

INTELLIGENT AUTOMATION NORDICS 2020 ONLINE AGENDA

CONFERENCE DAY ONE	
09:15 CET	CHAIR'S OPENING REMARKS
09:20 CET	<p>HOW DOES ERICSSON SCALE INTELLIGENT AUTOMATION AND TRANSFORMS BUSINESS OPERATIONS</p> <ul style="list-style-type: none">• Shifting gears from task automation to e2e flow automation using RPA, BPMS to Cognitive and ML and unlock full potential• Democratisation of Automation and AI• Realising business benefits <p>KANDA KUMAR, DIRECTOR AUTOMATION AND AI TRANSFORMATION, ERICSSON</p>
10:00 CET	<p>PROGRESSING AI TO FULLY INTEGRATED AUTOMATION; FROM STRATEGY TO REAL WORLD PRACTICE, IMPLEMENTING AI WITH RPA TO THRIVE</p> <p>Many large enterprises see their existing business models as constrained. It is easy to feel burdened by legacy systems, outdated customer commitments and huge volumes of fragmented data. But how can we instead view these very same things as assets – rather than a burden – in order to market new products, services and ways of working? The answer is to unleash the digital entrepreneurs. In this session, learn how RPA can be used strategically to help progress AI beyond a sterile “brain in a jar” and become a fully integrated part of the enterprise.</p> <p>PETER WALKER, CTO EMEA, BLUE PRISM</p>
10:40 CET	NETWORKING BREAK AND VIRTUAL EXHIBITION
11:10 CET	<p>AUTOMATION USE CASES FOR SUPPORT SERVICES</p> <ul style="list-style-type: none">• Blocking invoice leakages with AI & RPA• Cost avoidance in fleet follow-up with RPA• AI-based purchase invoice automation• Conversational AI chatbot for employee assistants <p>JANI RAHJA, HEAD OF INTELLIGENT AUTOMATION, POSTI GROUP MARKKU HÄKKINEN, RPA MANAGER, POSTI GROUP</p>
11:50 CET	<p>HYPERAUTOMATION WHEEL OF FORTUNE FEATURING BPM</p> <p>JUHA VIKKI, HEAD OF INTELLIGENT PROCESS AUTOMATION, DNA</p>
12:30 CET	SELECT YOUR SESSION: PLEASE SELECT FROM THE FOLLOWING:

OPTION 1 - ADDRESSING THE BUSINESS PROCESS RELATED CHALLENGES OF HOW TO ENABLE AUTOMATION

- Business process discovery – scoping and process step identification, application identification, inputs, outputs and blueprint creation
- Business Process Analysis – how to ensure a detailed data driven AS-IS business process and analyze the process to identify business process challenges and automation candidates
- Business Process Redesign – why and how to go from AS-IS business process to the improved TO-BE business process to prevent automating an inefficient process and in order to select appropriate RPA candidates
- RPA Implementation – design and document RPA specifications based on previous steps.
- Business process monitoring – how to continually monitor, analyze and understand the process to ensure efficiency and enable continuous automation improvements

ANDERS MORTENSEN, CEO, BIZCON

CARSTEN CHRISTIANSEN, SR. BUSINESS DEVELOPMENT MANAGER, BIZCON

DAVID PEDERSEN, SOLUTION ARCHITECT, BIZCON

OPTION 2 - INTERACTIVE DISCUSSION GROUP: RPA AT SCALE

The potential benefits of IA/RPA are undisputed, but 90%+ of companies struggle to make these a reality at any sense of scale. If your business has the ambition to grow its IA/RPA practice but cannot afford to waste time and effort on further failed projects, this interactive session could help bring some clarity and new ideas. We will be discussing:

- The importance of combining Process Mining and Process Modelling to understand your as-is business operation - using the power of system data in conjunction with the experience of your employees
- Can a Digital Twin of the Organisation (DTO) help with continuous Process Hygiene and identification of IA/RPA opportunities?
- Can disparate tools lead to too much duplication, data errors, and confusion - all introducing unnecessary risk to your automation practice?
- Should Process Excellence/Optimisation be driven from a company Centre of Excellence, and is that the same CoE as your IA/RPA practice?

PHIL PENTLAND, EMEA SALES LEAD (FSI) - PROCESS MINING, SIGNAVIO

OPTION 3 - INTERACTIVE DISCUSSION GROUP: HOW TO SUCCEED WITH ATTENDED AUTOMATION

RDA, the predecessor of RPA, has it's own challenges around scaling and implementation. We will discuss the art of the possible with RDA, which is more than just kicking off RPA process, and share how to unlock the biggest automation opportunities in your organization.

