

PEX LIVEIntelligent
Automation & RPA**This event is set in Eastern Standard Time**Supporting partner:  Creatio
formerly bpm'online

DAY ONE - TUESDAY 22 JUNE 2021

09:00 ET [HOW TWITTER DEPLOYS AI & MACHINE LEARNING FOR USER SAFETY ON THE PLATFORM](#)



Social media has become a large environment for consumption however, while hyper-relevant and meaningful information is shared, abusive interactions and low-quality content detract from the integrity of a high-value user experience. Drawing on Andrae's experience in Lean Six Sigma, RPA, and AI, discover how businesses like Twitter have built advanced AI solutions to personalise the user experience while tackling online abuse and low-quality content.

- Deploying AI & ML to forecast demand and get more agile with data
- Leveraging technology to protect users from spam and quality of experience
- Strategies to transform business operations using tech

Andrae Kirkland, Senior Program Manager, **Twitter**

10:00 ET [LEVERAGING INTELLIGENT AUTOMATION TO SUPPORT YOUR CORE BUSINESS STRATEGY](#)



Intelligent Automation is well past the early adopter stage and is now being used as an enabler of core corporate goals such as competitiveness, growth, resilience and customer service. In a series of mini case studies, this session will share how two banks, a bread maker and a car manufacturer all used intelligent automation in very strategic ways and how you can leverage automation as tool for achieving strategic goals.

- Significantly improving market competitiveness
- Overcoming major IT legacy issues and post M&A challenges to transform customer service
- Responding to market pressures and overcome legacy issues quickly and at low cost
- Efficiently reallocating capital across the business in an 'Opex shift'

Eric Tyree - Head of AI, **Blue Prism**

11:00 ET [GOING BEYOND RPA WITH COMPLETE AUTOMATION](#)



RPA usage and methodologies have stayed pretty consistent for basic tasks, but what happens when you expand into end-to-end enterprise processes? All too often, the limitations of RPA are found rather quickly, with processes failing fast due to human error as opposed to bots. In this session, discover new RPA deployment patterns and how RPA works with other automation capabilities.

- Discover a new RPA deployment pattern aimed at long-term success
- Learn why workflow and other complete automation capabilities will be key to RPA success
- See how RPA can set you up for better future state processes

Pritam Bagani, Director of Product Strategy, **Appian**

12:00 ET [BREAKING DOWN BARRIERS TO ENTERPRISE AUTOMATION BY MOVING RPA TO THE CLOUD](#)



The upheaval brought on by a global pandemic highlighted the need for intelligent automation and scalability is no longer optional. In a series of use cases from leading enterprises, discover how moving RPA to the cloud can break down barriers to enterprise automation implementations, including scalability and total cost of ownership (TCO).

- Moving RPA to the cloud to reduce on-site vendor visits
- Combining Process Discovery with RPA to achieve ROI of 352% within three years
- Cutting RPA implementation time by up to 80% with a unified platform

Mayk Tilinski, VP Sales EMEA, **Kryon**

DAY TWO - WEDNESDAY 23 JUNE 2021



uniphore 

09:00 ET [IMPROVING QUALITY ASSURANCE IN THE CONTACT CENTER WITH ARTIFICIAL INTELLIGENCE](#)

Businesses today are looking to monitor and analyze their customer-agent interactions to ensure optimum efficiency in the contact center however quality assurance is impossible to examine manually when receiving large volumes of calls. In this session, discover how AI-driven intelligence can allow businesses to:

- Optimize the entire conversation with AI, Natural Language Processing (NLP) and RPA
- Understand the customer's 'real voice' and offer quick & efficient self-service options
- Transform agents' performance by automating mandatory tasks

Jafar Syed, SVP and Chief Growth Officer, **Uniphore**



 **helpsystems**

10:00 ET [AUTOMATING YOUR MICROSOFT APPLICATIONS WITH RPA](#)

Whether it's monitoring your Outlook inbox, uploading files to SharePoint, or compiling data in Excel, you spend a lot of time in Microsoft applications. Many businesses rely on Office 365 software to generate, process, manage or deliver spreadsheets, correspondence, and other business-related documents. Think of the hours you could save across your entire company if you could complete many of these tasks without manual intervention.

