



AGENDA

48 HOURS

2,000 PEOPLE | 150 EXHIBITORS | 70 RETAIL EXPERTS



RETHINKING RETAIL 2018

The Retail Retreat & Expo

Tuesday 15th & Wednesday 16th May | Citywest Convention Centre | Dublin



TUESDAY 15TH

TIME	SPEAKER	SESSION TITLE	STAGE
09.00 - 10.45		EXPO NETWORKING ENERGIZE@THE FOOD VILLAGE	
10.45 - 11.30	BRIAN CODY Manager of the Kilkenny Hurling Team	MANAGING SUCCESSFUL TEAMS	MAIN
11.45 - 12.30	DECLAN RONAYNE CEO Woodies	ADDING COLOUR TO WOODIES	MAIN
	JENNIFER KENNEDY Managing Director JKC	CREATING A COMPELLING & PROFITABLE PRODUCT RANGE FOR YOUR VISITOR FACING BUSINESS	RETAIL IN MOTION
	KEVIN McCARTHY Managing Director Garvey Group	GARVEY'S FOOD REVOLUTION	RETAIL INSIGHTS
	ANDREW JOHNSTON Managing Director Johnston Shopfitters	THE STORE OF THE FUTURE	INNOVATION
	ALAN COLEMAN CEO Wolfgang Digital	HOW TO BENCHMARK YOUR WEBSITE'S KPIS	eCOMMERCE
	DAVID DUNLEAVY Strategic Business & Insights Manager AIB	THE POWER OF ANALYTICS IN RETAIL	PAYMENTS & TECH
	SINEAD SWEENEY Change & Communications Manager Revenue	PAYE MODERNISATION IS COMING	SUPPLIER
	JOHN MADIGAN CEO SBCI	FINANCE FOR IRISH SMEs	SUPPLIER
12.30 - 13.45		EXPO NETWORKING REFUEL@THE FOOD VILLAGE	
13.45 - 14.30	BOB PHIBBS The Retail Doctor	YOU CAN COMPETE	MAIN
14.45 - 15.30	KEVIN KEANEY CEO The Works	WHY FAIR COMPETITION IS GOOD FOR EVERYONE	MAIN
	JEAN MCCABE Owner Willow Boutiques	DELIVERING AN UNFORGETTABLE CUSTOMER EXPERIENCE INSTORE & ONLINE	RETAIL IN MOTION
	PAT O'CONNELL Owner K O'Connell Fishmongers at The English Market	HOW TOWNS CAN WORK TOGETHER TO BE LIKE THE ENGLISH MARKET	RETAIL INSIGHTS
	BRIAN GOFF Co-Founder Emerald Green Baby	SELLING ONLINE IN CHINA	INNOVATION
	CRISTINA AVRAMOV Partner Manager Amazon	USING AMAZON TO GROW YOUR BUSINESS ONLINE	eCOMMERCE
	JAMES FINGLAS & KEITH HANLY MJ Flood	THE APPLICATION OF TECHNOLOGY IN RETAIL TO DRIVE COMMERCIAL SUCCESS	PAYMENTS & TECH
	SHANE TAYLOR Senior Designer StudioForty9	HOW GOOD DESIGN CAN BOOST CONVERSION	SUPPLIER
15.45 - 16.30	NIALL LAWLOR CEO Søstrene Grene Ireland	MAKING SHOPPING AN EXPERIENCE AT SØSTRENE GRENE	MAIN
	MARGARET MCDONALD Global Retailer	MY CAREER IN RETAIL	RETAIL IN MOTION
	ROSLYNN LEE SYMMONS Director Grant Thornton	DATA ANALYTICS - WHAT IS IT? AND WHY USE IT?	RETAIL INSIGHTS
	MATTHEW BROWN Founder Director The Echochamber	FOOD! GLORIOUS FOOD!	INNOVATION
	CONOR COCHRANE Inglot	USING SOCIAL MEDIA TO DRIVE BRAND AWARENESS AND INCREASE SALES	eCOMMERCE
	JANNE KARPPINEN Vice President Merchant Development UK & Ireland Mastercard	MASTERCARD INSTALLMENTS - HOW THIS CAN INCREASE CONSUMER SPEND IN YOUR BUSINESS	PAYMENTS & TECH

