RPA& ARTIFICIAL INTELLIGENCE

SUMMIT 2016

30 November – 2nd December ● London, UK

Combine robotic automation and cognitive technologies to augment human workforce capabilities today and build the secure, intelligent processes of tomorrow

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PEX
PROCESS EXCELLENCE
NETWORK

sson

20+ IN-DEPTH CASE STUDIES AND 15+ HOURS OF FOCUSED DISCUSSION LED BY EUROPE'S ROBOTICS AND AI PIONEERS, INCLUDING:

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Ankur Anand,
Head EMEA Consumer Core Operations & Technology Transformation
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Digital Design Director
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Head of Cognitive Procurement & Digital Sourcing,
Vodafone

SAB MILLER
Suzanne Ryder
Head of Business Service Transformation
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Jose Ordinas Lewis
Head Robotic Automation Centre
Swiss Re

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Daniel Thacker,
Head of Automation Delivery,
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Head of Innovation & New Ventures
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Global Continuous Improvement PMO Lead,
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Martin Ruane
Programme and IT Director
ENGIE

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Charlie Love
UK and EMEA CFO
AON Benfield

Lufthansa
Andrzej Kinastowski,
Head of GBS Operational Support Strategy,
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Register now at
www.rpaandaisummit.com

RPA& ARTIFICIAL INTELLIGENCE SUMMIT 2016

30 November – 2nd December • London, UK

Cut out this handy 1-page guide to the RPA and Artificial Intelligence Summit and share with your team!

R P A + A I 2 0 1 6

Reconnect with your peers from across the 250,000+ member PEX Network and SSON community and beyond, pre, during and post-event to keep your finger on the pulse with the latest thinking and create new relationships

Participate in a wide variety of peer-to-peer learning formats including quick-fire panels, workshops, interactive discussions, innovation tables and many more sessions exclusive to the RPA and Artificial Intelligence Summit to ensure you remain engaged throughout and pick up the knowledge you need

Attend and learn from cutting-edge case studies from 30+ of the Europe's leading automation minds, combining 100+ years of experience – forget lengthy theoretical talks, this is all about real-life implementation and practical take-aways

PLUS this is **not just a back-office event** – hear success stories from the front- and middle-offices too!

Add to your growing RPA and AI contact list with our proven vendor and consulting partners – whether you're actively looking for new solutions or just browsing, don't forget to take home a business card or two!

Inspire your colleagues and the wider business to take the leap into RPA or Artificial Intelligence with the knowledge you've built over the course of the event, during the engaging action plan development sessions

2 days of inspirational practitioner-led case studies, discussions and debates

0 vendor product pushes – all sessions are practitioner-led and case study driven!

#1 priority for Process Excellence, Shared Services and IT professionals in 2016

6 interactive workshops to choose from, to gather practical, hands-on advice and share your challenges

Europe's **#1** RPA Event

30+ Speakers

20+ Sponsors and Exhibitors

200+ Attendees

100+ Companies Represented

250,000+ PEX Network and SSON Community Members

"At LV our key areas of interest are obtaining greater understanding of the topic and current market activities, horizon scanning and understanding of what the future opportunities may be and understanding different approaches to addressing challenges faced. This conference gives us the opportunity to develop our wider understanding of the industry, the technologies currently available and the ways of working to support these new technologies."

Rob King, *Head of Business Technology Enablement,* **LV**

Register now at **www.rpaandaisummit.com**

RPA& ARTIFICIAL INTELLIGENCE SUMMIT 2016

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Forget the hype – RPA and Artificial Intelligence are both reality!

Dear Colleagues,

With the advent of the Fourth Industrial Revolution, over the next 5 years automation and artificial intelligence will drastically transform the modern workplace. Combining advances in simple, easily configurable RPA technology with cognitive capabilities will lead to the **cost reductions, improved performance and enhanced real-time decision making** that all adds up to massive competitive advantage.

But with operations, process owners and IT departments all fighting for budget and ownership, how can you **select the right technologies** to develop the intelligent, automatic processes that will satisfy all parties? And how do you **prioritise projects** and identify which areas of the business would benefit most from virtual workforce development?

Following an explosion of demand from across the 250,000-strong PEX Network and SSON communities, we are proud to present the **RPA and Artificial Intelligence Summit**, an unrivalled opportunity to benchmark your existing and future automation strategies with 200+ of your peers to ensure you **get your deployment right first time**, and effectively augment human workforce capabilities to **drive secure, compliant and value-adding change across both the front and back offices**.

With an agenda focused purely around how-to solutions to your current challenges, no matter where you are at in your automation journey, don't miss out on the case studies, workshops and interactive discussions that will enable you to succeed in the fast-changing business climate of 2016 and beyond.

- *Still assessing the potential applications of RPA?* – benefit from the insights of **Swiss Re**, **SABMiller**, and **Leeds Building Society** as they tear down the hype in the RPA Mythbusters opening panel

- *Getting your automation pilots underway?* – hear how to develop a successful pilot with **NN**, and discover how **Lufthansa** are moving from desktop automation to full RPA

- *Formalising your pilots to build a robotics Centre of Excellence or company-wide program?* – get a step-by-step guide from **Gazprom**, and learn how **Zurich Insurance** built their federated robotics model

- *Exploring AI and intelligent virtual assistance?* – learn how **ING** and **Rabobank** have set up their Artificial Intelligence functions, and hear from **Enfield Council's** experiences of developing a front-office virtual assistant

Registering your place is easy - just visit www.rpaandaisummit.com, email us at sponsorship@iqpc.co.uk, or give us a call on +44 (0) 207 368 9300, and if you have any questions, don't hesitate to reach out.

On behalf of the entire team, we look forward to welcoming you to Europe's largest and most engaging RPA event this November!

Best wishes,

Zoe Amos
Conference Director – RPA and Artificial Intelligence Summit

P.S. Can't wait until November? Check out the online **Resource Centre**, where you can find complimentary whitepapers, interviews and additional learning resources!

Register now at **www.rpaandaisummit.com**

Game-Changing Interactive Sessions from Robotic and Intelligent Automation Industry Experts

Deep-dive **the future of the outsourcing industry** with Lufthansa and Johnson Controls and identify if your team need retraining, or even new jobs!

Witness **"The Battle of the Pilots"** to see what the vendors have to offer as we challenge them to solve one of your specific business problems

Uncover **"What We Should Have Done"** and identify key pitfalls to avoid during implementation with quick-fire presentations from National Grid, Johnson Controls and LV=

Pose your questions to ING Bank and Gazprom Energy during the interactive panel to ensure **RPA and your IT department are not worst enemies**, but a match made in heaven

Identify the **next steps for your business** in a carefully crafted action plan development session

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Your Agenda at a Glance

Looking to benchmark with others at a similar stage of implementation, or take the next step along the maturity curve? This key should help!

I'm still asessing what's possible within my organisation

I'm developing a robotics pilot

I'm implementing a department or enterprise-wide robotics programme

I'm looking into AI and cognitive technologies

CONFERENCE DAY ONE: WEDNESDAY 30TH NOVEMBER

MORNING PLENARY SESSIONS: *Tearing down the misconceptions*
- Tear down the myths to identify what's really possible in robotics and AI today
- Hear how to achieve best-in-class automation results from day one
- Identify use cases for RPA and AI technologies across all areas of the business

STREAM A: *Robotic Process Automation*
- Build a successful RPA pilot programme
- Identify processes ripe for automation across multiple departments
- Work towards building a robotics Centre of Excellence

STREAM B: *AI and machine learning*
- Centralise AI investigations and research to speed up solution development
- Identify use cases and pilot opportunities for Artificial Intelligence
- Leverage AUI to move from reactive to proactive process modelling and change

AFTERNOON PLENARY SESSIONS: *Bringing Robotics and AI to life*
- Get a step-by-step guide to implementing RPA within your organisation
- Discuss the future of outsourcing in an RPA and Artificially Intelligent world
- See what the vendors have to offer as we challenge them to solve one of your specific business problems

CONFERENCE DAY TWO: THURSDAY 1ST DECEMBER

MORNING PLENARY SESSIONS: *Avoiding common implementation pitfalls*
- Identify which global and local processes should be automated to deliver greatest business value
- Establish the role of IT in robotics implementation and governance
- Gain executive and enterprise-wide support for automation implementation

STREAM A: *Back Office Automation*
- Combine RPA and desktop automation for long-term GBS success
- Move from pilot to performance and build a robotics centre of excellence
- Rebrand existing back-office automation tools to appeal to the wider business

STREAM B: *Front Office Automation*
- Leverage Intelligent Virtual Assistance to transform customer service
- Test and refine different pilots to identify the best use cases for your business
- Empower front-office staff with chatbots and AI

AFTERNOON PLENARY SESSION:
Your RPA and Artificial Intelligence Action Plan
- Share your top conference takeaways with other attendees from your industry vertical
- Identify the main areas for improvement within your organisation and create a roadmap to addressing these

CONFERENCE DAY THREE: FRIDAY 2ND DECEMBER

Select three from a choice of six tailored workshops – whether you are a beginner when it comes to RPA or artificial intelligence, or an old hand, there are topics, practical case studies and expert advice suitable for everyone!

