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### TUESDAY, February 25 / Day 1

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**10:00** Welcome Coffee and Check-in

Enjoy some coffee and get comfy. We look forward to seeing you!

Hannover Congress Centrum (HCC)  
Theodor-Heuss-Platz 1  
30175 Hannover

**Session 1**

**Welcome**

A warm welcome from our CEO and management team.

Michael Frankenberg

**Our Mobility Streams**

For the first time, we offer three streams this year. More content and more information for you! Our hosts of the three mobility streams of the 2nd day will introduce you to their content.

Imke Holtz, Phol Siebke,  
Marc Tönsing

**Updates from our Customer Projects**

Learn about the exciting projects which took place since our last HAFAS User Conference.

Sofie Käthe Agergaard  
Dirk Esters

**Sustainable Mobility**

**The Future of Urban Mobility – How Disruptive Are New Mobility Concepts?**

Welcome Stefan Weigele from Civity who will talk about insights on the usage of shared mobility.

Stefan Weigele, Civity

**The Backbone of Sustainable Mobility**

We believe that public transport will continue to be the backbone of sustainable mobility. Let's talk about it!

Stephan Sünderkamp

**App'etizer**

If we want mobility to be sustainable, we have to also make it attractive. This is where the apps come to play.

Philipp Tute-Kalkenings

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**12:45** Lunch Break (60 minutes)

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**13:45** Session 2

**Changing Mobility in Luxembourg**

Learn how Luxembourg deals with their transportation challenges. Mr Bausch, Deputy Prime Minister and Minister for Mobility and Public Works will share insights into Luxembourg's mobility strategy.

François Bausch,  
Deputy Prime Minister of  
Luxembourg

**The ÜSTRA Way – Shaping Mobility in the Hannover Region**

The „green“ city of Hannover has been the host to huge events such as EXPO 2000 and numerous large exhibitions. Dr. Klöppner, CEO ÜSTRA, will educate us on the regional approach to deal with these mobility challenges.

Dr. Volkhardt Klöppner,  
ÜSTRA

**MaaS – Will it Improve your Mobility Offering?**

Let us take the time to talk to Mr Bausch and Dr. Klöppner about their view on MaaS.

Thomas Wolf



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#### MaaS for Corporate Travel

MaaS provides a great opportunity for public transport to become a core element of corporate travel and for corporate businesses to offer sustainable and cost effective travel.

Eric Hofmeister, Siemens  
Maximilian Kaiser, Siemens

#### Booketing

The combination of booking and ticketing in MaaS platforms is centered around the user account. See how it works and where account-based ticketing comes in.

Robert Bichsel, Siemens  
Dr. Ulrich Lange, eos.uptrade

#### Next Generation Ticketing: XiXo

Tired of figuring out complex tariff structures? Let us explore how passengers can travel without the hassle.

Steven Ahlig  
Mathias Hüske, eos.uptrade

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15:40 Coffee Break (30 minutes)

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#### Session 3

##### Data is King: How Deutsche Bahn Improves Customer Service with HIM

Looking back at more than 10 years of a successful relationship. DB and HaCon share how they have created a comprehensive platform for nationwide disruption management and how they will take it to the next level.

Robert Meyer  
Björn Strojczek, Deutsche Bahn

##### From HIM to MIM

In an intermodal world, also disruptions need to be managed with an intermodal view. Learn how to keep all mobility stakeholders informed and helping your passenger to steer clear of trouble.

Peter von Grumbkow

##### HAFAS IoT Platform

How can we create a holistic regional mobility system? Well, first step is to gather and share all data needed to understand what is happening in your network.

Alexander Wehmeyer

##### Mobility Data Analytics – The Data Puzzle

Get more out of your data. Together with Verkehrsbetriebe Zürich, we have gained valuable insights which we would like to share with you.

Christoph Baur, VBZ  
Maximilian Kaiser, Siemens  
Christian Schwingenschlögl, Siemens

##### HAFAS Time Machine

Back to the future! In this session, we will demonstrate how to deal with customer rights in the most professional way.

Annika Schiebler  
Stephan Sünderkamp

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Exhibition

Glashalle

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19:15 Dinner

Zoo Hannover

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