RPA & INTELLIGENT AUTOMATION LIVE

22 - 24 June 2020 | Free Online Event

MONDAY 22 JUNE 2020

09:00ET WHY FINANCIAL SERVICES ARE ADOPTING RPA AND IA

The financial services industry is evolving with startups that are highly agile and cloud, meaning others need to transform their business models to keep up with its competitors. In this session, discover why FS are adopting RPA and IA to drive cost efficiency, customer-centricity, trust and compliance.
- Applications of RPA and IA to drive competitiveness
- Risks associated with RPA and IA and how to manage these
- Transformational teams and change management

ANGELA JOHNSON, HEAD OF RISK FOR IT CHANGE AND NEW TECHNOLOGIES, **LLOYDS BANKING GROUP**

10:00ET 5 PRACTICAL USE CASES FOR DIGITAL WORKFORCE TRANSFORMATION

5 Practical Use Cases for Digital Workforce Transformation
Today, the world has been disrupted like never before, and businesses are scrambling to transform the way they operate. It's no longer enough to find a solution for the short term, businesses need to plan ahead and lay the foundations for a new digital workforce. In this session, discover 5 industry use cases on how RPA has:
- Reduced the Average Handling Time in a contact centre from 9 minutes to 2 minutes
- Saved 500+ hours of medical secretary time in less than 3 months at UK hospital
- Reduced clinical risk and enabling work-from-home for clinicians in isolation

Irrespective of your industry and back end/legacy target systems, this session will explore how automations in the contact centre, back office, Finance and Administration and in Operations can be applied across all industries and all areas of your business.

PETER WALKER, CTO EMEA, **BLUE PRISM**
JOHN BAILEY, INTERNATIONAL PRE-SALES MANAGER, **BLUE PRISM**

11:00ET ACHIEVE PROCESS EXCELLENCE BY COMBINING AI, PROCESS MINING AND TASK MINING

In their journey towards Process Excellence, business leaders are increasingly combining Process Mining with Task Mining in order to leverage intelligent automation and RPA for achieving their business outcomes. In this session, discover how to implement automation and next-best-action recommendations for improving all your processes.
- Sense friction points which directly impact your desired business outcomes
- Determine how to act on these opportunities with automation or other approaches
- Get a glimpse on the role of Artificial Intelligence in understanding how your processes work and in improving them

YIANNIS BROUSTAS, GLOBAL MANAGER, PRODUCT MARKETING, **CELONIS**

12:00ET QUICK WINS IN TIMES OF RAPID CHANGE WITH RPA

Before COVID-19, businesses were facing tremendous pressure to improve business performance and lower operational costs. Today, the global pandemic has pushed businesses to automate NOW, to ease the pressure and cope with the 'new normal'. In this session, discover 3 practical use cases from businesses who have made quick wins by successfully implementing RPA.
- Slashing flight cancellation processing times from 20 minutes to 3 minutes
- Expediting loan processing from 3 weeks to 3 days
- Allowing real-time visibility into work-from-home employee productivity

KEN MERTZEL, GLOBAL INDUSTRY LEADER – FINANCIAL SERVICES, **AUTOMATION ANYWHERE**
AVI BHAGTANI, SR. DIRECTOR, PRODUCT MARKETING, **AUTOMATION ANYWHERE**

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TUESDAY 23 JUNE 2020

09:00ET **BPM AND RPA – A WINNING COMBINATION**

The failure rate of Robotic Process Automation is 30–50% but why do these project fail? In this session, discover best practices on how RPA and BPM together are a winning combination to increase productivity, reduce paperwork, streamline processes and improve compliance.

- Marrying BPM and RPA for real business improvement
- Reduce human error by automating mundane, repetitive tasks
- Improve cycle time, process performance and ROI

LEONARDO RODRIGUEZ, SR. SOLUTIONS CONSULTANT, **SIGNAVIO**

10:00ET **RPA IS SCREAMING FOR HELP, SEND A LIFEGUARD!**

In most enterprises, RPA initiatives took the "automation-first" approach however, expected ROI did not meet the desired expectations and more than 60% of RPA initiatives were drowning. In this session, discover how end-to-end process transparency and the "optimization- first" approach can yield the expected results and save RPA's life.

