screen sharing.

This conference will focus on optimizing meeting spaces with technologies as a competitive advantage in selling and maximizing the use of event spaces.

PROGRAM

DAY 1: 20th JULY 2016

Time	Program
0800 – 0850	Registration
0850 – 0900	Guests to be Seated
0900 – 0940	Welcome Address, Opening Speeches, and Opening Launch
Session 1: Key technology trends that all hospitality professionals need to know	
0940 – 1010	**Opening Keynote: Redefining Hospitality Technologies**
1010 – 1045	Coffee break and tour of exhibition for delegates
1010 – 1045	Tour of exhibition for guests followed by Refreshments
1045 – 1110	**Wearable Technology for Event Spaces**
1110 – 1135	**Technology and the 'User Experience' - new challenges in the Hospitality sector**
1135 – 1200	**The New Reality**
1200 – 1225	**Optimizing the MICE F&B Experience**
1225 – 1330	Lunch Break / View Exhibits
Session 2: Understanding your partners, clients and operations with big data analytics	
1330 – 1355	**Big Data, Smart Data, Small Data...Which Data?**
1355 – 1420	**Beyond Rooms: Improving Revenue Performance of Your Function Spaces**
Session 3: Using technology as a unique selling point for event spaces	
1420 – 1445	**The role of Digital in the Event and Meeting Planning phase**
1445 – 1530	**The Secret to Reliable Technology-based Systems in Ballrooms, Meeting Rooms and Auditoria**
1530 – 1600	Coffee Break / View Exhibits
1600 – 1630	**Some ideas for Hotel AV systems**
1630 – 1705	**Panel discussion: Installations in hospitality event spaces (Ballrooms, Meeting rooms, boardrooms, auditoriums, etc)**
1705 – 1710	Closing Remarks
	End of Conference Day 1

*speakers subjected to change

DAY 2 : 21st JULY 2016

Time	Program
0830 - 0900	Registration
Session 1: Building a relationship with meeting planners with the help of technology	
0900 – 0925	**Analytics Advantage in MICE Events**
0925 – 1005	**Panel Discussion addressing pain points, expectations, and solutions from an Event Planner's point of view**
1005 – 1035	Coffee Break / View Exhibits
Session 2: Connectivity and Security	
1035 – 1100	**Opportunities in the Internet of Things Driven Tourism Industry**
1100 – 1125	**Managing Cyber Security & Compliance in the Services Industry**
1125 – 1130	Closing Remarks
	End of Conference Day 2

*speakers subjected to change

SPEAKERS

Mr Raymond Dumanauw
VP of Technology and M.E.P Services, HPL Properties Pte Ltd

Raymond is a senior executive with extensive experiences in leadership in the development and use of Information Technology development specializing in Hospitality industry. He is well versed in planning and implementing enterprise information systems, strong in project management, and familiar with best practices IT framework. He has a number of experiences in managing enterprise-wide IT operations division for large organization in both distributed and centralized operations.

Raymond is currently the Vice President of IT, Systems and M&E for HPL Properties Pte Ltd, a division of HPL group that has interest in 29 Hotels under leading brands such as Four Seasons, Hilton, COMO hotels, IHG, the Mandarin and Six Senses, in addition the group owns and manages their own portfolios such as Hard Rock hotels and Concorde hotels and resort.

His responsibility includes providing technology leadership and management of technology systems and services at the group level, facilitating the acquisition of information resources in a way that maximizes their value/manages their risks, and leading the individual IT managers in effectively managing information resources by advocating cross-organizational system and program process improvements.

He oversees the Group IT for HPL & Resorts, which consisting of 12 properties in the Asia-Pac and Indian Ocean with 3,000 + rooms, brand includes Hard Rock Hotels, Concorde hotels and a few branded boutique hotel collections. He acts as owner representative and the brand in terms of hotel planning, design, project management technical / technological services and construction on a larger basis.

Raymond holds a Bachelor in Engineering Management from Coventry University, UK.

