AGENDA

1:00 - 1:20  Registration & Networking

1:20 - 1:35  Welcome
Frank Casale, Founder, Outsourcing Institute & Institute for Robotic Process Automation & Artificial Intelligence
Daniel Goodstein, President, Outsourcing Institute, Media & Events Business

1:35 – 2:00  2017 Look Ahead at the State of the Digital & Automation Marketplace
Ian Barkin, Co-Founder & Chief Strategy Officer, 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

Moderator:
Frank Casale, Founder, Outsourcing Institute & Institute for Robotic Process Automation & Artificial Intelligence

5:15 - 5:30  Final Takeaways from Symphony Ventures, The Outsourcing Institute & IRPA AI

5:30 - 6:30  Cocktail Reception