### aws re: Invent

NOV. 27 - DEC. 1, 2023 | LAS VEGAS, NV

Telecom Attendee guide

## **Event overview**

AWS re:Invent is the most comprehensive event of the year that AWS hosts. It's the fastest way to learn about AWS and sharpen your skills. Our vibrant, inspiring cloud community can't wait to meet you.

aws



### **Keynotes**

The most important cloud announcements of the year happen during re:Invent keynotes. Attend keynotes in-person to hear news and product launches that will change the cloud landscape and help you build applications and power your business with AWS.

Hear from AWS leaders and customers about what's top of mind for them, from innovations in infrastructure and AI/ML to the latest trends and breakthroughs in cloud computing. View the re:Invent website for the latest schedule and speaker information.



### **Innovation talks**

Discover the latest innovations on a range of cloud computing topics from visionary AWS leaders. Innovation Talks are 60minute sessions that spotlight how AWS is empowering customers to innovate and overcome their most important business challenges.

Check the re:Invent website for a full list of innovation talks to add to your schedule.

Learn more

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#### AUTOMOTIVE & MANUFACTURING

#### **Wendy Bauer**

Vice President, Automotive & Manufacturing, AWS



#### CLOUD OPERATIONS Nandini Ramani Vice President of Monitoring, AWS



FINANCIAL SERVICES Scott Mullins

Managing Director and General Manager, Worldwide Financial Services, AWS



#### GENERATIVE AI FOR INDUSTRIES

#### Shaown Nandi

Director, Technology and Strategic

Accounts, AWS

### Breakout content

Dive deep into topics such as generative AI, cloud operations, compute, security, and more. With more than 2,000 sessions to choose from, catching up on the latest cloud technologies has never been easier. You'll find something for every learning style and skill level—whether you're listening to lectures in breakout sessions or attending hands-on workshops. Find the content that interests you the most by browsing our session catalog.



Session catalog

### PeerTalk

Looking forward to networking with peers at re:Invent? Use PeerTalk to:

- Browse recommended connections based on similar interests, then start one-on-one or group chats with them
- Meet new connections or catch up in person by scheduling PeerTalk meetings at dedicated meeting spaces
- Sign up for topics-based meetups designed to build your re:Invent community

PeerTalk launches a few weeks prior to re:Invent so there is plenty of time to connect with attendees and plan your schedules before and throughout the event.



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### Session types



#### BREAKOUT SESSIONS

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AWS re:Invent breakout sessions are lecturestyle and one hour long. These sessions take place across the re:Invent campus and cover all topics at all levels (200–400). For our virtual attendees, breakout sessions will be available as on-demand video.



#### WORKSHOPS

Workshops are two-hour hands-on sessions where you work in teams to solve problems using AWS services. Workshops organize attendees into small groups and provide scenarios to encourage interaction, giving you the opportunity to learn from and teach each other.



#### **BUILDERS' SESSIONS**

These are 60-minute small group sessions with up to five attendees and one AWS expert per table, who is there to answer questions and provide guidance. It's just you, your laptop, and the AWS expert.



#### CODE TALKS

Code Talks feature live coding and/or code samples. These 60minute sessions focus on the actual code involved in building a solution. You'll learn the "why" behind the solution and see it come to life—complete with the inevitable errors. Your questions are welcome and encouraged.



#### CHALK TALKS

Chalk talks are highly interactive whiteboarding sessions with AWS experts. Expect a lively technical discussion, centered around real-world architecture challenges, with a small group of experts and peers. These sessions run for 60 minutes.

### **Gamified learning**

Level up your AWS skills by joining our fun and interactive learning events where you can gain experience using AWS and AWS Partner solutions in realworld situations.

We're offering the following gamified learning opportunities at re:Invent: AWS GameDay, AWS Jam, and a joint AWS Challenge Lounge in the Expo, where you can win prizes and compete to the top of the leaderboard.



### Expo

The Expo at the Venetian is packed with learning and networking opportunities. Stop by the AWS Village and dive deep into products, services, and solutions. Check out the latest demos from AWS for Data and AWS for Every Application. Hear from partners and AWS experts in one of the five Lightning Theaters and don't miss building your community in one of our AWS community lounges. And don't miss the chance to test your knowledge in the new AWS Challenge Lounge and race against the best drivers in AWS DeepRacer.

