Stefan Moritz

Speaker and advisor on service design,
customer experience and innovation

"Customers deserve better services and experiences. The organisations delivering this will succeed."

Speaking and workshop topics
Stefan Moritz performs as keynote speaker at international conferences. His engagements cover a variety of topics:

- Paradigm shift in business and society
- Trends and drivers for new opportunity
- Mutual value for organisations and their customers
- Service Design as emerging field and new approach
- From products to services and experiences
- How to drive and cultivate emergent change
- Design for a better Customer Experience
- Engaging customers and staff in co-design
- How to better collaborate across functions & departments
- Convergence of digital and physical experiences
- Experience prototyping
- Holistic thinking
- Customer empathy

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Biog
Featured as a notable alumnus in Business Week, Stefan has worked with numerous blue-chip brands including adidas, Disney, Nokia and Philips. With experience accumulated from the fields of marketing, design and technology he currently serves as Global Director of Service Solutions, Aegis Media. His unique understanding of service innovation, customer experience and change management also grants him regular appointments as keynote speaker, workshop facilitator and executive coach. He lectures at various universities across Europe.