

AGENDA

- 1:00 - 1:20 Registration & Networking
- 1:20 - 1:35 Welcome (OI & IRPA)
- 1:35 – 2:00 2017 Look Ahead at the State of the Digital & Automation Marketplace
(Series Chair, Symphony Ventures)
- 2:00 – 2:30 KEYNOTE: Beyond the Basics: The move to the New Outsourcing &
Digitally Fueled Services
The future of outsourcing: offshoring vs onshoring vs noshoring
- 2:30 – 3:15 RPA & AI in Action – case studies highlighting solutions and benefits they
bring
- 3:15 – 3:45 Networking Break
- 3:45 – 4:30 Are in-house automation COEs the right solution?
- 4:30 – 5:15 Panel Discussion: How to evaluate the digital ecosystem and create a
digital operations strategy
- 5:15 - 5:30 Final Takeaways from Symphony Ventures, The Outsourcing Institute &
IRPA AI
- 5:30 - 6:30 Cocktail Reception