Opening Keynote: Redefining Hospitality Technologies

Current or upcoming disruptive technological platforms have brought about and will continue to bring about significant change on how the industry operates and what its guests and clients expect. Hospitality professionals have to embrace these technologies to stay competitive. How technologies can impact guests experience and increase ROI.

Dr Felix Rimbach
Director R & D, Globibo

Dr Felix Rimbach is the regional director for research & development at Globibo - one of the largest event technology companies in Asia. As a leading researcher for technology adaption he is responsible for over 1000 events each year.

Dr Rimbach's expertise is in Strategic Marketing, IT Management, and Financial Services.

• Under his expertise in Strategic Marketing:
- He has a PhD in Marketing with multiple academic research   contributions in top universities and A-journal publications
- Successful launch of several start companies with strong and unique market position and multi-million revenues

• IT Management
- German Diploma & Master degree in IT Management with international awards for academic contributions
- Very successful Management of sizable IT division over 10 years within global corporate technology leaders

• Financial Services
- 15 years of Financial Services background around the world in different Financial Services institutes
- 7 years GM of Centre of Competence for Finance in one of the largest global Asset Finance Organisations

He has excelled in his work and studies since high school. Graduating with honours, getting full scholarships and graduating with Guenther-von-Alberti Price as best student of the entire school. While studying for his PhD & M.Phil in Marketing and Web technologies, he published several articles in A-journals and research magazines, eg. Internet research.

Professionally, he has managed and taken on multiple projects and roles.

Wearable Technology for Event Spaces

Find out how you can use wearable technology to improve guest experience - Technical trends and adaptation; Implementation and business cases; Skill Development and Investment Planning.

Mr Lim Yew Seng
CEO, Swee Lee Projects

Mr Lim Yew Seng is the CEO of Swee Lee Projects, a company specialising in EVL/AV consultancy and implementation. With more than 20 years of IT and Engineering experience in the Asia Pacific and Middle East Regions, he oversaw large scale IT and Engineering consultancy and implementation projects for airports, intelligent buildings and hotels. Before taking the place as CEO of Swee Lee, Mr Lim had previous experiences as a Chief of Global Business for NCS, CEO of NCS Communications Engineering (a subsidiary of SingTel group) and Airport Manager (Airport Systems) of Singapore Changi Airport.

Technology and the 'User Experience' - New Challenges in Hospitality Sector

The hospitality owners and operators have a depth of experience in the design of inviting architectural spaces, creating tantalizing restaurant cuisines and applying high levels of service standards. However, the march of IT technology out of the back office and into the customer space has added "User Experience" or "UX" to the hospitality management lexicon. A satisfying UX requires consideration of where and when to deploy technology. More importantly is an understanding of where the introduction of technology would be appropriate or would enhance the UX. This talk will help the hospitality professional evaluate some of the existing and emerging technologies in terms of the needs of the hospitality market.

Mr Morris Sim
CEO and Co-Founder, Circos Brand Karma
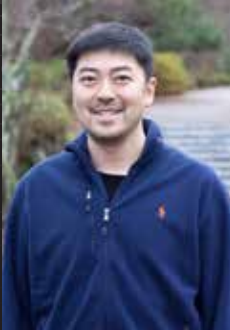
Stories move people, and Morris Sim has been helping brands tell their stories for years. As the CEO & Co-Founder of Brand Karma, Morris and his team have been making new media commercially relevant for his clients for years. In 2008, Brand Karma launched the first online reputation management SaaS and has since become a leading marketing and strategy agency for hospitality and travel. In 2013 Brand Karma won the international i-COM Award for its creativity in using data to create an influencer community that led to extraordinary social commerce results for Starwood APAC; in 2015 Brand Karma devised a strategy for Shangri-La to become the first hospitality brand to use VR as a sales tool globally. Over the years, Brand Karma has helped diverse clients such as Accor, IHG, Marriott, Mandarin Oriental, Kempinski, Boylston Properties, Tourism Australia, Blink, and Space Matrix tell their stories using new media platform to increase brand awareness and sales.

