



**8-9 JUNE 2016**

OLYMPIA, LONDON

## **Spotify confirmed for headline Keynote at SITS16 – The Service Desk & IT Support Show**

Rick Wacey and Daniel Vázquez, part of Spotify's internal IT team, are to host a headline Keynote case study at SITS16 – The Service Desk & IT Support Show, taking place at Olympia London, on 8-9 June 2016.

Spotify is one of the largest online music streaming companies in the world and they've been growing extremely fast – "600% growth in three years" fast. Last September, it was the highest new entrant in the prestigious CoolBrands Top 20 list, and earlier this month the company's CEO and founder Daniel Ek announced that Spotify now had 30 million paid subscribers (part of a total 75 million plus users).

IT support service owner Rick Wacey (who joined Spotify's IT team in 2011 as its fourth technician, and is now responsible for upholding service levels within the IT support team) and IT technician Daniel Vázquez (who joined in 2014) will discuss the challenges and opportunities of supporting a company enjoying phenomenal 'hypergrowth'.

"We're looking forward to giving SITS attendees an insight into how a large, global company, such as Spotify, can provide personal IT support to each and every employee," says Rick Wacey.

The case study (kicking off at 11.30am on 8 June) will outline how Spotify's IT support team went from managing requests by email to using Atlassian's JIRA and JIRA Service Desk. Takeaways include: how to scale service in a company with high growth and how to improve the face of IT. Plus, visitors will also get tips on coping with increased demand from employees (while still providing great service), and how they can set up their own internal Genius Bar kiosk for IT issues.

Previously confirmed Keynote speakers (for the show's two panel sessions) include Jon Buttriss, CEO of BCS; Steve Watt, CIO at University of St Andrews; Kaimar Karu, head of ITSM at Axelos; Adam Nash, EMEA sales manager at Webroot; Ian Aitchison ITSM and ITAM product director at LANDESK; and Roberto Casetta, international senior vice president & GM at HEAT Software. For further information, please visit [www.servicedeskshow.com/venue/keynote-theatre](http://www.servicedeskshow.com/venue/keynote-theatre).

SITS – The Service Desk & IT Support Show is firmly established as the go-to industry event for CIOs, service desk and help desk managers, IT directors, and senior IT decision-makers from across all business sectors, looking to improve the way that they work and do business. Now in its 22nd year, SITS annually attracts over 4,000 ITSM and IT support professionals.

In addition to the Keynotes, SITS comprehensive free education programme includes over 40 CPD accredited seminars in four dedicated theatres (including an extra theatre for 2016 to increase capacity), in-depth roundtable discussions, and essential breakfast briefings.

To view the full seminar programme, please visit [www.servicedeskshow.com/seminars](http://www.servicedeskshow.com/seminars).

### **Free registration now open**

"Making time to go to SITS is one of the best decisions of the year – it puts the fun back into ITSM," says Louise John, business officer at Essex Community Council.

For further information and to register, please visit [www.servicedeskshow.com](http://www.servicedeskshow.com) (direct link: <http://bit.ly/1UW2oWv>).

SITS16 attendees also benefit from free access to Infosecurity Europe 2016, co-located at Olympia.

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**Notes:**

*High res show photos are available upon request:*

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