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BPMLIVE

BUSINESS PROCESS MANAGEMENT LIVE 2020



29 SEP - 2 OCT 2020 | Free Online Event

TUESDAY 29 SEPTEMBER 2020

09:00 ET **THE JOURNEY TOWARDS WINNING THE KAIZEN AWARD FOR CONTINUOUS IMPROVEMENT**

For a long time, British oil and gas company Shell struggled to understand the importance of continuous improvement across the business however, 5 years ago, Gerard embarked on a journey to implement change into the organisation. In this session, discover major highlights and lessons learnt that led Shell Chemicals to win the Kaizen Award for continuous improvement.

- Executed a cultural transformation strategy to combine talent with business processes
- Reduced waste by up to 50% through new tools and techniques
- Improved health and safety processes across the business

GERARD POOLMAN, DIRECTOR, CONTINUOUS IMPROVEMENT, **INTEGRATED GAS BIJ, SHELL**

10:00 ET [PLACEHOLDER] **INCREASING THE LEVEL AND QUALITY OF AUTOMATION WITH DIGITAL PROCESS AUTOMATION**

Besides boosting efficiency, reducing manual errors and freeing people from mundane tasks, process digitalization and automation also helps to manage business processes remotely, have end-to-end transparency and react fast to changing business needs in times of crisis. In this session, discover how to enable quick ROI by automating repetitive manual processes across heterogeneous landscapes.

- Identify Process Improvement Opportunities and Drive Efficiency with Workflow
- Increase Flexibility with Predefined Live Process Content
- Take First Steps with Predefined RPA Best Practices

SESSION RESERVED FOR **SAP**

11:00 et **How KeyBank Saved 300 Hours in Just 65 days with RPA**

Companies are facing tremendous pressure to improve business performance and lower operational cost while at the same time dealing with challenges in the back office and managing customer expectations. With insights into Key Bank's journey, in this session, join expert panelists and discover how to scale and transform using intelligent automation.

- How Key Bank had bots process 3,174 appraisals and 4,931 flood certificates
- How to reduce costs and boost overall business performance, CX and EX
- How to manage operations in a more agile, automated manner (despite global crisis)

SETH ADLER, MODERATOR, **PEX NETWORK**

MIKE REYNOLDS, BUSINESS TECHNOLOGY SR MANAGER, **KEY BANK**

KEN MERTZEL, SR. DIRECTOR, INDUSTRY MARKETING FOR BANKING & INSURANCE, **AUTOMATION ANYWHERE**

12:00 ET **HOW QUICKBOOKS ONLINE ADVANCED SCALED MILLIONS OF PROCESSES WITH WORKFLOW AUTOMATION**

QuickBooks accounting software were looking to build a workflow automation platform for its mid-market customers which ultimately, would also be part of multiple Intuit (parent company) products used by customers. In this session, discover how their new architectural approach will support multiple products and handle a scale of millions of processes by the end of year 2020.

- Driving continuous improvement and scaling seamlessly across the business
- Improving self-service workflow automation for end customers
- Reducing time to deploy software

SIBEN NAYAK, STAFF SOFTWARE ENGINEER, **INTUIT INC.**

BILL BETCHER, VP PRODUCT MARKETING, **CAMUNDA**

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29 SEP - 1 OCT 2020 | Free Online Event

WEDNESDAY 30 SEPTEMBER 2020

09:00 ET **DRESSER NATURAL GAS POWERS PROCESS VISIBILITY & SAVINGS WITH AUTOMATION**

Leading provider of natural gas solutions improved efficiencies, visibility and customer experiences with no code process automation. In this session, discover how business people are now at the centre of digital transformation within organizations to deploy business processes with speed and agility, ultimately removing the need for IT developers to maintain and build processes.

- Automating complex processes internally without the reliance of IT developers using the intuitive
- Digitizing business processes with speed and agility across their IT, Engineering, and HR departments
- Understand how a no code process automation tool can empower your business users to automate with ease

SHAY O'CONNOR, HEAD OF SOLUTIONS, **FLOWFORMA**
IMELDA BETTINGER, SHAREPOINT DEVELOPER, **DRESSER NATURAL GAS**

10:00 ET [PLACEHOLDER] **REIMAGING BUSINESS OPERATIONS AND SCALE DYNAMICALLY**

Digitization can span multiple business functions and even external partners, which, of course, is why many companies put it off. The payback simply looks too far away, but that's not necessarily true. In this session, learn how to quickly prepare for the transformation and adjustment of your processes by leveraging BPM techniques.

- Identifying processes that have the highest impact on new/reviced business goals
- Improving rapidly and effectively with simple simulation and process mining techniques
- Adjusting dynamically to enable an ongoing improvement of processes

SESSION RESERVED FOR **SIGNAVIO**

11:00 ET **AMAZON, ZOOM AND OTHERS BALANCE AUTOMATION TOOLS FOR OPERATIONAL EXCELLENCE**

BPM, RPA and workflow are essential components of an overarching automation goal however, there is a key step in the pursuit of continuous improvement that some companies miss. Many organizations, like Zoom and Amazon, leverage technology to quickly adapt to a changing marketplace while accelerating their operational excellence. Join our session to learn how organizations like Zoom, Amazon and others:

- Efficiently manage demand and growth by streamlining BPM solutions
- Eliminate bottlenecks and reduce manual processes with RPA
- Identify the right balance of automation and leverage best practices to accelerate results

TERRY SIMPSON, SENIOR SOLUTIONS ENGINEER, **NINTEX**
HARRY LAUER, DIRECTOR OF PRODUCT MARKETING, **NINTEX**

12:00 ET **PROCESS MINING SUPPORTS NESTE BUSINESS OPERATIONS DURING CHALLENGING TIMES**

Since the global demand for petrol has been drastically affected by the pandemic, oil renewables company Neste looked to reprioritise some of the big projects to generate cost savings, while continuing with essential developments. In this session discover how the implementation of process analytics and mining tools have created greater visibility of processes, allowing the business operations to adapt and respond to change quickly.