Morris is also an Executive Director at Montana Hospitality, where he focuses on new business development, sales, and marketing, for the award-winning Phuket resorts, Trisara and Boathouse. A frequent guest lecturer, conference speaker, and panelist, he also has a popular blog on medium.com/@morrissim covering travel and media which is syndicated in both trade and non-trade press. In 2014, he was named by Web in Travel as one of the10 most influential people in APAC online travel.

The New Reality

Differentiate your venue from the competition with a multitude of hospitality applications.

Mr Arun Madhok

Chief Executive Officer, Suntec Singapore

Arun Madhok is the CEO of Suntec Singapore Convention & Exhibition Centre and Suntec International Convention & Exhibition Services.

Mr Madhok joined Suntec Singapore in 2009 as Director - Business Development and then was promoted to Chief Operating Officer in January 2012 and Chief Executive Officer in June 2012. Mr. Madhok has been instrumental in designing, developing and leading the centre's major modernization programme that was completed in 2013. He has also transformed the business with the introduction of technology, service excellence initiatives and new business collaborations. under his leadership the centre has received many accolades including - World's Leading Meetings & Conference Centre 2014.

Prior to joining Suntec Singapopre, Mr Madhok garnered extensive experience as an area manager in British Airways, based in Germany. His expertise includes strong change management and strategic planning in the area of business development, customer service, operations and information technology. His strong business acumen led to significant service enhancements and growth in several European markets.

Optimising the MICE F&B Experience

Creating a MICE F&B model that is both sustainable and commercially viable.

Mr Richard Jones

Chief Growth Officer/Resident Advisor, Software Connectors Asia

Richard Jones was born in UK, worked in UK, Oslo, Australia, Singapore, 20+ years in information management, analytics in technology delivery, sales and leadership in vendors and customers. Currently working as a Chief Growth Strategist at Software Connectors Asia. He previously was in Cloudera, VP in Sales and Operations APAC. Richard is passionate about how data is the currency of decisions and how simplification of data engagement is critical in modern enterprise to deal with the barrage of data businesses now face. Richard loves adventure and challenge and supporting local communities. He is focusing on productivity gaps and opportunities within the customer engagement cycle to increase adoption of big data technologies. His latest accomplishment is having BASE sponsored by Dato' Yasmin and Dr Vivian Balakrishnan to help skill the nations in big data and analytics for the future.

Big Data, Smart Data, Small Data.. Which Data?

As leaders, scientists and companies are exploring ways to grapple with the huge volumes of data they are capturing to improve efficiencies, boost customer service and gain a competitive edge. There's no question that big data is big business: A November 2015 IDC forecast predicted that the big data technology and services market will grow to $48.6 Billion in 2019. The questions which are often raised and companies struggles with is "Where do we start, What Skills are Required and Where should we focus". The presentation will aim to address this core questions and provide insights into new technologies enabling the advancements to drive big data adoption.

Rachel Grier
Managing Director Asia Pacific, IDeaS Revenue Solutions

Rachel Grier is the Managing Director, Asia Pacific for IDeaS – A SAS COMPANY, responsible for growing IDeaS Asia business and enhancing the company's leading brand reputation in the dynamic Asian hospitality sector.

Rachel possesses a unique combination of successful leadership experiences in enterprise software and hospitality sales and marketing. With more than two decades of experience, she has a record of growing businesses in the regional hospitality and travel sectors across a range of established and emerging markets in Asia, Pacific and the Middle East.

She developed her travel industry sales and marketing skills across a range of travel technology and hospitality industry brands.

Most recently she was Senior Vice President sales, Asia Pacific and the Middle East for hotel central reservations leader Pegasus Solutions.

Rachel previously worked as the area director of sales and marketing for the InterContinental Hotel Group in Japan where she oversaw a major restructure and was responsible for the sales, marketing and revenue results and has held senior leadership roles within organisations such as Per Aquum Resorts, Spas, and Residences, Rendezvous Hotels International and FCm Travel Solutions (Flight Centre).