- Getting started with RPA
- Transforming the front-office with Intelligent Assistance
- Securely governing your virtual workforce
- Speeding up financial processes
- Embedding RPA into your process management framework
- Assessing the future of RPA and AI technologies

Register now at **www.rpaandaisummit.com**

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Inspiring case studies and discussions led by Europe's intelligent and robotic automation experts:

Ankur Anand
Head EMEA Consumer Core Operations & Technology Transformation
Citi

Gero Gunkel
Cognitive Automation Programme Manager
Zurich Insurance

Suzanne Ryder
Head of Business Service Transformation
SABMiller

Jose Ordinas Lewis
Head Robotic Automation Centre
Swiss Re

Andrzej Kinastowski
Head of GBS Operational Support Strategy
Lufthansa

Sergi Mesquida
Head of Innovation & New Ventures
Hotelbeds

George Zarkadakis
Author
In Our Own Image

Martin Ruane
Programme and IT Director
ENGIE

Tobias Sebastian Unger
Head of Strategy Finance Shared Services
Siemens

Kevin Mowles
Head of Business Support
Leeds Building Society

Vinoth Raman
Programme Manager – Robotics Centre of Excellence
ING Bank

Darren Hart,
CIO
Alpha Card

Richard Mills
Head of UK Outsourcing and Supplier Management
Zurich Insurance

Rob King
Head of Business Technology Enablement
LV=

Virginie Vast
Head of Cognitive Procurement and Digital Sourcing
Vodafone

Dan Senter
Business Systems Solutions Manager
National Grid

Dominik Jaskulski
GBS Process Automation Manager
Lufthansa

Satvinder Bamra
Operational Agility Manager
npower Business solutions

Manoj Shapara,
SVP EMEA Corporate Transaction Service Technology,
Citi

Munish Keswani,
Director, Regional Head of Core Operations & Credit Initiation
Citi

Dominy Hope
Former Head of Process Excellence
Credit Suisse

Paul Downie,
Data Manager Finance,
Shell

Edo Michielse
Head Financial Accounting Life
NN

Brian Wates
Head of Operational Architecture
Fidelity

Graham Lee
Automation Programme Manager
Aviva

Vartul Mittal
VP Shared Services
JLL

Dean Branton
COO
TalkTalk Business

Dusan Oravsky
Global CI PMO Lead
Johnson Controls

Billy Bennett
Operational Agility Manager
npower Business solutions

Alex Davies,
RPA Programme Manager,
Royal Bank of Canada

Dr Lisa Millard
Head of Customer Insights and Futures
BT Global

Panos Anastasiou
Global Innovation Sourcing Lead
P&G

Frederic Deraet
Head of IT Dept Study Services
AG2R La Mondiale

Viktor Nemeth
Automation Solutions Manager
Vodafone

Dhruval Shah
Director Robotics
AT&T

Gana Vadlamani
Director Business Process Platforms & Robotics Practice,
HPE

Muriel Serrurier Schepper
Business Consultant Advanced Data Analytics & Artificial Intelligence
Rabobank

Daniel Thacker
Head of Automation Delivery
RBS

Charlie Love
UK and EMEA CFO
Aon Benfield

Sebastian Zeiss
VP Automation and Development
Deutsche Telekom

Register now at **www.rpaandaisummit.com**

Meet your Expert Speaker Panel

Check in With…

My top 2016 priorities are..
- ✓ Engaging the wider business with RPA and AI
- ✓ Making our processes and automation strategies more 'intelligent'
- ✓ Scaling up our RPA efforts

Said Shadi,
Head of eBusiness Services, **NHS Wales Shared Services Partnership**

Said is a commercially astute IT and business executive with an outstanding track record of success in managing complex programmes and transformational change initiatives designed to create value and optimise performance. He effectively applies Lean / Six Sigma principles to drive continuous process improvements, effectively standardising systems within a governance framework whilst maintaining awareness of budget and resource constraints. Said presently heads up the eBusiness Central Team department for NHS Wales Shared Services responsible for delivering continual service improvements and benefit realisation aligned with the NHS Wales strategy for the Finance, Procurement & Supply Chain sectors across all Health Bodies in Wales.

My top 2016 priorities are..
- ✓ Determining how to develop a successful RPA pilot scheme
- ✓ Assessing which back-office processes are ripe for automation
- ✓ Scaling up our RPA efforts

Dan Senter,
Business Systems Solutions Manager, **National Grid**

Dan Senter is Head of Business Solutions & Improvement for the UK Finance and Shared Services business at National Grid, international electricity and gas company based in the UK and north eastern US. Dan has worked in process excellence, business intelligence, systems and business transformation for the last 15 years, with experience working across a number of projects driving improvements in data, transformation and automation / technology solutions. With a background in engineering prior to National Grid Dan was Head of Business Intelligence for Balfour Beatty amongst other roles there in Operations and Business Improvement and previous to this worked in Operational Excellence at Tata Steel.

My top 2016 priorities are..
- ✓ Making our processes and automation strategies more 'intelligent'
- ✓ Scaling up our RPA efforts
- ✓ Leveraging RPA and AI to improve our customers' experience

Kevin Mowles,
Head of Business Support, **Leeds Building Society**

Kevin has been Head of Business Support for Leeds Building Society since October 2014. He provides support services to 'Operations' particularly Mortgage Lending, Back book administration, savings operations and Call Centre. Kevin is passionate about delivering change through his work with 'Continuous Improvement', 'Robotic Process Automation', 'Systems Support' and 'Document Management' teams. Married with two sons, he has a lifelong love of football (Leeds United), cycling and pretty much any sport

My top 2016 priorities are..
- ✓ Integrating RPA with existing process frameworks
- ✓ Making our processes and automation strategies more 'intelligent'
- ✓ Leveraging RPA and AI to improve our customers' experience

Andrzej Kinastowski,
Head of GBS Operations Delivery Strategy, **Lufthansa**

Andrzej Kinastowski has been assisting various SSCs and BPOs in improving their delivery in areas of Continuous Improvement, Process Excellence, Leadership and Strategy for the last 10 years. He's a Lean in Services practitioner, big fan of Kaizen thinking. Believes that best processes and projects come from engaged leadership and empowerment of all employees. Certified Lean Six Sigma Black Belt, experienced trainer. Lecturer on the University of Economics in Wrocław. Chairman and co-founder of Service Process Improvement Network association. In his private life Andrzej is a husband, a father, a photographer and a beginner mini-robot builder.

My top 2016 priorities are..
- ✓ Engaging the wider business with RPA and AI
- ✓ Integrating RPA with existing process frameworks
- ✓ Scaling up our RPA efforts

Brian Wates,
Head of Operational Architecture, **Fidelity**

With nearly 30 years at Fidelity, Brain leads the team responsible for Business process management, target model definition, process change governance, process improvement, robotic automation, form processing, process reporting and operational change. Brian is passionate about automation and keen to share his experiences, and is looking forward to hearing from others about Process management, RPA, automation, Governance, operating models, new business cases, and benefit tracking

5 Minutes With…

What do you think is unique about the way Lufthansa is approaching robotics?

I think there are two unique things about the LGBS approach. One is that RPA is done jointly by Continuous Improvement, IT and Operations departments. A lot of companies are afraid to include IT in the game as it may mean a loss of agility and momentum. Another thing that's unique about the LGBS approach is the fact that we have had a dedicated process automation team for a couple of years. Many companies do not have one yet or it has just started to build one.

What do you believe is the single biggest advantage of RPA?

With RPA you can make your IT systems 'talk to each other' without costly and difficult back-end integration and without high-level programming skills.

Dominik Jaskulski,
Process Automation Manager, **Lufthansa Global Business Services**

What is unique about the way ING is approaching robotics and AI?

RPA is not new to ING. 10 years ago in the Netherlands we already had RPA installed. So it's been running for about 10 years, with 32 set processes. But in the last nine months, ING in Belgium, and in the Netherlands, has really started to realise the benefits of RPA – and how we can leverage and accelerate it.