- Integrate and automate Excel file processing to streamline data entry and validation
- Generate and distribute Word documents to save time for sales and customer service teams
- Integrate with Microsoft Exchange and Active Directory to streamline tedious tasks

Keith Fuller, Technical Consultant, **HelpSystems**



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11:00 ET [HOW A LEADING INSURANCE PROVIDER BUILT AN END-TO-END PROCESS MAP WITH AI](#)

A leading insurance provider needed to develop an end-to-end view of their short term disability claims process, and identify data-driven opportunities to optimize that process. In this session, discover how process intelligence leveraging computer vision enabled this insurer to:

- Develop a continuous, comprehensive view of their digital processes within weeks
- Identify high potential automation opportunities, as well as opportunities for process redesign, employee training and the introduction of new digital tools
- Quickly implement and evaluate the impact of these process interventions on process efficiency, customer satisfaction, and more

Erik Goelz, VP of Marketing, **Skan.ai**

Christian Berg, VP of Product Management, **Skan.ai**



KOFAX

12:00 ET [ENABLING CITIZEN DEVELOPERS AND PROCESS ENGINEERS TO AUTOMATE WORKFLOWS AT SCALE](#)

While businesses are capitalising on digital technologies to disrupt their established models, we're now seeing more teammates wanting to be a part of the digital transformation efforts, however not all will have the right skills. In this panel discussion, with a financial institution and a logistics company, discover how low code allows sufficient controls for developers to collaborate with citizen developers to bring about a scalable solution.

- Reducing the barrier to entry, cost and time to deployment, with low-code citizen developers
- Design from scratch, customize applications while ensuring performance or functionality
- Developing and evolving applications faster for quick wins and return on investment

Omid Aslani, Director, Commercial Product Management, **Kofax**

Bart Groenewoud, Head of IT Robotics Center of Excellence, **Rabobank**

Dorothy Vankoughnet, CPA CMA - Information Technology Consultant, **Gray Box Solutions**

Matt Holocher, Senior Solutions Architect, **Kofax**



DAY TWO - THURSDAY 23 JUNE 2021



09:00 ET [HOW SPOTIFY'S 10 PERSON COE TEAM IMPLEMENTED OVER 100 BOTS IN LESS THAN 18 MONTHS](#)

The pandemic didn't present any challenges for Spotify in the short term. It did however, push them to ramp up their automation strategies to accommodate for additional markets while simultaneously improving operational efficiencies. In this session discover how Spotify's CoE stood to implement 150 bots and their plans to scale further by the end of the year. Talking points include:

- Designing boot camps to train citizen developers in-house and virtually with UI Path
- Achieving scale through strong governance and collective corporate visions
- Reducing manual repetitive tasks and improved operational efficiency

Sidney Madison Prescott, Global Intelligent Automation Lead, **Spotify**



10:00 ET [ACCELERATING DIGITAL TRANSFORMATION IN YOUR ORGANISATION WITH LOW-CODE](#)

Harvard Business Review Analytic Services found that 77% of executives believe that successful digital transformation requires innovation coming both at the enterprise level and across departments. In this session, learn how business leaders in Fortune 500 companies are using low-code solutions to:

- Increase efficiency and deliver value to customers in a rapidly changing market
- Uncover hidden risks and opportunities by integrating siloed data into customizable dashboards
- Break down silos across your organization by connecting all teams and sites with consistent data and custom processes

Sunniya Saleem, Sr. Director of Demand Generation and Digital Experience, **QuickBase**
James Boye-Doe, Vice President of Solutions Marketing, **QuickBase**



11:00 ET [AUTOMATING SUPPLIERS INVOICE MANAGEMENT WITH RPA & IA](#)

Teams across an organisation all struggle with unstructured communications and manual business processes! inefficient approval flows slowing productivity; creating errors and frustrating employees and the rest of the ecosystem. In this session, learn how Capgemini designed and automated a custom workflow to optimize their Supplier Invoice Management process. By leveraging a secure, no-code application platform they were able to optimize performance by reducing human error and automating manual tasks.

Jefferson Dourado, Finance Manager,



12:00 ET [HOW TO GET SERIOUS WITH BUSINESS TRANSFORMATIONS AND AUTOMATE AT SCALE](#)

Most businesses alike will have a key vision, whether it's to be the number one player in the market, to provide clean energy for the future, or to offer the best customer experience. Regardless of the business goal, organisations need to digitally transform to achieve operational efficiency. While sharing findings from our PEX Network 2021 reports, our panellists will uncover the resources, capabilities and investment needed in order to get serious and grow at scale.

- Short and long term challenges and advantages of automation
- Modernising legacy systems to transform the enterprise for digital
- Combining people and intelligent automation to increase efficiency

Rajesh Rao, Head, Intelligent Process Automation, **Nokia**
Mark Ghibril, Global Vice President - Head of Regional CIOs, **Siemens Gamesa**
Erhan Ok, Head of Intelligent Automation & Integration Europe, **PepsiCo**