

GLOBAL TECHNOLOGY & BUSINESS SERVICES SERIES

Responsible Automation

19th May – 14:00 BST

Automation is intrinsic to business transformation. Companies that shun automation do so at their peril, BUT there will be ramifications from its mass adoption and as an industry we need to actively take responsibility and plan for the very different workforce that will exist in 2030 before we're too late.

According to a Forrester report published in February 2021, Automation will cause Australia's job market to shrink 11% or by 1.5 million workers by 2030.

We are delighted to announce the next event in the Global Technology & Business Services Council (GT&BSC) Global Series, on the highly topical and somewhat emotive subject of responsible automation. Like the previous GT&BSC events, we have curated a line-up of the most influential speakers and experienced practitioners from all around the globe to share their knowledge with our large and growing community.

Event Agenda

14:00 – Welcome, Opening Remarks & Introduction to Event Moderator



Kerry Hallard
Chair of the GT&BSC and
CEO of the GSA



Terry Walby
CEO of Blue Prism
Ventures

14:05 Keynote: Technological Apartheid: Are we creating a world of segregation and minority rule?



Johan Steyn
Technologist & Management Consultant

Oppressive regimes and legislation do not suddenly appear from nowhere. The political dynamics in a country or region undergo a shift – usually unnoticed – until it is too late. The era of smart automation and the fourth industrial revolution is fast changing our world. We have limited time to ensure we create a world of equal opportunity for all. We are fast heading to a world where technology is dividing the "Haves", and the "Have Nots" with the potential of global upheaval unlike the world has ever seen before.

14:25 Using Automation for Business Transformation – User Case Examples

Companies using automation for positive business transformation share their experiences.

Case Study: Advansys Engineering Services



Shady Eneim
EMEA Commercial Director at Advansys

Advansys ESC is working with leading hospitals in the Middle East to automate the insurance eligibility process ensuring that Patients have a smooth experience whilst checking into the hospitals to receive their treatment.

Case Study: Avient



Constanze Nuesperling
Head of Global Business Services at Avient Corporation

The Avient case study illustrates how they have strategically used automation to enhance the services in their GBS across multiple functional domains.

Case Study: Royal Mail Group



Michael Hitchins

Internal RPA Centre of Excellence Lead at Royal Mail Group

Jonathan Gavan

PSAP Manager

Royal Mail Group have delivered around 85 bots and around 30 simplification only solutions across Royal Mail, with the focus being on capacity creation to enable people to do more valuable things within the

14:55 Industry Expert Panel

Moderated by **Terry Walby**, CEO of Blue Prism Ventures

The industry experts will discuss the reality of how prolific automation is, what it's being used for and what the opportunities are.



Professor Leslie Willcocks
London School of Economics and Political Science



Tom Reuner
SVP at HFS Research



Sarah Burnett
Partner at Emergence Partners



Michel Janssen
Chief Research Officer at Everest Group

15:35 Keynote: The Future of Jobs in 2030



Samuel Higgins
Principal Analyst at Forrester

15:47 Panel Discussion: The Evolution of Work and Responsible Automation

Moderated by Terry Walby, CEO of Blue Prism Ventures

Members of the panel discuss what the work of the future will look like, how can workers be reskilled to make them future ready.



Lee Coulter

CEO at TransformAI and
Chair of IEEE Working
Group of Standards in
Intelligent Process
Automation

John Rogers

Global VP, Partner
Network at Faethm
AI

16:27 Panel Discussion: Representing the industry associations and bodies

Moderated by Kerry Hallard, Chair of the GT&BSC and CEO of the GSA

Member associations of the GT&BSC discuss what governments and associations are, and should be doing, for the future of work.



Amani Rabei
Vice President of
Markets
Development at
ITIDA



Andy Searle
CEO, BPESA



**Raymond
Devadass**
CEO, Daythree
Business Services
& Treasurer of OM
(Outsourcing
Malaysia)



Debi Hamill
CEO, IAOP

16:57 Close