**4TH**

# AUTOMATION INNOVATION CONFERENCE

## Global Conference On Automation

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## NEW YORK CITY.    LONDON.

**EXPLOITING THE SECOND AUTOMATION WAVE**

BROUGHT TO YOU BY: **IRPA AI**  INSTITUTE FOR ROBOTIC PROCESS AUTOMATION & ARTIFICIAL INTELLIGENCE

# Get Informed. Network. Connect.

The Institute of Robotic Process Automation & Artificial

Intelligence is proud to announce the fourth annual

Automation Innovation conference. This year, we're diving

into the lessons learned over the last three years, and

applying those to harness the power of RPA, cognitive

computing, and artificial intelligence today. We're at the

tipping point in our industry where there is no turning back.

The first wave of early adopters have put the technology to

the test – and are now gearing up for the second wave that

takes lessons learned and goes beyond the first

implementations.

# WHY ATTEND THIS EVENT?

## AUTOMATION TRAINING WORKSHOP DAY

Get hands-on training in automation selection & execution, creating a business case or building a world class COE? Don't miss out on our first ever training day.

*Buyers and influencers only & limited space

## PERSONALIZED 1-ON-1 MEETINGS

If you have questions regarding RPA, intelligent automation and/or AI including assistance with where to start, which technology to consider, cost save estimation, etc., you can schedule a 20-minute 1-on-1 meeting onsite with a member of our team.

## BACKED BY IRPA

With 30+ years in the outsourcing/automation industry, we're dedicated to providing you with the best possible platform to learn, connect and nurture & form relationships. We are your trusted resource for your automation journey.

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**Groups of 3**
# 15% Off Standard Rates

**Groups of 4**
# 20% Off Standard Rates

# Team Discounts

**Why sign up as a team?**

- MORE NETWORKING - Split up during our networking breaks and meet more people

- MORE CONTENT - Attend different track sessions or workshops to maximize your learning

- MORE LEARNING - Take advantage of our founder 1-on-1 briefings, without missing out on a session or networking time

- THE UNSTOPPABLE TEAM - This is a team effort. Get your whole team involved, prepared and ready for the digital workforce

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Automation COE Leader
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Solutions Architect
**IRPA Network, Automation
Accelerator**

Frank Seiferth
Senior Director
**IRPA Network, Automation
Accelerator**

# New York

December 4-6, 2017

# London

December 12-13, 2017

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December 4-6, 2017

*(See pricing on page 29)*

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# Expert Speaker Line-Up

**Kathleen Dockery**
Digital Business Automation,
SVP Enterprise Architecture
**KeyBank**

**Creamheld Pepito**
Director of Engineering, Digital
Content and Process Solutions
**Northwestern Mutual**

**Sam Gross**
Former CTO
**CompuCom, Unisys
and CSC**

**Weston Jones**
Global Robotics and
Cognitive Automation Leader
**Ernest & Young**

**Thomas Young**
Managing Partner
**Rumjog Enterprises**

**Frank Casale**
Founder
**Institute for Robotic Process
Automation & Artificial
Intelligence (IRPA)**

**Michael Engel**
Intelligent Process
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Attribution Product Lead
**Google**

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Managing Partner
**Rumjog Enterprises**

Tom Lang
Vice President
**Wipro Technologies**

Atul Vashistha
CEO
**Neo Group**

Chip Wagner
President – Global Business
Advisory Services (BAS)
& Emerging Services
**ISG**

# Next Gen Sales Strategy Day

## Monday, December 4, 2017

**NEW**

## Only Available For First 50 Providers & Influencers

Service providers and influencers are faced with the digital revolution, which is changing the way they will sell and market products. In lieu of this, we are excited to announce our Next Gen Sales Strategy Day that will equip your team with the knowledge base required to sell the new digital services. Additionally, we will provide you with a 10-page white paper that explores industry insights and keys to success, as well as invite only monthly briefings. **This is only available for the first 50 providers and influencers who register** (Cost included in pass).

