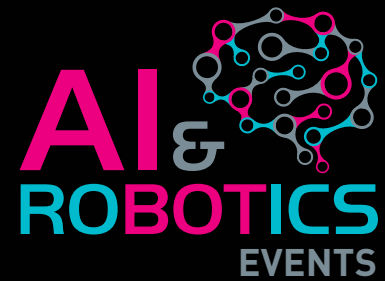


Agenda



# AI IN BUSINESS TRANSFORMATION DIRECTORS' FORUM

29 MARCH, LONDON

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 @roboticsandai #aidirectorsforums

Host Partner



Partners



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## AI & Robotics Events welcomes you to the first Directors' Forum of 2017; the day when we'll investigate AI's ability to create new commercial models and transform business performance.

### 09:30 Welcome from our hosts

James Rapinac, Director, Gallup



### 09:35 Chairman's Introduction

Anton Fishman, MD, Fishman & Partners



Anton is a change management specialist with over 30 years' experience. A transformational specialist in HR, talent development and culture, he advises HR leaders and other senior executives on the cultural and workplace impacts of new technology.

### 09:40 Keynote: Why AI is the future of growth

Mark Purdy, Managing Director of Economic Research, Accenture Research

Across the globe, GDP growth is shrinking and commentators point to a future era of very low growth. Recent developments in AI can open up new sources of value and economic growth. But many fear that it will also lead to widening inequality, the displacement of jobs and an erosion of individual identity. What can businesses and policymakers do to make AI a positive force for economic and social progress?



Mark is co-author of Accenture's latest study, 'Why Artificial Intelligence is the Future of Growth' and has published widely in specialist business media. Alongside the impacts of new technologies his research examines issues at the intersection of macroeconomics and business, including globalisation, economic growth, and jobs. Before joining Accenture, he was an economic advisor at the UK Competition Commission, the Consumers' Association and Ireland's National Economic and Social Council. He has a Masters in economics from Trinity College, Dublin.

### 10:10 Flying robot companions in future smart cities

Dr Mirko Kovac, Director of the Aerial Robotics Lab, Imperial College London

Advances in robotics allow us to re-imagine urban environments. Future cities will operate as ecosystems in which humans and robots work symbiotically to accomplish tasks too laborious, dangerous or expensive to do manually. We examine how the latest developments in flying robots draw on the energy efficient adaptive strategies of living organisms that thrive in complex environments.



Mirko is the UK Government's advisor on aerial robotics and regularly consults with industry on technology foresight and strategy development. His research focuses on the conception and implementation of novel mobility solutions for robotics and autonomous manufacturing. He received his PhD from the Swiss Federal Institute of Technology, completed post-doctoral research at Harvard and has been a research associate within several leading international academic institutions. He is a specialist in bio-inspired robotics.

### 10:40 Capable conversations. Bringing AI to life

Andy Peart, Chief Marketing Officer, Artificial Solutions

Siri may have changed people's perception of what chatbots can do but only scratches the surface of what artificially intelligent conversation applications can achieve. From an enterprise's favourite salesperson to the guardian of in-home automation, intelligent capable conversations don't just simplify interaction between humans and technology; they deliver the data that businesses need to thrive in the digital age. Journeying through industries, devices and services, we demonstrate the many and varied ways global companies are using conversational voice technology today.



With over 25 years' experience managing marketing operations for sector-leading software and services companies in Europe and US, Andy excels at accelerating business growth. With a career-long specialism in innovative technologies, he is frequently called upon to deliver insight on the rise of AI and the future of natural language and conversational user interfaces.

11:10

## Coffee

11:30

### Preparing your workforce for the AI revolution

**David Leonard**, Partner and Director, Advanced Analytics Practice Group, Gallup

With business spending on AI projected to jump nearly 500% to \$47 billion by 2020, there's a clear expectation that AI will transform working environments and reshape business processes. However leaders risk failing to unlock the value of their spend if they don't effectively align their people strategies and AI strategies. David Leonard reveals Gallup's latest insights and best practices from leading organisations to show how they are preparing their workplaces to effectively incorporate AI.



David leads Gallup's Advanced Analytics Consulting Practice, which aligns data and people to empower predictive insights and intelligent decision making. He consults with Fortune 500 companies across multiple industries, including financial services, retail, advertising, manufacturing and consumer technology. Before joining Gallup he led a healthcare information and analytics technology start-up and launched a business intelligence and analytics technology solution for a leading healthcare consulting firm.

12:00

### The business impact of AI and automation: Creating an autonomies assisted, human-led business

**Alan Flower**, Chief Technology Officer EMEA, HCL Technologies

Beyond the hype AI can be used pragmatically to transform even the world's biggest companies. Learn how AI and automation combine to create autonomies assisted human-led businesses. When technology augments human intelligence rather than replacing human labour, and when business processes are automated, not jobs, autonomies can transform productivity, customer experience and organisational agility. Alan will explain how you can envision your AI-enabled business of the future and plan a route towards it.



