



## NEWS & UPCOMING EVENTS

January 2023

### Happy New Year!

We here at the UW E-Business Consortium (UWEBC) hope you had a wonderful holiday season. We're ready to get right back into the swing of things with a whole year of exciting events planned for you! Check out [our events calendar](#) at any time to see what we have coming up. Make sure to check back often as new events are added all the time.

Happy  
New Year  
2023

### Meet our newest members!

We are thrilled to announce we have THREE new members: Clarios, Milwaukee Tool, and UW Credit Union.



**Clarios** creates the most advanced battery technologies for virtually every type of vehicle. They are a global leader in energy storage solutions, powering one in three of the world's vehicles. They partner with their customers to develop smarter solutions that make people's lives better.



For nearly 100 years, **Milwaukee Tool** has led the industry in developing innovative solutions that deliver increased productivity and unmatched durability for professional construction users. They are dedicated to delivering a continuous flow of advanced, trade-specific solutions. Milwaukee Tool is not just simply another manufacturer, they are progressive problem solvers.



Founded over nine decades ago, UW Credit Union was formed on the simple belief that everyone deserves financial strength. They remain true to their mission as a full-service, member-owned financial institution dedicated to helping customers reach their goals.

### Take advantage of these new member benefits this year

As a UWEBC member, you have exclusive access to discounts on outstanding learning programs from UW-Madison partners to propel your professional development and strengthen your organization's capabilities in key domains of business and management practice.



Enjoy discounts on courses such as **Data Analytics for Technical Leaders**, **Building a Culture of Inclusion and Belonging**, and many more!

[Learn more about this incredible offer and register now!](#)

## A Look Around the Corner: IT Trends for 2023



Our December Information Technology peer group meeting discussed the key technology trends that will impact your strategic ambitions in the year ahead. Attendees heard from highly qualified speakers from Mark McDonald (Executive Advisor and University Lecturer), Tricia Perkins (Sr. Strategic HR Advisor at Lake

Effect HR & Law), and Don Sweeney (Founder & Intelligent Automation Leader at Ashling Partners) on technology trends, how to bridge the gap between remote and hybrid work, and the importance of AI and Automation to optimize business operations.

[Read the full story.](#)

Join us at the UW-Madison 2023 Research Bazaar



**INFORMATION  
INSIGHTS**

**Shaping Futures with  
Data and Computing**

**Research Bazaar  
February 22-23, 2023  
Discovery Building, UW-Madison**

UW-Madison's 2023 Research Bazaar will focus on the theme of Information Insights: Shaping Futures with Data and Computing. It will be mostly in person, February 22-23, at the UW-Madison Discovery Building.

The Research Bazaar (formerly the Data Science Research Bazaar) is an inclusive, community-building event at UW-Madison for researchers, data scientists, entrepreneurs and community members, including students. It is modeled on the internationally occurring Research Bazaar, a worldwide festival promoting the digital literacy emerging at the center of modern research. The aim of these events is to equip researchers from all career stages with the digital skills and tools required to do their research better, faster, and smarter.

[Learn more and register now.](#)

## **UPCOMING EVENTS**

*Note: Attending Peer Group or SIG meetings requires UWEBC [membership](#). All are virtual unless otherwise specified.*

### **January 9-10: EXPERIENCE MANAGEMENT BOOT CAMP**



**>> Held in person at the UW-Madison Pyle Center <<**

**Learn & Apply Essential XM Principles to Help Your Business Thrive: A Boot Camp in the Discipline of Experience Management** will teach the fundamental

competencies required to build and mature your XM, CX, and EX programs and provide an unparalleled opportunity to look at

your business through a new lens, giving you the language and tools to raise the bar on experiences with your brand. It will be held on January 9-10, from 9:00am-4:00pm each day, at the UW-Madison Pyle Center. *Open to members and non-members alike.*

[More information and register »](#)

### **January 13: CONTACT CENTER QUALITY MONITORING SPECIAL INTEREST GROUP MEETING**

Connect with fellow practitioners on what is happening in the contact center Quality Monitoring space. This is the first official meeting of this new Special Interest Group!

[More information and register »](#)

### **January 19: FUTURE OF CONTACT CENTERS SPECIAL INTEREST GROUP MEETING**

**Omnichannel: What will it take to turn this goal into a reality?** Connect with fellow contact center practitioners on the reality, goals, and value of creating an Omnichannel Contact Center to learn from each other how we could finally make it possible. This is the first official meeting of this new Special Interest Group!

[More information and register »](#)

### **January 25: SUPPLY CHAIN MANAGEMENT PEER GROUP MEETING**

**Supply Chain Transformation: Planning, Executing and Managing Change.** Discuss supply chain transformation successes and challenges with peers.

[More information and register »](#)

### **January 31: INFORMATION TECHNOLOGY PEER GROUP MEETING**

**Building an Effective Enterprise Technology Roadmap.** Learn how to build an enterprise technology roadmap that effectively links business objectives back to strategic technology initiatives.

[More information and register »](#)

### **February 2: CONTACT CENTER WORKFORCE MANAGEMENT SPECIAL INTEREST GROUP MEETING**

Connect with fellow practitioners on what is happening in the contact center workforce management space.

[More information and register »](#)

### **February 3: HUMAN RESOURCES SPECIAL INTEREST GROUP MEETING**

**Executive Roundtable on Current and Emerging HR Issues.** Share and discuss pressing issues and hot topics with fellow HR leaders and take away

actionable ideas.

[More information and register »](#)

### **February 9: MARKETING PEER GROUP MEETING**

>> [Available in person and online!](#) <<

**From Boring to Bold: How Generative AI is Helping Marketers Generate Compelling Creative Content.** Learn how you can start adopting revolutionary technology before your competitors do.

[More information and register »](#)

### **February 14: TRADE COMPLIANCE SPECIAL INTEREST GROUP MEETING**

**Trade Compliance Initiatives and Challenges.** Discuss trade compliance initiatives and challenges with fellow members and the broader trade community.

[More information and register »](#)

### **February 15: AGILE IT SPECIAL INTEREST GROUP MEETING**

**Optimizing Value Stream Management for Agile.** Learn how to harness the power of value stream management to enhance innovation, optimally balance resources, and fuel dramatic improvements in delivery.

[More information and register »](#)

### **February 23: CUSTOMER SERVICE PEER GROUP MEETING**

>> [Available in person and online!](#) <<

**Strategies for Managing Change in Customer Care Organizations.** Grow with your industry peers in this exciting forthcoming event!

[More information and register »](#)

### **February 28: PREDICTIVE ANALYSIS SPECIAL INTEREST GROUP MEETING**

**Leveraging Data Governance and Ethics to Promote Responsible Data Use.** Join us as we launch our new predictive analytics special interest group by taking a deep dive on the topic of data governance and ethics.

[More information and register »](#)

**[View the full meeting calendar.](#)** This calendar is updated in real-time. Keep an eye out for topics that interest you so you can mark them on your calendar!

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## **Join a LinkedIn Group and stay connected**

[UWEBC Customer Service](#)

[UWEBC Information Technology](#)

[UWEBC Marketing](#)

[UWEBC Supply Chain Management](#)

[UWEBC Human Resources Executives](#)



*Please note: You need to be a UWEBC member to join a private group, but anyone can connect with us via our [main LinkedIn page](#).*



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