



3 Reasons to Join

- Gain the latest **USU insights**
- **Connect & network** with your community
- Experience **innovations** live on site

Europa-Park Rust
Confertainment Center
June 03 - 05, 2025

Plenary of USU World 2025 | June 04



Time	Title	Speaker
10:00 – 10:10	Welcome to USU World 2025	Anja Lange, Moderator
10:10 – 10:35	Welcome from the Management Board	
10:35 – 10:55	Keynote Work in Progress - topic is currently being finalized	
10:55 – 11:20	Keynote Work in Progress - topic is currently being finalized	
11:25 – 11:50	Keynote Work in Progress - topic is currently being finalized	
11:50 – 12:00	Summary & Outlook	Anja Lange, Moderator
12:00 – 14:30	Lunchbreak & Expo Visit	
From 14:30	User Groups in separate rooms	

User Group Meetings of USU World

IT Asset Management

June 04 | 14:30 – 18:00
June 05 | 10:00 – 13:30

Room: Traumpalast

[Learn more](#)

Customer Service Knowledge Management

June 04 | 14:30 – 18:00
June 05 | 10:00 – 13:30

Room: Bellevue

German only

IT Service Management

June 04 | 14:30 – 18:00
June 05 | 10:00 – 13:30

Room: Sanssouci

German only

IT Monitoring

June 04 | 14:30 – 18:00
June 05 | 10:00 – 13:30

Room: Salon Versailles

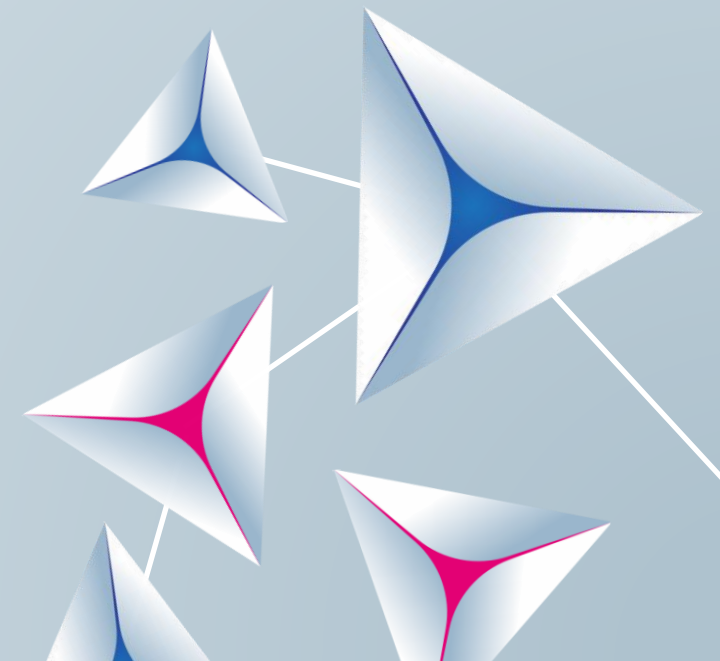
German only

Digital Consulting

June 04 | 14:30 – 18:00
June 05 | 10:00 – 13:30

**Rooms: Circus Celebration
Heinrich Mack**

German only



IT Asset Management | June 04

Time	Title	Speaker
14:30 – 14:40	Welcome	Lauran van Eyck, USU
14:40 – 15:00	Icebreaker: Speeddating	all
15:00 – 16:00	Strategic Roadmap	Olaf Diehl, USU
16:00 – 16:30	Coffee Break & Expo Visit	
16:30 – 17:15	Important new features & your feedback	tba
17:15 – 17:35	Keynote about FinOps & Saas	Christopher Brune, USU
17:35 – 17:55	Presentation Work in progress - topic is currently being finalized	tba
17:55 – 18:00	End of day 1 & outlook for day 2	Lauran van Eyck, USU

IT Asset Management | June 05

Time	Title	Speaker
10:00 – 10:05	Start of the second day	Lauran van Eyck, USU
10:05 – 11:30	Interactive World Café sessions about your current topics e.g. Artificial intelligence, more details will follow	
11:30 – 12:00	Coffee Break & Expo Visit	
12:00 – 12:30	Managed Services at DHL IT Services A look behind the scenes	Ales Trekoval, DHL IT Services
12:30 – 13:00	HiSolutions: Tool data more than just for a license balance	
13:00 – 13:30	Summary & Conclusion	Lauran van Eyck, USU
From 13:30	Lunch & Expo Visit (Until 15:00 Uhr)	