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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 **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 **TAKE TWO SOLUTIONS AND CREATE ONE GOAL WITH BPM AND RPA**

Although BPM initiatives have seen widespread adoption, a growing number of organizations are investigating whether they can go even further using AI and ML techniques. In this session, discover the key benefits and potential challenges of combining large scale BPM projects with quick and flexible PRA implementations.

- How RPA reinforces BPM implementations
- What to expect - best practices and pitfalls to avoid
- How AI takes automation to the next level

SESSION RESERVED FOR **AUTOMATION ANYWHERE**

#### 12:00 ET **PREPARING PEOPLE AND PROCESSES FOR THE DIGITAL ERA**

Millions of people are now working from home, and mission critical operations are breaking down because they depend on a manual process which in turn requires a person to act. Today, the top priority for enterprises is to restore operations quickly. In this session, discover approaches to achieving a desired digital + human workflow.

- Avoiding common pitfalls in automation
- Discovering architectural approaches to yield the best return
- Building in flexibility when digitizing manual processes

SESSION RESERVED FOR **CAMUNDA**

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**29 SEP - 1 OCT 2020 | Free Online Event**

## WEDNESDAY 30 SEPTEMBER 2020

### 09:00 ET **UTILIZING PROCESS AUTOMATION TO DRIVE DIGITAL TRANSFORMATION**

Businesses today are still suffering from bottlenecks and general inefficiencies that depend on manual processes and new technology to combat these challenges are seen to be problematic or unsatisfactory. In this session, discover how businesses are adopting a no-code solution that replaces fragmented process with an automated digital flow and transforms business processes.

- Enabling fast deployment of digital transformation
- Mitigating risk and improving governance
- Improving process time and efficiency by 60%

SESSION RESERVED FOR **FLOWFORMA**

### 10:00 ET **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/revised 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 **DRIVING COLLABORATION AND RESULTS WITH DIGITAL BUSINESS PROCESSES**

Companies everywhere understand digital transformation is a necessity, and in the current climate, efforts to go digital are accelerating as workforces go remote, yet still need to be close and connected. In this session, discover how to effectively manage a hybrid workforce with easy-to-use and powerful process management and automation software.

- Speed and ease the automation of business processes
- Keep work flowing and workers feeling connected
- Effectively demonstrate that distance can create proximity

SESSION RESERVED FOR **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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**29 SEP - 1 OCT 2020 | Free Online Event**

**THURSDAY 1 OCTOBER 2020**

**09:00 ET MCKESSON AUTOMATES PROCESSES IN LIGHTNING FAST DEVELOPING 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 IMPROVING OPERATIONAL EFFICIENCY WITH LOW-CODE**

Demanding customers, new competitors and a changing set of challenges are transforming the the way we do business. In this session, discover how to leverage a low-code CRM to unify all customer data into a single source of truth and provide top-notch customer experiences across marketing, sales and service units.

- Exploring the main challenges to overcome, and stay ahead of the competition
- Integrating technology into legacy environment to achieve operational efficiency and agility in operations
- Real-life use cases on leveraging low-code technology to boost operational efficiency

SESSION RESERVED FOR **CREATIO**

**11:00 ET 4 BEST PRACTICES FOR RPA**

RPA is solving many challenges for many businesses, delivering new efficiencies, and uncovered revenue in industries around the world, however common problems are typically attributed to improper implementation and general failure to plan. But with careful implementation and consideration for the dynamics of how work will flow, RPA is a gamechanger. In this session, discover practices for RPA, outlining how you can ensure the best returns on your investment.

- Establishing explicit goals, and leadership to design a strategic plan for implementation
- Selecting the best business processes that are well-suited for automation
- Collaborating with every aspect of the business

SESSION RESERVED FOR **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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**29 SEP - 2 OCT 2020 | Free Online Event**

## **FRIDAY 2 OCTOBER 2020**

09:00 ET **5 TRENDS IN IMPROVING OCR ACCURACY**

OCR, AI OCR or Intelligent Document Processing (IDP) are solutions that extract data from documents. OCR is used for simple documents, while IDP can handle a greater variety of documents, from simple to complex, unstructured documents. In this session, discover how data extraction accuracy can enable a system to meaningfully and speedily power its AI with correct information.

SESSION RESERVED FOR **INFRRD**