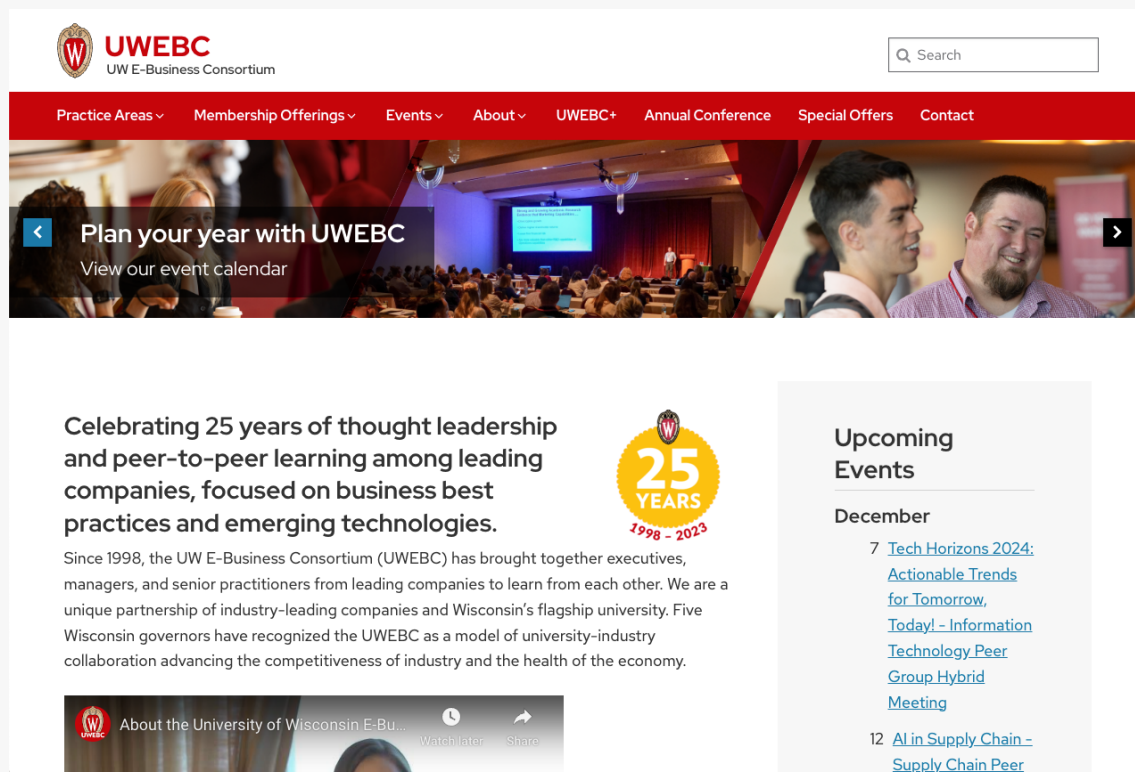


December 2023

New UW EBC Website Coming Soon!

As we stand on the brink of a new year, we're thrilled to bring you some incredibly exciting news! In January, we will be unveiling a completely revitalized website, designed to provide you with an even more seamless and enjoyable online experience. Our dedicated team has been hard at work, and the result is a website that not only boasts a cleaner and more modern design but also promises enhanced navigation that will make your journey through the UW EBC digital space more intuitive than ever before.

At the heart of this transformation is a commitment to improving your overall user experience. We understand the importance of a website that not only looks great but also functions effortlessly, and we believe this upgrade will be a game-changer for your interactions with the UW EBC platform. Stay tuned for the grand unveiling – we can't wait to share this exciting development with you!



The screenshot shows the UW EBC website homepage. At the top left is the UW EBC logo. To its right is a search bar. Below the logo and search bar is a red navigation bar with the following items: Practice Areas, Membership Offerings, Events, About, UW EBC+, Annual Conference, Special Offers, and Contact. Below the navigation bar is a large banner image showing a conference or meeting. Overlaid on the banner is a dark box with the text "Plan your year with UW EBC" and "View our event calendar". Below the banner is a section titled "Celebrating 25 years of thought leadership and peer-to-peer learning among leading companies, focused on business best practices and emerging technologies." To the right of this text is a circular logo with "25 YEARS" and "1998 - 2023". Below the text is a paragraph: "Since 1998, the UW E-Business Consortium (UW EBC) has brought together executives, managers, and senior practitioners from leading companies to learn from each other. We are a unique partnership of industry-leading companies and Wisconsin's flagship university. Five Wisconsin governors have recognized the UW EBC as a model of university-industry collaboration advancing the competitiveness of industry and the health of the economy." Below this paragraph is a social media share bar. To the right of the main text is a section titled "Upcoming Events" with a sub-section for "December". It lists two events: "7 Tech Horizons 2024: Actionable Trends for Tomorrow, Today! - Information Technology Peer Group Hybrid Meeting" and "12 AI in Supply Chain - Supply Chain Peer".

To make this experience even more tailored to your needs, we invite you to be a part of our user testing program. If you're interested in getting a sneak peek of the new look while providing valuable feedback to help us ensure that our website meets the diverse needs of our members, please fill out the form on the page linked below. Your input is invaluable in shaping the future of UW EBC's online presence.

