Welcome To The Digital Success: Transformation, Innovation & Change Conference

Official Event Programme

Please note that the following timings are flexible. Due to the nature of a live event, the conference chairs and organisers will be updating the timings throughout the day to adapt to speakers running over time, late arrivals, last minute changes and extending popular sessions. Please rest assured we will do our utmost to adapt and to accommodate all live changes.

Organised By:

08.30 Registration & Informal Networking

09.20 GIC Welcome

09.30 Morning Chair's Opening Remarks

Iyioluwa Adesan,
Digital Apprentice,
NatWest Group

AI, Automation & New Tech: New Opportunities - Panel Q&A

09.40 **Determine The Real Impact Of AI & Lucrative Opportunities For Your Business! True Value & Tangible Applications Of AI Which Enhance Customer & Colleague Experiences & Drive Successful Digital Transformation**

- Examine real-life AI application to maximise investment and transform your digital landscape
- Establish and debate how AI can transform an organisation's products, communications, and workforce to continue to fuel next-level customer and colleague digital journeys
- How can you quantify and measure the value of your AI feats to win employee buy-in and convert digital sceptics?
- Strike the crucial balance between embedded AI applications and the human touch to really create value-add and increase customer uptake

Dr Charlotte Harden,
Deputy Director & Chief Operating Officer,
NIHR Leeds In Vitro Diagnostic Co-operative

Rahul Gupta,
Lead Solution Architect,
Lloyds Banking Group

Nicholas Hodder,
Assistant Director of Digital Transformation,
Imperial War Museums

Softwire

Empowering Digital Transformation

Softwire offers exceptional expertise in digital transformation. We're proud to work with leading brands and multiple government departments to deliver digital engineering, data engineering, and product strategies that enhance commercial growth and drive organisational change.
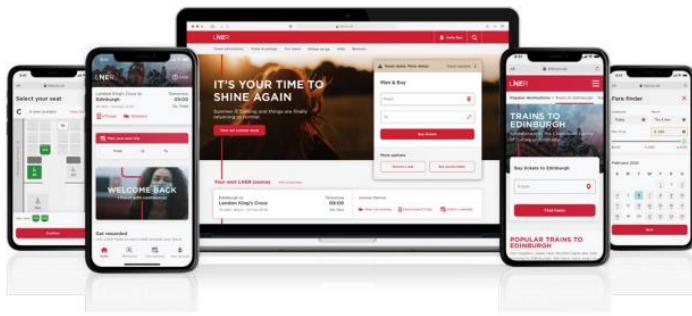
With a commitment to cutting-edge technology and innovative digital solutions, we deliver precisely tailored solutions that meet and exceed your unique requirements. Experience the Softwire difference, where your digital needs are meticulously taken care of.

Speaker

Yemi Olagbaiye

Client Director

Generative AI: Your Blueprint for Enterprise Use Case Adoption

10 am

Our clients

LNER · JPMorganChase · ROYAL OPERA HOUSE · LLOYDS BANKING GROUP · ELEXON · 5

BBC · Moorfields Eye Hospital NHS Foundation Trust · NHS · ZURICH · RSA · rightmove

AI Excellence Delegate Discussion

10.15 Please Refer To The Delegate Discussion Worksheets To Find The Discussion Objectives & Discussion Points

We would encourage you all to enter into the spirit of the day and to share ideas with fellow delegates. We understand there might be commercial sensitivities behind discussing strategies, however, there is a lot to be gained from sharing theories, mindsets and abstract situations – the person sat next to you might just have that fresh outlook which unlocks new potential!

10.45 Generative AI: Your Blueprint for Enterprise Use Case Adoption

- Quick Softwire intro and overview on how the landscape is evolving via Gartner research
- Concept of AAA (Augmenting, Accelerating and Automating) as a framework for identifying use cases for GenAI
- Examples and case study for each 'A'

Yemi Olagbaiye,
Client Director,
Softwire

11.00 Morning Refreshment Break With Informal Networking

ABBYY

Drive Powerful Business Outcomes with Intelligent Automation

- Intelligent document processing
- Process and task mining with process simulation
- Mobile onboarding and identity check

400%	30%	30x	85%	95%
Invoices processed per year	Higher efficiency	Accelerated business decisions	Faster reporting	Of documents automated out of the box

Digital Strategy & Innovation

11.40 Establish & Drive Forward Strategies That Power Impactful, Practical & Profit-Boosting Digital Transformation & Innovation

- Operational transformation, seamless customer experience, or maximised employee engagement? Establish the intention of your digital strategies for guaranteed buy-in and next-level digital success
- How can concepts such a cloud convergence and intelligent automation be translated into tangible, actionable, and profit-boosting digital transformation?
- Cultivate digital strategies which overcome doubts and preconceptions around digital innovation to secure stakeholder buy-in and company-wide backing

Jason Wallace,
Digital Strategy Manager,
London Stock Exchange Group

12.05 From A Single Grain Of Rice To Today's Exponential AI Capabilities

A session that will decode the exponential growth narrative of AI, likened to the fabled grain of rice on the chessboard, and delve into the often-overlooked cornerstone of AI advancement: the consistent, accurate, and high-quality data.