You'll find all of this and more in the Expo—for more information, visit the Expo webpage.



#### Learn more

aws

### **Industries** Pavilion

The Industries Pavilion in the Expo features Industry partners helping customers like you innovate within their industries.

Learn through interactive demos and gain experience with AWS Industry services and solutions. Demos cover industryspecific use cases and themes including generative AI, data protection, supply chain, and more. Network with peers across industries, including: Advertising and Marketing, Aerospace and Satellite, Automotive, Consumer Packaged Goods, Energy, Financial Services, Games, Healthcare and Life Sciences, Manufacturing and Industrial, Media and Entertainment, Sports, Retail, Telecom, Travel and Hospitality, and more.



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### **AWS Training and Certification**

While certification exams are not offered onsite at re:Invent, all re:Invent in-person registrants will receive a 50% discount for any AWS Certification exam (find your voucher code in the <u>Attendee Portal</u> after you register). Get certified before re:Invent to take advantage of exclusive onsite benefits, including complimentary AWS-certified SWAG and access to the AWS Certification Lounge. Find more information about AWS Certification at re:Invent <u>here</u>.

Don't have time to use your voucher before re:Invent? Use your time onsite to take a full day <u>bootcamp</u> (free for the first time at re:Invent this year!) or an <u>Exam Prep study session.</u>



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### Community

AWS re:Invent has become the place for the AWS Cloud community to meet each year and look to the future together. It's a time to celebrate achievements, reconnect with old friends, and make some new ones.

Whether this is your 12th re:Invent or you're just starting out, we can't wait to welcome you to our campus and our vibrant community. Check out the re:Invent website for the most up-to-date information on community activities and events at re:Invent 2023.





### **Rec Center**

Visit the Rec Center in Mandalay Bay, Bayside B—it's an exciting new addition to the re:Invent 2023 campus.

Whether you choose to play on the field, the pitch, or the racetrack, the Rec Center puts you at the center of the action. Challenge your friends to head-to-head competition, play on a team, or compete against yourself. Learn and engage with some of our top partners including Bundesliga, F1, NFL, and PGA. With daily prizing throughout the space like signed memorabilia, you can leave Las Vegas with the ultimate souvenir.

For those looking to showcase their artistic talents, the Rec Center also offers a variety of arts and crafts.

Come take part in the action Sunday – Thursday, 10 AM – 6PM.





### re:Play

If you still have gas in the tank after a long week of learning, it's party time.

Year after year re:Invent brings the best talent around for the annual re:Play party. Check out what we have in store for 2023! Two stages will rock with seven acts all night. Our Live Stage will be headlined by Grammy-winning band, **Portugal. The Man**, along with performances by **The Linda Lindas**, **Colony House**, and **King Youngblood**. Over on our Main Stage, the **re:Play All Stars** will return to kick us off, followed by Grammy-nominated DJ **A-Trak** before our DJ Headliner closes out the party.

Can you guess who will take the stage as our main headliner this year? Join us on November 30th to find out. You don't want to miss out on this epic night!

If you need a break from the tunes, relax in our central courtyard or go the reverse route and break a sweat playing dodgeball, run through our labyrinth maze, or compete in Button Mash.

#### Learn more



# Make a plan

Prepare for your time onsite in Las Vegas and make a plan to get the most out of re:Invent.



### **Pro tips**

- Be sure to watch the leadership sessions that are most relevant to your areas of interest to get the most strategic updates.
- Check out breakout sessions to find AWS Partners and customers directly speaking about their real-world experiences of using AWS products and services.

- Think about topics that are currently mission critical to your team, and topics you're interested in learning more about.
- Make an extensive list of sessions to watch! Favorite lots of sessions so when reserved seating goes live, you have lots of options.
- Be sure to catch all the keynotes, since that's where you'll catch the biggest AWS launches.

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### Got free time on your schedule?

There are many learning opportunities across the re:Invent campus in Las Vegas that require no reservation. Drop by the Expo, visit a content hub, or practice your craft in one of our labs.



#### EXPO

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Learn from AWS experts and partners. The Expo at The Venetian will host the AWS Village, AWS Partner Network booth, AWS Marketplace booth, Builders' Fair, Developer Lounge, a demo theater, Jam Lounge, Startup Central, and sponsor booths. Come by and see all that the Expo has to offer!



