

# Your Toolkit to Attend



# TSIA World ENVISION

Oct 20-22, 2025 • Las Vegas





# What is TSIA World ENVISION?

TSIA World ENVISION is the only conference built exclusively for technology services leaders who need to thrive in the AI era. Taking place October 20–22, 2025, at the ARIA Resort & Casino in Las Vegas, ENVISION is where strategy meets execution.

**This year's conference centers on the industry's most pressing questions:**

**1**

**AI: The end of tech services—or the *ERA* of tech services?**

**2**

**Incumbents vs. startups—who will dominate the AI and robotics wave?**

**3**

**The race to AI profits—is your business model ready for the tsunami ahead?**

Through visionary keynotes, hands-on workshops, and peer-to-peer networking, ENVISION helps leaders move past hype to uncover what's working, what's next, and how to future-proof both their companies and their careers.





# Why Attend ENVISION?

[ENVISION](#) is the only conference built exclusively for technology and services leaders navigating the AI era. The experience goes beyond hype to deliver research-backed frameworks, case studies, and peer insights that help you:



**Develop a credible AI strategy** based on TSIA research, benchmarks, and proven best practices.



**Get clarity on urgent questions:** Is this the end of tech services—or the start of a new era? How do incumbents stay ahead of startups? What revenue and pricing models will win in the AI economy?



**Connect with executives and peers** who are actively shaping the future of services and building the next generation of business models.



**Accelerate your impact** by leaving with frameworks, insights, and connections to transform both your company and your career.



## **ENVISION is more than a conference.**

It's a reset point for technology leaders to step back, rethink their strategies, and return with the confidence to guide their companies—and themselves—through one of the biggest transformations the industry has ever faced.



# Who You'll Hear From

Industry leaders and innovators, including:



**Mari Cross**  
Chief Customer Officer,  
*Infor*

**Session:**  
Faster Outcomes:  
Accelerate Value and  
Scale Smart with  
Micro-Verticals



**Jim Roth**  
President of  
Customer Success,  
*Salesforce*

**Session:**  
The Dream Customer  
Experience:  
Agents at Every  
Touchpoint



**Mike Flannagan**  
Corporate Vice  
President of Global  
Customer Success,  
*Microsoft*

**Session:**  
Are You Moving at the  
Speed of AI?



**J.B. Wood**  
President & CEO,  
*TSIA*

**Session:**  
AI Economics:  
The Incumbents vs.  
the Challengers



**Thomas Lah**  
Executive  
Director & EVP,  
*TSIA*

**Session:**  
The Race to  
Profitability in AI  
Economics



**George Humphrey**  
Distinguished  
Vice President and  
Managing Director,  
*TSIA*

**Session:**  
The Future of Tech  
Services in the AI Era



# Who You'll Meet

At ENVISION, you'll join an elite global community of leaders:



## Top companies represented:



and more.

## 500+ attending companies

spanning SaaS/software, IT infrastructure & services, industrial equipment, healthcare technology, and more.

## A fresh flow of first-time attendees

bringing new perspectives and connections each year.

## Services-centric audience

of C-suite, senior executives, VPs, directors, and managers across Customer Success, Professional Services, Education, Support, Managed Services and more.

## Global reach

of leaders from **25+ countries**, with strong international representation from Canada, Europe, UK, India, and more.



# What You'll Experience

ENVISION is designed to balance visionary ideas with practical takeaways. Over three days in Las Vegas, you'll experience a mix of keynotes, workshops, and peer exchanges that go beyond theory into real application.

## You can expect:



**Visionary keynotes** from leaders at Microsoft, Salesforce, Infor, and TSIA, sharing strategies that are redefining services in the AI era.



**Hands-on workshops** where you'll build frameworks, test ideas with peers, and turn research into actionable blueprints.



**Dozens of breakout sessions** covering Customer Success, Professional & Education Services, Support, Managed Services, and more—each with an AI lens on growth and transformation.



