

NEXO

EXECUTIVE DELEGATIONS

PROGRAMME AGENDA

Israel 2027 *Founding Delegation*

*Israeli innovation: customer experience,
e-commerce & operations*

5 DAYS · TEL AVIV · JERUSALEM

JANUARY 2027 · EXACT DATES ANNOUNCED SOON

Programme subject to final host confirmations.

THE AGENDA

Five days, day by day

Five days in Tel Aviv and Jerusalem with the people and companies redesigning customer experience, e-commerce and operations, and putting AI to work across service.

DATES	DURATION	CITIES	DELEGATION
January 2027 (exact dates announced soon)	5 days	Tel Aviv · Jerusalem	12–15 senior executives

01

DAY 1

TEL AVIV

4 sessions

Arrival & the Israeli innovation ecosystem

09:00–13:00

MORNING

Arrivals & private transfers

Meet-and-greet at Ben Gurion Airport, private transfer and check-in at the delegation hotel in Tel Aviv.

14:00–15:30

MIDDAY

Welcome session: objectives for the week

Introductions around the table, each company's priorities, house rules (Chatham House), and how the week fits together.

16:00–18:00

AFTERNOON

Briefing: why Israel innovates

An insider's map of the ecosystem: venture capital, corporate innovation, the role of the military and universities, and where retail fits in.

20:00

EVENING

Welcome dinner

A private dinner for the delegation in Tel Aviv.

THE PROGRAM

Six themes, in order of weight

01

E-commerce at national scale & automated fulfilment

How a company builds a digital operation that serves a whole country, and the automated fulfilment behind it.

02

AI in retail & personalisation

Forecasting, pricing, assortment and one-to-one offers, deployed rather than piloted.

03

Customer experience: operational, not theoretical

CX as processes, metrics and service recovery that work on a busy Friday.

04

Last mile & quick commerce

Dark stores, delivery density and the economics of the final kilometre.

05

Retail-tech start-ups & the ecosystem

Why Israel produces so many retail-tech companies, and how to work with them.

06

Closing CEO roundtable

Latin American executives and Israeli founders and leaders, in one closed room.

02

DAY 2

TEL AVIV AREA

5 sessions

E-commerce at national scale & automated fulfilment

08:30–10:00

MORNING

Headline keynote: "From aisle to algorithm: building e-commerce and automated fulfilment at national scale" KEYNOTE

Keynote speaker announced soon. Followed by an open, closed-door Q&A.

10:30–12:30

MORNING

Site visit: a large-scale automated fulfilment centre SITE VISIT

Picking, slotting, returns and dispatch at volume, and the operating decisions behind them.

13:00–14:30

MIDDAY

Working lunch: the economics of e-commerce

A peer discussion on basket size, delivery promises, returns and the path to profitability.

15:00–17:00

AFTERNOON

Demo: micro-fulfilment & warehouse robotics SITE VISIT

A technology provider walks the group through automated storage, robotic picking and in-store fulfilment.

17:30–18:30

EVENING

Delegation debrief: what transfers to Latin America

A facilitated hour to translate the day into each participant's context. Evening at leisure.

03

DAY 3

TEL AVIV

6 sessions

AI in retail, personalisation & operational CX

08:30–10:00

MORNING

Session: AI across the retail value chain

Demand forecasting, dynamic pricing, assortment and personalisation, with real deployments rather than slides.

10:15–11:30

MORNING

Roundtable: customer experience that is operational, not theoretical CLOSED-DOOR

Former retail operators on turning CX into processes, metrics and service recovery on the shop floor.

12:00–14:00

MIDDAY

Visit: a store of the future SITE VISIT

Computer vision, smart carts, frictionless checkout and retail media, seen working in a live environment. Lunch on site.

14:30–16:30

AFTERNOON

Retail-tech start-up showcase

A curated selection of Israeli start-ups present in short, focused formats chosen around the delegation's priorities.

16:30–18:30

AFTERNOON

B2B matchmaking B2B

Pre-scheduled 1:1 meetings, arranged in advance on both sides' interests.

20:00

EVENING

Dinner with founders & investors

An informal evening with members of the Israeli ecosystem.

04

DAY 4
JERUSALEM
5 sessions

Last mile, quick commerce & Jerusalem

08:00–09:00 **Transfer to Jerusalem**

MORNING

Private coach with security coordination.

09:30–11:30 **Session: last mile & quick commerce**

MORNING

Dark stores, delivery density, route optimisation and what really happens to unit economics in the final kilometre.

12:00–14:00 **Visit: Jerusalem's technology scene**

MIDDAY

SITE VISIT

A university technology-transfer company and a deep-tech hub, and how research becomes products. Lunch in one of the city's historic food markets.

15:00–17:30 **Guided visit to the Old City**

AFTERNOON

Context and history, with an expert guide.

20:00

EVENING

Delegation dinner in Jerusalem

Return to Tel Aviv after dinner.

05

DAY 5
TEL AVIV
4 sessions

CEO roundtable & what comes next

09:00–10:45 **Workshop: from inspiration to a 90-day plan**

MORNING

Each company turns the week into concrete initiatives, owners and next steps.

11:00–13:00 **Closing CEO roundtable: Latin American executives x Israeli founders and industry leaders**

MORNING

CLOSED-DOOR

A closed-door conversation between peers on where customer experience, commerce and operations go next, on both sides of the ocean.

13:00–14:30 **Farewell lunch**

MIDDAY

Closing remarks and the follow-up plan.

15:00

AFTERNOON

Departures, or optional follow-up meetings

Transfers to the airport. Optional extra day for private follow-up meetings.

Sites are described generically on purpose. We name hosts and speakers only once they have confirmed, and never imply a partnership that does not exist.

WHO IT'S FOR

Who's in the room

12–15 heads of digital, CX and operations from leading Latin American retailers, consumer brands, banks and telcos

Profile

- CEOs, COOs and general managers
- Heads of e-commerce, digital and data
- Supply chain, logistics and operations directors
- Commercial, marketing and customer directors
- Owners and board members of family-held groups

Participation is by invitation. We compose each group for seniority, relevance and a healthy mix of countries.

What you leave with

- A briefing book before you travel, with context on every host and session
- A written synthesis of the week's key insights
- Your own 90-day action plan, drafted on Day 5
- Curated introductions to Israeli companies relevant to your priorities
- A peer network of senior retail leaders across Latin America

Not just inspiration: a plan, and the people to build it with.

OUR STANDARDS

What every delegation is held to.

Small group

12 to 15 senior executives. Every session is a conversation, not an audience.

Curated hosts

Each host is chosen for the group. Names are published only once they confirm, and no one pays to present.

Bilingual EN / ES

Programs run in English and Spanish, with professional interpretation and Spanish-language materials.

Private access

Closed doors, Chatham House rule, no press. Introductions happen only when both sides want them.



CONTACT

Request an invitation

Places are limited to 15. Tell us about your company and priorities, and we will be in touch personally.

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Small, senior delegations of Latin American executives to the places where each industry is being reinvented.