


BPO Provider Roundtable: Driving Top Line Growth With a Process Led Approach

July 11, 2019 – 2:00pm – 6:00pm

K&L Gates - 599 Lexington Ave, New York, NY 10022

2:00 PM – 2:30 PM	Registration and Networking
2:30 PM – 2:45 PM	Welcome Remarks Raman Makkar , Chief Technology Officer, IRPA AI
2:45 PM – 3:15 PM	Keynote: Driving Top Line Growth With a Process Led Approach RPA, process automation and digital disruption is the new normal in the marketplace. Even though both vendors and clients are seeing great opportunities for driving change, they continue to struggle to demonstrate tangible and sustainable ROI. Leveraging a process led approach to RPA allows us to empirically evaluate the current state of the state for the customer's existing processes. A documentation of the process flows, process metrics, application usage and user metrics allows us to classify the processes amongst: <ol style="list-style-type: none"> a) Redundant processes to be discarded or those not viable for automation b) Inefficient processes that need to be optimized before automation is applied to them c) Processes that are ready to be automated Raman Makkar , Chief Technology Officer, IRPA AI
3:15 PM – 4:00 PM	 Digital Workforce: The BPO Gamechanger Robotic Process Automation (RPA) has become a major differentiator for leading BPOs to retain, acquire and grow their customer's profitably. Enhanced value propositions, dramatically reduced costs, and improved SLAs are some of the benefits derived from the Digital Workforce. Automation Anywhere will lead a discussion on how BPO's are leveraging Intelligent Document Processing to drive profitability within their client base. Anubhav Saxena , Executive Vice President, Automation Anywhere Burhan Jaffer , Chief Strategy & Corporate Development Officer, Conduent Vidhya Padmanabhan , VP, Strategy & Corporate Development, Conduent
4:00 PM – 4:15 PM	Networking Break
4:15 PM – 4:55 PM	Voice of the Customer Panel <ol style="list-style-type: none"> 1. Do you have a digital data strategy developed that is linked to your business processes? 2. How mature is your current RPA program? 3. Do you have processes measures in place that highlight what target processes are best suited for automation? 4. What results have you gained from RPA? 5. What is your approach to continuous improvement? - Frank Casale , Founder & CEO, IRPA AI - Rohith Nandagiri , Director, HBO - Anoop Srivastava , Director – Process Automation, Wiley

	- Suzanne Aquino , Global Category Manager – Outsourcing & Offshoring, ChainIQ
4:55 PM – 5:00 PM	Closing Remarks Raman Makkar , Chief Technology Officer, IRPA AI
5:00 PM – 6:00 PM	Cocktail Reception

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About Institute for Robotic Process Automation & Artificial Intelligence (IRPA AI)

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. With over 30,000 active members IRPA AI is the #1 marketplace for RPA and AI. IRPA AI, in partnership with RUTA N, recently launched the Digital Americas Pipeline Initiative, which provides companies with low cost, trained and experienced RPA and AI talent on-demand. In addition, IRPA AI launched the Artificial Intelligence Incubator Accelerator (AIIA) which serves as the go-to-market partner for AI start-ups. For more information visit www.irpaai.com.