Beyond Rooms: Improving Revenue Performance of Your Function Spaces

- Building the right structure and processes that support function space revenue management

- Accurately measure the revenue and profitability of displacement

- Using RM data to drive strategies and decisions across the wider organization

Sharon Lourdes Paul
We Are Spaces

An advocate for digital transformation in traditional industries, Sharon is the founder of online venue platform, We Are Spaces, and digital consultancy firm, DigitalFolks. Under her leadership, We Are Spaces grew to generating over $10 million in annual leads generated, and was appointed as the official venue partner by the Singapore Tourism Board MICE web portal. Beyond the MICE industry, Sharon also assists SMEs and corporations enhancing their business operations or service offerings via DigitalFolks. Past projects include Starhub Holdings, Singapore Post Holdings, AsiaLawNetwork.com and DragonWealth.

Re-Inventing Meetings and Working Spaces for Business Executives

Maximizing meeting space and hotel event space occupancy and reduce vacant meeting rooms during non-peak periods through last-minute small bookings with the help of technology.

Ian Harris
Principal Consultant, Managing Director; IHD Ltd.

Ian graduated in the UK from London University, after 10 years busy with electronics as his hobby as well as running the school electronics club, and achieving his A-level electronics. Working thereafter in high-reliability electronics, he worked for Marconi Communications in Libya on Aviation short-wave Systems, STC Research Labs designing the first trans-Atlantic Optical fibre cable link, then for Airbus on A300-series Cabin Systems design. Moving on from there to Electrosonic in the UK, Ian ran many Technology Design-Build projects around Europe, US and Asia, including Euro-Disney Parade Control System, Lucent New Jersey, and Museum of the Moving Image in London. Ultimately moving to Hong Kong, he started a Consultancy Group within a Systems-Integration company, and finally incorporated ihD an independent Technology Consultancy.

ihD specializes in the IT, Security, ELV, Audio-Visual and Mechanical & Architectural Acoustics Consultancy disciplines, with almost 150 Hotels completed/under design, Investment Banking clients, and other large-scale project verticals, authoring Design Standards as well as designing and tendering full-scale projects. Our team is very hands-on, checking the projects throughout the construction, and carrying out final testing.

The Secret to Reliable Technology - based Systems in Ballrooms, Meeting Rooms and Auditoria

Whether you are building a new facility, or refurbishing an existing; use of the latest Audio-Visual, IT, or Security equipment doesn't by any means guarantee acceptable user-experience nor reliability. Here in Asia, guest-complaints and draining of engineering resources, let alone the pressure on the GM and her/his Team, are all too evident. This session addresses the practicalities of actually reaching the goal of installing simple-to-use, intuitive, and reliable systems.

Mr Adrian Lim
Senior Consultant, IHD Ltd.

Adrian Lim has worked in the Audio Visual field for over 20 years, and has done many AV Systems design and installation from corporate, residential and hospitality market.

He earned his first degree in UMIST Manchester and a MBA from the Chinese University of Hong Kong.

Some Ideas for Hotel AV Systems + Four Seasons Hotel Case Study

Audio Visual systems has evolved a great deal in the last 10 years, from traditional analogue systems to Digital, Network and wireless. This topic will cover what are the systems that is typically installed in a hotel and what to look for in the coming future with the evolution of AV Technology.

Mr Santosh Katti
Founder and CEO, Graphene Services

Santosh Katti has more than 17 years of experience running businesses across Asia Pacific in a Senior Management position. He was regional director Asia Pacific for J&J, before which he headed marketing for Oral Care in P&G Asia. He started his career with IBM after his BTech from National Institute of Technology Karnataka, and went on to get his MBA from IIM Calcutta, India.

He has won International awards in P&G for his emerging markets business model work and also won the James Burke Global award in J&J for his strategic work on Go to Market models. He was the Asia Pacific course lead for two main trainings in P&G:

• Shopper marketing and strategy
• Coaching for success

As part of the above he developed and adapted global material to make it relevant to Asian audiences and trained more than 500 people across 6 countries.

He has been a part of the visiting faculty at SMU and NTU and is also part of the only two worldwide MOOCs (massive online open course modules) on marketing, being offered by Stanford university in the US.