15.45 - 16.30	JP L'ESTRANGE Head of Corporate Sales Me2You Gift Card	USING TECHNOLOGY TO IMPROVE STAFF RETENTION AND RECOGNITION	SUPPLIER
16.45 - 17.30	DAVID MCWILLIAMS Economist, writer, broadcaster and journalist	THE AGE OF DISRUPTION - WHAT TO EXPECT	MAIN
18.00	DRINKS RECEPTION	DINNER - AFTERDINNER SPEAKER - PAUL O'CONNELL	THE LAKES SUITE

WEDNESDAY 16TH

TIME	SPEAKER	SESSION TITLE	STAGE
08.30 - 10.00		EXPO NETWORKING WAKEUP@THE FOOD VILLAGE	
10.00 - 10.45	ANDREW MCMILLAN Formerly of John Lewis	MY 3 DECADES AT JOHN LEWIS	MAIN
11.00 - 11.45	DEIRDRE DEVANEY Head of Global Beauty Aer Rianta International SHARON YOURELL MD Think Plan Do Consulting MARINA BLEAHEN MD ActionCOACH RICHARD GARRETT Product Marketing Manager Philips Lighting THE GALWAY PLAYER Kieran O'Malley Blogger WINJNAND JONGEN CEO Thuiswinkel.Org MARK CUMMINS Co-Founder Pointy SEAMUS MCHUGH CBE & DONAL VAUGHAN, VAUGHAN'S SHOES	THE CHANGING FACE OF RETAIL HOW TO FAVOURABLY INFLUENCE YOUR CUSTOMERS' PURCHASE DECISION JOURNEY CREATING THE ULTIMATE EMPLOYEE ENGAGEMENT EXPERIENCE TURN YOUR STORES INTO STORIES - HOW LIGHTING TECHNOLOGY CAN ATTRACT, ENGAGE AND CONVERT CUSTOMERS! THE IMPORTANCE OF INFLUENCERS IN A DIGITAL WORLD THE END OF ONLINE SHOPPING - THE FUTURE OF RETAIL IN A WORLD THAT IS ALWAYS CONNECTED RESEARCH ONLINE, BUY OFFLINE - HOW TRADITIONAL RETAIL CAN APPEAL TO DIGITAL SHOPPERS HOW TECHNOLOGY HAS ENABLED VAUGHAN'S SHOES TO COMPETE GLOBALLY - Q&A IN PARTNERSHIP WITH CBE	MAIN RETAIL IN MOTION RETAIL INSIGHTS INNOVATION eCOMMERCE PAYMENTS & TECH SUPPLIER SUPPLIER
12.00 - 12.45	JOE BARRETT Co-Owner Petrogas Group (Applegreen) EMER TAHENY Operations Manager Appliances Delivered CORMAC TOBIN Former CEO Ceesio UK & Ireland ALAN DONNELLY Head of Retail The Guinness Storehouse GER KEOHANE Founder StudioForty9 KARINA KELLY www.mypicdrop.com GARETH GENOCKEY Sales Manager Sky Media PAUL CUMMINS Managing Director SeaChange	FROM SME TO IPO - THE INCREDIBLE STORY OF THE RISE AND RISE OF APPLGREEN ECOMMERCE FRAUD PREVENTION TECHNIQUES MY LIFE IN RETAIL HOW WE INNOVATE TO REMAIN EUROPE'S MOST VISITED DESTINATION ONLINE & OFFLINE ECOMMERCE SELLING ONLINE FOR THE FIRST TIME - YOU CAN, YOU WILL AND IT WILL BE GREAT! SKY ADSMART - THE POWER OF ADDRESSABLE TV HAS ARRIVED! SEPARATING YOURSELF FROM THE HERD; IMPROVE YOUR SAFETY CULTURE TO MANAGE INSURANCE COSTS	MAIN RETAIL IN MOTION RETAIL INSIGHTS INNOVATION eCOMMERCE PAYMENTS & TECH SUPPLIER SUPPLIER
12.45 - 14.00		EXPO NETWORKING RECHARGE@THE FOOD VILLAGE	
14.00 - 14.45	MIKE LOGUE CEO Dreams MATTHEW BROWN Founder Director The Echochamber IGERRY SCULLY Managing Director MTS Security	TURNING DREAMS INTO REALITY THE 10 PILLARS OF RETAILING EXCELLENCE CRIME PREVENTION AND DETECTION THROUGH DNA INTRUDER SPRAY	MAIN RETAIL IN MOTION RETAIL INSIGHTS