A successful entrepreneur and technologist, Alan is passionate about using technology to support the digital transformation of business and to drive the creation of innovative products and services. With a corporate background formed at IBM, HP and multiple start-ups, Alan has an extensive track record as both visionary and thought-leader with real hands-on experience leading global technology organisations.

12:30

### Ordnance Survey Case Study: What is a map? What AI means for location

**Miranda Sharp**, Head of Smart Cities Practice, Ordnance Survey

For centuries people have used maps to make sense of data. In a machine dominated world, they'll be replaced by a spatial reference architecture that will enable driverless cars, smart buildings and connected devices to contextualise the sea of data that surrounds them. Miranda describes how OS is leading in the creation of a 'common operating picture' that will help us move around and get things done in a world driven by data.



Miranda Sharp created Ordnance Survey's Smart Practice, setting new and surprising directions for Great Britain's national mapping agency. She heads a team offering geospatial insights, innovation, and incubation support for projects and start-ups that want to seize the golden opportunities now emerging from a 'Smarter' world. The Internet of Things will impact us all and driverless vehicles are on the near horizon, but Miranda is most enthused by what 'Smart' may hold for our local authorities and the private sector: greater connectivity (and better business models) that should generate more value for shareholders and better outcomes for us all.

13:00

## Networking lunch

14:00

### Panel debate: Show me the Money. Has anyone seen real return on their AI investment?

Our expert panellists discuss the commercial realities of AI today – who are the early winners, which sectors are on top and how big are the gains, really?

14:30

## Vodafone Case Study: If data is the new oil, intelligent data is the new petrol. How Vodafone is embracing AI to reboot procurement

**Virginie Vast**, head of Cognitive Procurement and Digital Sourcing, Vodafone



Virginie has worked for Vodafone in a number of executive roles since 2009, joining its technology team in 2012 to build the company's data centre software strategy, the transformation strategy to outsource procurement activities to shared services, and the tactical sourcing strategy. In 2016, she was appointed to build a digitally driven procurement function. Before joining Vodafone she held senior procurement roles for Siemens in Germany and her native France. She has a double masters in business administration from the University of Connecticut, USA and Goteborg University, Sweden.

15:00

## Delivering the UK robotics and autonomous systems strategy

**Rob Buckingham**, Director, UK Atomic Energy Authority and Head of RACE, Centre for Remote Applications

Rob has been pivotal in making the case to Government for the significant investment in robotics and autonomous systems which seems to have come good in the Chancellor's spring budget. Taking a deep dive into the transport and nuclear industries, he'll explore whether the committed funds are sufficient and whether Britain has what it takes to lead the world.



As co-author of the 'Robots and Autonomous Systems UK Strategy', and the first head of a government funded centre focused on the development of remote applications for challenging environments, Rob has a unique perspective on the potential for RAS technology and an insight to Government's intentions to advance its cause. He is also an entrepreneur in his own right. OC Robotics, the company he co-founded in 1997, has developed robots for big industrial players including Sellafield, Airbus, GE and Shell. Before industry he was a National Engineering Scholar and lecturer at the University of Bristol and won the Royal Academy of Engineering Silver Medal in recognition of his contribution to robotics.

15:30

## Coffee

15:50

## Case study: Global electronics company Everything you need to know about robotics process automation. How it saves money, improves quality and gets rid of the boring stuff

**Marcel Horst**, Partner, B2E Consulting

Marcel will describe how RPA has delivered a 23% cost benefit over an already low cost off-shore operation for one of the world's biggest electronics businesses. It's your opportunity to understand – not only how RPA delivers ROI – but how to evaluate opportunities for RPA in your business.



Marcel joined B2E Consulting with twenty years' experience delivering £multi-million business transformation and growth projects in leading IT telecoms and HR services organisations. He has delivered numerous projects for blue chip companies including Samsung, Computershare and Travis Perkins.

16:20

## Deconstructing everything. The future of business organisation in the age of cognitive computing

**George Zarkadakis**, Digital Lead, Willis Towers Watson

Big data, cognitive applications, and the need for fast innovation require a radical rethink of business organisation. By examining how work organisation, company culture and information systems need to transform, as well as how forward-looking companies are adopting cloud-native architectures, George says businesses must become more permeable, collaborative and malleable. This is real business transformation and AI can unlock it, providing leaders employ it, not as an ad-on, but as a core proposition in their external and internal services.



George has over 25 years' experience in business consulting, media, marketing and communications, as well as digital strategy and solutions. Before joining Willis Towers Watson George worked with a digital agency, and as the Chief Marketing Officer of an internet start-up. He holds a PhD in Artificial Intelligence and is the author of 'In Our Own Image: the history and future of Artificial Intelligence'. Today he focuses on digital employee experience and the future of work in the era of cognitive computing.

16:50

## Chairman's summary followed by networking drinks reception

## Our partners

A leading global IT services company that helps global enterprises re-imagine their businesses through digital technology transformation. It provides an integrated portfolio of services underlined by its Mode 1-2-3 growth strategy.



