

NASSCOM BPM Strategy Summit

October 4-5, 2018

Theme: Winning in the era of the Intelligent Enterprise

There is no doubt that a successful digital transformation strategy is key to safeguarding your company's future. Automation, artificial intelligence (AI), robotic process automation (RPA), and cognitive technologies promise huge improvements and efficiencies from the time we source our raw materials to our engagement with our end customers. A pragmatic approach to business process management (BPM) promises to further improve efficiency, foster innovation, boost customer satisfaction, tighten governance, further mitigate against risk, and, importantly, reduce the cost of business operations. How do we ensure we are ready to make the most of a successful digital transformation?

The 20th NASSCOM BPM Strategy Summit will explore:

- The future of the intelligent enterprise—your leadership and your workforce
- The perennial decision—outsource or insource?
- How to benefit from technology-led innovation
- How to understand and exploit intelligent automation, including RPA, AI, IoT, and more
- How to devise and implement strategies, best practices, and intelligent business models
- How to learn from cross-functional case studies across sectors
- How to gain insight from your corporate data

Subject matter streams will deep dive into three aspects to determine how key business functions such as Finance and Accounting, Supply Chain, Procurement, Customer Interaction, and HR Operations work in the intelligent enterprise:

The rise of technology

Technology—the intelligent enterprise is happening today. Many businesses are taking advantage of technologies such as RPA, AI, digital communications, IoT, cognitive computing, and more, to improve profitability, collaboration and competitiveness. At the same time, there are growing concerns about the privacy and security of data. This stream presents best practices, use cases, and the important players in these fields.

Subtopics:

- **The opportunity and impact of GDPR**
Compliance with the European Union's GDPR (General Data Protection Regulation) is a regulatory requirement, risk management issue, and strategic business imperative. But what opportunities does GDPR bring for your business?
- **Is blockchain the savior of the Financial Services sector?**
Blockchain has the potential to enhance security, speed, and operational efficiency for banks in several business areas such as payments, asset management, loyalty, and loans. Discover more about the impact of blockchain across retail banking, commercial banking, and global markets.

- **How do you know if your customers love you?**
You know who your customers are, but do you know anything about them? Understand how digital technology from chatbots to analytics can provide a real-time picture of your customer interactions, enabling you to predict and act on the insights you gain.
- **Artificial intelligence—the reality and the hype**
Cut through the AI hype to hear how leading businesses are stealing a march on the competition and moving rapidly from concept to scale. This session presents real-life use cases to demonstrate how AI can deliver powerful results to your business.
- **RPA—the state of its evolution**
The rise of robotic process automation (RPA) has brought a plethora of opportunities to both organizations and individuals. Is RPA now being superseded by more complex automation solutions?
- **How can automation technologies benefit “not-for-profit” organizations?**
Automation is enabling businesses to transfer repetitive functional and cognitive processes to machines, solving complex business problems at a pace and power far beyond the capabilities of human beings. How can “not-for-profit” organizations reap the same benefits?

The future of people

People—with automation undoubtedly impacting the conventions of employment, new skills will be required and some skills will wane. How can organizations attract, retain, and retrain a new and agile generation of employees? How can leadership overcome the challenge of where people are being hired and what kind of skills are made welcome?

Subtopics:

- **The learning organization—challenges in the age of digital**
Deepening misalignment between the labor market and skills’ requirements, combined with a prolonged amount of time to train employees to a satisfactory level of proficiency, is impacting the ability of businesses to maintain a baseline level of skills competency. How can organizations leverage digital learning across their business?
- **The changing conventions of employment**
With today’s workforce becoming more global, mobile, social, and flexible, how do employers meet the expectations for consumer-grade experiences?
- **What is at the cutting edge of employee engagement?**
As the traditional conventions of employment fall by the wayside, organizations need to become agile in adapting to attracting, developing, and retaining quality talent. How do organizations enhance their HR operations in the digital age?

The shape of business

Business models—automation and broader digital transformational programs are already impacting traditional business models. Linear processes are being superseded by rapid, concurrent execution driven by automation. With the additional pressure of reverse globalization, how are organizations adapting to this new, intelligent enterprise?

Subtopics:

- **Digital transformation requires organizational change – are you ready?**
Many organizations are facing up to the reality that they need to re-engineer their processes and change the shape of their organisation to adapt to a digital-led commercial environment. Some equate the rise of automation with an opportunity to insource services previously run on their behalf by service providers. What is the impact on service providers and their clients?
- **The rise of Protectionism —how are organizations adapting?**
As a more protectionist economic model gathers pace across the world, many organizations that trade (or aspire to) on the global stage are having to reconsider their trading strategies and growth ambitions. How are organizations are adapting to this upheaval?
- **Emerging markets in the services industry**
Organizations have traditionally considered emerging markets in a national context. Are changing global commercial dynamics now giving rise to new economic powerhouses? And, if so, how are service organizations responding?