Discover how ABBYY is revolutionising the AI landscape by integrating expert document models and process models within its AI platform, offering an unparalleled data foundation that propels businesses on their AI-driven journey to success. Whether you're an industry veteran or just beginning to navigate the vast ocean of AI, this session promises to enrich your understanding and spark new perspectives. Don't miss the chance to redefine your AI strategy and unlock the full potential of your organisation.

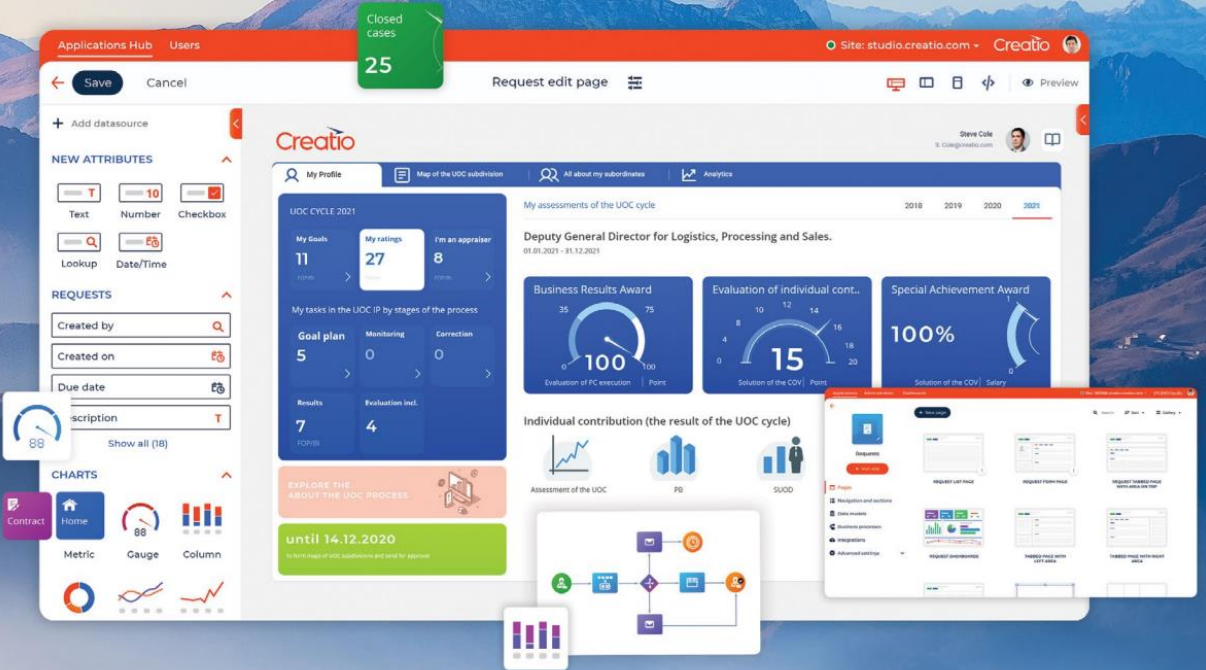Maxime Vermeir,
Senior Director - AI Strategy,
ABBYY

No-code Platform

Marketing | CRM Sales | Service | Industry Workflows | Templates & Connectors

STUDIO

Freedom to own your automation

- Unlimited customization
- Universe of ready-to-use apps
- No special skills needed to automate enterprise workflows
- Building apps without a line of code
- Absence of vendor lock-ins and hidden costs

Genuine Care

- Building sincere and long-lasting relationships
- Giving a hand first, then thinking about business
- Communicating openly and transparently
- Listening, adjusting and bringing value

12.20 Topic Generation Form

We would love to hear your thoughts on potential topics or ideas of one-day brand-led conferences – please do submit any thoughts or ideas via the QR code on the screen. Many thanks!

12.30 Lunch For Delegates, Speakers & Partners

Informal Breakout Discussions

13.15 You Are Invited To Join One Of The Following Informal Peer-To-Peer Discussions Which Will Take Place During The Lunch Break

A) Digital Inclusion – Facilitated By

Iyioluwa Adesan,
Digital Apprentice,
NatWest Group

B) Empowering Product Teams – Facilitated By

Gemma Bernal Sinfield,
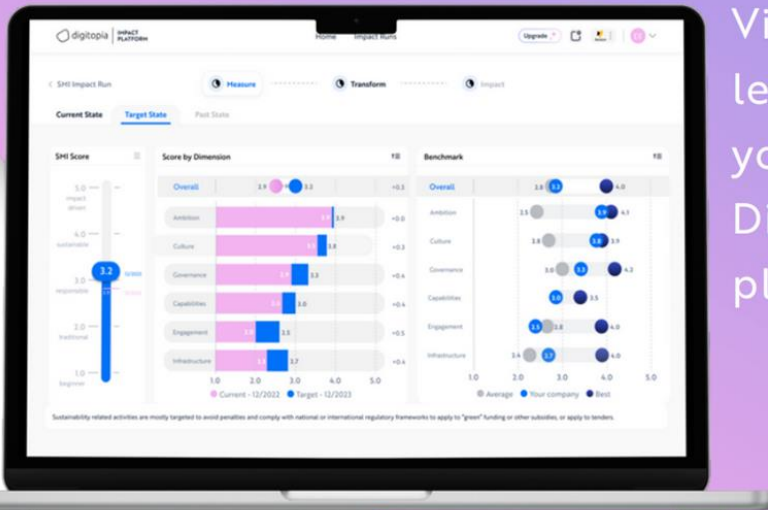Commercial Digital Transformation Lead,
Lloyds Banking Group

