Capgemini Week of Innovation Networks

September 25 – 29, 2017

Capgemini Week of Innovation Networks

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New York Agenda, Sep 25, 2017		
8:30 – 9:00	Breakfast & Registrations	
9:00 – 9:25	**Navigating the Age of Digital Disruption** The pace of cultural and business disruption continues to accelerate. During this opening session, we'll discuss important new considerations such as the emerging "platform economics" and "fragmentation (or granularization) of our products" from our customers' vantage point. With these as principles for designing compelling products and experiences, we'll look at and share a straightforward framework for digital transformation. We'll see how to embrace insights and new technologies such as RPA, automation, machine learning, cloud and digital to refocus and accelerate transformation initiatives. The framework will provide a lens through which technology innovations can be effectively adopted in context of strategic priorities and current technology foundations. **Speakers:** • **Tony Fross**, VP and New York AIE Director, Capgemini • **Rakesh Thaploo**, VP and CPRDT (CPG, Retail, Distribution & Transportation) NA Leader, Sogeti	
9:25 – 9:30	Transition	
9:30 – 10:00	**Best customer or worst nightmare? Putting AI to work for Fraud Management** Retailers, Banks, Travel & Hospitality companies, and anyone involved in e-commerce and digital marketplaces all face the risk and impact of fraud.	**Insurance Spotlight: Building the Digital Core** Core modernization programs have been complicated even more by the rapid changes in the insurance industry today. Companies must adopt exceptional CX

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	In this session our speakers discuss how businesses can fight fraud effectively by using the power of AI and machine learning, transaction scoring techniques and fraud management models. **Speakers:** • **Dion Lisle**, VP and Head of FinTech, Capgemini • **Phong Q. Rock**, SVP, Corporate Strategy & Global Business Development, Feedzai	programs while also modernizing to enable rapid business innovation. In this session, learn how we can effectively build the digital core and achieve the goals of improving current operations and tapping into new business models that are emerging. **Speaker:** • **Mahendra Nambiar**, VP and Head of Sales and Marketing, Global Insurance, Capgemini
10:00 – 10:30	**Smart Analytics & Real time Dialog with Customers** Companies must start looking at a 720 degree customer view which means that the discussion on insights must focus on customer centricity from the outside. In this session learn how organizations can now build towards the goal of closed loop feedback solutions. This approach integrates external customer experiences with predictive and contextual customer service and wallet share. In short, build with a real time dialog with customers in mind. **Host:** • **Arindam Choudhury**, VP – Global Big Data Practice Leader, Capgemini **Panelists:** • **Neill Craib,** Area Vice President Of Sales, DataStax • **Gunjan Aggarwal,** Director of Analytics, Capgemini	**Adopting a Cloud First Strategy to Fuel Growth** Cloud leaders are 20%-45% cloud-native, and have a growth-focused attitude to cloud adoption. Delve into interesting highlights from our latest research on the challenges that global enterprises face in adopting a cloud first strategy. These challenges range from culture, skills, platforms, setting the right architectural direction, and developing a roadmap that both influences and is driven by key business priorities. The speakers will showcase real world examples of how companies are successfully adopting cloud first transformation journeys. **Speakers:** • **Srikanth Thirumurthy**, Executive - FinTech, Transformations and Cloud Adoption, Capgemini • **Brian Hammond**, EVP and National Cloud Practice Manager, Sogeti
10:30 – 10:45	Break & Transition to Keynote Room	

