



IAOP RPA17

Taking the Robot Out of the Human

RPA, AI and Cognitive Automation
for Organizational Success

September 15, 2017

New York Marriott Downtown



who attends IAOP events:

The C-Suite, VPs, Directors, Managers, Academics, Analysts, Advisors, Providers, Buyers and others involved in outsourcing, GBS, shared services, procurement and more. This event is cross-industry and cross-function.

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- ◆ Retail
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- ◆ Consumer Goods and Services

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- ◆ United States
- ◆ United Kingdom



“ There are a few things that you can depend on in today’s world, and one of them is that IAOP will deliver a value-packed conference experience...”

*Michael Nacarato, COP
Senior VP, Freedom Mortgage*

meet the speakers:



Tom Lang

VP — North America
Strategic Engagements

Wipro



Patrick Russell

Senior VP — US
Business Services

Randstad



Sarah Burnett

Vice President

Everest Group



Mukund Kalmanker

VP — HOLMES Team

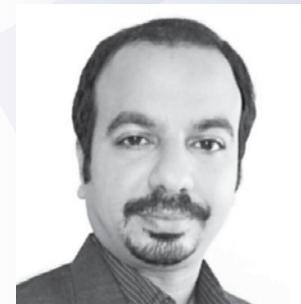
Wipro



Anupam Govil

Partner

Avasant



Jegan Kannan

Global Solutions and
Practice Leader —
DRYiCE

HCL



Chip Wagner

President — Global
Business Advisory

ISG



Bert Mullen

VP — Global
Sourcing

Equifax



Edwin Van Bommel

Chief Cognitive
Officer

IPsoft



Mark Davison

Partner — Robotic
Process Automation

ISG



Abhishek Breja

Executive,
formerly of Assurant

sessions

8:30am – 8:45am

Opening Comments



Debi Hamill – CEO, *IAOP*

Tom Lang – VP, North America Strategic Engagements, *Wipro*

Debi oversees the entire scope of IAOP's global operations, driving the organization's mission as the association for improving outsourcing outcomes by bringing together customers, providers and advisors in a collaborative, knowledge-based environment that promotes professional and organizational development, recognition, certification and excellence.

Tom is a Vice President with Wipro in the Strategic Engagements team focused on North American based Global clients. He guides clients on transformational programs enabled by strategic sourcing. In his previous role, Tom led the Global large deal team in the Banking, Financial Services and Insurance Vertical, Wipro's Largest Vertical.

8:45am – 9:45am

Automation Defining the Future of Business Operations



Mukund Kalmanker

VP — HOLMES Team, *Wipro*

This session will help participants understand how emerging technologies like AI, RPA, etc. are helping reimagine business operations to align them with emerging digital behaviors of consumers. It will touch upon automation to be a new paradigm to deal with changing and increasing regulatory needs, and will also provide an understanding of the emerging trends, challenges faced in adoption, pragmatic ways of addressing eminent change and some real-life examples of how leading organizations are successfully embracing this change.

Mukund is Vice President (Wipro Digital) and Global Head for HOLMES Business Solutions group in Wipro's Innovation Office. As a part of his charter, he and his team collaborate with leading companies across industry verticals in their digital transformation journeys to deliver experiences aligned to emerging digital behaviors and achieve quantum process efficiency gains leveraging new age technologies like Artificial Intelligence, Machine Learning, RPA, etc.

9:45am – 10:45am

Eight Simple Rules of RPA Deployment



Sarah Burnett

Vice President, *Everest Group*

More and more organizations are recognizing the benefits of Robotic Process Automation (RPA) and its ability to generate operational efficiency. Yet, many RPA projects fail to go beyond initial trials due to poor selection of processes, RPA software mismatch to requirements, and inadequate stakeholder and IT support.

Everest Group has identified eight simple rules of best practice for RPA deployment, through its fact-based research. In this session, we will discuss the rules and case studies to help organizations accelerate their RPA deployments.