3:00PM - 4:00PM — Registration and Networking

4:00PM - 5:00PM — Panel Discussion

This panel will delve into topics, such as:

- New Business Model vs. Old Business Model; Dealing with The Canabalization Dilemma
- Pricing & Business Models: What's Working and What's Not
- What Outsourcing Service Providers Must Do by the Way of the New Sales Strategy
- Marketing and Messaging: What Changes and What Stays the Same
- The Need for a Digital Roadmap

5:00PM - 6:00PM — Cocktail Reception and Networking

Thomas Young
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### BONUS   Sign up and also get...

**1** Beginning in August, we will host monthly webinar briefings, led by IRPA founder and other key industry experts. Topics include: How to sell (sales, strategy & tactics), what are buyers looking for in the new digital landscape, how to get the attention of buyers and understand what they're looking for and more. A full itinerary will be provided upon registration.

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**8:45AM - 9:00AM** — Welcome & Opening Remarks

Frank Casale,
founder and CEO,
**The Institute for Robotic Process Automation and AI**

**9:00AM - 9:30AM** — KEYNOTE: The Second Wave of Automation Innovation: Surf, Swim, or Sink

Automation is no longer on the bleeding edge. Organizations that aren't up to date with RPA already will find themselves falling behind even further as the second wave of automation, cognitive, and artificial intelligence washes over them. In the second wave, organizations and businesses will surf on top of the wave, swim along with it, or sink and drown. This keynote session will explore:

- What's in the second wave?
- Accelerating change
- 2020 Vision

Murtaza Lukmani
Attribution Product Lead
**Google**

**9:30AM - 10:00AM** — KEYNOTE: Next Generation Automation - What to Expect from the Vendor Community

In this keynote, you'll hear from a top visionary and industry leader in automation. The automation industry is innovating and introducing new uses for automation and AI every day. The vendor landscape is rapidly evolving as new players start up, young players get new funding, and old players learn new tricks....

edgeverve
An Infosys company

Speaker TBD
**Edgeverve**

What can we expect from the automation and AI vendor community in the next year? The next three years? Learn about:

- The vendor landscape of 2017
- Summary of the analysts' opinions
- What we can expect in the future

**10:00AM - 10:20AM** — Networking Coffee Break

**10:20AM -10:50AM** — CASE STUDY: How We Identified and Addressed Security Concerns

One of the recurring themes in the trade press and among the analysts is the concern over security as we introduce more robots, more automation, and more AI into our business processes and throughout our organizations. In this case study, you'll hear how one company identified and addressed those concerns, the steps they took to ensure security, and their results.

**10:50AM - 11:20AM** — CASE STUDY: Lessons Learned from Creating a CoE

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- Organizing for success: Getting the right team members on board and creating a shared vision
- The importance of setting strategy and developing a roadmap for success
- Addressing governance: documentation, shared knowledge-base, organizational communications

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While cost savings are almost always at the top of anyone's list of reasons to implement RPA and AI, the justifications don't start and end there. It's obvious that ROI, IRR, and NPV of any proposed deployment are critical items to address and prove, but the benefits of automation and AI go well beyond the direct dollars and cents analysis. Hear how this organization identified value far beyond labor cost reduction and uses automation to drive top-level revenue and competitive advantage.

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Remember when IT drove all decision making and held all authority over the tech investments and implementations in companies? Whether they were called IT or MIS or data processing, the computer guys were the only organization making the technology decisions. Those days are gone, as cloud, IoT, RPA, AI, BPO, BYOD and XaaS have put technology to work across all parts of a business and technology choice in the hands of finance executives, marketing and sales, and operations. Deploying automation across the enterprise requires coordination, organizational transparency, and stakeholder buy-in.  In this case study, you'll learn how one company embraced multi-organizational collaboration and built a culture of coordination that yields impressive business benefits through an enterprise-wide commitment to success in their implementation of automation.

**12:20PM – 1:20PM**  Networking Lunch

**1:20PM - 2:00PM**  Breakout Sessions One

**Track A**  What's next after RPA - Driving Business Transformation with AI, Robotics and Cognitive Computing

The panel takes on questions related to the business side of RPA and AI in this lively session focusing on AI's impacts on enterprise transformation. This track will delve into:

- What can we expect to see over the next few years as robotics, AI, and cognitive computing sweep over entire industries?
- The chicken-and-egg scenario: Who transforms first? The CIO or the entire organization?
- How will businesses account for the competitive positioning and advantages they derive from digital transformation? What are the assets? What are the liabilities?

