

Event Announcement



Service Leaders Summit 2026

A hybrid event on **June 16 – 17**

hosted at & streamed from

JW Marriott Hotel Frankfurt



ISLA's 17th Conference on Customer Service, Lifecycle Solutions, and Spare Parts Logistics will be packed again with industry insights, information, and case studies from leading manufacturers. Arranged as an in-person event plus global online attendance.

Dear Colleague,

For us in manufacturing industries, the basics of service are maximum uptime, reliable spare parts availability, and process excellence — adapted to the customers' expectations. Yet these basics, while indispensable, are no longer enough in today's competitive markets. Machinery and equipment manufacturers must place customer-centricity at the core of their thinking to position themselves as trusted lifecycle partners. Modern industry is shifting from selling products to securing outcomes and customer lifetime value. By reimaging service a strategic growth engine and harnessing digital transformation, manufacturers can both build sustainable recurring revenue streams and deepen long-term customer relationship. Innovative, AI-enabled technologies are driving this transformation, while a clear servitization strategy, engaged people, and mutual trust among all stakeholders remain essential.

We are delighted to invite you to the Service Leaders Summit 2026 to explore the ongoing transformation in Customer Service, Lifecycle Solutions and Spare Parts Logistics. Meet peers from across industries, listen to presentations, contribute to interactive sessions, and discuss projects, initiatives and strategies that make service a powerful lever for a company's success. Our hybrid event combines a face-to-face meeting with connecting a global audience via the internet. We look forward to welcoming you to our conference on 16th and 17th June — hopefully face-to-face at the JW Marriot Hotel in Frankfurt or as an online attendee.



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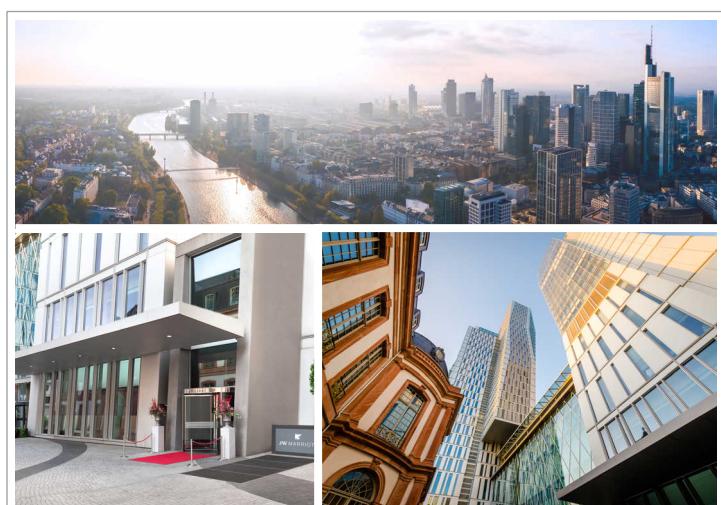