**Mode 1.** Core services in applications, infrastructure, BPO, engineering and R&D, leveraging DRYiCETM Autonomics to transform clients' business and IT landscape.

**Mode 2.** Experience-centric, outcome-oriented services such as digital and analytics (BEYONDigitalTM), IoT WorkKSTM, cloud and security, utilising DRYiCETM Orchestration to enable enterprise digitalisation.

**Mode 3.** Strategy is ecosystem-driven, creating innovative IP-partnerships to build products and platforms business. HCL leverages its global network of co-innovation labs and delivery capabilities to serve key industry verticals and, with over 111,000 professionals, creates value for customers by taking 'Relationships Beyond the Contract'.

[www.hcltech.com](http://www.hcltech.com)

## ARTIFICIAL SOLUTIONS

The leading specialist in Natural Language Interaction (NLI). Its patented technology enables people to converse with applications and services running on computers, mobiles, wearables and other electronic devices in a humanlike, intelligent manner. Called Teneo, it is the first complete platform to enable enterprises to develop and analyse artificially intelligent, natural language applications through machine learning and implicit personalisation. Teneo allows business users and developers to collaborate on creating sophisticated natural language applications in record time that run on any operating system, across multiple channels and in 35 languages, without the need for specialist linguistic skills. Teneo unlocks the knowledge held in immense volumes of natural language conversations, delivering unprecedented levels of big data insight and true 'voice of your customer' understanding. Artificial Solutions' technology is deployed by hundreds of public and private sector organisations and used by millions of people.

[www.artificial-solutions.com](http://www.artificial-solutions.com)



As an innovation hub and consultancy we're dedicated to helping organisations stay human, manage change and build success in digital spaces. We help individuals, teams and organisations to generate authentic dialogue, provide leadership and create new business solutions by making the best possible use of the fantastic range of technology that's available to them now.

Our client projects are varied, wide-ranging and include:

- Researching the potential of edgy technology to solve business problems
- Making 'big data' manageable by creating informative infographics that deliver fresh insights and display trends
- Appraising the value of social engagement tools to enhance productivity
- Playing serious games in virtual environments to get seriously valuable learning outcomes.

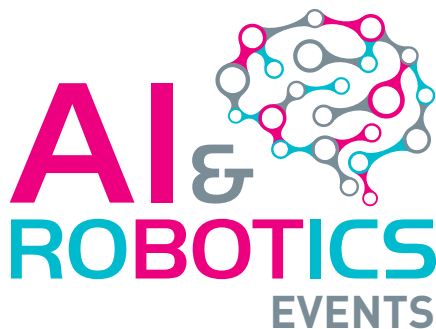
[www.strong-enterprises.com](http://www.strong-enterprises.com)

## GALLUP®

## Host partner

Gallup delivers analytics and advice to help leaders and organisations solve their most pressing problems. Combining more than 80 years of experience with its global reach, Gallup knows more about the attitudes and behaviors of employees, customers, students and citizens than any other organisation in the world.

[www.gallup.com](http://www.gallup.com)



Upcoming AI &  
Robotics Events

## AI IN CUSTOMER ENGAGEMENT DIRECTORS FORUM

29 June 2017, The Shard, London

### How AI and Robotics can drive Customer Engagement

Cut through the hype and discover what automated technology can be applied to your organisation now and how to plan for upcoming AI developments. Gain insights into the most effective ways to manage the impact on employees and customers.

### Topics will include:

Intelligent Bots – What's Real? | Will Chatbots take over Contact Centres? | How RPA can transform the organisation | The future of Intelligent Assistants | When AI meets Virtual Reality | AI Analytics and Customer Insights | The new era of Customer Service | Building customer relationships with intelligent virtual agents

An intensive one-day schedule of presentations and discussions for an invited audience of business leaders. Hosted at Gallup's conference centre in The Shard, London. To apply for an invitation, contact: [Christina@cbm.media](mailto:Christina@cbm.media)

## AI & ROBOTICS - THE MAIN EVENT

14 September 2017, Victoria Park Plaza, London

The ultimate guide to AI and robotics. A single day combines plenary sessions with conference streams focused on business innovation and optimisation and customer engagement. **Plus, AI in Action** – interactive demonstrations of AI and robotics applications presented by their creators. Hosted in our new venue, London's Victoria Park Plaza Hotel.

Plenary Keynotes

40+ Speakers

2 Streams

AI in Action

AI Upstarts

Estimated Audience 400+

### Topics will include:

NLP | Intelligent Bots | Cognitive Computing | RPA | Virtual Assistants | AI & Robotics Trends | Big Data Analytics | Virtual Reality | Business Transformation | Customer Engagement | Human Capital | AI Innovators | Augmented Reality | Early Adopter Case Studies | Immersive Media | Service Robotics

Register before 31 July 2017 for early bird discounts at <http://www.air.events/the-main-event/>

AI & Robotics Events are organised by Connect Business Media

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