#### CONTENT HUBS

Breakout session repeats will take place all week in all re:Invent venues, along with overflow sessions in our content hubs (centralized overflow rooms in every venue). We will also stream live content to the content hubs as the sessions fill up.



#### SELF-PACED LABS

Gain cloud experience in a live AWS lab environment and explore real-world scenarios in the AWS Management Console. You'll get step-by-step guidance as you apply your knowledge to tasks that cover machine learning, security, networking, and more.

Whether you're new to AWS or diving deeper with your technical skills, learn by doing with our 150+ self-paced AWS Builder Labs. And if you have any questions, you'll find AWS experts available to help.

# Session catalog

Bookmark your favorite sessions at re:Invent in Las Vegas.



#### **RE:INVENT SESSION CATALOG**

### **Sharing content**

To share direct links, to specific content, use the filters on the left or the free-text search. Once the results are displayed, select the share button in the top right corner.

AWS re: Invent NOV. 27 - DEC. 1, 2023   LAS VEGAS, NV		
Topic 1 Items selected	ARC327   5 things you should know about resilience at scale Caesars Forum   Summit 214	COP219-S   A cloud cost saving spectacular (sponsored by CloudFix) Wynn   Lafite 4
AI/ML		

#### RESERVED SEATING WALKTHROUGH

### **External catalog features**

#### <u>Topics</u>

aws

AI/ML Analytics Architecture **Business Applications Cloud Operations** Compute **Customer Enablement** Databases **DevOps and Developer Productivity** End-User Computing **Enterprise & Migration** Hybrid Cloud Internet of Things Kubernetes Networking & Content Delivery New to AWS Partner Enablement Security, Compliance, & Identity Serverless Compute Storage Training & Certification

#### **Areas of Interest**

**Application Integration** Application Security AWS Community AWS Marketplace Blockchain BuildOn.AWS **Business Intelligence Cost Optimization** Customer Stories Data Protection DeepRacer **Digital Native Business (DNB)** Disaster Response & Recovery Edge Computing Front-End Web & Mobile Generative AI Global Infrastructure Inclusion & Diversity Independent Software Vendor (ISV) Innovation on AWS Management & Governance

Microsoft **Migration & Transfer** Monitoring & Observability Network & Infrastructure Security Non-English **Open Source** Oracle **Quantum Technologies** Resilience Responsible AI Robotics SaaS SAP Small and Midsize Business (SMB) Social Impact Strategy & Transformation Sustainability **Threat Detection & Incident Response** VMware Well-Architected Framework

#### Industry

**Cross Industry** Advertising & Marketing Aerospace & Satellite Agriculture Automotive Consumer Packaged Goods Education Energy **Financial Services** Games Government Healthcare Life Sciences Manufacturing & Industrial Media & Entertainment Mining & Minerals Nonprofit Retail Sports Telecommunications **Travel & Hospitality** 

# Recommendations

Personalized recommendations for you at re:Invent 2023.



MAKE A PLAN

SESSION CATALOG

#### **Telecom breakout sessions**

#### Building a sustainable, competitive, and smart Telco with AWS | TLC203

Over the last decade, AWS telecom customers have grappled with waves of virtualization, disaggregation, and diversification all while seeking the scalability benefits of cloud-native practices. As a leading partner to CSPs, AWS helps service providers achieve monetization goals by leveraging partnerships, technologies, and best practices. In this session, explore real-world examples of how AWS is helping telcos monetize their investments across platforms and industry-vertical services, manage the operationalization of AI/ML (including generative AI), and transform network core, transport, and access operations.

#### Speakers:

Adolfo Hernandez, VP Telecom IBU, AWS Chivas Nambiar, GM Telco IBU, AWS Ishwar Parulkar, CTO Telecom IBU, AWS

#### Location: Wynn | Tue 3:30 PM Learn more

aws

#### Ericsson into the cloud | TLC201

In this session hear how Ericsson broke records and achieved super savings in a fast move of major IT operations to the AWS Cloud. At the same time benefiting developers and businesses by transforming the advanced network capabilities and helping communication service providers monetize their investments in the network.

