



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**