Creamheld Pepito
Director of Engineering, Digital Content and Process Solutions
**Northwestern Mutual**

Michael Engel
Intelligent Process Automation COE Leader
**PwC**

Weston Jones
Global Robotics and Cognitive Automation Leader
**Ernest & Young**

## Track B — Robots Took Our Jobs - Automation's Impact on the Workforce

In this panel discussion, the participants will discuss automation's impact on the workforce. Learn about:

- What does history teach us about job loss, job creation, and job evolution as technologies are introduced and productivity improves?
- What facts do we know today that help us to anticipate the future effects on the workforce?
- What don't we know?  How can it hurt us? How can it help us? The panel participants look over the horizon

Atul Vashistha
CEO
**Neo Group**

Sam Gross
Former CTO
**CompuCom, Unisys and CSC**

## Track A — Point-Counterpoint Panel: Opinions on Bill Gates's Proposal For a Robot Tax

Whether the idea ever sees the light of day in any legislature or not, the concept and all of its potential ripple effects deserves debate. In this point-counterpoint panel, the participants will consider all angles on Bill Gates's assertion in a February 2017 interview that "Certainly there will be taxes that relate to automation. Right now, the human worker who does, say, $50,000 worth of work in a factory, that income is taxed […] If a robot comes in to do the same thing, you'd think that we'd tax the robot at a similar level." This track will explore:

- Point: This idea is lunacy.
- Counterpoint: This idea is at least the beginning of a good idea.
- Discussion: What makes sense and why? The effects of productivity improvements on GDP and tax revenues. How would taxation be a disincentive for more innovation? Why would the guy who first envisioned a computer on every desk advocate for slowing down automation? Is there a dark undercurrent of "New automation and AI companies hurt the value of my Microsoft stock so I'm going to throw a red herring into the mix"?

2:00PM - 2:10PM    Time to switch rooms!

2:10PM-2:50PM     Breakout Sessions Two

Track B — Building a Comprehensive Business Case for Automation and AI

In this session, the panelists will offer their own experiences and lessons on how to create a comprehensive business case for future automation, AI, and cognitive computing investments.

They'll identify where to look for both hard (e.g. labor cost reduction, productivity improvements) and soft (e.g. reputation, goodwill, related cost avoidance) returns and where to find hidden costs. Join this track to learn:

- Where are the hidden costs of automation investment?
- Where are all of the tangible and intangible benefits? What are the returns that often get overlooked?
- Presenting the justification and expected outcomes in a way that a board of directors understands

Kathleen Dockery
Digital Business Automation, SVP Enterprise Architecture
**KeyBank**

Chip Wagner
President – Global Business Advisory Services (BAS) & Emerging Services
**ISG**

2:50PM-3:10PM        Networking Break

3:10PM - 4:40PM        2018 and Beyond: The Automation Visionaries' Panel

When we return for the 2018 Automation Innovation Conference, what can we expect to have learned since the 2017 AI Conference? What will we be discussing for the future beyond 2018? What does "automation" look like in 2025? Our visionaries assemble in this power panel to devote 90 minutes to their view "through the looking glass". Learn about:

- What types of entirely new businesses or business models do we envision
- What regulatory changes can we imagine? New laws? New taxes? Will governments seek to foster more innovation and automation or will they seek to protect workers?
- Is there a Moore's Law limit to future automation? What is the Metcalfe's Law impact?

4:40PM-5:10PM      KEYNOTE: Where Do We Go From Here? The Rapidly Evolving Tech Landscape

When one considers that we are spending two days talking about something that barely existed just a few years ago, and was literally inconceivable to Eckert and Mauchly as they built ENIAC 70 years ago, the idea that we can reliably predict the next few years of this revolution seems somewhat preposterous. But there are things we do know, and there trends and technological breakthroughs that we can see in their embryonic stages that can guide us in looking at where technology goes. In this keynote, you'll hear one expert's ideas on the near-term tech landscape and a roadmap to the next generation.