A Singapore citizen, Santosh founded Graphene Services in 2014 with a simple vision; to build intuitive decision platforms which transform the way senior leaders make easy and robust data based decisions. In the last two years Graphene has built a diverse client portfolio ranging from start-ups and SMEs to large MNCs, with a focus on pharma and FMCG. It has offices in 3 cities, and fast expanding to US, Australia and Europe this year.

Analytics Advantage in MICE Events

How analytics and technology can be used to optimize MICE events, show value to clients and provide insights into high ROI drivers.

Dr Tang Pak Kay

Scientist, Productivity Department, Institute for Infocomm
Research, Agency for Science Technology and Research (A*STAR)

Research (A*STAR). A recipient of the A*STAR Graduate Scholorship in 2004, he specialises in wireless communication technologies, where he researched in the areas of Dynamic Spectrum Access with Grade-of-Service.

After his PhD., he went on to do a Masters of Design in Innovation and Creativity in the Industry, at the Centre for Competitive Creative Design, Cranfield University, U.K. – one of the best design schools listed in the world by BusinessWeek. He was heavily involved in the development and lanch of FMCG products for P&G and Braun in UK and Germany in 2011, enabling the centre to win P&G's Top Connect + Develop Open Innovation Partner Award in 2012.

His current work focuses on digital retail and marketing where he strives to transform traditional operations through Internet of Things (IoT) technologies. He is the Principal Project Lead for I2R's Productivity Department. To date, more than 300 SMEs have benefitted from this program.

In 2014, he spear-headed the collaboration between and Jurong Point Shopping Centre, the largest sub-urban mall in Singapore. This is the first time I2R collaborates with a shopping mall. Through this collaboration, Pak Kay deployed numerous technologies that benefited over 150 retailers. In 2015, Pak Kay lead the collaboration with the Ministry of Culture, Community and Youth (MCCY), and the Ministry of Defense (Mindef) to showcase the Institute's latest image recognition technology through Singapore's Golden Jubilee (SG 50) celebration app. This proved to be the most successful National Day celebration app ever in the 50 years of nationhood. In 2016, Pak Kay lead the collaboration with People's Association (PA) for IoT technologies deployment into Singapore's first-ever integrated community and lifestyle hub – Our Tampines Hub (OTH).

Opportunities in the Internet of Things Driven Tourism Industry

The Internet of Things (IoT) offers tremendous opportunities for the tourism industry. This session will cover briefly the challenges faced by the tourism industry today, with emphasis on the opportunities for businesses in the IoT driven tourism industry.

Mr John Lim

CISA CISM CGEIT CRISC, Immediate Past President, ISACA Singapore Chapter

John is the current president of the ISACA Singapore Chapter, the local representative of ISACA members. Prior to this, he has served in various capacities within the chapter, including Honorary Secretary and Director (Technology & Communications). His full-time job is a senior academic staff at Nanyang Polytechnic, and manages the Diploma in Cyber Security & Forensics and Specialist Diploma in Information Security in the School of Information Technology. He has over 10 years of experience in IT Security, having led projects in the Security space with clients in telecommunications and defence sectors. He has taught the successful Specialist Diploma in Information Security since its inception 12 years ago. His current interests include secured application development, application security protection and testing, operations security, application risk management and GEIT.

Managing Cyber Security & Compliance in the Services Industry

As the world becomes more connected and digital, consumers want to be online when they are abroad, and have come to expect connectivity from service providers everywhere. In addition, the services industry continue to handle and manage ever increasing amounts of potentially private information regarding their customers or contacts in order to given them a competitive edge. This presentation will focus on the essential threats to cyber security and privacy compliance in the services industry and what are the steps to take to ensure protection, both to customers and businesses.

Panel discussion: Installations in hospitality event spaces (Ballrooms, Meeting rooms, boardrooms, auditoriums, etc)

Panelist: Mr Ian Harris, iHD Ltd HK, Mr Daniel Loh, The Star, + Mr Raymond Matyas, Marina Bay Sands

Moderator: Mr Thomas Richard, Publisher/Managing Director – Spinworkz Pte Ltd

Mr Daniel Loh
Technical Director, The Star

Daniel Loh is a sound engineer by profession. He is currently the Technical Director of The Star Performing Arts Centre. He has worked in venues as sound engineer, production coordinator, technical manager and technical director since 2003. Daniel has also been teaching live sound reinforcement and production techniques since 2001.