10:45 – 11:15	**A Match Made in Heaven: AI & Chatbots** The real power of Chatbots comes from engaging where our customers are. Whether on external ecosystems or on our own channels, we need to move beyond mere transactional "chatter bots" to actual "intelligent chatbots" that can create conversations based on context. The massive potential for chatbots for service, sales and marketing can only be realized if we build in artificial intelligence from the ground up. In this session, discover how a range of use cases in marketing and service are being enabled by intelligent chatbots. **Speaker:** • **Ted Washburne**, Director, Chief Data Scientist, Capgemini	
11:15 – 11:45	**The Essential Elements of Human Centric Design** In today's connected, digital and mobile first world, customer experiences create a strong opportunity for a premium. From first impressions to everyday conveniences to delightful moments, design must move beyond traditional UX. In this session learn how designing around our users and customers means looking beyond just aesthetically pleasing interfaces. **Speaker:** • **Monique TeSelle**, Head of Studio New York, Idean	
11:15 – 11:45	Transition	
11:50 – 12:20	**Drive Continuous Delivery with Continuous Testing** It's a stark reality that legacy testing methods and tools have not kept up with today's agile, continuous application delivery model. In many ways, testing is the final, critical requirement of DevOps and Continuous Delivery. Traditional testing inhibits development speed and impacts quality. Developer and testing teams don't have weeks to test, but hours. By adopting next-generation testing practices, you'll have the ability to test early, often, automatically, and continuously. **Speaker:** • **Jeff Bradley**, Regional CTO, Continuous Delivery, CA Technologies	Pick Up Lunch

12:20 – 12:50	**Unleash the Possibilities of IoT with Spark + Machine Learning** Join Christophe Antoine as he leads you deep into the real-world technologies that underlie IoT (Internet of Things) to get at the insight that really matters. Whether you already use Kafka, Spark, or other real-time data technologies, or if you are just trying to get a better understanding of them, this session is for you. We'll demonstrate how to collect real-time, streaming data from the mobile phone sensors in the room and leverage open source technologies such as Spark and Kafka to build a machine learning solution to train, process, and classify physical activity with the Talend platform. Once you understand the process the possibilities are endless. **Speaker:** • **Christophe Antoine**, VP Global Solution Engineering, Talend	
12:50 – 1:00	Transition	
1:00 – 1:30	**Keynote: Meeting The Open Innovation Imperative** The market in which we continue to operate remains significantly dynamic and intensifies future directions which include both disruptive, transformational change and continuous, incremental change. In turn, this demands now and in the future, an ability to anticipate, to react, and to execute with new levels of speed, agility, and certainty at the core of how we operate. The ability of the enterprise to architect for change and to engineer for continuous adaptation will drive the enterprise closer to a software-company operating mentality. This places software, operating models and methods at the heart of many of the mega-trends, transformation and disruption we are seeing today. While many of the actions enterprises pursue today to innovate can be useful, they far too often continue to disappoint in terms of their impact and sustainable value. A more reliable discipline – Applied Innovation – designed exclusively as "outcome-based", scalable and sustainable, and thoroughly "open" is offered as the new innovation paradigm and proficiency for today's enterprise. **Speakers:** • **Lanny Cohen**, Group Chief Technology and Innovation Officer, Capgemini • **Patrice Duboé**, Innovation VP, Global Architects Leader, Capgemini	

1:30 – 1:55	**Product Innovations in the API Economy** It's an understatement to say that the connected world needs new products and customer experiences, fast! In this session learn how to develop open ecosystems using the API economy to rapidly ideate, experiment and commercialize new products and experiences. Also learn about approaches to handle the looming cybersecurity challenges. **Host:** • **Patrice Duboé**, Innovation VP, Global Architects Leader, Capgemini **Panelists:** • **Srikanth Thirumurthy**, Executive - FinTech, Transformations and Cloud Adoption, Capgemini • **Kapil Lohia**, VP Market Development for API Management Business Unit, CA Technologies	
1:55 – 2:00	Transition	
2:00 – 2:30	**Six forces that are Shaping your Analytic Ecosystem** Cloud, open, everyone's a data scientist, new data, artificial intelligence, analytics of things - does any of this sound familiar? In this session, we will discuss six forces that are shaping analytic ecosystems and influencing the requirements of an analytics platform. From data to discovery to deployment what are the key areas that could be holding you back from analytic progress? **Speaker:** • **Brian Rasa**, Sr. Systems Engineer Team Lead, SAS	Networking & Showcase Section
2:30 – 3:00	**Transforming Enterprises with Blockchain** Blockchain has quickly moved from hype to reality. IBM, a founding member of Hyperledger, a Linux Foundation project, has engaged with over 400 clients across industries to start implementing blockchain technology, building active networks and applying it to use cases such as IoT, dispute resolution in commercial finance, and supply chain. Join this session to hear from IBM about what they've learned about building networks in these areas. **Speaker:** • **Sharon LaDay**, Blockchain Ecosystem Leader, IBM	