Sarah Burnett is a research vice president at Everest Group where she leads the company's Service Delivery Automation (SDA) research globally. As part of this, she researches and advises clients on automation technologies, and global service providers' capabilities. Based in London, she also serves European clients across Everest Group's Europe-focused global services research areas.

11:15am – 12:15pm

Building the Automation Roadmap: Lessons Learned and Success Strategies



Anupam Govil

Partner, *Avasant*



Bert Mullen

VP — Global Sourcing, *Equifax*



Abhishek Breja

Executive, *formerly of Assurant*



continued

Automation has rapidly gone from a hyped up magical tool to a real solution that can enable an organization's transformation to a digital operating model. However, the emphasis of Automation has shifted from the tool to the process and framework applied to specific business scenarios in order to achieve strategic benefits. Organizations have taken different paths to embed Automation into their operational DNA, but there are a few common threads that ensure successful enterprise-wide deployment and alignment with the overall digital strategy. This panel of experts who have implemented Automation across their organizations, will share lessons learned and success strategies leveraged during their Automation journeys.

Anupam is a partner at Avasant, manages corporate initiatives such as the Digital practice, Partner Alliances and Marketing.

Bert is an experienced business professional with senior leadership roles in operations, finance and services sourcing. His key focus has always been on process and financial improvement including technology enablers that meet or exceed customer expectations.

Abhishek specializes in leading transformation and innovation programs at large global organizations. He uses design thinking, artificial intelligence tools, global delivery models, Corporate Strategy and Financial Analysis to develop cohesive solutions to complex problems.

1:45pm – 2:45pm

Risk Management, Governance and Lessons Learned from Implementing RPA



Mark Davison

Partner — Robotic Process Automation, **ISG**



Patrick Russell

Senior VP — US Business Services,
Randstad

To effectively establish and sustain a robotic process automation initiative requires a "Center of Excellence" built on operational best practices and proven standards and techniques. It is imperative to develop and implement a governance and risk management program to ensure effective business alignment, risk and issue management and organizational change management. In this session, we will examine: how to launch a successful RPA Center of Excellence (COE), the role of governance in an effective COE, essential elements for scaling up and driving an RPA initiative and lessons learned from actual case studies.

Mark is the global partner responsible for ISG's Robotic Process Automation and Cognitive Services practice. He has accountability for all aspects of the business across all of ISG's research and advisory services. Mark is an active speaker and thought leader at client and public events, such as The Shared Services & Outsourcing Network (SSON) and International Association of Outsourcing Professionals, and is often published and quoted on RPA-related topic

Patrick is an executive leader experienced in business transformations through financial and operational management as well as financial systems development and implementation. He demonstrates expertise across administrative, financial, and risk management operations including the development of a financial and operational strategies as well as the development of metrics tied to goals, and ongoing development and monitoring of control systems designed to preserve company assets and report accurate financial results. His focus is to enhance productivity through RPA technology and LEAN processes that improve employee engagement, service levels, bottom line results and increase overall company operational efficiencies.

1:40pm – 1:45pm

Afternoon Session Kickoff



Debi Hamill – CEO, **IAOP**

Chip Wagner – President, Global
Business Advisory, **ISG**

Chip Wagner has more than 32 years of business experience including 20 years of professional services, IT outsourcing, business process outsourcing, and seven years in the telecommunications market. Chip has worked with hundreds of organizations in a variety of industries and countries. He is a recognized industry expert, specializing in ITO and BPO strategy development and implementation, business transformation, contract negotiations, and telecommunications.

questions? stop by the registration desk

sessions continued

2:45pm – 3:45pm

Beyond RPA



Jegan Kannan

Global Solutions and Practice Leader —
DRYICE, **HCL**

Robotic Process Automation by itself enables automation of only siloes of repetitive, transactional tasks within an end to end process. HCL's DRYICE COPA (Cognitive Orchestrated Process Autonomics) solution brings together the best of Robotic Process Automation, Artificial Intelligence, Machine Learning and Natural Language Processing. See how HCL automates an IT or Business Process end-to-end from Front Office to Middle Office to Back Office in a seamless way with COPA.