#### Speakers: Mats Hultin, CIO, Ericsson Johan Sporre Lennberg, VP IT, Ericsson Vikram Khandpur, SVP CPaaS, Vonage Fabio Cerone, Director Telecom EMEA, AWS

Location: Caesars Forum | Wed 10:30 AM

#### Learn more

#### At the cutting edge: AI driven sustainable digital telco and 5G networks | TLC302

In this session, explore ground-breaking telecom innovations from around the world. Learn about planning and deployment best practices for MVNO, public 5G and unique generative AI- and ML-driven orchestration and automation use cases. Discover how dozens of Telecom customers have leveraged the power of AWS cloud to transform systems of insights, customer journeys and OSS/BSS platforms. To complete the digital operator vision, learn how telecom operators can develop value-added bundles with AWS Marketplace to monetize network assets across their industrial, enterprise, and consumer customers. Explore detailed reference architectures with AWS Graviton, serverless, AWS IoT Core, and AWS Telco Network Builder (AWS TNB) services with practical use cases.

#### Speakers:

Lana Gluck, Manager Telecom SA, AWS Robin Harwani, Head of Telco Industry Solutions, AWS

#### Location: MGM Grand | Tue 5:00 PM

<u>Learn more</u>

#### **Telecom breakout sessions**

### Accelerate innovation with AWS and partner solutions for Telcos | TLC202

In today's rapidly evolving digital landscape, the intersection of cloud computing and 5G technology presents an unprecedented opportunity for telecom customers to transform their operations and unlock new possibilities. This session will cover how AWS for Telecom is building custom-made and partner-led solutions, that help customers reduce churn, enhance personalization, gain real time insights, and cut operational costs – through real world customer and partner examples

#### **Speakers:**

Tammy Whyman, Global Partner Lead, AWS Sameer Vuyyuru, Director Telecom GTMS, AWS

Location: Mandalay Bay | Tue 1:00 PM

#### <u>Learn more</u>

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#### Empower superior contact center agent service with Amazon Connect | BIZ217

In this session learn how Amazon Connect and generative AI can help streamline customer journeys and conversations, automate workflows, and improve agent handling of complex and difficult customer inquiries. Hear firsthand from AWS and your peers on how they transformed their customer and agent experience with the cloud and AI.

#### **Speakers:**

Dave Downing, VP Software engineering, DISH Scott Stimson, Telecom SA Lead, AWS Steve Johnson, Director Amazon Connect, AWS

#### Location: Mandalay Bay | Wed 1:30 PM

<u>Learn more</u>

# Optimize SAP-based supply chains and improve sustainability with AI/ML | ENT226

In this session, Ericsson demonstrates how they use AWS AI/ML services, including Amazon SageMaker Studio and Amazon SageMaker Data Wrangler, in concert with SAP to reduce costs and energy consumption while improving demand planning accuracy.

#### **Speakers:**

Johan Sporre Lennberg, VP IT, Ericsson Rickard Wieselfors, VP group automation & AI, Ericsson Joe Currid, Principal SA - SAP, AWS

#### Location: MGM Grand | Tue 4:00 PM

#### <u>Learn more</u>

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#### **Telecom breakout sessions**

### Seamless modernization and migration of media services with LG U+ | PRO101

Application modernization and migration with zero service disruptions requires careful planning with appropriate strategy and best practices. LG U+ collaborated with AWS Professional Services to apply best practices and define a strategy for the modernization and migration of their IPTV media services. In this session, you learn about some of the key patterns that helped LG U+ perform a seamless cutover from legacy services to AWS.

#### **Speakers:**

Heejong Lee, Senior application Architect, AWS Sunae Seo, Research Fellow LG U+ YoungBu Bae, Senior practice manager, AWS

Location: Mandalay Bay | Tue 1:00 PM

#### Learn more

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#### **Telecom chalk talks**

#### How Yahoo built its data governance platform using data.all | TLC306

Building a decentralized data architecture with federated governance at scale can be challenging for an enterprise. Yahoo is a pioneer in data infrastructure and has been operating with petabytes of data. Yahoo's vision for next-generation data architecture is a federated data mesh that allows easy data sharing across organization boundaries and governs access in a secure and auditable way. In this chalk talk, learn about Yahoo's use cases, the solution architecture, and how they overcame the challenges and successfully deployed the solution to production in four months.