5:10PM - 5:50PM      KEYNOTE: Artificial Intelligence and Cognitive Computing: A Vision for the Future

Are AI and cognitive computing poised to make a major impact on businesses of all types? Consumers? Individuals? Our final keynote of the day presents thought-provoking ideas about the future of RPA, AI and cognitive, their expected impacts on corporations, citizens, laws, and the industry players who will be introducing revolutionary technologies.

**pwc**

Speaker TBD
**PwC**

5:50PM - 6:00PM      Closing Remarks

6:00pm - 7:30pm      Cocktail Reception   **WorkFusion**

# Training & Workshop Day

**Does your team need hands-on training in automation** selection/execution, creating a business case or building a world class COE? Then you can't miss out on the training day on December 6, 2017. **This is exclusively available for buyers and influencers**. Space is limited, so make sure you reserve your spot early for one of our courses:

## Training/Workshop A:
### Automation 101

| | |
|---|---|
| 8:30AM - 9:00AM | Registration & Networking |
| 9:00AM - 9:15AM | Introductions |
| 9:15AM - 9:40AM | Who are the producers and consumers in an organization? How do these roles change over time? |
| 9:40AM - 10:00AM | |

- What are the costs of implementation and sustaining the model?
- Where can we realize that savings and how much?

| | |
|---|---|
| 10:25AM - 10:45am | Group Presentations |
| 10:45AM - 11:05AM | Networking Break |
| 11:05AM - 11:30AM | Topic TBD |
| 11:30AM - 11:50AM | Group Presentations |
| 11:50AM - 12:00PM | Closing Remarks |

**50 Spots Only**

## Training/Workshop B:
### Building an AI Business Case

| | |
|---|---|
| 8:30AM-9:00AM | Registration & Networking |
| 9:00AM-9:15AM | Introductions |
| 9:15AM-10:00AM | |

- Why a business case is essential to getting to "Yes" from both seller and buyer perspective
- Why business case needs to be joint effort between seller and the buyer
- What are quantifiable business benefits, and what are the "soft" benefits, i.e. time to market, improved -- customer satisfaction, etc.

| | |
|---|---|
| 10:00AM-10:30AM | Networking Break |
| 10:30AM-11:00AM | What are Barriers to Success in Creating a Valid Business Case? |
| 11:00AM -11:45AM | Business Case Study and Example (Show Spreadsheet, Assumptions, Results, etc) |
| 11:45AM -12:00PM | Closing Remarks |

**50 Spots Only**

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### Training/Workshop C:
### Building a CoE

**50 Spots Only**

| | |
|---|---|
| 8:30AM - 9:00AM | Registration & Networking |
| 9:00AM - 9:15AM | Introductions |
| 9:15AM - 9:40AM | |

- Why do we need a CoE?
- What does a CoE contain?
- Responsibilities of a CoE

| | |
|---|---|
| 9:40AM - 10:00AM | Group Presentations |
| 10:25AM - 10:45AM | What's challenges do you see in standing up your CoE? |
| 10:45AM - 11:05AM | Networking Break |
| 11:05AM - 11:30AM | 3 Takeaways from the session to improve your CoE |
| 11:30AM - 11:50AM | Group Presentations |
| 11:50AM - 12:00PM | Closing Remarks |

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Softomotive offers sharp business solutions, premium support and professional services that organisations need to get the most out of their enterprise automation. Trusted by more than 6,000 companies worldwide, Softomotive is one of the leading Robotic Process Automation providers. The company has been operating for more than 10 years in the software automation market, and offers the most reliable and scalable automation solutions, bridging the gap between best-of-breed technology and continuous innovation to deliver true business transformation. www.softomotive.com

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With approximately 900 attorneys in 20 offices, Foley & Lardner LLP provides award-winning business and legal insight to clients across the country and around the world. Our team-based approach, innovative technology, and focus on value and client service are continually recognized by our clients and the legal industry. For 13 consecutive years, Foley has been recognized on the BTI Client Service A-Team, a client service survey of Fortune 1000 corporate counsel (2016 BTI Client Service A-Team survey, The BTI Consulting Group, Wellesley, MA). In addition, Foley received 27 national Tier 1 rankings in the 2017 edition of U.S. News – Best Lawyers® "Best Law Firms" and was named to the InformationWeek 500 list for seven of the past eight years for technological innovation that enhances business value. Learn more at Foley.com.

