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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**

Anglo-Dutch Energy company Shell has always placed a lot of emphasis of continuous improvement across the business - In this session, discover how Gerard embarked on a journey to implement change into the organisation with 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**, MANAGER, CONTINUOUS IMPROVEMENT, **INTEGRATED GAS BIJ, SHELL**

**10:00 ET HOW INCREASED TRANSPARENCY HELPED AKZO NOBEL TRANSFORM INTO A PROCESS-DRIVEN ORGANIZATION**

Paint and Coating company, Akzo Nobel N.V. owns 79 global brands, however while operating across over 80 countries, business processes were not streamlined as could be. In this session, hear how Akzo Nobel saved millions through efficiency improvements assisted by SAP and how you can do the same for your organization.

- Investigating deviations, identify root causes of inefficiencies, and removing undesired processes
- Accelerating order-to-cash and procure-to-pay activities to provide better service to customers and suppliers
- Reducing time gathering and analyzing process data, to allow more focus on process improvement initiatives

**JAAP VAN ZOMEREN**, FUNCTIONAL DOMAIN MANAGER, **AKZONOBEL**  
**FRANK POST**, SOLUTION ARCHITECT SAP BW/BI AND CELONIS, **AKZONOBEL**  
**CHET HARTER**, PROGRAM LEAD - BPM, SAP PLATFORM & TECHNOLOGY, **SAP**  
**TYSON VERSTRAETE**, GLOBAL VICE PRESIDENT, **SAP CLOUD PLATFORM**

**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 THOUSANDS 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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**WEDNESDAY 30 SEPTEMBER 2020**

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

Leading provider of natural gas solutions improves efficiencies, visibility and saves significant time and money with no code process automation. In this session, discover how Dresser Natural Gas addressed their process challenges by digitizing their business processes with speed and agility, to help further their digital transformation journey.

- Automating complex processes internally without the reliance of IT developers
- Digitizing business processes with speed and agility across Dresser Natural Gas IT, Engineering, and HR departments
- Empowering business users to automate with ease with no code process automation tool

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

**10:00 ET FARMERS INSURANCE BRIDGES THE AGILE GAP WITH PROCESS OPERATIONALISATION**

Farmers is using process operationalization to modernize the management of complex repetitive processes. In this session, discover how Farmers is reimagining the management of multi-user processes, which are run thousands of times a year, with human created deliverables. Process operationalization software creates automated project management to ensure consistency, accountability, and remove many of the pain points related to how work is managed across teams.

- How BPM is transitioning into live process management
- Practical application of process operationalization to solve real problems
- How Farmers has simultaneously improved performance and UX

**DAVID LUTZ**, RATE PROCESS MANAGER, **FARMERS INSURANCE**

**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**

**13:00 ET AMPLIFYING AND ACCELERATING YOUR ABILITY TO DELIVER RPA AT SCALE**

Designing and delivering automated processes with manual documentation not only impacts your ability to scale RPA, but will inevitably lead bots to consistently break, require maintenance, or put you at risk of non-compliance. In this session, discover how a Fortune 500 Health Insurance company eliminated these risks and resolved gaps and errors to scale RPA within their organisation.

- Aligning and engaging stakeholders throughout the RPA lifecycle
- Deliver higher-quality automations in a fraction of the time through automation
- Improving automation governance, reduce compliance risk and driving continuous improvement

**MATTHEW DODGSON**, HEAD OF GLOBAL SOLUTION ENGINEERING, **BLUEPRINT**

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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 ELEVATE ENTERPRISE PERFORMANCE BY SCALING THE MICROSOFT POWER PLATFORM**

Robotics programs only have a chance at making impact if done at scale. The challenge for the implementer is how to scale the product from the individual workplace, to a process level, and ultimately to the level of the entire organization. In this session, discover how to safeguard your investment by creating insight into which processes would benefit from automation, why, and how to optimize implementation based on the way your organization currently operates.

- Identifying the right opportunities for automating with the Microsoft Power Platform
- Managing changes to roles & responsibilities among teams
- Create a governance model to improve results at scale

**WOUTER JAN DE BAAN**, CHIEF PRODUCT OFFICER, **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

**PRITTAM 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**