He started his journey in live sound engineering by wandering too close to the sound booth in church almost 15 years ago. Professionally, he cut his teeth as a roadie and technician for several rental companies doing setups for various types of events. He has kept to his sound engineering roots by engineering Front of House (FOH) or Monitors for artistes and events, including Corinne May, Radio Mundial, Espoo Big Band, Walking On Water, Day of His Power, Planetshakers and Switchfoot.

Mr Raymond Matyas
Director of Event Technical Operations, Marina Bay Sands Pte Ltd

Mr Thomas Richard

Publishing/Managing Director, Spinworkz Pte Ltd

Panel Discussion addressing pain points, expectations, and solutions from an Event Planner's point of view

Panelist: Ms Janet Tan, CEO East West Planners; Ms Deanna Varga, Asst Director Commercial & Visitors Services of the Australia National Maritime Museum, Mr Andreas Wieckenberg, Executive Assistant Manager, Food & Beverage at Raffles Hotel Singapore

Q&A

Moderator: Mr El Kwang, Publisher Biz Events Asia

Ms Deanna Varga
Asst Director Commercial & Visitors Services, Australia National Maritime Museum

Appointed to the Executive of the Australian National Maritime Museum, an Australian Federal Government cultural attraction and unique Sydney venue, Deanna has experience in events, tourism and conventions across a range of venues.

At the Australian National Maritime Museum, Deanna is responsible for the long term commercial sustainability of the museum through self-generated revenue.

Deanna has been with the museum since November 2013 and manages the commercial and visitor services areas which includes: tourism, sponsorship, venues, festivals, membership, front of house (admissions), retail, marketing, volunteers and Welcome Wall.

A key focus for the museum has been international visitors. Over the last two years, the museum has grown this segment from 19% to over 30% of total annual visitors.

She is on the Board of Business Events Sydney, Biz Events Asia and on the NSW Committee of Asia-Pacific Professional Services Marketing Association (APSMA).

Deanna has experience in senior roles across hotels working with Accor Asia Pacific for three years, Business Events Sydney for six years (then SCVB), Tourism Australia, as well as three years managing her own consultancy specialising in government, the arts/culture and events. Clients included Sydney Living Museums, Art Gallery of New South Wales, Sydney Royal Easter Show and China National Convention Centre.

Ms Janet Tan Collis
CEO, Eastwest Planners

Actively involved in the industry in Asia, having expanded East West Planners with offices in China and Malaysia, growing from a destination management company to a full service experiential solutions provider with specialization in meetings, incentives, conferences and events, in addition to leisure travel catering to a very niche market.

Harnessing Technology, mid 2015 East West Planners launched their own Interactive, Web Management Portal serving the B2B audience. Users have access to current content and pricing with the ability to customize, book, arrangements covering the Asia regions. Future plans- to include more Asian destinations.

Other areas of her work encompasses, business tourism development & consultation, working closely with major industry players, National Tourism Boards locally and overseas.

Currently serving

• President SACEOS Singapore Meetings, Incentive, Congress, Exhibition & Events Association
[Previous positions SACEOS Hon Treasurer, SACEOS VP M & I since 2002]
• Vice President of SKAL – [Previous positions Ex- committee member of SKAL since 2013]
• Board Advisory   MDIS – Management Development Institute of Singapore
• Board Director Social Enterprise - I'm Soul Inc.
• Advisory Board Publication - Business Events

Training and Speaking Engagements – As early as 1990's Janet's commitment to training takes her throughout Asia where she facilitates, teach, shares and lectures to industry practitioners and students. Recognized as a MICE Industry expert, her speaking engagements span across locally, regionally and internationally.

Throughout her career, Janet has won several accolades for the company as well as for herself. She was bestowed the PCMA 2016 Global Meetings Executive of the Year Recipient together with other prestigious DOM Benedictine Working Mother of the Year Award, 1990 and the travel personality of the Year for Asia Pacific at the EIBTM Show, Geneva, Switzerland, 1995.