Many banks have had RPA for many years as well. But what is unique to ING is that we have had a clear think-forward strategy for a few years now, and the board is focusing on becoming an innovative, digital bank.

What you advise companies starting to look at a pilot program?

It's not a matter of technology, but the company's readiness. Then if you are a big company, the moment you create a centre of excellence, and confidence, you can go live, but you don't have to do the whole company at once. At ING we have many different units, so if you have done a POC in one unit, you can leverage and go live in other units.

Vinoth Raman,
Programme Manager – Robotics Centre of Excellence, **ING Bank**

Register now at **www.rpaandaisummit.com**

## Who else will you meet at the RPA and Artificial Intelligence 2016?

Each year PEX Network and SSON bring together hundreds of old friends and new faces from across Europe and beyond at our senior-level forums to discuss their greatest challenges and strategies for success, and RPA and Artificial Intelligence Summit will be no different!

2016 Expected Industry Breakdown
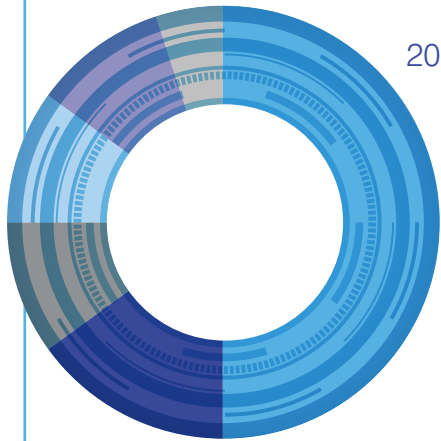
Industry	%
Financial Services	50%
Utilities	15%
Retail	10%
Manufacturing	10%
Public Sector	10%
Other	5%

2016 Expected Functional Breakdown
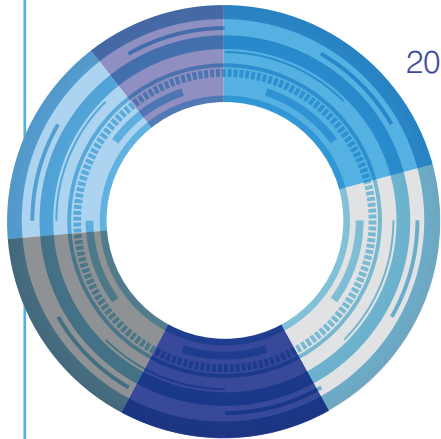
Function	%
Shared Services	20%
Business Transformation	20%
IT	15%
Data Analytics	15%
Finance & HR	15%
Customer Service	10%

Two Online Powerhouses Combine!

For the first time, PEX Network and the SSON will be joining forces to deliver an exceptional event experience and solve the most pressing challenges the most forward-thinking and innovative individuals within the 250,000-strong community are facing today.

PEX PROCESS EXCELLENCE NETWORK

The **Process Excellence Network** is a global community for process professionals, business leaders and executives who want to improve their businesses through process and operational excellence. With a global membership of 130,000+, and a burgeoning global portfolio of live events, webinars, and networking opportunities, our mission is to inspire and inform our members with access to practical advice on business improvement tools, methodologies and technologies in order to achieve their business goals.

SSON

The **Shared Services & Outsourcing Network (SSON)** is the largest and most established community of shared services and outsourcing professionals.

We provide the roof under which key industry experts and organizations share their experience, knowledge and tools, and your practitioner peers connect with other all over the world, face to face and online. SSON focuses on developing its members through providing training, tools, and networking opportunities. Our staff works from international offices in New York, London, Singapore, Sydney, Johannesburg, Berlin and Dubai to research current trends and developments in shared services

Joining PEX Network or the SSON is free and offers the following benefits:

- Access to expertly produced webinars, whitepapers, videos and podcasts
- Weekly newsletters with round up of latest content and professional development resources available online
- Exclusive invitations and offers to attend process industry events

What are you waiting for? Join today!

Sign me up for the PEX Network

Sign me up for the SSON

Register now at **www.rpaandaisummit.com**

Conference Day One – Wednesday 30th November

8.00am **Registration and Coffee**

8.15am **IQPC and Chairman's Welcome**

Barry Matthews, Managing Director, **Alsbridge Europe**

8.30am **Interactive Panel Discussion: RPA and AI Myth Busters - What's really possible today?**

The question of "hype or reality?" has been laid to rest – RPA and AI are both realities. The task now is to identify and debunk some of the common misconceptions surrounding these new technologies, and this interactive panel will debate some of these headline-grabbing statements to uncover what is really possible for your business. Questions will include topics such as:

- Will technology replace the majority of your workforce?
- How many of your processes can be automated?
- Are all vendors in this space created equal?

Panellists include:

Daniel Dines, Founder and CEO, **UiPath**

Kevin Knowles, Head of Business Support, **Leeds Building Society**

Jose Ordinas Lewis, Head Robotic Automation Center, **Swiss Re**

Suzanne Ryder, Head Business Service Transformation, **SABMiller**

Dominy Hope, Former Head of Process Excellence, **Credit Suisse**

Charlie Love, UK and EMEA CFO, **Aon Benfield**

9.30am **On-Stage Interview - Bringing robots to life: Achieving Best-in-Class Automation Results**

Join Mihir Shukla, CEO of Automation Anywhere, as he interviews one of their leading clients surrounding some of their real world business challenges, and how Robotic Process Automation is driving transformational business process improvement on an enterprise scale. Stay tuned for an update on which senior professional you'll gather tips from!

Mihir Shukla, CEO, **Automation Anywhere**

Session sponsored by AUTOMATION ANYWHERE

10.00am **RPA: More than just a back office tool at ENGIE**

ENGIE's RPA programme has been running since 2014, and has won awards both internally and externally for its innovative approach and early successes in applying RPA across several areas of the business. In this session, hear how they have reached programme maturity, and are moving towards the development of a robotics centre of excellence, plus learn how to:

- Identify RPA business cases and build an opportunity pipeline across multiple departments, including finance, HR, local government, shared services, and social responsibility
- Educate key stakeholders across these departments to gain enterprise-wide acceptance for RPA
- Display an early ROI from pilots of 'non-traditional' RPA use cases to secure further engagement and investment

Martin Ruane, Programme Director, **ENGIE**

10.30am **Combining BPM and RPA to deliver full end-end process automation at Fidelity**

Fidelity's RPA programme has been running for over 5 years, and incorporates over 50 robots across a variety of processes. The key to its success so far, and one of the many reasons for their ever-growing demand pipeline, is that robotics has been embedded into the company's process framework from day one, and the bots can be managed with minimal IT effort. In this session you will discover how to:

- Uncover the benefits and disadvantages of the two differing approaches of BPM and RPA to process automation
- Build robotics into a wider process framework, and combine manual and assisted RPA with exception automation to gain greatest benefit from both technologies
- Capitalise on end-end process automation to ensure secure and seamless service delivery whilst freeing up employees' time for more value-added activity

Brian Wates, Head of Operational Architecture, **Fidelity Investments**

11.00am **Morning Coffee and Solution Insight Session**

Time to head out to the exhibition floor for this structured networking and learning session, where you'll hear from the technology and solutions experts that have the answers to your specific change or implementation challenges. Hand-pick up to 5 short presentations to attend and find out in just 5 minutes whether you could benefit from a future business relationship with a specific provider

11:45am **Interactive Discussion Groups – Deep-diving the use cases for RPA and AI**

Departments and activities under discussion will include:

HR
- Identifying processes ripe for automation within the HR function
- Leveraging RPA to free up time and become a closer partner to the business

Finance
- Organising data and processes to enable the most effective automation implementation
- Redeploying bots to optimise resource allocation at month-end

Charlie Love, UK and EMEA CFO, **Aon Benfield**

IT
- Seamlessly linking disparate systems and datasets with RPA
- Leveraging machine learning and AI to speed up troubleshooting and service delivery

Session sponsored by KOFAX

Marketing & Sales Support
- Capitalising on AI to analyse and improve marketing campaigns and spending
- Exploiting cognitive capabilities to optimise decision making on the trading and sales floor

How can you leverage robotics and artificial intelligence to optimise the customer experience?
- Hear how to speed up customer queries and response times with RPA
- Discuss how to leverage artificial intelligence to enhance both structured and unstructured CRM data capture
- Deep-drive into a case study from across the Swiss Post group

Gary Harrold, CEO **Swiss Post Solutions UK**

Lukas Hebeisen, Head of Implementation & Digital Transformation, **Swiss Post Solutions**