**Unmatched networking** opportunities with fellow services leaders tackling the same challenges as you.






**A global perspective**, with leaders from 25+ countries bringing insights on how AI is reshaping services across industries and geographies.



# What You'll Leave With

Attending ENVISION isn't just about three days in Las Vegas—it's about returning with [insights, connections, and tools](#) that deliver lasting value for you and your organization.

- **Revolutionary Insights on the Future of Services**  
Scale performance, deliver outcomes, defend margins, and guide your organization in the AI era.
- **Exclusive Research Access**  
Be among the first to receive TSIA benchmark reports and frameworks that set industry standards, giving you data-backed insights you can apply immediately.
- **Career Growth and Future-Proofing**  
Discover how to reskill and stay relevant as AI reshapes roles, compensation models, and leadership structures. You'll gain clarity on the skills and strategies you need to stay ahead
- **Proven Playbooks**  
Bring home frameworks, case studies, and templates from workshops and sessions that directly translate into actionable steps for your team and company.
- **Expanded Network**  
Build relationships with peers, executives, and innovators who are solving the same challenges you face. These connections become an ongoing resource long after the event ends.
- **Personal Clarity**  
Leave with answers to the tough questions professionals are asking today: Will my expertise still matter? Am I reskilling fast enough? Am I in the right company, or even the right industry, for the AI era?

# What You'll Spend

Here's a breakdown of what costs to consider for TSIA World ENVISION 2025 in Las Vegas.



## Conference Registration:

Select a 2-Day (\$1,995\*) or a Full Conference Pass (\$2,995\*)  
*\*(before discounts or vouchers)*



## Airfare:

Varies by location



## Hotel:

We'll be at ARIA. [Check out pricing](#)



## Meals & Transportation:

Varies on each person

[Group discounts](#) and member vouchers are available to reduce costs. Many companies choose to send multiple attendees to maximize ROI.

# What You'll Want To Say

Need help convincing your manager to let you attend TSIA ENVISION?

## Start by personalizing the letter below.

New Message

Send

Discard

Attach File

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Copilot

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Hi [Manager],

I'd like approval to attend TSIA World ENVISION 2025, taking place October 20–22 in Las Vegas. This conference is the only event built exclusively for technology and services leaders focused on competing in the era of AI economics.

By attending, I will:

•

Apply proven frameworks and benchmarks to challenges facing my role.

•

Stay ahead of emerging trends shaping our industry.

•

Build connections with executives and peers from companies like Microsoft, Salesforce, Infor, and more.

Estimated Cost of Attendance:

•

Registration: [enter amount]

•

Airfare: [enter amount]

•

Hotel (3 nights): [enter amount]

•

Meals/Transportation: [enter amount]

•

Total: [enter amount]

I'm confident the insights and playbooks I'll bring back will directly benefit [Company]—helping us accelerate our AI strategy, improve customer outcomes, and ensure we stay competitive.

Thank you for considering this request.

Sincerely,  
[Your Name]

## Quick Ask (for Slack/Teams)

A screenshot of a Slack conversation window. At the top, there's a header bar with a back arrow, a "To:" label, and a text input field containing "Enter name, chat, channel, email or tag". Below this is a large, light purple speech bubble icon containing a yellow pencil and three small colored circles (purple, green, yellow). The main text area displays "You're starting a new conversation" in bold, followed by the instruction "Type your first message below." in a lighter font. At the bottom, there's a text input field with the message: "Hi [Manager], I'd like approval to attend [TSIA World ENVISION 2025](#) in Las Vegas, October 20–22. It's the leading conference for technology and services leaders navigating AI economics, with speakers from Microsoft, Salesforce, Infor, and TSIA. The estimated cost is about \$[insert]. I'll bring back research, proven playbooks, and connections that can directly support our [team/project/company] goals. Can I register?". Below the input field are icons for adding attachments, emojis, mentions, a plus sign, and a send button.

Group discounts and member vouchers are available to reduce costs. Many companies choose to send multiple attendees to maximize ROI.



# The *ERA* of Tech Services Starts Here



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[Register now](#)