C) Sustainability & Digital Innovations – Unfacilitated
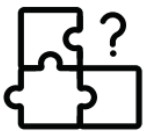
13.50 Afternoon Chair's Opening Remarks

Dorothy Bean,
Regional Chief Nursing Information
Officer NHSE & Student in Advanced
Diploma in IT-Systems Analysis & Design,
Oxford NHS

ARE YOU BOLD ENOUGH TO KEEP SCORE?

Visit us in the exhibition area to learn more about how we can help you to **#transformbetter** using our Digital Maturity benchmarking platform.

CHALLENGE

Lack of alignment and no clear measures of success benchmarked against industry competitors make prioritising key DX initiatives arduous.

SOLUTION

We measure your Digital Maturity benchmarked against your industry competition, set priorities and craft your transformation roadmap.

BENEFITS

A transparent Digital Maturity scorecard so you can start to measure the performance and success of your programmes aligned to your strategic business objectives.

Digital Maturity Index

Customer

Operations

Innovation

People

Governance

Technology

www.digitopia.co
info@digitopia.co

digitopia

Data Strategies

14.00 The Power Of Data! Brand New & Critical Insights From Compliant Data Collection To Fuel Tailored Customer Experiences & Power Next-Level Digital Transformation & Innovation

- Brand new insights and tips and tricks for retrieving impactful and demonstrable value from the wealth of data captured to drive next-level customer experiences, journeys, and engagement
- Uncover new strategies to leverage data and analytics which drive successful digital transformation whilst remaining vigilant and compliant amidst new and evolving regulations
- Decipher and master new metrics and tools to access relevant live data to unlock informed, tailored, and strategic decision-making on your digital transformation journeys

Dr Ifeanyichukwu Franklin Nworie,
Data Science & Analytics Manager,
BT Group

Break-Through Tech, Tools & Software

14.25 Harness Next-Level Technology Alongside New Ideas To Transform Ways Of Working, Monetise Opportunities & Transform Your Organisation

- From blockchain technologies to the metaverse, which tech solutions offer the greatest potential for tech growth in your organisation and will support your wider digital transformation journey?
- How are new and innovative platforms and ways of working supporting new ways of working for better flexibility, efficiencies, and better staff engagement?
- Implementing new methodologies that enable better customer focus, and allow teams to be more productive, collaborative, and focused for outcomes

Nicholas Hodder,
Assistant Director of Digital Transformation,
Imperial War Museums

14.50 Evaluation & Feedback Form

We would love to hear your thoughts from the conference today, please do submit your feedback via the QR code on the screen. Many thanks in advance!

14.55 Afternoon Refreshment Break With Informal Networking

Customer Insights, Expectations & Journeys – Panel & Q&A

15.35 Deliver Seamless, Personalised & Insight-Focused Customer Journeys That Leverage Digital Transformation & Fuel Your Business Growth & Digital Success

- How can you leverage the power of digital transformation to drive customer-centricity and create hyper-personalised experiences for consumers?
- No customer should be left behind: how are you guaranteeing your digital transformation journey is inclusive to all types of customers – whether they are tech savvy or not?
- Cultivate the perfect digital strategies! Deep dive into customer minds, examine behaviours, and create holistic customer journeys for evidence-based digital solution decisions
- Reduce customer churn and create seamless, hassle-free customer journeys with break-through strategies that navigate changing data security requirements

Sarath Sreekumar,
Strategy Manager,
Ford Motor Company

Suzanne Lord,
Project Director,
BBC

Dr Ifeanyichukwu Franklin Nworie,
Data Science & Analytics Manager,
BT Group

Implementing Change Management - Delegate Discussion

16.10 Please Refer To The Delegate Discussion Worksheets To Find The Discussion Objectives & Discussion Points

We would encourage you all to enter into the spirit of the day and to share ideas with fellow delegates. We understand there might be commercial sensitivities behind discussing strategies, however, there is a lot to be gained from sharing theories, mindsets and abstract situations – the person sat next to you might just have that fresh outlook which unlocks new potential!

16.35 Afternoon Chair's Closing Remarks & Official Close Of Conference

Dorothy Bean,
Regional Chief Nursing Information
Officer NHSE & Student in Advanced
Diploma in IT-Systems Analysis & Design,
Oxford NHS

Many Thanks For Joining Us