Session sponsored by SPS

End-to-end business transformation
- Ensuring a 'right first time' approach to RPA by learning from past end-to-end implementations
- Capitalising on RPA and artificial intelligence to mobilise the enterprise

Paul Donaldson, Director, **Alsbridge** *Session sponsored by* ALSBRIDGE

Register now at **www.rpaandaisummit.com**

Conference Day One – Wednesday 30th November... continued

1:00pm **Networking Lunch plus Invite-Only Lunch & Learn with** edgeverve

STREAM A – Robotic Process Automation
Sponsored by AUTOMATION ANYWHERE

STREAM B - Machine learning and AI

2:00pm

Getting started with RPA: How NN developed a successful pilot programme

The first step in any business transformation journey is always the hardest. In this session, you'll hear how a series of internal workshops and buy-in from key stakeholders enabled NN to develop a pilot surrounding a few core high-volume financial and accounting processes, which is proving the concept and enabling a wider business discussion about RPA implementation. Don't miss this chance to:

- Assess whether to focus your automation pilot on a single end-to-end process, or partially automate several processes
- Strike the balance between the speed of tactical implementation and the longer-term benefits of a more strategic pilot approach
- Establish key metrics and success factors for the pilot, both in terms of the automated process itself and the vendor used

Edo Michielse, Head Financial Accounting NN Life, **NN**

Getting Started with AI: Building an Artificial Intelligence Cell at Rabobank

In March 2016, Rabobank centralised disparate AI efforts from across the wider business in order to develop an AI Cell (or centre of expertise) within their wider advanced analytics function, enabling rapid skill development and reduced project costs. In this presentation you will uncover the key lessons learned on their journey so far, in order to successfully:

- Centralise AI efforts to speed up solution development and implementation
- Leverage early project success to prove the value of AI to the wider business
- Work with business stakeholders to build a use case pipeline and secure engagement and funding for AI projects

Muriël Serrurier Schepper, Business Consultant Advanced Data Analytics & Artificial Intelligence, **Rabobank**

2.35pm

Building a federated robotics business model at Zurich Insurance

As part of their promise to shareholders to make $1billion in savings by the end of 2019, Zurich Insurance has invested heavily in automating many of their on- and off-shore processes. In this session you'll learn how they have ramped up their RPA efforts and internal discussions over the past year, and their roadmap for the future. Take this chance to:

- Assess which on- and off-shore processes are most ripe for automation, and where the greatest business impact can be made
- Overcome internal misconceptions about robotics, and determine how to build a federated governance model to enable differing business areas to be self-sufficient in their daily operations
- Establish why and how to work with multiple automation vendors across different areas of the business

Richard Mills, Head of UK Outsourcing & Supplier Management, **Zurich Insurance**

Accelerating the integration of robotics and AI in ING to be a next generation digital bank

Although RPA is not new to ING, they have rapidly accelerated their program over the last year.

After successful completion of PoCs and vendor selection, they are live in several units and expanding this to others. They are also actively looking to integrate Artificial intelligence, and are busy with PoCs with several vendors. Having rapidly built internal knowledge, thanks to C-suite engagement and desire for digital change they have now developed a centre of excellence to drive improvements across the wider business. In this session you'll hear the secrets to their early success, and determine how to:

- Gain board-level commitment for RPA and AI as part of an enterprise-wide digital transformation
- Leverage local process expertise and centralised vendor and risk governance to build a virtual team and share best practice across the wider business
- Identify the use cases for Artificial Intelligence, and build successful AI pilots within the organisation
- Uncover the best practices and lessons learned at ING

Vinoth Raman, Programme Manager – Robotics Centre of Excellence, **ING Bank**

3.10pm

Breaking the Barriers of Process Automation

40% of organizations around the world have realized the huge value that process automation offers. This session will show you how these organizations employ desktop automation as well as robotic automation, and leave you with some great ideas for starting the automation transformation for you.

Moshe Samet, Product Manager, Robotic Automation & Real Time Solutions, **NICE Systems**

Paul Downie, Data Manager Finance, **Shell**

Session sponsored by NICE

Building an Intelligent Workplace

In this session you'll hear how the team at Citi have leveraged Workfusion's technology to drive significant improvements across their business. Learn about the key business challenges they faced, and both the technology and change management practices required to ensure you too can overcome them.

Manoj Shapara, SVP EMEA Corporate Transaction Service Technology, **Citi**

Session sponsored by WorkFusion

Register now at **www.rpaandaisummit.com**

Conference Day One – Wednesday 30th November... continued

3.45pm   **Afternoon Coffee Break**

4.15pm   **Reinventing procurement and the supply chain at Vodafone with cognitive robotics and AI**

Supporting over 25 countries, and managing over 20billion in spend, the central procurement function is integral to the businesses and partners in the Vodafone Group. In this session you'll hear how the team there are leveraging cognitive computing to support the procurement and supply chain management process and become a digital-first procurement centre. Hear how CEO engagement enabled them to build an AI-focused team, and learn how you can:

- Combine internal capability development with external enterprise solutions and start-up technologies to deliver innovative digital change
- Continually disrupt the status quo to maximise both short-term and long-term performance
- Leverage cognitive technologies to build future category management capabilities and accelerate decision making

Virginie Vast, Head of Cognitive Procurement and Digital Sourcing, **Vodafone Group**

4.45pm   **Automation on a Budget: a low-cost but high-impact approach to robotics at Aviva**

The biggest problem with any new initiative is sponsorship and investment, and in a company as large as Aviva, with four business lines, each with their own MD and cost-saving agenda, this was a massive hurdle! In this session you'll hear the innovative approach they took to a low-cost but effective automation implementation, and learn how to:

- Train, develop and manage 'champions' across differing business areas to create and quickly realise value from your automation activities
- Identify and prioritise different automation opportunities across the business to ensure efficient allocation of resource and budget
- Display the value of automation beyond FTE saving and cost reduction

Graham Lee, Automation Programme Manager, **Aviva**

5.15pm   **Interactive Panel Discussion: RPA & Automation - the End of Outsourcing?**

- Assess the current limitations of RPA, and why outsourcing remains the preferred alternative for many companies
- Establish how far you can go into RPA as an organisation before a fundamental revision of sourcing models and strategies is required
- Identify potential new skillsets and career paths for shared services professionals, and what outsourcers can do to remain relevant in the automation era

Panellists include:

Andrzej Kinastowski, Head of GBS Operations Delivery Strategy, **Lufthansa**

Panos Anastasiou, Global Innovation Sourcing Lead, **P&G**

Dean Branton, COO, **TalkTalk Business**

6.00pm   **Vendor Assessment – Robot Wars: the Battle of the Pilots**

In this session, three leading RPA vendors will be presented with a business scenario, which they will have to build a proof-of-concept and pilot around. Three quick presentations will be followed by a joint Q&A, after which the audience will vote for a 'winning' pilot via their conference apps

6.30pm   **Chairman's Close & Drinks**

Barry Matthews, Managing Director, **Alsbridge Europe**

8.00pm   **End of Day**

After an information-filled day, continue building your network in a more relaxed and informal setting. Take this time to share your automation war stories and successes with your peers, identify potential future collaboration opportunities, and of course enjoy a drink or two!

> "I look forward to sharing best practices and hear lessons learned from others in terms of getting IT and enterprise-wide engagement, and scaling up RPA efforts"
>
> **Dusan Oravsky,** *Global CI PMO Lead,* **Johnson Controls**

> "At National Grid, we're looking to develop an automation centre of excellence and operating model – I'm keen to understand from others the best way to approach and the various pros / cons of the operating models considered"
>
> **Dan Senter***, Business Systems Solutions Manager,* **National Grid**

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RPA & ARTIFICIAL INTELLIGENCE SUMMIT 2016

30 November – 2nd December • London, UK

Conference Day Two – Thursday 1st December

8.00am   Registration and Coffee

8.15am   Chairman's Recap
Barry Matthews, Managing Director, **Alsbridge Europe**

8.30am   Automating at a Global Scale at Citi

As one of their three core pillars for operational transformation, automation is key to future success globally for Citi. In this presentation you'll hear their careful pilot and vendor selection process, and how these have differed across global markets. Learn from their successes so far how to:

- Embed automation and robotics as a key strategic priority within your organisation
- Identify which common and market-specific processes should be automated to deliver the greatest value to the business
- Carry out a diligent RFP process to ensure you have the right partners in the right locations

Ankur Anand, Head EMEA Consumer Core Operations & Technology Transformation, **Citi**

Munish Keswani, Regional Head of Core Operations & Credit Initiation; **Citi**

9.00am   Interactive Panel Discussion: RPA and your IT department - Worst enemies or a match made in heaven?