- Improving the efficiency and quality of operations
- Securing the capabilities to serve and deliver to customers
- Supporting the scaling of automation across the business

MARKKO RAJATORA, VP BUSINESS PROCESSES, **NESTE**

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THURSDAY 1 OCTOBER 2020

09:00 ET MCKESSON AUTOMATES PROCESSES IN LIGHTNING FAST DEVELOPMENT CYCLES

McKesson Corporation was experiencing process time delays and costly data errors as a result of incorrect work requests and time-consuming tasks/approvals. The healthcare company needed a solution to achieve operational excellence. In this session, discover how McKesson achieved fast and agile automation of critical business processes using a Low-Code solution with workflow capability.

- Enabling fast automation of 22 core operational processes
- Reducing the absence request process time by 83%
- Reducing the payroll report generation time by 95%

KUNAL BADAMI, CHANGE & INNOVATION MANAGER, **MCKESSON**
HENRI KOUKIALI, SOLUTION ARCHITECT, **COMIDOR**

10:00 ET SASKATCHEWAN BLUE CROSS ACHIEVES FULL BUSINESS PROCESS DIGITALISATION IN 6 MONTHS

With the shift to a 'digital-first' strategy for continued business growth, Saskatchewan Blue Cross fell behind on meeting customer expectations for service and technology, however within 6 months, discover how with a low-code platform, SBC achieved full business process digitization and the ability to deliver a seamless customer journey.

- Increasing employee performance by 25%
- Achieving rapid system deployment and adoption across teams
- Facilitating business model innovations and boost operational efficiency and agility

ERIK HALE, GLOBAL HEAD OF SALES ENABLEMENT, **CREATIO**
NANDEESH MADAPADI, ENTERPRISE SOLUTION MANAGER, **CREATIO**

11:00 ET COMBINING BPM, RPA & AI TO ACHIEVE INTELLIGENT PROCESS AUTOMATION

Intelligent automation (process intelligence, BPM, RPA, & AI) must work concomitantly and continuously together to efficiently transform business processes. In this session, discover a series of business cases on how to gain absolute visibility into all aspects of your business to deliver optimal performance and productivity with intelligent automation. Some success metrics include:

- Eliminating \$40,000 in monthly costs and uncovering \$16M in unrealised revenue
- Improving time to revenue by 15 days
- Reducing processing time from 40 hours to 40 seconds

GOPAL PARVATHANENI, CHAIRMAN AND CEO, **EPSOFT TECHNOLOGIES**
ANDREW LEICHTER, CTO, **EPSOFT TECHNOLOGIES**

12:00 ET CREATING A CULTURE OF CONTINUOUS IMPROVEMENT IN THE FRONT-END

At Maersk, there's a big focus on its digital transformation journey - not only will process excellence take place in the back office, continuous improvement is now being applied to website processes to improve the customer experience. In this session, discover how automation can be applied to improve simplicity and visibility in the front-end.

- Eliminating bottlenecks and enhancing usability based on behavioural insight
- Utilising user data to systematically remove waste and reduce variation
- Creating a culture of continuous improvement and readjusting design in real-time

VIKRAM MEHTA, HEAD OF CONTINUOUS IMPROVEMENT - NORTH WEST EUROPE, **MAERSK**

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FRIDAY 2 OCTOBER 2020

09:00 ET **PUTTING THE "HYPER" IN HYPER INTELLIGENT AUTOMATION**

HIA is like a superhighway where your business can zoom along with unprecedented speed and efficiency. You may be ready to put the pedal to the metal, but a toll booth and a long line of cars stand between you and the entrance to that HIA superhighway. In this session you'll learn how to skip the line and cruise through the toll booth express lane with the right playbook for success and a steely-eyed focus on the most critical step that puts the "Hyper" in HIA.

- How to create a Playbook for turbocharging your HIA initiatives
- Critical things about unstructured data that others learned the hard way
- Examples from multiple case studies that highlight key strategies
- Learn what changes drive HIA decisions in a post-Covid world

AMIT JNAGAL, PUBLISHED AUTHOR ON AI, FOUNDER & CEO, **INFRRD**

10:00 ET **MAVIM**

11:00 ET **BREAKING THROUGH THE BOT WALL TO AUTOMATE AT SCALE**

Automating processes and workflows is a critical step to business transformation. However, automation at scale requires the right combination of capabilities and a governance framework that sets you up for success from the start. In this session, discover how bots, AI, and people come together to automate your enterprise.

- What automation capabilities you need to automate at scale
- Why governance is critical to every automation project
- Why workflows are the backbone of automation

PRITAM BAGANI, SENIOR DIRECTOR, PRODUCT STRATEGY, **APPIAN**

11:00 ET **HOW BPM SUPPORTED COCA-COLA EUROPEAN PARTNERS DURING DIFFICULT TIMES**

The demand for Coca-cola products is variable by definition, usually seasonal and linked to major recreational events. However, when a global crisis takes over, demand planning and logistic processes can become especially challenging. In this session, discover how BPM is shifting the company from a technology approach to a process approach, which assisted in making the right decisions in a time of rapid change.

- Understand the changes in customer demand and their impact on E2E processes
- Adjusting priorities while running the BPM transformation program
- Automating the translation of languages between European countries to effectively communicate

GIOVANNI ANGELI, SENIOR MANAGER, BPM, IT STRATEGIC BUSINESS SOLUTIONS, **COCA-COLA EUROPEAN PARTNERS**