

UK SYMPOSIUM THRIVING IN A WORLD OF PERPETUAL CHANGE

Thursday, 22 March, 2018
3.30 p.m. to 7.00 p.m.

Frobisher 2 Auditorium, Barbican Centre
Silk Street, London EC2Y 8DS

AGENDA

3.30 Registration

4.00 Welcome and introduction, Julian Herbert, Vice President



4.05 **Michel Janssen**, Chief Research Guru, will discuss Everest Group's Enterprise RPA Pinnacle Model™ due for publication in March

- What impacts are enterprises actually seeing from RPA?
- Which capabilities are most important to enterprises in realising those outcomes?
- How are enterprises overcoming obstacles to more robust adoption?



4.25 **Sarah Burnett**, Vice President Research, will offer an exclusive first glimpse of the findings from Everest Group's RPA Technology Providers' PEAK Matrix™

- RPA technology vendor landscape
- Emerging trends
- Outlook

4.40 **Influencer Panel**, chaired by Michel Janssen

- Automation adoption
- Challenges
- Best practice



5.10 **Anurag Srivastava**, Vice President Global Services, will present Everest Group's key predictions for the 2018 global services market

- Transformations afoot in global service delivery
- Delivery locations and portfolio strategies (including the impacts of digitalisation, automation, and Brexit/GDPR)
- Everest Group Locations PEAK Matrix™



5.30 **Julian Herbert**, Vice President, will lead an invited panel in a discussion on how enterprises are evolving their service delivery capabilities in the current climate of economic uncertainty and political change

- Optimisation vs transformation
- RPA vs AI
- Onshoring vs offshoring

6.00 Drinks and networking

7.00 Close

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