CWIN San Francisco Agenda

8:00 – 9:00	Breakfast and registration
9:00 – 9:30	**Design Thinking as a Strategy for Innovation** When Design thinking principles apply to strategy and innovation the success rate for innovation dramatically improves. In this keynote Jesse will discuss the following topics: • What is design thinking & a design thinking framework? • How do you create a strategy and make sure that innovation and creativity flourish in your organization? • Design thinking capabilities in your organization. • Case examples **Speaker:** • **Jesse Maula, Co-Founder & Chief Design Officer, Idean**
9:30 – 10:00	**Cloud Native Solutions accelerate Digital Transformation** Digital Transformation is disrupting business models in all sectors and is expected to deliver $100 Trillion of value over the next decade. In this session join us to explore how we leverage Cloud Native solutions to accelerate this transformation. **Speakers:** • **Kiran Narayana Murthy, Solutions Lead - Cloud Native Application Development, Capgemini** • **Chuck Droukas, Solutions Engineering Manager, DataStax**
10:00 – 10:30	**API Amplification – Read Me First** API Economy is getting some traction in some industries, but there are some paradigms that need to be addressed to support the API First Principle. Organizations are moving forward in implementing APIs but there are many lessons learnt. **Speakers:** • **Al Liubinskas, VP – NA Cloud Integration Lead, Capgemini**
10:30 – 10:45	Break
10:45 – 11:15	**Scaling with RPA: New Automation-as-a-Service Models and Business Imperatives** Intelligent Automation is top of mind agenda for senior IT and business executives given visibility of AI and Robotics in the market today. However, many of the same leaders and their teams are struggling on where to start their RPA and AI journey, how do they sort through what is hype and what is reality. What tools and service providers should they place their bets on finally how to do they accelerate their automation agenda to deliver impactful business results in the near term and future-proof automation strategy in the long-term. This session discusses RPA learnings with leading industry experts from Hackett, Automation Anywhere and Capgemini on how global organizations have capitalized from early RPA

	deployments, including setting up operational governance and organizational enablement for future. **Speakers:** **Dannie Martz, Intelligent Automation and Digital Transformation Practice Leader, Hackett Group** **Anubhav Saxena, EVP – Strategy, Operations & Partnerships Ecosystem, Automation Anywhere** **Amit Puri, VP – Automation GTM & Strategic Partnerships, Capgemini Business Services**
11:15 – 11:45	## Innovation through Insights Transforming your business requires new ways of thinking about how information is used within the enterprise. Learn how a holistic approach to information strategy is enabling business innovation at a large manufacturer. **Speakers:** **William Belding, NA Strategic Accounts Leader, Insights and Data Global Service Line, Capgemini**
11:45 – 12:15	## Driving Business Value with the IoT According to analyst firm IDC, consensus is in – over 90% of global manufacturers report that IoT is 'strategic' or 'transformational' to their business and have deployed or plan to deploy connected systems in the next 12-24 months. With endless opportunities to innovate using the IoT, where do you start? In this session, PTC will share top IoT use cases based on hundreds of customer interactions to showcase the creative ways manufacturers are capitalizing on the IoT opportunity to drive business value across the enterprise. In this session you will hear about: - Insight into the current state of IoT adoption in Manufacturing - Use cases that drive value across marketing and sales, product development, manufacturing, service, IT, and end customers - How and where Augmented Reality experiences are emerging with the IoT in Manufacturing - How PTC can help you unlock value from the convergence of the physical and digital worlds **Speaker:** **Shawn Kelly, VP of Corporate Strategy, PTC**
12:15 – 1:00	## Lunch / Partner Village
1:00 – 1:30	## Accelerate Innovation and Revolutionize Customer Experience In this session, Couchbase introduces a new type of database…the Engagement Database…and how modern applications leveraging mobile, IoT and cloud-native design patterns can use an Engagement Database to: (1) revolutionize customer experiences, (2) accelerate innovation with a flexible and agile data platform and (3) reduce operational costs and complexity. Learn how the world's most powerful and scalable data platform for the enterprise enables companies to deploy new digital services to transform the customer experience leveraging real-time data…seamlessly from the edge to the data center and cloud. We'll also highlight use cases where the Couchbase Engagement Database was critical in achieving desired outcomes from broader digital transformation initiatives.

	Speaker: • **Anthony Farinha, Director, Business Development, Couchbase**
1:30 – 2:00	## Data Concierge – the foundation of a Digital Business The competitive advantage in modern business is the ability to find and execute on the right information at the right time. This means having a true INFORMATION technology business where the lead is the ability to execute on information and the technology is purely the way in which that is done. To do that an organization needs to think about information within the context of its business strategy and to think about how the information landscape can be evolved to match the increasing pace of information driven business change. This presentation covers how to assess the current estate, define the future and reposition IT as being an INFORMATION technology enabler rather than an information TECHNOLOGY overhead. **Speaker:** • **Thomas Dornis, Senior Manager, Capgemini**
2:00 - 2:30	## 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. **Speaker:** • **Rex Manseau, VP of Northwest Enterprise Sales, DataStax**
2:30 – 2:45	Break
2:45 – 3:15	## HAL 2017 – Interactions between AI and People The future of commerce, services, operations and work is gaining a new player. Artificial Intelligence is using massive amounts of data, machines that learn and ever advancing interactive technologies to usher in a new future. This future has everyday people are interacting with 'everyday' machines in meaningful ways. **Speakers:** • **Rob Vellinga, Director of Digital Interactive, Capgemini**
3:15 – 3:45	## Intermingling Realities and the Real Systems behind them AI is now nearing its walking stage. To prop it up, we're using foundational systems that have been in use for a long time and new technologies that bring AI to life. This intermingling requires established systems to mix with new and established user patterns to evolve into new. **Speakers:** • **Mike Martin, Managing Enterprise Architect, Capgemini**
3:45 – 4:15	## Blockchain, Three Ways to Prevent it from Failing Blockchain is not ready for prime time for the enterprise and comes with failure hazards and challenges that need to be confronted. Even so, Blockchain can spawn opportunities that broker

	success and attainment of the desired outcome. In this session we will review three contemporary use cases that have the chance of facilitating success for Blockchain. We will review success criteria, enabling technologies and capabilities that marshal desired results and governance characteristics. We will review challenges Blockchain faces in the enterprise, including a mitigation tactic for each challenge. **Speakers:** • **Aaron Rorstrom, Principal Enterprise Architect, Capgemini**
4:15 – 4:45	## Cybersecurity, Data Privacy & Managed Security Services Complying for General Data Protection Regulation (GDPR) will impact your business. One needs to prepare and leverage lessons learnt for May 2018. We will also discuss how managed security services are transforming to support the digital age. **Speakers:** • **Geert van der Linden, EVP CyberSecurity, Capgemini**
4:45 – 7:00 pm	Networking and drinks

Demo	Intelligent Connected Supply Chain -Driven by The Cognitive Insights of IBM Watson