## Kelley Drye

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EdgeVerve Systems, a wholly owned subsidiary of Infosys, develops innovative software products and offers them on-premise or as cloud-hosted business platforms. Our products help businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. Today EdgeVerve products and platforms are used by global corporations across industries such as financial services, insurance, retail and CPG, life sciences, manufacturing, and telecom. The solutions focus on realizing business outcomes for clients by driving revenue growth, cost effectiveness and profitability.

AssistEdge, our flagship offering in the automation space, is an award winning, proven and scalable platform that helps enterprises in end-to-end service modernization through automation thus reducing operational costs by 20%. For details, please visit: www.edgeverve.com/assistedge.


*SUTHERLAND*

Sutherland is a process transformation company focused on helping Fortune 1000 companies rethink the way business gets done. Whether transforming your financial processes, applying analytics to customer care, or leveraging experience design to build a customer journey map, we are experts in reengineering process. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world. To learn more, please visit us at www.sutherlandglobal.com


*WorkFusion*

WorkFusion was born in 2010 of research at MIT's Computer Science and Artificial Intelligence Lab, which proved that crowd workers sourced from public online talent markets could be used to train machine learning to detect fraud in online financial transactions. Founders Max Yankelevich and Andrew Volkov realized that this same approach could be used to perform a wide variety of enterprise knowledge work. After two years of building and refining machine learning algorithms, WorkFusion released its first platform product in 2012. This release let users automate the sourcing, training, and quality control of online workers performing core enterprise knowledge processes, delivering quality output that rivaled the accuracy of captive workforce solutions at half the cost. The high volume of patterns generated by online workers on the platform laid the foundation for WorkFusion's next major release, which brought to life the "virtuous loop." By automatically engaging human workers to train and retrain algorithms, the virtuous loop solves the problem inherent in traditional automation that causes algorithms to fail when data sources or workflows change. WorkFusion uses this virtuous loop to deliver unbreakable automation that becomes more flexible and durable with time. WorkFusion is used by leading information providers, financial, eCommerce, and retail businesses and works closely with its customers to discover and build new tools to enhance the power of the platform. www.workfusion.com

For sponsorship information, email dgoodstein@outsourcing.com

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# LONDON

December 12 -13, 2017

*(See pricing on page 29)*

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Sebastian Zeiss
VP Automation &
Department Development
**Deutsche Telekom
Technical Services**

Einar Michaelsen
Process Analyst
& RPA Specialist Projects
& Support - OPS
**Santander Consumer Bank**

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# Next Gen Sales Strategy Day

## Tuesday, December 12, 2017

**NEW**

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**11:20AM - 12:20PM** — CASE STUDY: Navigating Organizational Challenges - The Importance of Stakeholder Buy-In

Remember when IT drove all decision making and held all authority over the tech investments and implementations in companies? Whether they were called IT or MIS or data processing, the computer guys were the only organization making the technology decisions. Those days are gone, as cloud, IoT, RPA, AI, BPO, BYOD and XaaS have put technology to work across all parts of a business and technology choice in the hands of finance executives, marketing and sales, and operations. Deploying automation across the enterprise requires coordination, organizational transparency, and stakeholder buy-in.  In this case study, you'll learn how one company embraced multi-organizational collaboration and built a culture of coordination that yields impressive business benefits through an enterprise-wide commitment to success in their implementation of automation.

**12:20PM – 1:20PM** — Networking Lunch

**1:20PM - 2:00PM** — Breakout Sessions One

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**Track A** — What's next after RPA - Driving Business Transformation with AI, Robotics and Cognitive Computing

The panel takes on questions related to the business side of RPA and AI in this lively session focusing on AI's impacts on enterprise transformation. This track will delve into:

- What can we expect to see over the next few years as robotics, AI, and cognitive computing sweep over entire industries?
- The chicken-and-egg scenario: Who transforms first? The CIO or the entire organization?
- How will businesses account for the competitive positioning and advantages they derive from digital transformation? What are the assets? What are the liabilities?