This panel will bring together IT, shared services and operations leaders to identify and overcome some of the key friction points and barriers to successful RPA deployment. Quiz the experts and:

- Establish the role of IT in RPA implementation and governance
- Discover how to develop close IT-operations working relationships
- Identify key vendor selection criteria that satisfy all parties

Panellists include

Vinoth Raman, Programme Manager – Robotics Centre of Excellence, **ING Bank**

Tobias Sebastian Unger, Head of Strategy Finance Shared Services, **Siemens**

Druval Shah, Director Robotics, **AT&T**

Dusan Oravsky, Global CI PMO Lead, **Johnson Controls**

Sebastian Zeiss, VP Automation and Development, **Deutsche Telekom**

9.40am   Driving Results with Enterprise RPA for the Business

With much confusion in the marketplace and many RPA vendors claiming to be enterprise worthy, this presentation will define the different types of RPA through the 3-lane highway and what makes true enterprise RPA so purposeful to the business. As RPA rapidly becomes a strategic part of the overall digitization of the lines of business, it's critical to understand how to position to your employees to embrace it as a great opportunity…not a threat. An investment in RPA will not be short-lived. Looking at the long-term, enterprise RPA will become part of the executive platform that will enable AI as it becomes industrialized.

- Understand the 3-lane highway of RPA solutions
- Discover how to gain support from the people that will benefit from RPA and how it provides a great opportunity
- Hear how enterprise RPA can drive AI to become industrialized

Pat Geary, CMO, **Blue Prism**

Session sponsored by **blueprism**

10.00am   Quick Fire Interactive Session: What We Should Have Done

In this interactive session, panellists will share quick examples of the mistakes they made during their implementation of robotic and/or AI technologies, or unexpected setbacks, that cost them time, money or executive support, and what on reflection they should have done. Once all presenters have made their case, questions will be opened up to the floor, to ensure you avoid these same pitfalls!

Case #1 - Balancing Priorities
Hear how National Grid's Shared Services worked on developing the case for RPA and navigated through a period of change and balancing of priorities. The key learning is that of timing and identifying the best time at which to embark on the change or the programme of activity proposed.

Dan Senter, Business Systems Solutions Manager, **National Grid**

Case #2 - Sourcing Commitment and Solutions for Global Implementation
Learn how Johnson Controls piloted differing RPA solutions across their European, Asian and Latin American operations before finally selecting their longer-term vendor, and worked to overcome the cultural barriers to adoption of these technologies across multiple locations and departments

Dusan Oravsky, Global CI PMO Lead, **Johnson Controls**

Case #3 Sustaining Acceptance and Engagement

Discover how LV= developed a 'fast track' team to pilot new technologies like RDA, RPA and virtual assistance across the business, but why pilots never moved to full-scale adoption. Hear how they are addressing this challenge and beginning a cultural shift to enable greater benefit to be realised from these areas.

Rob King, Head of Business Technology Enablement, **LV=**

11.00am   Morning Coffee Break

11.30am   Keeping Robotics In-House: Roboscripting at VSS

Vodafone Shared Services in Budapest, a 1400-strong organisation, supports over 22 countries across finance, HR, supply chain, business intelligence and enterprise commercial services. The automation team there has taken a different approach to automation, and rather than working with traditional RPA vendors have developed their own capabilities. Learn from this session how to:

- Develop "Roboscripting" methods capabilities within your automation team
- Combine robotics with existing automation capabilities to ensure seamless process performance
- Identify the processes within your Shared Services organization most ripe for automation

Viktor Németh, Automation Solutions Manager, **Vodafone Shared Services**

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Conference Day Two – Thursday 1st December... continued

12:00pm **Interactive Discussion Groups – Benchmarking your Intelligent Automation maturity**

Maturity and implementation phases under discussion include:

RPA Fact-Finding and Vendor Assessment
- Identifying internal knowledge gaps and assessing vendor capabilities
- Developing a business case for investment

Daniel Thacker, Head Automation Delivery, **RBS**

RPA Piloting
- Gaining IT and company-wide buy in for automation activities
- Building a use case pipeline

Tobias Sebastian Unger, Head of Strategy Finance Shared Services, **Siemens**

RPA CoE Development
- Centralising automation activities across the enterprise
- Governing RPA activities in a secure and compliant way

Satvinder Bamra, Operational Agility Manager, **npower Business solutions**
Billy Bennett, Operational Agility Manager, **npower Business solutions**

RPA & Desktop Automation
- Leveraging both RPA and RDA to enable agile business governance
- Capitalising on increased agility to optimise business decision making and the customer experience

Frederic Deraet, Head of IT Dept Study Services, **AG2R La Mondiale**
Darren Hart, CIO, **Alpha Card**

Session sponsored by
contextor

AI Fact-Finding and Vendor Assessment
- Identifying internal knowledge gaps and assessing vendor capabilities
- Developing a business case for investment

AI Piloting
- Overcoming the uncertainties around AI technologies
- Building a use case pipeline

Gero Gunkel, Cognitive Automation Programme Manager, **Zurich Insurance**

1:30pm **Networking Lunch**

STREAM A – Back office Processes

2.30pm

From Pilot to Performance: the advent of the robotics centre of excellence at Swiss Re

The automation journey at Swiss Re began conceptually back in November 2014, but practically in October 2015. Less than a year down the line, there are 5 bots in production, and 50 process candidates for automation - the robotics team has expanded and matured very rapidly! In this session you'll hear Swiss Re's robotics journey so far, and discover how to:

- Move from isolated RPA pilots to an integrated enterprise-wide development strategy
- Prioritise business cases and automation projects in a clear and transparent way
- Shift from FTE-centric to ROI-centric metrics to gain a holistic view of performance

Jose Ordinas Lewis, Head Robotic Automation Center, **Swiss Re**

Session sponsored by **UiPath**

3.05pm

Bringing robotics to the finance department at Barclays

Following successful implementations across other global offices, this presentation will cover the fast-paced, high performing deployment of robotics across the financial control, risk and reporting area at Barclays India. Hear how the technology centre manage the robots and trained the finance process owners on robotics to reduce monotonous manual tasks, and discover how you can:

- Develop solutions in an agile manner to realise the benefits quickly
- Work with process end-users to govern robots and ensure changes are implemented quickly and effectively
- Optimise financial data quality and integrity through linking systems and robotising processes end-to-end

Vartul Mittal, AVP Business Process Re-engineering, **Barclays**

STREAM B - Front office Processes

Optimising digital interfaces and improving customer understanding at Barclays

Over the past couple of years Barclays have been working alongside a number of AI partners to fundamentally redesign the way they interact with their customers. In this presentation you'll hear their past mistakes and successes, and discover how to:

- Identify and leverage key design principles to develop new 'intelligent' customer interaction channels
- Prioritise which processes are most suited to intelligent digital channels, and which still require more human interaction
- Proactively manage consumer expectations of AI and virtual interfaces to ensure adoption of these new channels

Noel Lyons, Director of Digital Design, **Barclays**

Optimising the customer experience with artificial intelligence at BT

The use of AI and cognitive technologies within customer service at BT has been a journey of over 25 years, however many of the learnings from the initial experiments back in the 1990s still apply today. In this session you'll learn how the implementation of AI has matured within BT over time, and discuss what's next for BT in terms of development and adoption of these technologies to enhance the customer experience. Hear from BT how to:

- Leverage intelligent systems within the contact centre to enhance customer interactions and engagement
- Identify which customer-facing processes are better served by automation and AI, and which still require human interaction
- Empower agents with insight into new technologies to ensure widespread user acceptance and adoption

Nicola Millard, Head of Customer Insights and Futures, **BT**

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RPA& ARTIFICIAL INTELLIGENCE SUMMIT 2016

30 November – 2nd December • London, UK

Conference Day Two – Thursday 1st December... continued

STREAM A – Back office Processes... continued

3.40pm **Combining RPA with Desktop Automation for GBS Success at Lufthansa**

Lufthansa's GBS has had a process automation team in place for nearly two years, but it is only now that RPA is arriving. In this presentation, deep-dive the existing desktop automation process framework at Lufthansa, and how they are piloting ways to make this automation 'robotic', plus discover how to:

- Assess the costs and ROI of both desktop and RPA to identify which is best for your current business scenario
- Develop a clear strategy for RPA to ensure a 'right first time' approach to pilots and proof of concepts within your GBS
- Carry out multiple RPA pilots to identify the true ease of implementation and determine how RPA can work hand-in-hand with existing automation

