The Center for Supply Networks and Analytics is a center of excellence dedicated to research and education in the fields of supply chain management and business analytics. The mission of the Center is to be a leader in knowledge creation and dissemination in supply chain and analytics domains, in particular for the technology-intensive and advanced manufacturing firms.

The Center’s research activities and agenda seek to enhance the body of knowledge related to all major facets of supply chain management and business analytics. These activities culminate in insights targeted at both academic and managerial audiences.

Vision

• Be a World Class Center of Excellence for
  - Supply Chain and Business Analytics thought leadership
  - Supply Chain and Business Analytics expertise for high-tech and advanced manufacturing firms
  - World class graduate programs in SCM & BA
  - Cutting edge research in niche SCM and BA topics aligned with global challenges

Timeline

Contact the Center for Supply Networks and Analytics at CSNA@rpi.edu or (518) 276-2035.

Or visit us at: https://lallyschool.rpi.edu/centers-excellence/center-supply-networks-and-analytics

“Making Analytics Work: Experiences From the Field”

April 27, 2017

The Samuel F. Heffner Jr. ’56 Alumni House
Rensselaer Polytechnic Institute
Troy, New York

8:30 a.m. – Breakfast
9:30 a.m. – Industry Panel Session
11:00 a.m. to 1 p.m. – Student Poster Session and Lunch
**Abstract:** Building a data-driven organization is more challenging than he thought! Robert Fetterman will discuss how Turning Stone, a diverse resort property, implemented their analytics program. He will review the three foundations of change required: building an analytics infrastructure, strategically focusing the data and analytics effort on the highest value activities, and integrating data-based analysis into critical decision making. Bob will review key challenges faced in all of these areas, as well as major learning points along the analytics implementation voyage.

**Bio:** Robert Fetterman is vice president of finance for the Oneida Indian Nation and its business enterprises, including Turning Stone Resort Casino since May 2011. In this capacity, he oversees the finance and financial services departments. Fetterman was formerly chief financial officer of Sentry Group, a company with worldwide operations located in Rochester. He previously served as chief financial officer for Canandaigua Wine Company and also worked in public accounting. Fetterman earned his master’s degree in business administration from Harvard Business School and his bachelor’s degree from The College of William & Mary.

**Peter Hansen, Managing Director, Accenture Strategy Communications, Media and High Tech**

**Abstract:** Pete Hansen will discuss analytics and insights in action by sharing Accenture’s value proposition and presenting a demo showing how a major telco was able to create an omni-channel view of the customer journey and the insights gleaned.

**Bio:** Peter helps some of the world’s largest companies develop marketing, sales, analytic, talent, and organizational strategies to capitalize on digital disruption and respond to changing market forces. He leads Accenture’s global analytics and insights practice within the communication, media, and technology industries. With more than seventeen years of cross-industry experience, he specializes in the communications and high tech industries, as well as consumer packaged goods and pharmaceuticals. Peter is based in New York City.

**Patrick Howard, Software Builder, Educator, Investor, XIO Partners**

**Abstract:** Are you losing your customers to an algorithm? Pat Howard will present three snapshots of his recent work with two national retailers and a mid-market company to illustrate the importance of embracing open standards to compete effectively in the markets. Executives understand that while it is easy to collect data, it is much harder to create value. With these snapshots, Pat will provide a sketch of open standards in data and software practices that amplifies a company’s ability to operate as an agile competitor. He will briefly explore strategies and research in data governance and software delivery and some of the implications for open standards in the enterprise.

**Bio:** Patrick Howard is a general partner and product solutions leader for xio capital partners, a private equity firm. He is engaged in early-stage portfolio opportunities with a focus on digital product companies specialized in conversational commerce. He also serves as an advisor to enterprise and mid-market CIOs on topics related to software delivery, cognitive systems, and governance. Prior to joining xio in 2014, Pat served as the global consulting leader for cloud technologies at IBM Global Business Services, and led application development worldwide for IBM, reporting to the CIO. He led a transformation program for IBM, which radically changed core economics in software delivery for the company, and developed a new delivery model based on ‘social principles,’ which has been adopted by major companies across multiple industries. Pat is the author of three patents, a frequent conference speaker, and a lecturer at the University of North Carolina at Charlotte. He serves on the global advisory board for CAST software.