Julen Mohanty
Vice President
**J.P. Morgan Chase**

Weston Jones
Global Robotics and Cognitive Automation Leader
**Ernest & Young**

## Track B — Robots Took Our Jobs - Automation's Impact on the Workforce

In this panel discussion, the participants will discuss automation's impact on the workforce. Learn about:

- What does history teach us about job loss, job creation, and job evolution as technologies are introduced and productivity improves?
- What facts do we know today that help us to anticipate the future effects on the workforce?
- What don't we know?  How can it hurt us? How can it help us? The panel participants look over the horizon

Sam Gross
Former CTO
**CompuCom, Unisys and CSC**

**2:00PM - 2:10PM** — Time to switch rooms!

**2:10PM-2:50PM** — Breakout Sessions Two

## Track A — Point-Counterpoint Panel: Opinions on Bill Gates's Proposal For a Robot Tax

Whether the idea ever sees the light of day in any legislature or not, the concept and all of its potential ripple effects deserves debate. In this point-counterpoint panel, the participants will consider all angles on Bill Gates's assertion in a February 2017 interview that "Certainly there will be taxes that relate to automation. Right now, the human worker who does, say, $50,000 worth of work in a factory, that income is taxed [...] If a robot comes in to do the same thing, you'd think that we'd tax the robot at a similar level." This track will explore:

- Point: This idea is lunacy.
- Counterpoint: This idea is at least the beginning of a good idea.
- Discussion: What makes sense and why? The effects of productivity improvements on GDP and tax revenues. How would taxation be a disincentive for more innovation? Why would the guy who first envisioned a computer on every desk advocate for slowing down automation? Is there a dark undercurrent of "New automation and AI companies hurt the value of my Microsoft stock so I'm going to throw a red herring into the mix"?

Einar Michaelsen
Process Analyst & RPA Specialist Projects
& Support - OPS
**Santander Consumer Bank**

## Track B — Building a Comprehensive Business Case for Automation and AI

In this session, the panelists will offer their own experiences and lessons on how to create a comprehensive business case for future automation, AI, and cognitive computing investments.

They'll identify where to look for both hard (e.g. labor cost reduction, productivity improvements) and soft (e.g. reputation, goodwill, related cost avoidance) returns and where to find hidden costs. Join this track to learn:

- Where are the hidden costs of automation investment?
- Where are all of the tangible and intangible benefits? What are the returns that often get overlooked?
- Presenting the justification and expected outcomes in a way that a board of directors understands

Tomasz Mituta
Former and Designer of RPA for
Shared Service Centers

2:50PM-3:10PM          Networking Break

3:10PM - 4:40PM          2018 and Beyond: The Automation Visionaries' Panel

When we return for the 2018 Automation Innovation Conference, what can we expect to have learned since the 2017 AI Conference? What will we be discussing for the future beyond 2018? What does "automation" look like in 2025? Our visionaries assemble in this power panel to devote 90 minutes to their view "through the looking glass". Learn about:

- What types of entirely new businesses or business models do we envision
- What regulatory changes can we imagine? New laws? New taxes? Will governments seek to foster more innovation and automation or will they seek to protect workers?
- Is there a Moore's Law limit to future automation? What is the Metcalfe's Law impact?

4:40PM-5:10PM          KEYNOTE: Where Do We Go From Here? The Rapidly Evolving Tech Landscape

When one considers that we are spending two days talking about something that barely existed just a few years ago, and was literally inconceivable to Eckert and Mauchly as they built ENIAC 70 years ago, the idea that we can reliably predict the next few years of this revolution seems somewhat preposterous. But there are things we do know, and there trends and technological breakthroughs that we can see in their embryonic stages that can guide us in looking at where technology goes. In this keynote, you'll hear one expert's ideas on the near-term tech landscape and a roadmap to the next generation.