Dominik Jaskulski, GBS Process Automation Manager, **Lufthansa**

4.15pm **How Hewlett Packard Enterprise Deployed RPA to Scale**

To remain competitive in today's market, Hewlett Packard Enterprise (HPE) implemented digital workforce transformation into their organization through a partnership with Kryon Systems' Leo platform. This case study presentation will take you through HPE's RPA journey from POC to scaled operations resulting in a robotic workforce that delivers cost-efficient and accurate process execution within the HPE organization and beyond:

- How HPE demonstrated their RPA business case and RPA ROI
- How HPE scaled their RPA operations within the organization and beyond
- Best RPA practices and advance for those just beginning their RPA journey

Gana Vadlamani, Director, Business Process Platforms & Robotics Practice, **Hewlett Packard Enterprise**

Bibi Rosenbach, CEO, **Kryon Systems**

Session sponsored by Leo

4.45pm **Afternoon Coffee Break**

5.15pm **Industry 4.0 - Talent Management and the Future of Work**

- Manage the displacement of human workers to minimise staff reductions and redeploy top talent to more value-adding activities
- Uncover the new tasks and career paths that robotic and AI implementation will create within your organisation
- Identify the skills and experience required of the office worker of 2020 and beyond to ensure you build those competencies into your recruitment practices today

George Zarkadakis, Author, **In Our Own Image**

STREAM B - Front office Processes... continued

Transforming the Travel Industry with Artificial Assistance

Sergi has a unique set of experiences in the NLP and artificial assistant space, having worked on both the vendor and practitioner sides. This presentation will cover the early testing and implementation of virtual assistants within the TUI Group and Hotelbeds to optimise the customer experience during the research phase of the travel journey with key practical takeaways to enable you to discover how to:

- Build the business case for investing in artificially intelligent messaging services
- Test and refine artificial assistance pilots to identify the optimum use cases for your business
- Capture the value of applied AI, NLP and Big Data to enhance your customers' experience

Sergi Mesquida Delgado, Head of Innovation and New Ventures, **Hotelbeds**

Robots on the RBC Trading Floor

Whilst many think to apply robotics to their back-office processes, RBC have taken a different approach. In this session you'll hear about the robots being deployed across the trading floor to improve efficiency and ensure regulatory compliance, and crucially understand how you can:

- Rethink robotics and identify innovative new use cases for RPA
- Develop RPA proof of concepts across the front office
- Move from PoC to production to reduce front-office human error

Alex Davies, RPA Programme Manager, **Royal Bank of Canada**

5.45pm **So What's Next? - Interactive Action Plan Development Session**

In this final session, gather into working groups unique to your industry and current RPA and AI maturity. Work together to share your top takeaways from the discussion and case studies shared throughout the conference, and build an action plan to take back to the office

Industries under discussion will include:

Banking/Finance • Legal • Insurance • Utilities • Telecoms & IT Healthcare • Public Sector/Government • Retail

6.30pm **Chairman's Close & End of Conference Day Two**

Barry Matthews, Managing Director, **Alsbridge Europe**

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We provide the roof under which key industry experts and organizations share their experience, knowledge and tools, and your practitioner peers connect with other all over the world, face to face and online. SSON focuses on developing its members through providing training, tools, and networking opportunities. Our staff works from international offices in New York, London, Singapore, Sydney, Johannesburg, Berlin and Dubai to research current trends and developments in shared services.

http://www.ssonetwork.com

Register now at **www.rpaandaisummit.com**

Conference Day Three: Interactive Workshops – Friday 2nd December

Whatever your current automation maturity level, this is your chance to get hands-on, practical advice and go into greater depth than the 30-minute conference sessions.
With limited availability for each workshop, select your preferred topics at point of registration to ensure you solve your most pressing business challenges

8.30am **Registration and Coffee**

9:00am

WORKSHOP A – A Beginners Guide to RPA: Embedding robotics into enterprise operations

The first step is always the hardest. If you've spent the last two days fascinated by what everyone else has done, but are still struggling to determine where to get started, this session is for you! Don't miss this chance to:

- Discuss which areas of your business will reap the greatest rewards through the combination of RPA and cognitive/disruptive technologies
- Identify whether to re-engineer existing processes before deployment or automate 'as is' and deal with exceptions later
- Educate key staff about the benefits of RPA and AI technologies to create advocates across the business

Paul Donaldson, Director, **Alsbridge**
Homan Haghighi, Managing Director, **Alsbridge**

Session sponsored by ALSBRIDGE *Challenge the Future*

WORKSHOP B – Chatbots: Transforming the front-office with Intelligent Assistance

Apart from the 'build vs buy' conundrum when it comes to intelligent assistance, when overhauling front-office operations there are various risk factors to consider. Through a series of discussions and practical tasks, attendees will

- Identify which transactional, customer-facing processes are most ripe for automation or virtual assistance
- Assess to what extent intelligent bots can be taught to act in a 'human' and personalised way without risking a 'Microsoft Tay' situation
- Leverage AI technologies and chatbots to simplify the customer experience and enable first-class self-service

Rui Teimao, Co-Founder, **Fastbot**

11.00am **Networking Refreshments**

11.30am

WORKSHOP C – Developing a secure, compliant virtual workforce governance framework

Pilot schemes are a great start, but once those pilots have run, how can you begin to embed RPA and virtual workers as part of daily operations in a secure, compliant way? In this interactive workshop you will learn from Leeds Building Society's experiences of RPA implementation, and discover how to:

- Leverage RPA to flush out broken processes and improve data integrity
- Develop clear governance policies and controls that IT, information security and business leaders understand and can adhere to
- Create a robot governance working group of key stakeholders across the business to prevent systems changes from causing later headaches for your virtual workforce

Kevin Knowles, Head of Business Support, **Leeds Building Society**

WORKSHOP D – Speed up your financial and accounting processes with RPA 2.0

Amid the hype surrounding RPA and automation in general, the largest enterprises need clarity on the types of approaches and technologies that could fit their expectations of reliability and scalability in their ERP-led environments.
For the SSC and GBS world, there has not yet been enough focus on Business Process Services for financial back office functions. Through a series of case studies and panel discussions we examine:

- The attributes of enterprise-grade Robotics solutions
- In F&A (O2C, P2P, R2R) what end-to-end processes should be targeted first
- What should be the observed timescale and ROI

Shak Akhtar, Global Head of Robotics Solutions, **Redwood** *Session sponsored by* REDWOOD

1.30am **Networking Lunch**

2.30pm

WORKSHOP E – Spring clean your data warehouse: Optimising data quality to enable successful automation

Pilot schemes are a great start, but once those pilots have run, how can you begin to embed RPA and virtual workers as part of daily operations in a secure, compliant way? In this interactive workshop you will learn from Leeds Building Society's experiences of RPA implementation, and discover how to:

- Take a dual-step approach to RPA implementation to ensure high-quality process automation
  - Tactical deployment to 'weed out' data and process problems in stage one
  - Strategic deployment for long-term business success in stage two
- Educate staff about the importance of high-quality data input and maintenance
- Capitalise on the reliability of a virtual workforce to ensure long-term data integrity

For updates on your session leader, please visit **visit www.rpaandaisummit.com**

WORKSHOP F – Five Years Time: Assessing the application of the next generation of RPA and AI technologies

In the fast-paced modern business landscape, today's innovative thinking or newest solution may be little more than average tomorrow. This open discussion forum and interactive guided thinking exercise will enable you to:

- Identify 'out-of-the-box' applications for existing technologies, and maximise the potential of what you already have
- Build a set of requirements for the next generation of solutions to remain competitive long-term
- Combine robotics and AI with other tools in your existing continuous improvement toolbox to drive continual value-adding change

For updates on your session leader, please visit **visit www.rpaandaisummit.com**

4.30pm **End of Workshop Day**

Register now at **www.rpaandaisummit.com**

Reasons you should sponsor RPA and Artificial Intelligence 2016

On the basis of sponsor and delegate feedback, PEX Network and SSON have embraced a more flexible and consultative approach and innovated our platforms, marketing channels and service delivery. This is all because we are dedicated to ensuring a return on our sponsor's investment, and as such want to work with you to build bespoke packages that are tailored to your individual goals.