3:00 – 3:30	**Real-time Customer Experience for Today's Right-now Economy** Milliseconds of interactions define the moments your customers experience with you and your brand, this is now the granularity at which customer engagement is defined. We will share and demonstrate how we have helped our customers to successfully deliver a highly personalized, responsive and consistent experience -- both in the moment and at scale. The results? Customer satisfaction and advocacy in today's right-now digital economy which translate to increased brand loyalty and revenue growth. **Speakers:** • **Iain Finlayson**, Solutions Engineering Manager, DataStax • **Andrew Lampitt**, Sr. Director, Product Marketing, DataStax	
3:30 – 4:00	**Demanding Markets, Digital Business, Dynamic Outcomes: Unlock Tomorrow's Opportunities Today with a 21st Century Architecture** Platforms of yesterday are not the platforms for tomorrow. Learn how companies of all sizes are differentiating and establishing long-term business value with innovative, real-time technologies like AI, Streaming and Predictive Analytics using a 21st century architecture. **Speaker:** • **Curt Gabes**, Director North America Systems Engineering, Software AG	
4:00 – 4:30	**Earning the Currency of Trust** Less than a third (29%) of the organizations we surveyed offer both strong data privacy practices and a sound security strategy. Just one in five (21%) are highly confident that they can detect a cybersecurity breach. In this session, lean how to align data practices with consumers' expectations, find innovative ways of providing non-	**Enabling the Digital Insurer through Omni Channel Experiences** The complex landscape for insurers is becoming more complicated as the pressure to engage customers on different channels with differentiated propositions is becoming critical. The # of touchpoints with customers must be improved dramatically.

	intrusive security, and build the capabilities required to monitor risks in real-time. Those who strike the right chord with consumers will enjoy a competitive advantage. **Speaker:** • **Drew Morefield,** Head of North American CyberSecurity Practice, Capgemini	In this session, learn how this goal can be accomplished by leveraging innovations that leverage your current investments. **Speakers:** • **Satish Weber,** Digital Transformation Lead for Insurance, Capgemini • **Raja Singh,** Senior Vice President, Products & General Manager, Vlocity Insurance
4:30 – 4:45	Break & Transition to Keynote Room	
4:45 – 5:15	**Reclaiming Control of Customer Experiences with Blockchain** Industry boundaries are crumbling. With new non-traditional players comes enormous change in established business models and processes. To meet this challenge companies can no longer afford to lose control of the customer experience. In this session, learn about how to think of blockhain with a twist. Immerse yourself into a discussion on how to use Blockchain to stay in front of customers – as an orchestrator of their experiences. **Speakers:** • **Dion Lisle**, VP and Head of FinTech, Capgemini • **Geraldine Balaj**, Head of Blockchain CoE, Capgemini	
5:15 – 5:45	**Keynote: The 10 Tenets of Building Innovation Capability** Consistent, growth-driving innovation is a critical capability that companies must build. Creating and delivering innovation is core to what Fahrenheit 212 does and how it works with clients. In this session Mark Payne, President and Founder of Fahrenheit-212, a leading innovation consultancy and part of the Capgemini Group, shares the experience, insights gained and strategies for building innovation into a key organizational strength. **Speaker:** • **Mark Payne**, President & Co-founder, Fahrenheit 212	
5:45 – 7:00 pm	Networking and drinks	

Showcase	Smart analytics and Real Time Dialog	Distributed Digital - Blockchain KYC and Loyalty	Intelligent Chatbots with Kore kore.ai