Ulf Nitz
ISLA Association
Coordinator

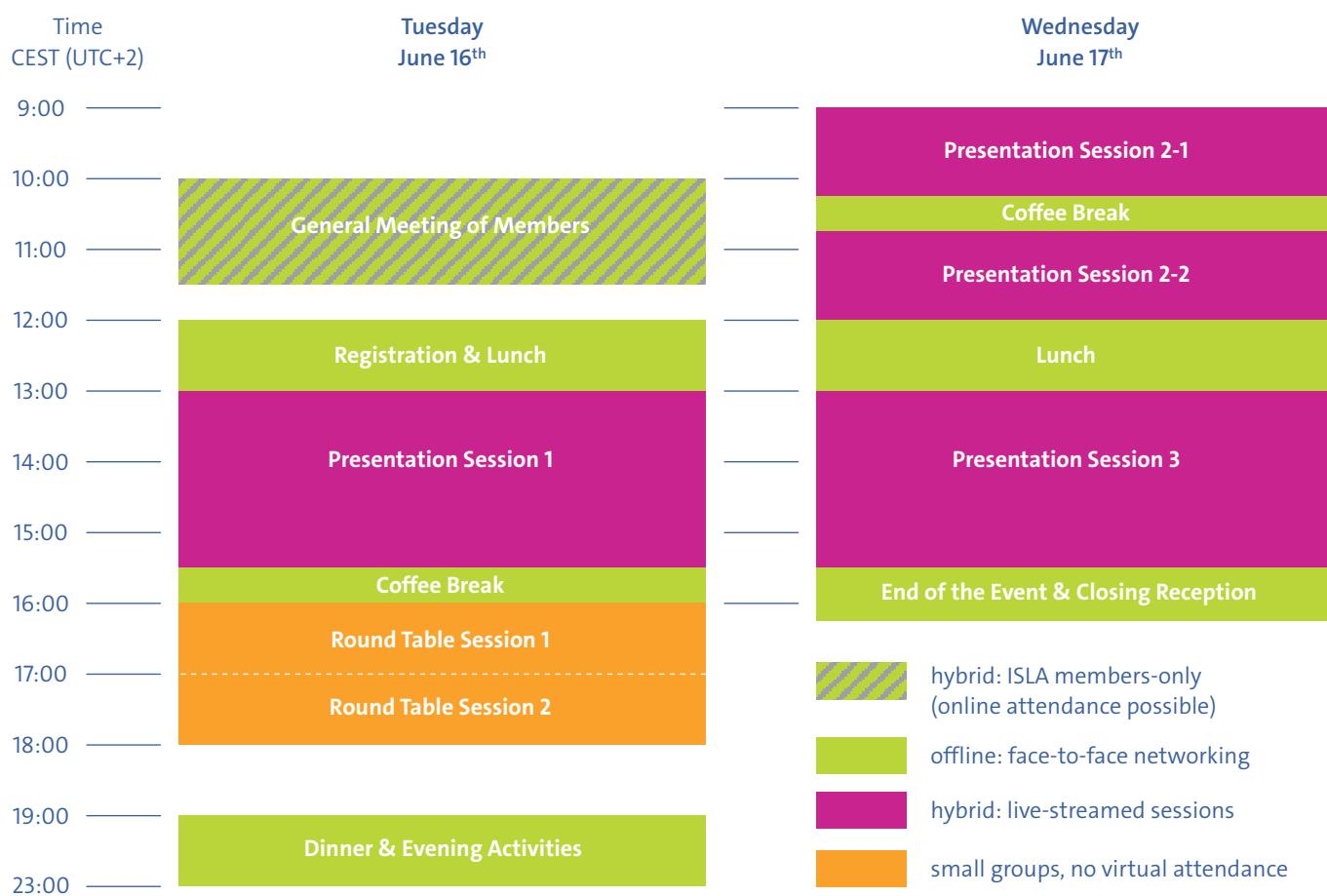


Venue

The Service Leaders Summit 2026 will be held as a hybrid event at the JW Marriot Hotel Frankfurt (Thurn-und-Taxis-Platz 2, 60313 Frankfurt am Main). With its thoughtfully designed meeting spaces which all enjoy natural daylight, the hotel provides an ideal setting for professional meetings and events. The main conference room underwent a soft renovation and redesign in 2025. Centrally located in the heart of Frankfurt, the JW Marriott offers convenient access to the financial district, major landmarks, and the River Main, with the New Old Town only a few minutes away. Frankfurt Airport (FRA) is a 20-minute drive, and the hotel is well connected to the main train station via the city's public transport network.



The Event at a Glance



Attending the Service Leaders Summit 2026 — if in person or online — you will have two days filled with inspiration, practical insight, and opportunities for Q&A. Join in fruitful discussions, and listen to presentations and in-depth case studies given by senior managers from leading manufacturers. They will address a broad range of topics and talk about their strategies, initiatives and projects in Customer Service, Lifecycle Solutions, and Spare Parts Logistics. We believe that even the most experienced and talented professionals can learn from one another, and the sharing of ideas and views among peers helps to define “best in class”, foster continuous improvement, and develop future-proof services — all the more if cross-industry. We have invited senior managers from across sectors to build up a panel of speakers that covers the diversity of manufacturing industries with their service and parts-intensive businesses.