We offer a comprehensive range of platforms, media, networking opportunities and marketing channels to deliver your objectives. In consultation with our expert team, you can mix a variety of activities that meet your specific business development needs:

THOUGHT LEADERSHIP – showcase your experiences and key differentiators

BRANDING – Gain maximum exposure and prominence in a competitive market

NETWORKING – Maintain existing relationships and make new contacts

	Pre-Event	On-Site	Post-Event
THOUGHT LEADERSHIP	Whitepaper email marketing SSON/PEX Network newsletter placement	Client-led keynotes & testimonials Workshops and Discussion Groups Tech demonstrations	Whitepaper/presentation placement on PEX Network, SSON or the event site Presentation marketing to other events in the series
LEAD CULTIVATION	Targeted delegate acquisition campaigns Prospect listing	On-site introductions Private lunches and breakfast briefings Evening networking sessions	Email introductions LinkedIn introductions Access to SSON/PEX Network community
BRAND AWARENESS	Online presence on event website Listings and logos on all event materials	Lanyard / App / VIP Room sponsorship Literature seat drops and flyer handouts	Post-event email Survey sponsorship Social media marketing

What have past PEX Network and SSON sponsors said?

"Utilising The Process Excellence Network has added significant value to i-nexus. Working with the PEX Network team to reach out to our target audience has proved very effective and has allowed us to raise awareness of the i-nexus brand and educate the market on the emerging discipline of Business Execution. As such I would not hesitate to recommend working with PEX Network and plan to continue using this platform for driving new business in the future"
Marketing Manager, **i-nexus**

"We have been working with PEX for many years and it's been a great partnership"
CEO, **The Quality Group**

"SSON was a great event to analyse new trends in shared services. From a vendor point of view, you get direct access to decision makers in the largest European shared services. Well worth the investment!"
Marketing Director, **Automation Anywhere**

What are our speakers looking to achieve at the event?

I look forward to discussing the roles and the development of Automation teams, and how to get the most from small changes. It will be great to mix with the bean counters and finance too"
Graham Bagby, *Automation Programme Manager,* **Aviva**

"I look forward to participating in this event to meet some of the niche/small software automation providers and overall see/hear what the latest news are across the industries on automation. It will be interesting to find out the speed/time to automate different business processes AND any interaction challenges people face with existing BPO providers (who may or may not be willing to automate)"
Panos Anistasiou, *Global Sourcing Lead - BPO, Data and Analytics,* **P&G**

Register now at **www.rpaandaisummit.com**

Event sponsors

Lead Sponsor

At **Automation Anywhere**, we believe that people who have time to create, think, and discover build great companies. That's why we've dedicated the last decade to driving the adoption of robotic process automation technology in leading Financial Services, BPO, Healthcare, Technology, and Insurance companies—to name a few—across more than 90 countries. Our intelligent process robots transform the way businesses operate, delivering complex business and IT work across a range of processes including procure-to-pay, quote-to-cash, HR administration, claims processing, and thousands of other front and back office processes.

BluePrism is the pioneer of Robotic Process Automation Software for the Enterprise - enabling business operations to be agile and cost effective through rapid automation of manual, rules based administrative processes, executing transactions autonomously within a highly secure, scalable and centrally managed "Virtual Workforce" of Software Robots. The technology and methodologies have been developed over many years with numerous large scale and complex deployments in highly regulated industries including major Banks, Telco's, Utilities, Healthcare and Service Providers With offices in Manchester, London, Miami and Chicago, Blue Prism was formed by a group of process automation experts in 2001.

EdgeVerve Systems, a wholly owned subsidiary of Infosys, develops innovative software products and offers them on-premise or as cloud-hosted business platforms. Our products help businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. We power our clients' growth in rapidly evolving areas like banking, digital marketing, interactive commerce, distributive trade, credit servicing, customer service and enterprise buying. AssistEdge, our flagship offering in the automation space, is an award winning, proven and scalable platform that helps enterprises inend-to-end service modernization through automation thus reducing operational costs by 20%. To know more, visit us at http://www.edgeverve.com/assistedge or write to edgeverve@edgeverve.com

We connect the physical and digital worlds **Swiss Post Solutions (SPS)** is a leading outsourcing provider for business process solutions and innovative services in document management. A strong international client base relies on SPS' ability to envision, design and build end-to-end solutions and to be its trusted advisor for the key value drivers in BPO: location strategy, process optimisation and technology, such as intelligent automation. Part of the Swiss Post Group headquartered in Bern, Switzerland, SPS' 7,500 employees and specialized partners span the full range of the industries – from insurance, banking, telecommunications, media, retail to energy supply and travel & transportation – addressing customer needs in more than 20 countries.

Redwood Software was founded in 1993 with a single minded mission; to help organizations eliminate the costs, risks and wasted time associated with manual tasks. Our RoboFinance; family of robots possess the know-how to improve Order to Cash, Procure to Pay and Record to Report. And we're constantly evolving the robots' capabilities so they're best equipped to improve process efficiencies across other business areas. We're everywhere our customers are. With offices strategically located around the world, we're best equipped to provide global organizations with the state-of-the-art Enterprise Process Automation and Robotic solutions they need,as and when required. Today,more than 3,000 customers worldwide use Redwoods solutions to automate their business processes. No matter what the scale of your challenge, get in touch and lets map out how to get your organization on the road to greater process efficiency and effectiveness.

Kofax® is a leading provider of software to simplify and transform the First Mile™ of customer engagement. More than 20,000 customers globally rely on Kofax software to differentiate and grow. The Kofax Kapow™ robotic process automation and integration software platform provides the fastest way to acquire, enhance, and deliver information—especially from websites and web portals—to an organization's business applications and processes, without the need for coding. Information that was previously unattainable, unusable or costly to integrate becomes readily consumable to drive productivity and add insight into the decision making process.

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Event sponsors continued

UiPath is a leading provider of robotic process automation technology enabling global organizations to design, deploy and manage a full fledged robotic workforce that mimics employees in administering rules-based tasks. The UiPath RPA computing platform is dedicated to automate business processes. It provides process modelling, change management, deployment management, access control, remote execution and scheduling, execution monitoring, auditing and analytics in full compliance with enterprise security and governance best practices. The highly advanced capabilities of its robotic software make UiPath a vital component of the intelligent process automation solutions used by the most tech savvy Business Process Outsourcing providers and Shared Services Organizations. Our products are designed for foolproof performance and a highly intuitive user experience, bringing compelling benefits for operational cost reduction, process efficiency and performance quality. The UiPath solution empowers businesses to automate more efficiently, greatly impacting on the bottom line and the service to the customer.

NICE enables organizations to deliver an effortless, consistent and personalized experience throughout the customer journey. Our solutions allow enterprises to know their customers, act in real time and ensure that every employee is engaged. NICE uniquely provides a Robotic Automation solution which spans across the semi-assisted and the fully automated workflow scenarios. The solution includes a central management module which oversees the queuing of automation tasks, monitors process completion and system livelihood, and alerts on outstanding issues in real-time.

WorkFusion's Intelligent Automation Suite empowers enterprise operations to digitize. WorkFusion Smart Process Automation (SPA) combines robotic process automation (RPA), AI-powered cognitive automation and workforce analytics to automate high-volume business processes. WorkFusion Chatbots responds to customer inquiries and executes tasks by integrating with SPA, and WorkFusion Smart Crowd provides labor agility by sourcing and managing internal or external workforces. Operations teams at data-intensive organizations, such as global banking and financial services companies, healthcare and insurance providers, and BPO firms use WorkFusion Automation Suite to become leaner, more productive and agile. Additional information is available at WorkFusion.com.

Alsbridge is a global consulting firm with 300+ consultants delivering strategic sourcing, transformational advisory and benchmarking services to over 200 clients a year in North America, Europe Middle East & Africa, Australia/New Zealand and Asia Pacific. Alsbridge's RPA practice provides assessments, strategy development, implementation, training and organizational change management. The global RPA team combines accredited resources with technical expertise in RPA software and Lean Six Sigma principles, complemented by organisational redesign and communications management to ensure positive outcomes.

Contextor the European Leader in RPA/ RDA. The company business strategy provides an integrated development environment implementing agile and enhanced customer experience. Contextor brings the RPA technology to the desktop level in a fast and easy way, minimizing time to market and flexibility. Gain time is good but providing a solution that benefits operations and the customer side is even better. Our solution is currently deployed in back and front office, point of sales, branches and even mobile applications. Take the time to visit us.

Kryon Systems is committed to assisting organizations realize their business objectives by providing Digital Workforce Transformation solutions. To this end, our flagship platform Leo, supports both virtual and human workforces alike, facilitating the efficient and accurate execution of business processes on enterprise applications. The Leo platform can be leveraged for both Robotic Process Automation as well as end-user application guidance and desktop automation providing a greater ROI on automation investments and delivering corporate-wide business process improvement

Register now at **www.rpaandaisummit.com**

The PEX Network Promise

If you're still undecided on whether to sign up or not, this is **our pledge to you**. Here at PEX Network, we make this promise for each and every event we run. And we never make a promise we can't keep.