5:10PM - 5:50PM          KEYNOTE: Artificial Intelligence and Cognitive Computing: A Vision for the Future

Are AI and cognitive computing poised to make a major impact on businesses of all types? Consumers? Individuals? Our final keynote of the day presents thought-provoking ideas about the future of RPA, AI and cognitive, their expected impacts on corporations, citizens, laws, and the industry players who will be introducing revolutionary technologies.

Sebastian Zeiss
VP Automation & Department Development
**Deutsche Telekom Technical Services**

5:50PM - 6:00PM          Closing Remarks

6:00pm - 7:30pm          Cocktail Reception          WorkFusion

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WorkFusion was born in 2010 of research at MIT's Computer Science and Artificial Intelligence Lab, which proved that crowd workers sourced from public online talent markets could be used to train machine learning to detect fraud in online financial transactions. Founders Max Yankelevich and Andrew Volkov realized that this same approach could be used to perform a wide variety of enterprise knowledge work. After two years of building and refining machine learning algorithms, WorkFusion released its first platform product in 2012. This release let users automate the sourcing, training, and quality control of online workers performing core enterprise knowledge processes, delivering quality output that rivaled the accuracy of captive workforce solutions at half the cost. The high volume of patterns generated by online workers on the platform laid the foundation for WorkFusion's next major release, which brought to life the "virtuous loop." By automatically engaging human workers to train and retrain algorithms, the virtuous loop solves the problem inherent in traditional automation that causes algorithms to fail when data sources or workflows change. WorkFusion uses this virtuous loop to deliver unbreakable automation that becomes more flexible and durable with time. WorkFusion is used by leading information providers, financial, eCommerce, and retail businesses and works closely with its customers to discover and build new tools to enhance the power of the platform. www.workfusion.com

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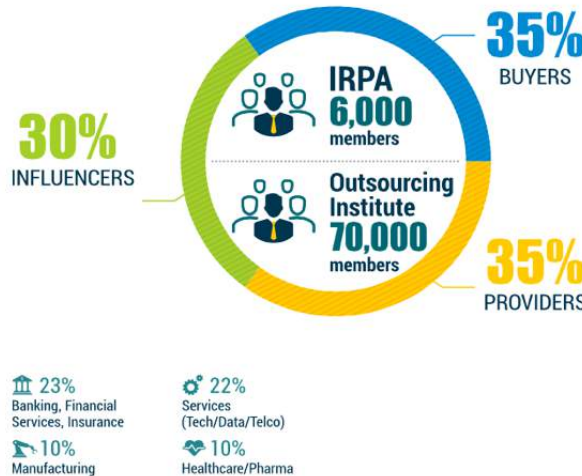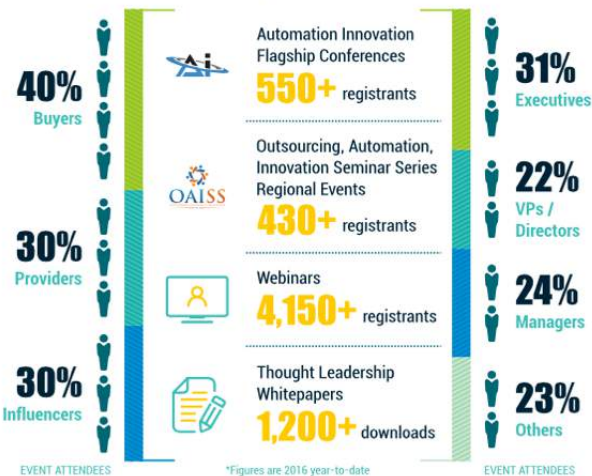
# About Us

Founded in 2013, the Institute for Robotic Process Automation and Artificial Intelligence (IRPA AI) is an **independent professional association** and knowledge forum for the buyers, sellers, influencers and analysts of robotic process automation, cognitive computing and artificial intelligence. Our global network and advisory services offer leading-edge market intelligence, industry research, sourcing assistance, events as well as offer opportunities to learn and network with stakeholders across service industry functions. **To learn more please visit** **www.irpanetwork.com.**

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