About the conference

ISLA's annual summit was launched in 2007 with one simple ambition: to provide Europe's best forum for networking and the exchange among managers in Customer Service, Lifecycle Solutions, and Spare Parts Logistics. Since the first conference, we have been bringing together professionals from Agricultural Equipment and Machinery to Medical Technology and White Goods. They all strive for the highest customer satisfaction and operational excellence. They all can learn from each other, because they all deal with similar issues — no matter in which industry they are in. As our highlight event, the Service Leaders Summit has been held at leading hotels in vibrant cities like Berlin, Dusseldorf, Hamburg, Munich, Rotterdam and Vienna, or at scenic places like Bavaria's Lake Tegernsee and the banks of river Rhine. In 2020 and 2021, we went online due to Covid. With the Service Leaders Summit 2022, we returned to face-to-face meetings with great networking opportunities, but now always combined with the option of virtual attendance to connect service leaders for a most fruitful exchange of ideas and experience — no matter where they are in the world.

The Conference Speakers

The Service Leaders Summit presents a new list of speakers every year, featuring management board members, vice presidents, and directors from multi-national OEMs and equipment operators. With this, the conference has not only thought-leaders and trendsetters, but also managers tackling everyday issues. Last years speakers included **ABB** • Head of Global Service Line • **Applied Materials** • Data Science Manager Spare Parts Planning • **BHS Corrugated** • Head of BU Lifecycle • **BOBST** • Director Distribution • **Bühler** • Head of Parts Delivery Network • **Burckhardt Compression** • President Services Division • **Bystronic** • Chief Service Officer • **Crown** • Director Customer Support EMEA • **Festo** • Head of Sales Operations Service & Support • **GEA** • Head of Digital Unit Food & Healthcare Technologies • **GF Machining Solutions** • Head of Sales & Support • **Heidelberg** • Chief Digital Officer • **Iveco Group** • Head of Customer Service BU Truck • **Jungheinrich** • Vice President After Sales • **Manitou** • President Services & Solutions • **Metso** • Vice President Equipment Performance • **Nordex** • SVP Service Europe • **Philips** • Head of Customer Experience • **Porsche** • Director Aftersales Marketqualification & Processes • **RATIONAL** • Managing Director Technical Services • **Rosenbauer** • SVP Customer Service and Digital Solutions • **Schindler** • Global Head Existing Installation • **Siemens Gamesa** • Global Head of Service Supply Chain & Logistics • **Siemens Healthineers** • SVP Customer Service Managed Logistics • **Terex** • Director Dealer Digital Solutions • **Tetra Pak** • Program Manager Predictive Maintenance • **thyssenkrupp Polysius** • Head of Global Service Operations • **TK Elevator** • Sr. Manager Global Service Transformation • **Tomra** • Vice President Global Service Food Sorting • **Trane Technologies** • Aftermarket Director Global Marine, Rail & Air • **TRUMPF** • Business Process Mgr. Global Service Center • **Viessmann Climate Solutions** • Executive Director Services & Aftermarket • and many more

Pricing and Registration

The Service Leaders Summit 2026 is hybrid, hosting up to 120 in-person participants and an unlimited online audience. First and foremost, it is open to attendees from globally operative OEMs. No matter if they are corporate members or not. Anyway, an ISLA membership reduces the attendance fee and has several additional advantages.

Attendance requires one single corporate ticket that already includes one free seat for on-site participation in Frankfurt. It also allows an unlimited number of managers from a company's service organization to join all presentation sessions online (and to watch the recordings after the event). Additional onsite places are available for an extra charge. Once a corporate ticket has been booked for a group/company, the only requirement to attend the online sessions is an individual registration using the corporate e-mail. For registration use the form on last page or go to ISLA's website to fill out the webform at www.serviceleaders.org/events/sls-2026



Conference fees	regular rate non-members of ISLA	reduced rate ISLA members
Corporate ticket		
on-site & online	1,590 Euros	1,270 Euros
online-only *	1,590 Euros	1,270 Euros
On-site participation		
one attendee	no extra fee	no extra fee
additional attendee	1,250 Euros	990 Euros
Online attendance		
every attendee	no extra fee	no extra fee

* including a 350 € voucher for an upcoming ISLA event in 2026/2027/2028

Organizer

The Service Leaders Summit 2026 is organized by ISLA. Our association is a network of professionals dedicated to Customer Service, Lifecycle Solutions, and Service Logistics in the digital age. It is based in Munich where it was founded in 2003. Since ISLA is not commercially driven, it depends on the support of its corporate members. Some 60 companies from Europe and North America have joined the association (see some of them listed next page).