What we will deliver

- Cutting edge, informative **first-hand case studies** from Europe's leading Director-level, operational excellence, shared services and IT practitioners and strategists

- An agenda that has been **developed in consultation with 100+ of your peers** – our focus is solely on covering the topics YOU want to learn about, and ensuring our events are **created by the PEX community, for the PEX community**

- Opportunities to **network with our vendor partners**, who have been cross-checked with our speaker faculty and/or advisory board to ensure they really are **best-of-breed providers who can help you address your current challenge**

- A **dedicated pre-conference focus day** with dynamic workshops on the topics chosen by YOU

- A **unique and innovative programme structure** to break the monotony of Powerpoint presentations – participate in speed networking sessions, interactive discussion groups, ideaPitches and much more!

Meet the RPA and Artificial Intelligence Team

For speaking opportunities, contact:

Zoe Amos
Event Director
Zoe.amos@iqpc.co.uk

For sponsorship opportunities, contact:
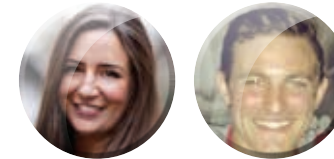
Katie McBride and **Michael Leach**
Sponsorship Managers
sponsorship@iqpc.co.uk

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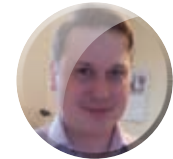
Christopher Wagland
Senior Campaign Manager
enquire@iqpc.co.uk

For press or marketing opportunities, contact:
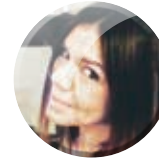
Veronica Araujo
European Marketing Director
Veronica.Araujo@iqpc.co.uk

For logistics enquiries, contact:

Georgina Hunter
Head of Operations
georgina.hunter@iqpc.co.uk

To engage with the PEX Network community, contact:

Digital Marketing Manager
enquire@pexnetwork.com

London: the Home of RPA and Artificial Intelligence 2016

Decided to take an extra day or two out of the office? PEX Network have put together some of our favourite London hotspots.

Things to see

The British Museum (nearest station – London Bridge)

This world-famous museum exhibits the works of man from prehistoric to modern times, from around the world. Highlights include the Rosetta Stone, the Parthenon sculptures and the mummies in the Ancient Egypt collection, to which entry is free!

The Tower of London (nearest station – Tower Hill)

One of London's most iconic buildings, this 900-year-old palace, prison, jewel house, zoo and execution place is one of the best ways to understand the history of the British monarchy. Visitors can take a tour with one of the Yeoman Warders, gaze up at the White Tower, tiptoe through a medieval king's bedchamber and marvel at the Crown Jewels.

Things to do

**Take a flight on the London Eye (nearest station – Waterloo)**

The London Eye is a major feature of London's skyline, boasting some of London's best views from its 32 capsules, each holding up to 25 people. If you're short of time, this is a great way to view over 55 of London's most famous landmarks – all in just 30 minutes!

Be entertained by London's finest street artists (nearest station – Covent Garden)

Covent Garden has long been famous as the home of some of London's finest theatres, restaurants, and even the Royal Opera House but increasingly it's the street theatre that draws the biggest crowds! Artists range from violinists and opera singers, to daredevil fire eaters, and to clowns and magicians for children... Just wander around and see what you stumble across!

Places to eat and drink

In a city as big as London, it's almost impossible to pick the best restaurant or bar, however for the widest choice, head into **Soho** (nearest station – Oxford Circus). Alternatively if you are looking for something specific, **Brick Lane** is famous for a curry (nearest station – Aldgate East), **Chinatown** is clearly the best place for Chinese (nearest station – Leicester Square), and for traditional East London 'pie and mash', head to a branch of Manze (most central one is near Elephant & Castle Station)

Register now at **www.rpaandaisummit.com**
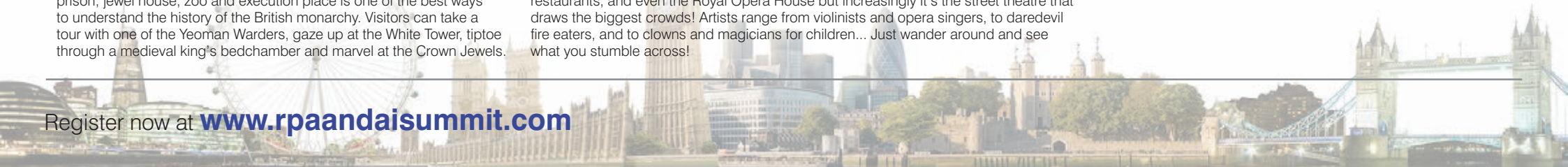
REGISTRATION INFORMATION

To speed registration, please provide the priority code located on the mailing label on in the box below.

My registration code **PDFW**

Please contact our database manager on +44 (0) 20 7368 9300 or database@iqpc.co.uk quoting the registration code above to inform us of any changes or to remove your details

MOST POPULAR

Package Options For In-House Practitioners**	Business Pass	Standard Pass	Academics	Solution Providers
Standard Price	£2749 + VAT	£2249 + VAT	£899 + VAT	£2,999 + VAT

Your Pass includes	Business Pass	Standard Pass	Academics	Solution Providers
Main Conference Access: 30 November - 1 December		✓	✓	✓
Standard Pass +++	✓			
Access to Conference Networking App		✓		
Access to Post-Show Executive Report		✓		
Access to Evening Networking Reception		✓		
Access to video presentations and slides post event		✓		
Workshop Day	✓			
B2B Presentations	✓			

TEAM DISCOUNTS	Discount
Team of 3 to 4: 15% on any standard package	15% on any standard package
Team of 5+: 30% on any standard package	30% on any standard package

A LA CARTE - *Add to any packages or purchase separately*	Price
Full Pre-Conference Workshop Day	£799 + VAT
Access to Conference Presentations Post-Event	£499 + VAT

Please note:
- UK VAT is charged at 20%. VAT Registration #: GB 799 2259 68
- ** Please select your choice of workshops: A or B ☐   C or D ☐   E or F ☐
- All 'Early Bird' discounts require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.

Please view our **registration policy** for full information about **payment, cancellation, postponement, substitution and discounts.**

"*This conference will be a great value as I believe we are in no way prepared for the disruption RPA will be in our organisations*"

Andrzej Kinastowski, *Head of GBS Operations Delivery Strategy,* **Lufthansa**

"*As I am directly working with Senior Stakeholders globally, I look forward to hearing the advanced ways and live case studies from Robotics & Intelligent Automation being applied by various market leaders*"

Vartul Mittal, *AVP - Business Process Re-Engineering & Robotics Process Automation,* **Barclays**

REGISTRATION INFORMATION
CONTINUED

DELEGATE DETAILS - SIMPLY COMPLETE THIS FORM AND CLICK SUBMIT

Please photocopy for each additional delegate

☐ Mr ☐ Mrs ☐ Miss ☐ MS ☐ Dr ☐ Other

First Name

Family Name

Tel No.

Email

☐ Yes I would like to receive information about products and services via email

IQPC Point of contact

Organisation

Nature of business

Address

Postcode Country

Telephone

Fax

Approving Manager

Name of person completing form if different from delegate

I agree to IQPC's cancellation, substitution and payment terms

Special dietary requirements: ☐ Vegetarian ☐ Non-dairy ☐ Other (please specify)

Please indicate if you have already registered by: ☐ Phone ☐ Fax ☐ Email ☐ Web

Please note: If you have not reviewed an acknowledgement before the conference, please call us to confirm your booking.

PAYMENT METHOD

Total price for your Organisation:
(add total to all individuals attending):

Card Number: Visa ☐ M/C ☐ AMEX ☐

Exp. Date: _____ Sec: _____

Name on Card:

Billing Address (if different from above):

City/County/Postcode

Cheque enclosed for: £
(Made payable to IQPC Ltd.)

(Please quote 27619.001 with remittance advice) **Bank account details:**

Account name: **International Quality & Productivity Centre Ltd. Bank: HSBC Bank Plc 67 George Street, Richmond Surrey TW9 1HG, United Kingdom**

Account number: 51304143

Sort code: 40 38 18

IBAN: GB59MIDL40381851304143

SWIFT: MIDLGB22

VENUE & ACCOMMODATION

Venue: London, UK

Accommodation:
Travel and accommodation are not included in the registration fee. For updates on the venue and accommodation information, please visit: www.rpaandaisummit.com

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