#### Speakers: Zilvinas Saltys, Principle SA, Yahoo Daniel Li, Senior SA, AWS

Location: MGM Grand| Tue 3:30 PM

<u>Learn more</u>

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### Expanding telco 5G networks to the cloud | TLC401

Telco customers explore and use AWS to build a cost-efficient network for various use cases. These include serving burst traffic, providing disaster resiliency through network expansion, ensuring a quicker disaster recovery plan, and offering lowlatency roaming services. In this chalk talk, discover a best practice for building a hybrid network using AWS Transit Gateway and other VPC services, as well as techniques and AWS solutions that optimize costs and efficiency. Explore real-life examples of customers use of AWS services to achieve their individual objectives in the context of network transformation.

#### Speakers:

Bashuman Deb, Principle SA, AWS Young Jung, Principal SA, AWS

Location: Caesars Forum | Wed 8:30 AM

Learn more

#### Personalized customer journeys powered by generative AI | TLC305

Learn how Globe Telecom uses real-time customer journey analytics powered by the AWS Connected Customer Journey platform. Explore how Globe ingests and enriches customer data across channels to create a customer journey graph that when coupled with contextual ML-driven insights like churn risk and product affinity, produces dynamically created clusters of aligned journeys. Explore how Globe applies real-time analytics and uses generative AI to create tailored opportunities across the customer lifecycle—from marketing to customer service—to maximize CLV and retention and to help discover opportunities to improve business processes, boost the agent experience, and create more value for customers.

#### Speakers:

Wil Sariemento, Director, Head of CLM for Consumer Business, Globe Telecom Brent Riley, VP Emerging Technologies APAC, Stellar Elements Ajay Ravindranathan, Principal SA, AWS

Location: MGM Grand | Tue 1:00 PM

<u>Learn more</u>

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#### **Telecom chalk talks**

#### Building connected healthcare collaborations with telcos | HLC203

Telcos and cloud providers are essential for patient-centered healthcare because they enable remote care at home, remote surgeries, and advanced data management for personalized medicine. Discover how AWS is working with telcos to simplify technology adoption for hospitals with private and direct connectivity, security and mission-critical application migration into the cloud, 5G, and edge solutions.

#### Speakers:

Juli Hysenbelli, Connected care lead, AWS Mo Zoualfaghari, Principal SA, AWS

Location: Caesars Forum | Thurs 2:30 PM

#### <u>Learn more</u>

aws

#### Workshop

### AWS AI/ML and generative AI workshop for telcos | TLC303

Telcos are racing to invest in generative AI and find the best use cases to support their customers and businesses. In this workshop, use AWS AI/ML and generative AI tools to explore some of the most promising use cases for telcos. These include connected customer journeys incorporating virtual assistants and personalized offers; network installation with automatic generation of network and service deployment files to meet QoS, energy efficiency, and highavailability objectives; and business health analysis, allowing business and non-technical stakeholders to examine profits, revenues, and expenses and make data-driven decisions. You must bring your laptop to participate.

#### Speakers:

Ross McWalter, Head of Business applications and AI/ML, AWS Guy Ben Baruch, Principal SA, AWS

Location: Caesars Forum | Mon 5 PM

#### **Builders session**

#### 5G intelligent apps and networks with thousands of edge locations | TLC301

The vision of cloud-native 5G CSPs requires a servicebased network architecture with microservices to deploy thousands of low-latency applications seamlessly. In this builders' session, learn how to plan and build a 5G network and also deploy service-aware applications to unlock the true potential of this nextgeneration technology. Come see how CSPs can use DevOps, analytics, and bootstrapped AWS services, including Amazon EKS, Amazon EC2, Amazon VPC, Amazon CloudWatch, AWS X-Ray, Amazon GuardDuty, Amazon Macie, and more, to deploy an entirely virtualized 5G infrastructure with applications using breakthrough automation in minutes. You must bring your laptop to participate.

#### Speakers:

Cheng Liu, Hoon Chung, Ramu Akula, Vara Prasad Talari, Yan Wang

Location: Caesars Forum | Wed 10:00 AM

<u>Learn more</u>

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Learn more

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#### **Telecom lightning talks**

#### Integration of Telco APIs with AWS | TLC204

Telcos are collaborating globally in an industry-wide initiative to expose network functionality through APIs to developers, enabling a new generation of "network-aware" applications. In this lightning talk, learn how AWS, in collaboration with telcos, can simplify the developer experience and integrate telecommunications APIs into global applications at scale.