14.00 - 14.45	<p>MICHAEL WALSH Chief Executive Waterford City & County Council</p> <p>JAMES WHITE Head of UK & Ireland NOSTO</p> <p>BRIAN WALSH Head of Tax & Financial Planning KEVIN DOHERTY Associate Director Davy Wealth Management</p> <p>MAEVE O'DWYER Head of Service Delivery, Quality & Marketing DPD Ireland</p>	<p>THE WATERFORD STORY - BIG PLANS FOR A BIG CITY</p> <p>WHY PERSONALISATION MAKES FOR A WINNING ECOMMERCE STRATEGY</p> <p>FINANCIAL PLANNING - MANAGING WEALTH IN CHALLENGING TIMES</p> <p>#LAWSOFDELIVERY</p>	<p>INNOVATION</p> <p>eCOMMERCE</p> <p>PAYMENTS & TECH</p> <p>SUPPLIER</p>
15.00 - 15.45	<p>HENRY DIMBLEBY Co-Founder LEON Restaurants</p> <p>ALF DUNBAR Founder You Are The Difference</p> <p>JIM O'MEARA Garda Crime Bureau</p> <p>EMMA COLLINS Creative Consultant Collins & Co</p> <p>AIDAN BLAKE Google</p> <p>GDPR PANEL DISCUSSION</p> <p>TOM SMYTH Sales Executive Fujitsu</p> <p>DEE MURPHY Head of Employer Branding JOBBIO</p>	<p>LEON - FROM KITCHEN TABLE TO HIGH STREET; BUILDING A FAST FOOD BRAND</p> <p>DELIVERING WORLD CLASS SERVICE STANDARDS</p> <p>CURRENT BUSINESS FRAUDS</p> <p>CREATING A POSITIVE CULTURE IN YOUR STORE</p> <p>HOW TO DEVELOP A CUTTING EDGE DIGITAL MARKETING STRATEGY</p> <p>Victor Timon, Head of Commercial Technology, Consultant Maples & Calder Dale Sunderland, Deputy Commissioner at Data Protection Commissioner Ireland Mike Harris, Cyber Security Partner Grant Thornton Moderator Lorraine Higgins Deputy CEO Retail Excellence</p> <p>DIGITISATION OF THE RETAIL EXPERIENCE</p> <p>BUILD YOUR BRAND, TELL YOUR STORY</p>	<p>MAIN</p> <p>RETAIL IN MOTION</p> <p>RETAIL INSIGHTS</p> <p>INNOVATION</p> <p>eCOMMERCE</p> <p>PAYMENTS & TECH</p> <p>SUPPLIER</p> <p>SUPPLIER</p>
16.00 - 16.45	<p>BLAINE CALLARD CEO Harvey Norman</p> <p>JOHN HEALY Maitre'd The Restaurant (RTE)</p> <p>PAUL KELLY The Man Behind Mattress Mick</p> <p>BOB PHIBBS The Retail Doctor</p> <p>PAUL O'HEA Director Inish Pharmacy</p> <p>CHARLES LEWINGTON CEO/Founder Hanover</p> <p>RICHARD GARRY Sales & Marketing Manager Autoaddress</p> <p>BRIAN WALSH Packing Technologist Manager</p>	<p>EXPLORING THE RETAIL APOCALYPSE & OTHER DIGITAL FAIRYTALES</p> <p>BRINGING HOSPITALITY TO THE RETAIL INDUSTRY</p> <p>THE MARKETING OF MATTRESS MICK</p> <p>YOU CAN COMPETE</p> <p>OVERVIEW OF AN IRISH ONLINE SUCCESS STORY</p> <p>OPPORTUNITIES IN THE UK FOR IRISH RETAILERS POST BREXIT</p> <p>SIMPLIFY YOUR ECOMMERCE CHECKOUT AND REDUCE RETURNS</p> <p>PLASTIC PACKAGING AND THE RETAILER DILEMMA</p>	<p>MAIN</p> <p>RETAIL IN MOTION</p> <p>RETAIL INSIGHTS</p> <p>INNOVATION</p> <p>eCOMMERCE</p> <p>PAYMENTS & TECH</p> <p>SUPPLIER</p> <p>SUPPLIER</p>
16.45 - 17.30	MAGNUS LINDKVIST Trendspotting Futurologist	HOW TO 'RE' RETAIL	MAIN



Merchant Services

amazinginstore

Bewley's 1840

DAVY



dpd



gsls

OLIVE

SF9

StudioForty9

Ecommerce & Web Development



Grant Thornton
An instinct for growth



k3retail
the new possible

MAPLES

JOHNSTON
we get retail

excel

OS

OutsourcedClientSolution

mj flood



POSITIVE PROSTRATEGY RETAIL



nosto



radius technologies
Unified Communications

GLORY

JOBBIO