Just like a lifeguard, process mining is not only a small supplement to help, it is the only one that can help. In this session discover how it defines the swimming rules, sets the coastal barriers, raises the flags every morning and overlooks the shore for potential dangers.Simply, learn how to use process mining to define when it's a good idea for RPA to go surfing.

MICHAL ROSIK, CHIEF PRODUCT OFFICER, **MINIT**

11:00ET **3 DIGITAL TRANSFORMATION SUCCESS STORIES DURING A PANDEMIC**

Business leaders everywhere have been forced to change organisational procedures and automate mission-critical processes to ensure employees can work safely from home, and respond quickly to the changing conditions. In this session, discover three real-world customer use cases leveraging RPA and workflow automation together to respond to evolving business needs during COVID-19.

- Quick compliance with new regulations
- Respond to increase in demand for services driven by new digital requirements
- Reduced a 3 hour process to 10 mins; solution designed and rolled out within 72 hours.

HARRY LAUER, DIRECTOR OF PRODUCT MARKETING**, NINTEX**

12:00ET **MEASURE AND MANAGE YOUR RPA WORKFORCE SEAMLESSLY WITH YOUR EMPLOYEES**

One of the biggest challenges facing RPA is scalability, but by seamlessly weaving your RPA virtual workforce in with your employees, you can comfortably smooth the adoption of RPA across the business. In this session, capture the speed and capacity gains of RPA by creating the right balance between resources, costs, and service.

- Measure and manage your robotic workforce to ensure expected benefits are achieved
- Shift robots from different tasks to align with demand
- Factor robots into your future demand and capacity planning

CRAIG SEEBACH, VICE PRESIDENT, STRATEGY, WORKFORCE ENGAGEMENT, **VERINT SYSTEMS**

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WEDNESDAY 24 JUNE 2020

09:00 BEYOND RPA - ONE INSURANCE COMPANY'S PATH TO INTELLIGENT AUTOMATION

Traditional companies across the world and from all industries are racing to remake themselves to keep pace with the digital era and to offer the best customer experiences. But what does that entail and how does a company get started? Learn from Signal Iduna, a leading German financial services company, and intelligent automation provider, Automation Hero, about:
- Challenges of what it takes to build a new, strategic platform that is scalable and future-focused
- Success metrics that have put Signal Iduna at the forefront
- Tips to get your own journey under way and avoid common pitfall

STEFAN GROSCHUPF, FOUNDER & CEO, **AUTOMATION HERO**
JOHANNA FERBER, HEAD OF DATA ANALYTICS, **SIGNAL IDUNA**

10:00 A VENDOR AGNOSTIC GUIDE TO SUCCED WITH RPA AT SCALE

Today, we are clouded with RPA vendors who are offering unique tools for automation however, how do we cut through the noise and gain meaningful ROI? In this session, discover how to prevent project delays and failures by using a vendor agnostic framework for scaling your RPA project.
- Create a roadmap to success with defined metrics for RPA investment budget transparency
- Understand which processes are BEST for starting small to scaling and managing a large bot farm
- Guidance on an organizational structure which supports the need to scale an RPA program

CHARLES DENTS, PRESIDENT, **AUTOMATION STRATEGY CONSULTANTS**

11:00 Case Study: the Ericsson Intelligent Automation Journey

Ericsson are at an undeniably mature stage in their digital journey. Robotics have received executive attention for a number of years and since then have been playing a successful role in the automation ecosystem at the company. In this session, discover Ericsson's Intelligent Automation Vision, Automation Transformation Mindset, Key Learnings and overall drive.
- Succeed in your RPA Implementations avoiding blind spots
- Guaranteeing timely Delivery & Measurable ROI of RPA implementation
- Connecting RPA to Process Excellence Practices

Girish Pai, Director, Strategic Product Management, **Ericsson**