[Learn more and become a tester](#)

Welcome our newest staff member: Tom Hershberger

It is with great excitement that we extend a warm welcome to Tom Hershberger, who has joined the team as the UWEBC Marketing Practice Director.

Tom brings to the UWEBC more than three decades of leadership experience in marketing, sales, and product management with several renowned B2C and B2B companies. He has also served as an adjunct faculty member at UW-Madison for nearly 14 years. Tom's academic credentials include an MBA in marketing, an MS in biotechnology from UW-Madison, and an undergraduate degree in engineering from the University of Illinois.



We encourage you to join us in welcoming Tom to our UWEBC community and look forward to the opportunity to meet him at an upcoming event. His expertise and passion for cultivating a culture of shared knowledge will undoubtedly contribute to the continued success and growth of our community.

Featured Member Spotlight: Paul Nugent from Amcor Flexibles North America



This month, we are excited to feature Paul Nugent, Senior Director of Supply Chain at Amcor Flexibles North America! We spoke with him and got an insight into what he and his team are up to.

In his field of Supply Chain, Paul shares that the most significant trend he is seeing is the increasing focus that their customers want to be much more precise regarding inventory destocking, requests for just-in-time inventory, and requests for smaller shipments. Something exciting that Paul and his team are currently working on is to continue to focus on sustainability initiatives. Paul loves taking full advantage of his UWEBC membership to further his and his team's goals.

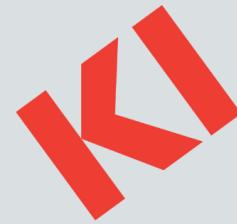
[Read the full story](#)

Welcome new members: UTAC, Fiskars, and KI

We are pleased to announce three new companies have joined UWEBC membership: UTAC, Fiskars, and KI!

UTAC

FISKARS®



UTAC stands at the forefront of the semiconductor industry, providing cutting-edge services that empower innovation and drive technological progress.

Fiskars, an industry leader renowned for its commitment to precision and innovation, has a heritage rooted in craftsmanship and a portfolio synonymous with excellence. Fiskars brings a wealth of expertise to our collaborative efforts.

Since the very beginning, KI has been doing more than manufacturing furniture: They've been listening, learning, and helping their customers create unique and inspiring spaces for the people they serve.

You can look forward to interacting with UTAC, Fiskars, and KI employees at upcoming meetings!

Strategies to Reduce Customer Effort and Increase First Contact Resolution

In the ever-evolving landscape of customer service, where every interaction matters, our recent Customer Service peer group meeting led by Matthew Cone provided a goldmine of strategies and insights to reduce customer effort and boost First Contact Resolution (FCR). The meeting featured illuminating presentations by Bill Price, a distinguished author and luminary in the field; Alex Paez-Gerstenhaber and Jesse Brud from Hy Cite; and Natalie Hall and Eddie Dusel of Schneider.

A video player thumbnail for a presentation titled "3. Intro to The Frictionless Organization". It features a circular profile picture of Bill Price on the left. The main area shows a slide with a flowchart and various logos. Below the slide is a play button icon. At the bottom, there is a quote: "there that are embedded units in use, the number of invoices that you might have." The background of the video player is black with a red bar at the bottom.

there that are embedded units in use, the number of invoices that you might have.

[Read the full story](#)

UPCOMING EVENTS

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

December 7: INFORMATION TECHNOLOGY PEER GROUP HYBRID MEETING

>> In-person and virtual options available! <<

Tech Horizons 2024: Actionable Trends for Tomorrow, Today! Dive into the most actionable tech trends for 2024 with UWEBC. Experience firsthand the fusion of innovation and community insights. Don't miss out!

[More information and register »](#)

December 12: SUPPLY CHAIN PEER GROUP MEETING

AI in Supply Chain. Join us to separate the hype from the reality of AI in the Supply Chain, complete with a case study from member company Plexus!

[More information and register »](#)

December 13: PRODUCT MANAGEMENT SPECIAL INTEREST GROUP MEETING

Addressing Misaligned Stakeholder Expectations: Harmonizing Visions for Product Success! Delve into the complexities of stakeholder expectations within product management. Explore the root causes of misalignment, understand its impact, and learn practical tactics to harmonize diverse visions, ensuring a cohesive and more successful product journey.

[More information and register »](#)

January 25: INFORMATION TECHNOLOGY PEER GROUP MEETING

Harnessing Emerging Technologies for Business Innovation. Kickstart 2024 with a deep dive into the future of business technology by joining fellow member companies to explore and discuss how AI, IoT, and advanced data analytics are revolutionizing diverse industries and how you can leverage these advancements for your company's strategic growth.

[More information and register »](#)

January 26: LEADERSHIP, CHANGE, AND ACTIVATION CROSS-FUNCTIONAL INTEREST GROUP MEETING

Join us at the inaugural event for this exciting new cross-functional interest group! Dive into universally impactful topics regarding Leadership, Change Management, and Strategy Activation with the UWEBC community.

[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!