New members, first and foremost OEMs running spare-parts and service-intensive businesses, are welcome. For more information, please visit www.serviceleaders.org or contact us:
 ISLA International Service Logistics Association e.V.
 Rosenheimer Platz 4, 81669 Munich, Germany
 +49-(0)89-510 76 431 and isla@servicelogistics.info
 Executive Board: Oliver Bendig, Mathias Lentfer, Alisha McCartney, Simon Roberts, Peter Rudzio, and Falk Seidenfaden

ISLA Members

Leading companies from across industries support ISLA actively in its effort to provide the best forum for the exchange among senior managers in service and parts businesses. Our membership base is primarily made of Original Equipment Manufacturers (OEMs). We are proud that, among others, the below companies are corporate members of ISLA:



Partner

The Service Leaders Summit 2026 is supported by Deloitte. Deloitte provides industry-leading audit and assurance, tax and legal, consulting, financial advisory, and risk advisory services to nearly 90% of the Fortune Global 500® and thousands of private companies. Legal advisory services in Germany are provided by Deloitte Legal. Deloitte professionals deliver measurable and lasting results that help reinforce public trust in capital markets, enable clients to transform

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and thrive, and lead the way toward a stronger economy, a more equitable society and a sustainable world. Building on its 180-plus year history, Deloitte spans more than 150 countries and territories. Learn how Deloitte's approx. 460,000 people worldwide work together every day to make an impact that matters at www.deloitte.com/de

Registration

To register for participation in the Service Leaders Summit 2026, please complete the below form, or sign up online at www.serviceleaders.org/events/sls-2026#sign-up. We look forward to meeting up to 120 attendees face-to-face at the JW Marriot Hotel Frankfurt, but the presentation sessions will be also live streamed (7.5 hours in total). No matter if you want to attend in person or online, the group/company you are employed at has to purchase one corporate ticket. The corporate ticket includes one free seat for on-site attendance at the conference hotel (or a 350 € voucher for a future event if no one can join on-site). Additional places for on-site participation are subject to an extra charge, but online attendance is free for an unlimited number of people from the company/group which purchased the corporate ticket. Once your registration is confirmed, we will contact you to clarify the payment procedure, namely who at your company (what department) takes over the costs for the corporate ticket, depending on the information provided in the form below or at ISLA's website.

The corporate ticket fees are 1,590 € (regular price) and 1,270 € (ISLA members). On-site places in addition to the included free one can be booked for 1,250 € (regular price) and 990 € (ISLA members). Special discounts are available for universities and research organizations (upon request).

ISLA reserves the right to make changes to the program as stated in this document. Cancellations received up to 10 days prior to the event are free of charge. However, you may change your attendance to online-only or delegate a substitute at any time by contacting us. ISLA may cancel the event due to force majeure, or an incident beyond its control that makes it impossible to hold the event. Registration fees will be refunded. No further liability is accepted.

Title, first and last name _____

Company / Institution _____

Position / Job Title _____

Country _____ **Phone** _____ **E-Mail** _____

Event attendance

- I plan to attend in person and make use of the one free seat that is added to the corporate ticket
- I plan to attend in person and would like to book one additional seat (as a colleague of mine already makes use of the free one included in the corporate ticket)
- I plan to attend the conference online only (but may change my mind at any time)

- Please send me the details to book my hotel room at JW Marriot Hotel (249 € incl. breakfast) and Flemings Hotel (159 € per night incl. breakfast), respectively

- I consent to ISLA keeping my contact details given above for the following purpose: Registration to the Service Leaders Summit 2026 and providing information on future events. According to the EU's General Data Protection Regulation (GDPR), we are required to obtain your permission ("consent") to keep and process your personal data.

Date, Signature _____

Payment information

- Please charge me for the corporate ticket
- The company/group that employs me has already purchased a corporate ticket
- I do not know who/what department is in charge of payment or if the ticket has been already purchased
- Regarding ticket purchase/payment, please contact:

Name _____

Department _____

E-Mail / Phone _____