MARTIJN ZUIDERBAAN, CHIEF COMMERCIAL OFFICER, PA TEAM, NICE

13:30 CET	NETWORKING BREAK AND VIRTUAL EXHIBITION
14:00 CET	<p>HOW TO AUTOMATE IN A HIGHLY REGULATED ENVIRONMENT</p> <p>RPA is by now on most large companies' strategic and tactical radars, however as the technology slowly moves beyond the peak of inflation and through disillusionment we are starting to uncover some of the drawbacks. We often see the technology experiencing challenges at scale, especially in highly regulated areas. This talk will focus on some of the difficulties you can encounter when implementing RPA in a regulated market and some practical insights from a pharmaceutical company on how to succeed.</p> <p>MORTEN MOLLYHUS, EXECUTION LEAD (RPA), LEO PHARMA</p>
14:40 CET	<p>WHY DO 30-50% OF RPA INITIATIVES FAIL? - PROCESS DISCOVERY INSIGHTS FROM A SUCCESSFUL RPA COMPANY</p> <p>Process discovery is one of the most important parts of the RPA funnel as it provides not only the foundation but the fuel for RPA initiatives, however, it's also one of the most difficult & stakeholder heavy as well. Continuously feeding the RPA pipeline with process ideas then choosing the right ones for automation is a risky and difficult task. One of the key questions you can ask is: am I automating the right processes? CloudStorm as a successful RPA vendor helps companies in their process discovery efforts at scale to find the right processes for automation.</p> <ul style="list-style-type: none"> • What are the most essential steps and most dangerous pitfalls of process discovery? • How to scale up process discovery successfully? • How to encourage employees across the entire organization for automation? • What tools can help to scale up significantly the bottom-up idea-collection <p>DAVID SALAMON, CEO & CO-FOUNDER, CLOUDSTORM</p>
15:20 CET	NETWORKING BREAK AND VIRTUAL EXHIBITION
15:50 CET	<p>ROBOTICS AT NORDEA: EXPERIENCES OF SUCCESSFULLY BRINGING RPA TO (REALLY) LARGE SCALE</p> <ul style="list-style-type: none"> • The 'RPA-only journey' so far: upsides, pitfalls, and other surprises • Intended next steps: stumbling along the road of "Intelligent Automation" • Reflections: what IF we could start all over <p>JAN THUMMEL, HEAD OF ROBOTICS EXECUTION, NORDEA</p>
16:30 CET	<p>MACHINE LEARNING + EXISTING PROCESS DATA = IMMEDIATE VALUE</p> <ul style="list-style-type: none"> • There is an abundance of high-quality process data which is not used to its full potential today • Machine learning, together with human feedback and decision-making, can dramatically decrease unplanned downtime and improve process efficiency • Case examples from companies doing this today

	TOUMAS UUSITALO , HEAD OF SALES & BUSINESS DEVELOPMENT, MP INTELLIGENCE, CAVERION
17:10 CET	END OF CONFERENCE DAY ONE

CONFERENCE DAY TWO	
09:40 CET	CHAIR'S OPENING REMARKS
09:45 CET	<p>ACCELERATING AUTOMATION IN DANSKE BANK – A PAVED ROAD WITH SOME POTHOLES</p> <p>Continuously new and raising customer expectation and business needs are demanding a rethinking of the way we work, how we organise ourselves and collaborate across the bank. Our core ambition is to deliver better and more on the business value and customer expectations. We will take you through examples and learnings from our agile journeys in Robotics and BPM and how we integrate new tools and technologies into our existing setup.</p> <p>ALEXEI BOGOMOLOV, CHIEF CONSULTANT - DIGITAL ADVISOR AT CENTER OF DIGITAL EXCELLENCE, DANSKE BANK IEVA VENCEVICIUTE, PRINCIPAL CONSULTANT/PROGRAMME MANAGER BANKING SERVICES, DANSKE BANK</p>
10:25 CET	<p>RPA AND AI WILL BE THE FABRIC OF FUTURE DIGITAL OPERATIONS</p> <p>In this presentation, Boris Krumrey will speak about how different technologies like cloud, AI, BPM, low-code development and Robotic Process Automation (RPA) will all converge towards one automation platform. He will explain how the UiPath vision of a robot for every person will change the way we work, with software robots becoming the productivity tool of the future. Boris will show how business process automation at scale in future looks like and will be easily applied to business users in reality.</p> <p>BORIS KRUMREY, VP OF AUTOMATION INNOVATIONS, UIPATH</p>
11:05 CET	NETWORKING BREAK AND VIRTUAL EXHIBITION

11:35 CET	IMPROVING CUSTOMER SATISFACTION BY COMBINING RPA AND CHATBOTS <ul style="list-style-type: none"> • How to provide faster, touchless customer requests and ticket handling round the clock? • How Telenor Global Shared Services has increased its user satisfaction (Net Promoter Score) with RPA and Chatbots? • How to select the right candidates for Chatbots? • What is the potential for the future by using AI e.g. NLP? NABEEL BABREE, HEAD OF DIGITAL AND PROCESS EXCELLENCE, TELENOR
12:15 CET	NAVIGATING THE ACCELERATED RATE OF CHANGE WITH AI AND AUTOMATION <p>The world is moving fast, industries are being disrupted like never before and people are facing the risk of being made redundant. Companies that are winning out in this new environment are effectively using AI and Automation to maintain their competitive edge while attracting and retaining top talent. How are they doing it? What are the secrets to successfully embracing AI and Automation? And no keynote would be complete without a look into what the future holds!</p> CHRIS HUFF, CHIEF STRATEGY OFFICER, KOFAX
12:55 CET	NETWORKING BREAK AND VIRTUAL EXHIBITION
14:00 CET	THE ROLE OF A DIGITAL PROCESS MANAGEMENT SUITE IN ACCELERATING AND SCALING INTELLIGENT AUTOMATION <p>Intelligent process automation promises improved productivity, cost savings and compliance across a variety of business departments. After the achieving results from early POCs, the challenge is to have a structured approach, governance and ongoing learning as you scale these initiatives.</p> <p>This session will help you understand how Business Process Management suites are evolving to support Intelligent Automation, so that you can apply the technologies, free employees from mundane tasks and have a sustainable impact on your organisation.</p> PETER FRANZ, MD & CEO BPM-DISCIPLINE, SIGNAVIO
14:40 CET	IOT AUTOMATION: EXPANDING DATA SET AND HARNESSING AI AT ISS - HOW ISS IS LEVERAGING AI TO CREATE SMARTER PROCESSES <ul style="list-style-type: none"> • How do we expand our IOT network and dataset • The massive potential that an expanding dataset provides for our facility management JARI TIRIKAINEN, DIGITAL INNOVATION MANAGER, ISS
15:20 CET	END OF SUMMIT