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A NEW ERA IN PRODUCT LIFECYCLE INNOVATION

SESSION ID: SE1349P

SERVICE LIFECYCLE MANAGEMENT AND SUSTAINABILITY

SPEAKER(s):

Michael Blumberg

President & CEO, Blumberg
Advisory Group

Dave Duncan

VP Sustainability, PTC

John Carroll

CEO & Founder, The Service
Council

Sara Cerruti

Sr. Director, Global Customer
Transformation, PTC

May 17, 2023

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MODERATOR & PANELISTS

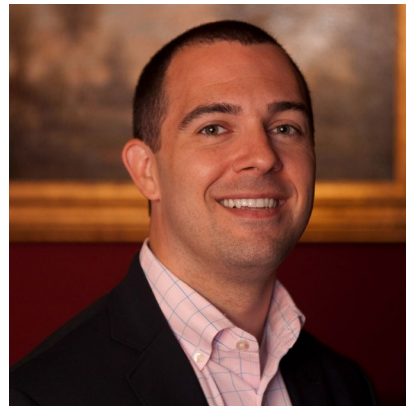
■ Michael Blumberg, Moderator

- President & CEO, Blumberg Advisory Group
- 20+ years of strategic planning, market research, M&A, process improvement, and other expertise in industrial, IT, automation, and other industries



■ John Carroll, Panelist

- CEO & Founder, Service Council
- 20+ years of sales, marketing, and research experience spanning enterprise software, research, and emerging technology markets



■ Dave Duncan, Panelist

- VP Sustainability, PTC
- 25+ years of industrial, professional services, portfolio management, digital transformation, and executive leadership experience



■ Sara Cerruti, Panelist

- Senior Director, Global Customer Transformation, PTC
- 20+ years of industrial operations, process improvement, project management, and professional advisory, experience



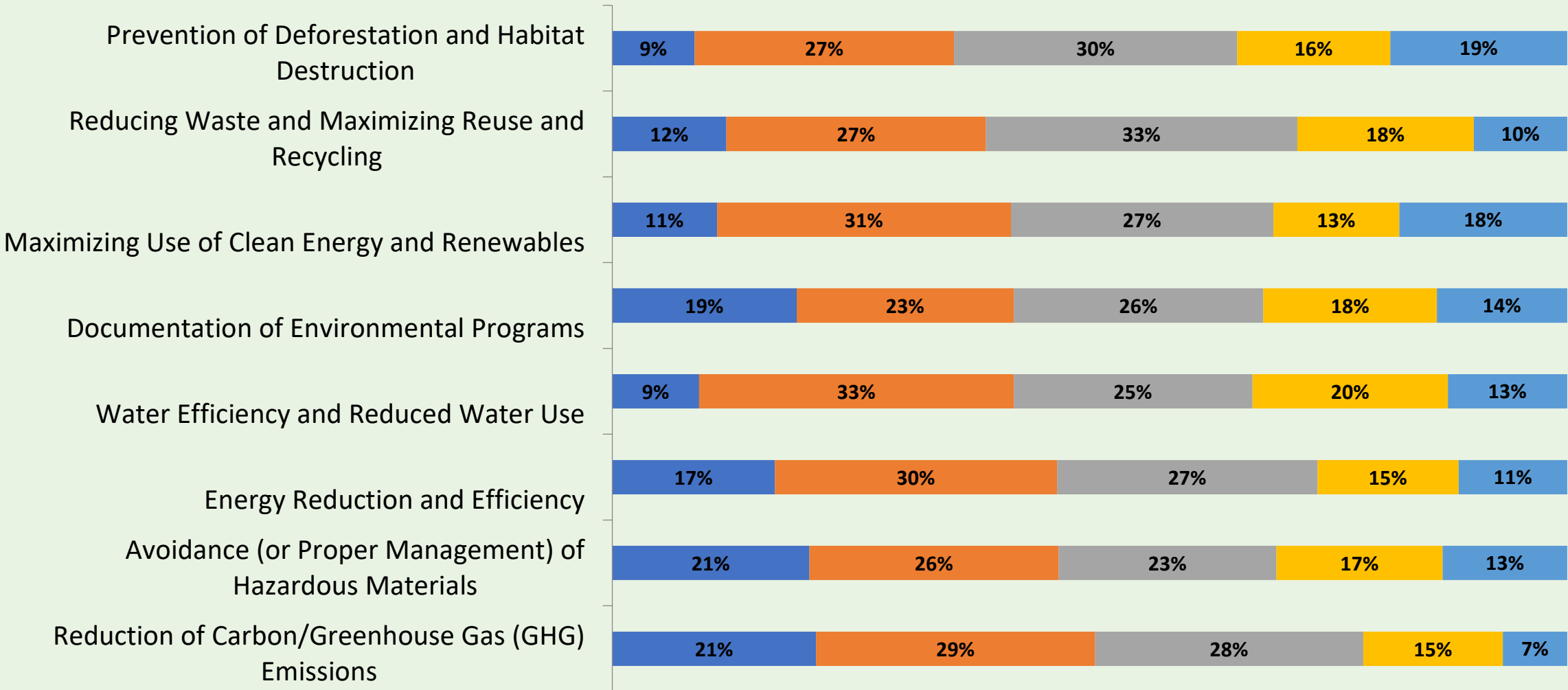


SLM & SUSTAINABILITY – HOW HAS ITS IMPORTANCE CHANGED?