Her key aspiration is to contribute to the future growth and progress of the "Meetings, Congress, Incentive and Events" industry in Asia Pacific by mentoring and nurturing young talent to be leaders and champions of the future. She lives by example where her personal curiosity and passion for the business drives her to continued personal growth. She has finished her ACTA professional training course to equip herself to further champion her cause for 'Service Quality' and 'Service Management'

Janet firmly believes in work life balance and whenever possible she spends time with her family who lives abroad. In addition she enjoys, travelling, dining and music and feels these exposures adds to enriching her personal life and well- being.

Mr Andreas Wickenberg
Executive Assistant Manager, Raffles Hotel Singapore

Mr El Kwang
Publisher/Managing Director, Biz Events Asia

El spent over 10 years in hotel operations, sales and marketing departments, and was a director of sales and marketing with AccorHotels in Australia. He worked with Rydges Hotels and Resorts as well as Hilton before venturing into managing events and venues for five years, where he successfully implemented strategies that led to the generation of AUD55 million per annum. Aside from operating Biz Events Asia, El is also the co-owner of Ideate Agency, a creative agency that forms branding, marketing and sales strategies.
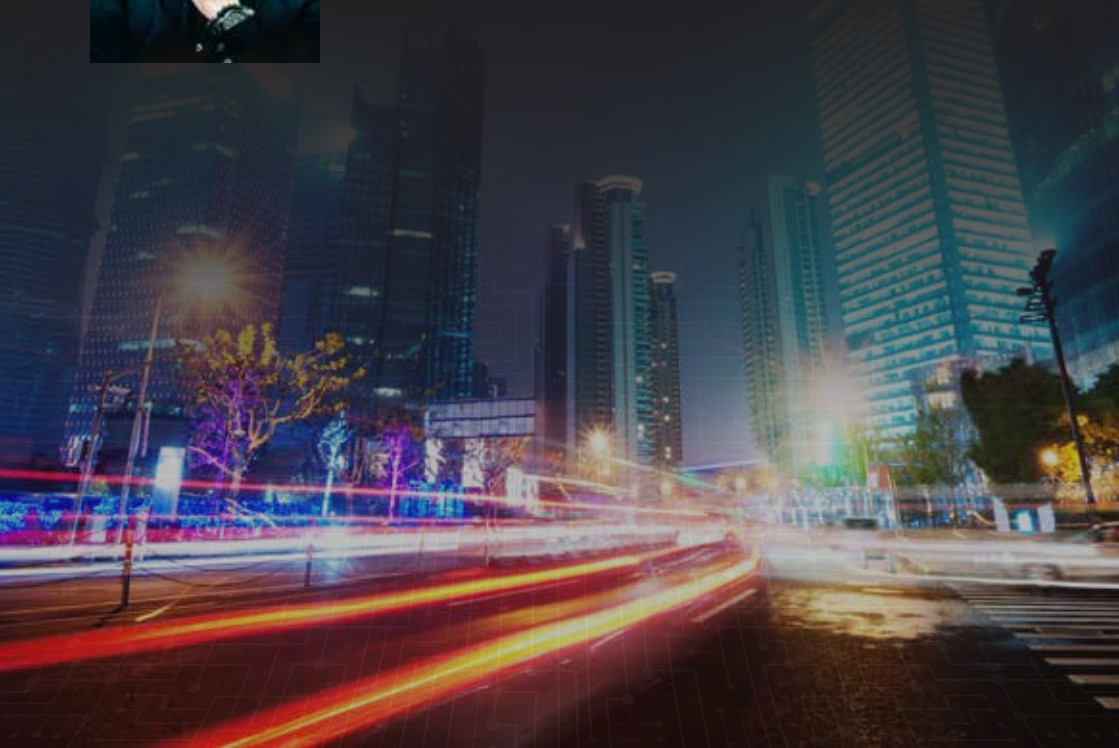
TOURISM TECHNOLOGY ASIA CONFERENCE 2016

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