Jegannathan Kannan (a.k.a. Jegan) is HCL's Global Solutions and Practice Leader for DRYICE Cognitive Orchestrated Process Autonomics (COPA). He is an experienced technology and enterprise transformation professional with rich experience in strategizing and executing automation for multiple global corporations. He has played a key role in scaling up automation in Business Process and IT Domains, to include cognitive and AI solutions. In the past, Jegan designed, implemented, and led cloud transformation, analytics, system integration and IT/business operations transformation services including several strategic engagements worth \$100 million and above at organizations like Accenture and IBM.

4:15pm – 5:15pm

Digital Labor as a Catalyst for Transformation



Edwin Van Bommel

Chief Cognitive Officer, **IPsoft**

Within five years, many of our colleagues will not be human and that will be the norm. The relationship between man and machine will no longer be the domain of sci-fi movies but a part of everyday life at work. The old operating system for business has reached saturation point in driving further efficiencies in cost and quality. Replacing people with cheaper people has run its course as the innate human tendencies put a limited factor on resolution times and consistency of outcomes. With the advent of maturity in AI we are stepping into a radically different future. Entire industries are preparing to reboot in order to compete with the creation of a digital workforce. It's a revolution to be embraced, not feared but history shows we have always feared for our jobs. The "humans vs machines" freak-out goes back to the Industrial Revolution — when 90% of U.S. workers were farmers — even though emerging technology in the 1800s enabled laborious jobs to be more efficient. Now, only 1% of the US are farmers — and those advancements have contributed to an interconnected, global economy.

Edwin Van Bommel is responsible for IPsoft's Cognitive division and its digital agent, Amelia. In this capacity, he leads strategy, pre-sales, partnerships and support of all Amelia implementations. Before joining IPsoft, Edwin worked at McKinsey & Company for more than 16 years. He was one of the founding partners of McKinsey Digital. Edwin has deep expertise in digital strategy, digitization of processes, big data and analytics and large scale transformations. Prior to McKinsey, Edwin served as an IT Architect at Panfox. Edwin holds two master's degrees in business technology sciences and in business economics from Tilburg University.

5:15pm – 5:30pm



Closing Comments

Chip Wagner – President, Global Business Advisory, **ISG**

Debi Hamill – CEO, **IAOP**

networking & social activities (the fun stuff):

Thursday, September 14th

- **7:00pm – 8:30pm Opening Reception** — Hosted by 

Join your host, Avasant, for an evening of networking as we kick off RPA17! Enjoy cocktails and hors d'oeuvres, get to know your fellow delegates, ask questions and lay the groundwork for what you want to learn at RPA17!

Friday, September 15th

- **7:30am – 8:30am Networking Breakfast** — Continental Breakfast
- **12:15pm – 1:30pm Networking Luncheon** — This luncheon makes it easy to meet new people, immerse yourself in idea sharing and discuss the morning's learnings.

- **7:00pm – 8:30pm Closing Reception** — Hosted by 

Our closing reception puts us right in the middle of a real RPA experience. You might even meet Amelia, one of the most comprehensive AI platforms on the market, in action! Continue your conversations and see what's on the horizon as we join our hosts for a very special evening.

optional events (we think you should attend):

Thursday, September 14th

- **Crowdsourcing — Two Mega-Trends Changing Everything** — Hosted by 
(complimentary, but you must reserve in advance)

Join IAOP's New York Chapter from 5-7pm for a meeting featuring the CEO of Topcoder, Michael Morris. Following the meeting, participants will join the opening night reception to continue the conversation over hors d'oeuvres and cocktails. To register, go to www.IAOP.org/NewYork.

questions? stop by the registration desk

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