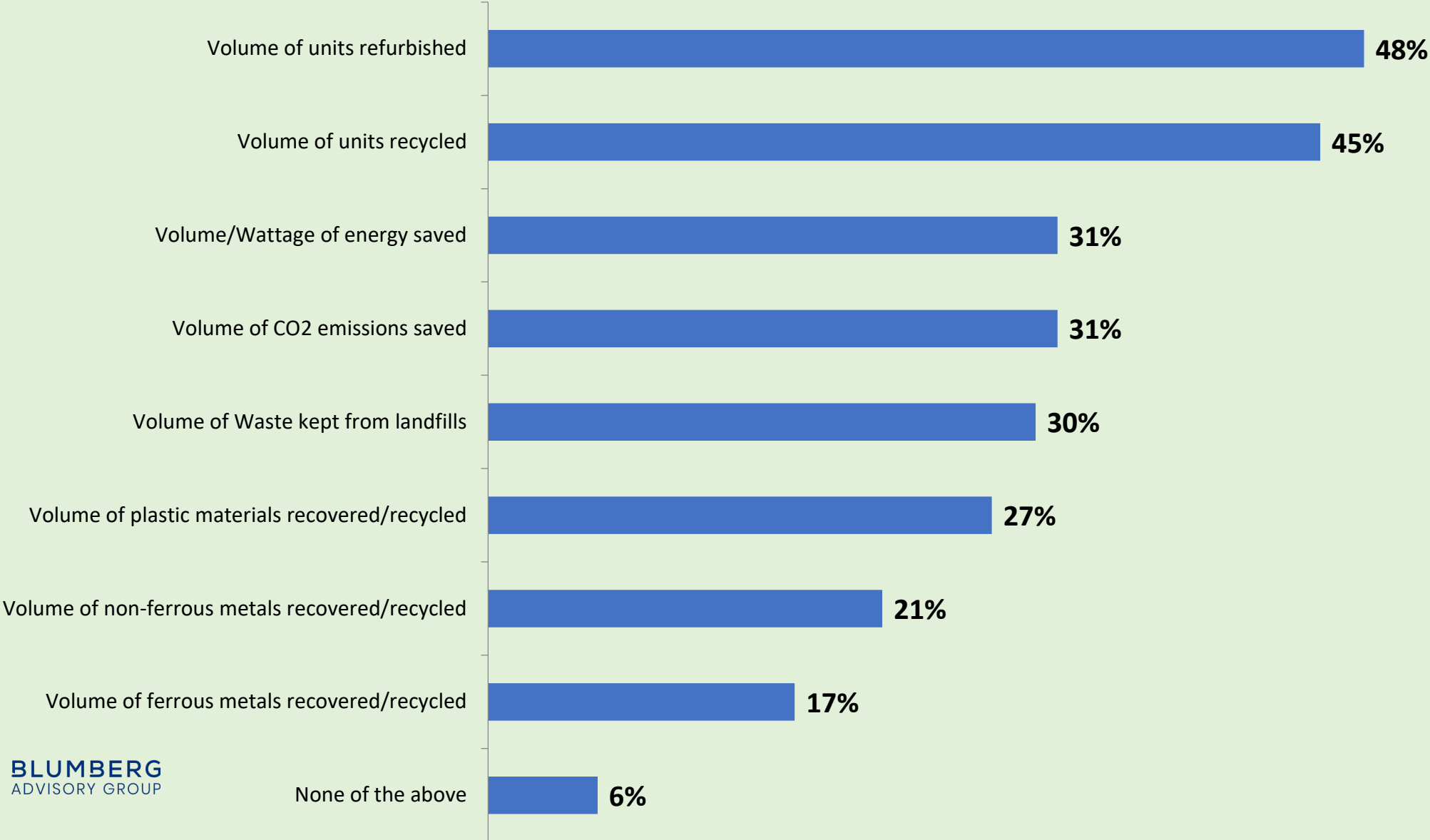
**HOW IS THIS CHANGING
FIELD SERVICE & HOW
SUCCESS IS MEASURED?**

How prepared is your Service Supply Chain to meet environmental objectives?



■ Completely
 ■ Mostly
 ■ Moderately
 ■ Slightly
 ■ Not At All

Has your Service Supply Chain organization established any performance targets for the following sustainability metrics?





**WHAT CONFLICTS MUST BE
OVERCOME?**



**WHAT DOES THE FUTURE
OF SUSTAINABILITY LOOK
LIKE IN SLM?**



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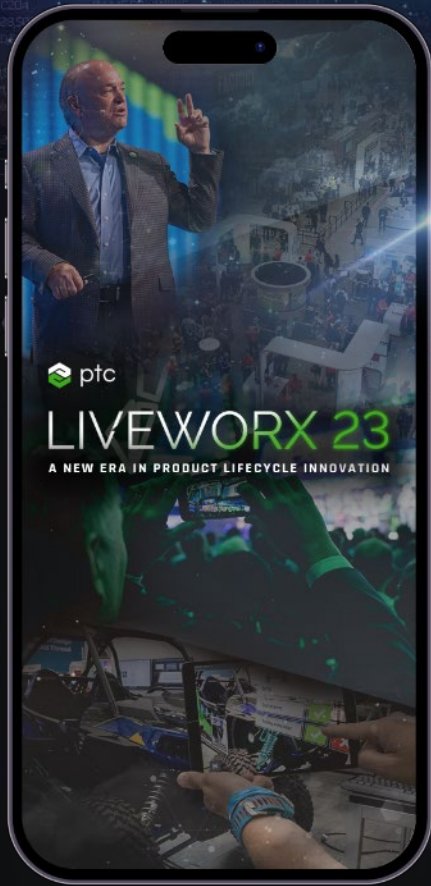
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THANK YOU

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