TUESDAY 9 MARCH 2021

09:00 ET HYBRID INTELLIGENCE: TO AUTOMATE OR NOT TO AUTOMATE, THAT IS THE QUESTION!

Machines Learning (ML) and Robotic Process Automation (RPA) have lowered the threshold to automate tasks previously done by humans. Yet organizations are struggling to apply ML and RPA, effectively causing many digital transformation initiatives to fail. Process Mining techniques help to decide what should be automated and what not. Interestingly, most processes work best using a combination of human and machine intelligence. Therefore, process management and process automation call for Hybrid Intelligence. In his keynote, Wil van der Aalst (the "Godfather of Process Mining") sheds light on the relation between RPA, Process Mining, and Hybrid Intelligence.

- Hybrid intelligence enables processes that are flexible, fast, and cost-effective·
- Process mining helps to decide what to automate and what not·
- The combination of human and machine intelligence necessitates new forms of process management

Prof.dr.ir Wil van der Aalst, RWTH Aachen University

10:00 ET A PRACTICAL GUIDE TO PROCESS INTELLIGENCE

The focus on data ingestion, quality, combined with singular process approaches for Process Mining, leads many to assume that they either can't use it, or that it is too difficult to generate those great results. In this session, discover process intelligence through the eyes of ABBYY customers who have successfully solved a range of different business problems, including a guest speaker from TriNet. And see how the true value is to managers and not just data scientists. Key learnings include:·

- Generating data-based business requirements and value propositions
- Why data quality and volume is not the problem you think
- Moving from diagnostics to continuous process improvement
- The key influences driving choices

Carolyn Dobie, Process Optimization and Automation Manager, **TriNet**
Scott Opitz, Chief Marketing Officer, **ABBYY**

11:00 ET BUILDING A PATH FOR CONTINUOUS IMPROVEMENT WITH BUSINESS PROCESS INTELLIGENCE

Digital transformation can be an overwhelming and daunting idea, and many business leaders struggle with what to do first and where to begin. While Process Mining can provide crucial insight into existing business processes, in this session, discover how a holistic, end-to-end Business Process Intelligence solution can analyze process performance across an entire enterprise to identify improvement opportunities.

- How businesses can standardize of end-to-end processes
- Optimizing to-be process models
- Understanding process inefficiencies and bottlenecks

Chet Harter, Senior Director, Business Process Intelligence, Global CoE, **SAP**
Fabio Verdiani, Global Vice President, Head of Global Performance Organization, **SAP**

12:00 ET COMBINING PROCESS MINING, TASK MINING AND BI FOR A HOLISTIC INTELLIGENCE APPROACH

In most organizations, IT departments are guardians of information systems; however, processes are in the hands of CFOs – now more than ever, most CFOs are struggling with the new way of doing business as order to cash processes are scattered, inaccurate and experiencing delays. In this session, discover how to harness different technologies to achieve superior insight into business operations.

- Discovering real-time visibility into business operations
- Identifying bottlenecks, spotting inefficiencies and fix broken processes
- Building the basis for continuous process improvement

Alessandro Manzi, VP Product, **Signavio**
Chris van Zyl, CEO, **Solutions Architecture**

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WEDESDAY 10 MARCH 2021

09:00 ET **5 COMMON MYTHS ABOUT PROCESS MINING BUSTED (WITH EASE)**

With new technologies, new myths arise, and process mining is no exception. Although it has already proved to be an efficient tool delivering strong value, its mass adoption among businesses has made these superstitions even more complex. In this session, we'll expose the most common "urban legends" about process mining through a series of use cases.Attendees will learn:
- How to improve process mining ROI by gaining clear understanding where it delivers highest value
- What are the most common misconceptions about process mining and how to detect them
- Why some process mining use cases fail and how to avoid such scenarios

Michal Rosik, Chief Product Officer, **Minit**

10:00 ET **HOW KB SOCIÉTÉ GÉNÉRALE GOT THE MOST OUT OF THEIR TASK MINING SOLUTION**

Société Générale group member Komerční banka decided to add Task Mining to its process measurement methods and has chosen UltimateSuite as the platform for their task mining initiatives. In this session, discover how the bank's relationship managers were able to simplify the administrative part of their work, to improve the CX and overall business performance. This initiative allowed the bank to have:
- Continuous visibility and source of insights into the front-office operations
- Objective measurement of innovation projects impact on actual processes
- Accurate time requirement measures of tasks and precise identification of unproductive activities
- Improvement of bank relationship manager productivity and employee experience

Daniel Žák, Lean Six Sigma Head, **KB Société Générale**
Michal Šusták, Sales & Partner Manager, **UltimateSuite**

11:00ET **ACHIEVING COST SAVINGS WITH PROCESS MINING**

Inefficiencies, manual processing errors, and other bottlenecks create operational challenges for most companies. A hyper-automation journey promises to help eliminate and improve these issues across the enterprise, letting people focus on what they do best. In this session, discover end-to-end processes using existing data to provide a clear picture of your as-is state.
- Determine which activities are creating bottlenecks and yield process improvements with automation
- Simulating proposed automation initiatives to calculate projected ROI
- Monitoring and measuring proposed changes and automation activities

Harley Davis, VP Decision Management, **IBM**

12:00ET **HOW LYONDELLBASELL OPTIMISED O2C WITH PROCESS MINING**

As a result of large acquisitions at LyondellBasell, the Dutch chemicals company needed better visibility of their processes to ensure supply chains and finances continued to run smoothly. Subsequently, process mining methods were adopted in the invoicing process to identify bottlenecks in SAP - in a series of use cases, discover how process mining was rolled out across the business to assess 'current state' processes and remove operational frictions.
- Increasing transparency in data to create actionable insights
- Avoiding automation fails by understanding and prioritising inefficiencies with process mining
- Scaling up business operations with predictive modelling to avoid bottlenecks

Nina van Krimpen, Business Process Consultant, **LyondellBasell**

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THURSDAY 11 MARCH 2021

09:00 ET **MAKE YOUR STRATEGY WORK! MINE, DESIGN, PREDICT, IMPROVE**

Session abstract to be confirmed.

Wouter Jan de Baan, Chief Product Officer, **Mavim**
Lotte Vugs, Founder, **WavesPI**

10:00 ET **TURNING SAP PROCESS INSIGHTS INTO BUSINESS IMPROVEMENTS**

Are you facing a make or buy decision for data modelling for SAP Process Mining? While demonstrating two use cases in efficiency and compliance in Procure to Pay, discover how to set your business up for continuous improvement in an easy-to-view process graphs with out-of-the-box Process Mining for SAP during this session. Key takeaways:
● Immediately start driving continuous improvements with an out-of-the-box data model for SAP
● Save significant costs and efforts on building the Process Mining data model
● Accelerated business transformation initiatives

Eric Pols, Senior SAP Consultant, **Magnitude**
Sander de Rouw, Teamlead Account Management Analytics, **Magnitude**

11:00 ET **STEREOLOGIC WEBINAR TO BE CONFIRMED**

12:00 ET **CELONIS WEBINAR TO BE CONFIRMED**