# How IoT is Changing the Electrolux Service

- ➤ *Electrolux Professional experience with introducing IoT in the field - challenges and management of the field network.*
- ➤ *Feedback from early experiences: integration of the three product lines and digitalisation.*
- ➤ *Case studies in various countries in Europe and outside with direct and indirect service model. Enabling and being enabled by Essentia, the Electrolux Professional service product.*
- ➤ *Early pricing models and framing into the wider digital transformation of Electrolux Professional.*

Service Lunch: „Eating, Learning, Networking"
12. September 2019, 12.15h – 13.30h

ZHAW Zürich, Lagerstrasse 41 (close to main train station Zürich), room ZL E0.11
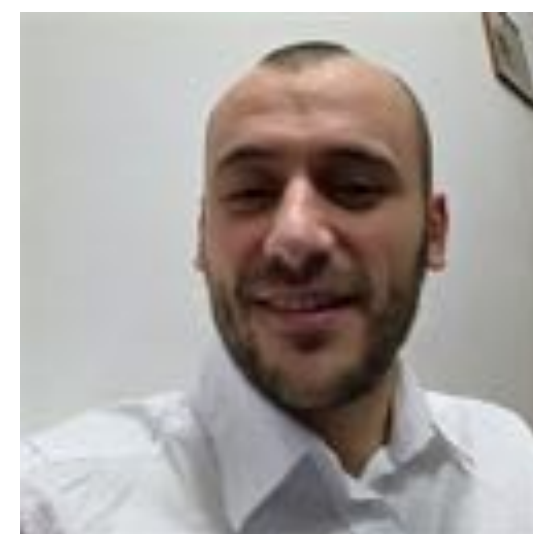
Key Speaker

Paolo Mauri *)

Customer Care Connectivity &

Technology Director

Electrolux Profesional

*) remote speech, locally represented by Cosimo Barbieri

Registration: https://ch.xing-events.com/IoTService

- Number of places limited
- Brown bag lunch
  (Please bring your own food)

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Swiss Alliance for
Data-Intensive Services

Organizer: Expert Group Smart Services

Our mission is to discover and apply best practice methodologies for designing data-intensive services that create personal and business value of data for users in their specific context.

A structured abstract of the talk will be pubished in a book (pdf format)

Map for location Lagerstrasse 41:

- Please use entry door with red arrow and get directly to the room E0.11 on the ground floor.
- Please find a bigger map here:
  https://www.zhaw.ch/storage/shared/hochschule/lageplaene/lageplan-zuerich-zentrum-lagerstrasse.pdf