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# Keynote Case Study: Intercontinental Hotels Group

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Director of Global IT Services  
and Support

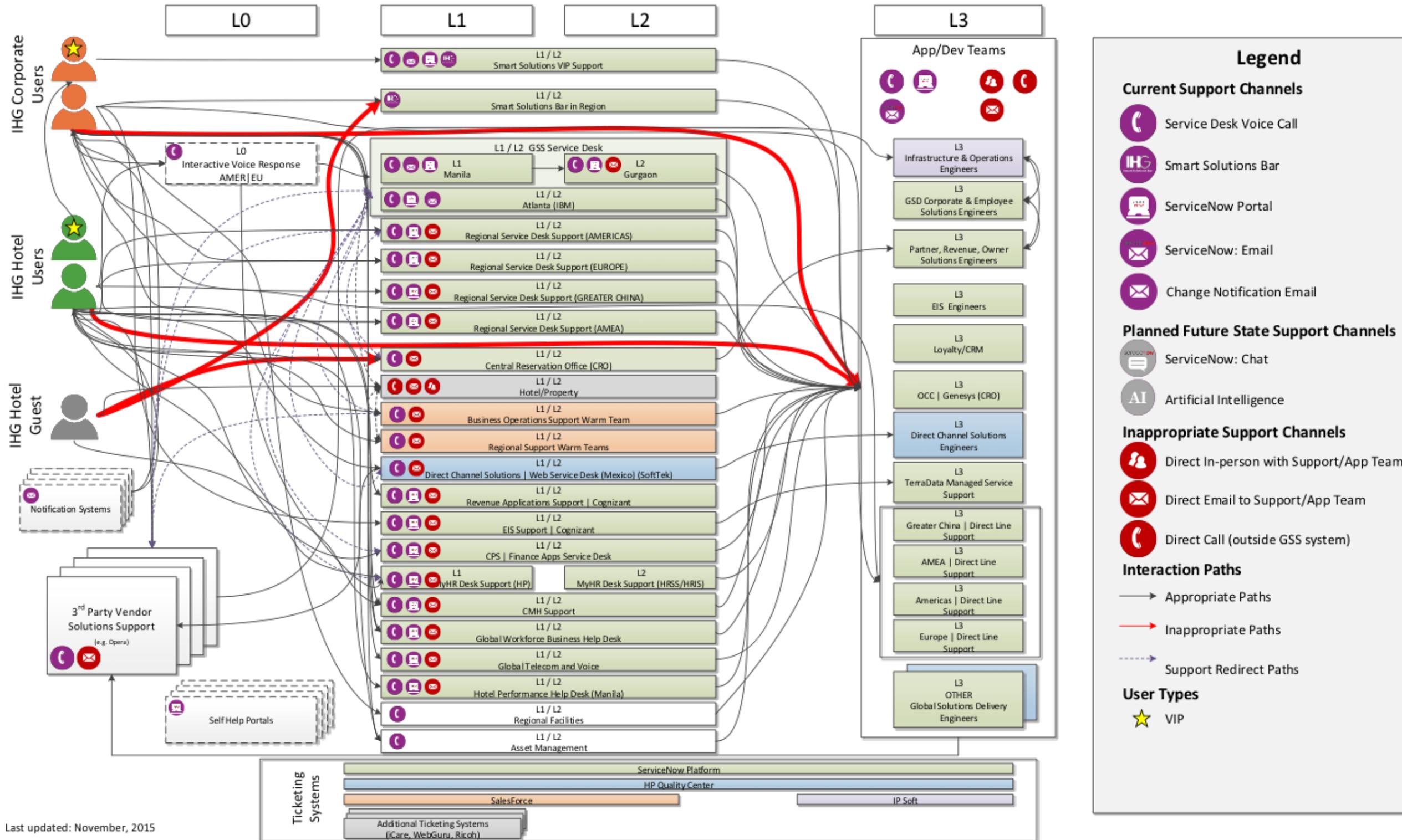


InterContinental Hotels Group

**Edwin van Bommel**

Chief Cognitive Officer





# Service and Support Interaction Model (Desired Future State)