Speakers: Zarn Kucel, Head of MEC GTM, AWS

Location: Venetian | Wed 3:00 PM

<u>Learn more</u>

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#### Building a Next-Gen 5G Telco with AWS | COP230-S

Improving customer experience has been a top priority for Telcos. In this talk, we will cover how shifting from a legacy network to a digital cloud-native network with in-app instant eSIM and entitlement provisioning helps to achieve much needed scalability, reliability, flexibility and cost optimization which are critical to enhance customer experience. The session will provide a walk-through of trending use cases across 5G Mobile Networks, IoT, MNOs and MVNOs globally using licensed and shared spectrum.

Speakers: Justen Burdette CEO Mobi Michael Nearing, Solutions Architect, Telco, AWS

Location: Venetian | Mon 4.30 PM

#### <u>Learn more</u>



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SESSION CATALOG

#### **Telecom demos**

### Hyper-personalized customer journeys powered by analytics and generative AI

This demo shows how **Globe Telecom** and **Stellar Elements** (an Amdocs Company), are leveraging AWS's Connected Customer Journey platform to unify and analyze customer journeys across interaction channels and Globe Telecom's network, with the goal of providing hyper-personalized offers and next-best experiences to their customers, powered by generative AI.

**Improving performance of network and services through advanced analytics and generative AI** Explore this demo to learn how **Cox Communication** have been able to harness the power of data to detect and correct or predict and prevent customer issues from happening.

### Monetizing the network with 5G anywhere and generative AI

Intelligent programmable 5G networks empower developers to democratize the use of 5G and accelerates innovation of new applications and services by providing an ecosystem of data, infrastructure and partners.

This demo shows the orchestration of 5G anywhere and the use of generative AI for of new 5G use cases.

Visit the Expo at The Venetian

INTRODUCTION

#### **Telecom demos**

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### Innovative B2B offerings through a B2B2X marketplace

This demo showcases how a telecom marketplace, built in collaboration with **Salesforce**, can integrate third-party applications, network services, and monetization strategies to mobilize experiential enterprise applications on demand at the edge. Made available by CSPs to enterprise customers for purchase.

### Immersive tourism experience powered by private network

Explore and travel to Chichen Itza with an AR application running on a private network fully built on AWS, which includes the RAN, core, security and applications combined with services for deployment and operations.

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#### **Pay TV re-imagined: Unified discovery and control with generative AI** Explore how **Optus** and AWS have created a subscription hub that enables a frictionless OTT and digital consumer services experience, and

monetization.

### AWS unplugged: A real time remote music collaboration session using 5G and MEC

Verizon, Open Sesame, and AWS will demonstrate how musicians in Los Angeles and Las Vegas can collaborate in real time with Verizon's 5G, AWS Wavelength, using ultra-low latency 'SyncStage'. At re:Invent, you'll witness songwriters and musicians in Los Angeles and Las Vegas in a live jam session.

# **Useful resources**

Stay up to date with the app and keep your checklist squared away to stay prepared.



### Mobile app

The AWS Events mobile app is your companion in planning and navigating your re:Invent experience.

- Explore the sessions, experts, and exciting new services and features that will be available at re:Invent
- Plan your experience by adding sessions of interest to your planner
- Get updates on the latest content, speakers, and services added to the catalog
- Complete session survey questions and provide feedback
- View a map of the re:Invent campus
- Get notifications for activities happening throughout the event

Learn more





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### Your re:Invent checklist

- Register for re:Invent, book your hotel, book your travel reservations, upload your badge photo
- Visit the <u>re:Invent website</u> to stay up to date on announcements
- Add all five <u>keynotes</u> to your agenda
  Pro tip: This is where you'll catch the biggest AWS launches
- ✓ Add your favorite Leadership sessions to your agenda
- Get ready for reserved seating: favorite the learning sessions of interest to you
- Familiarize yourself with sponsors in the <u>Expo</u>, along with the Expo map

- If you're attending with a team, connect with your colleagues to plan how to maximize the learnings
  - **Pro tip:** Don't forget to find time to reconvene with your team and debrief on everyone's experiences
- Check out the <u>community</u> activities and add them to your agenda
- Follow AWS on Instagram, Facebook, LinkedIn, and Twitter

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# Thank you



Any feedback/suggestions? Please email us at reinventsalesupdates@amazon.com