



Automation Anywhere's Premier Customer Experience
New York, April 16 and 17, 2019

#AAImagine

Keynote Speaker



Garry Kasparov
Author & former world chess
champion

Join us. And Imagine.

A two-day experience for customers, partners—and bots—where knowledge and vision will frame a platform upon which you will be able to profoundly impact your business.

TUESDAY, APRIL 16

6:45 **Registration Opens**

7:00

Breakfast

8:20 **Breakout Session: Build-a-Bot Class I – RPA**

We recommend you take this Build-a-Bot class before you take Build-a-Bot II. One of our most popular sessions, we offer more than one. Learn how to actually build a bot in these personalized sessions designed for just about everyone. You'll see how easy it is to build and scale bots. Enjoyable. Enlightening. Time well spent.

8:20 **Platinum Partner Master Class: Deloitte – FDA RPA Mission and Back Office**

The Food and Drug Administration has been one of the early adopters of RPA and currently has a completely virtual, autonomous deployment of the solution. This session will showcase FDA RPA bots that support regulatory data curation and back office finance processes through attended and unattended bots, with a panel with FDA technical representatives and a Deloitte moderator.

Platinum Partner Master Class: EY – Avoiding the Automation Trap

Join EY to learn how organizations can fall into the "Automation Trap". We'll discuss how to adopt a Process First thinking approach to avoid the "automation trap" and drive value from your intelligent automation efforts.

8:20 **Platinum Partner Master Class: KPMG - Keys to a Successful RPA Journey: How KPMG LLP is automating its Business Process Group** **Platinum Partner Master Class: _PwC - Workforce of the Future**

Find out how “Bot Zilla,” and other automations are helping transform KPMG’s Business Process Group. Learn about and discuss the key enablers of a successful RPA journey. Highlights will focus on governance, change management, and value management – including customized Shibumi dashboards.

An interactive discussion with PwC’s workforce and digital specialists to discuss the impacts of automation, among other factors, on the workforce of the future. Discussion themes to include digital upskilling, cultural transformation and the impacts of the gig economy and diversity on preparing for the future – including the actions that firms can be taking in order to prepare today.

Main Experience

9:30 **Gary Conway Welcomes You to Imagine**

Gary Conway, Chief Marketing Officer of Automation Anywhere, welcomes you as our special guests to Imagine, an experience like no other. Whether this is your first Imagine or your eighth, every Imagine is conceived to be unique, provocative, and memorable. What you will witness during these two days will be something you will remember long afterward.

9:45 **Welcome Keynote - Mihir Shukla, CEO and Co-founder, Automation Anywhere**

Mihir Shukla, Chief Executive Officer and Co-founder of Automation Anywhere, will talk about how much the RPA category has evolved in just one year. He will illustrate the business imperative in adopting RPA and building your Digital Workforce. Always exciting, Mihir uses this time to debut products no other provider in the industry has. Inspirational. Timely. Important.

10:25 **J.P. Gownder, VP and Principal Analyst, Forrester Research**

Rarely will you see these kinds of fresh perspectives from one of the industry's most authoritative analysts.

11:00 **Coffee Break & Networking**

11:30 **Why Us? An RPA Solution Like No Other - Prince Kohli, Chief Technology Officer, and Abhijit Kakhandiki, SVP of Product and Engineering**

The Digital Workforce is more than RPA alone. Join the leaders of the product team as they share product breakthroughs across our broad suite—Enterprise, IQ Bot, Bot Insight, and Bot Store.

12:10 **What's in It for You?**

Three of the world's most important technology companies have partnered with Automation Anywhere to deliver unprecedented value. Bruce Tierney - Product Marketing Director, Oracle; Michael Gilfix - VP, Digital Business Automation, IBM

12:35

Lunch

13:30

Learning Labs and Afternoon Breakouts

Getting Started

Up and Running

Catch Us if You Can

13:30

Learning Lab: Build your RPA Project Plan – Reynolds

Dave Jackson, IT Project Lead, Rank Group

A practitioners' guide to driving RPA success. This interactive session with Reynolds' Dave Jackson will equip you with tried-and-tested best practices for putting your RPA plans in motion with optimal results.

Learning Lab: A Federated Model. Building & Testing Bots In-House on AWS – Capital One

Siva Ghatti, Director of Software Engineering

Siva Ghatti outlines why and how the federated model enabled Capital One to modernize their deposit systems and design an error-free bot operation while migrating the system to AWS.

A federated model provides the right balance of control and empowerment, with the ability to build and manage bots flawlessly in-house.

Learning Lab: Deploying Automation at Scale – Mars

John Cottongim, Automation Director Mars Global Services

Mars is already reshaping the future of work. Their secret? Deploying automation at scale while working in partnership with HR to make work more human. Learn how automation can scale and humans can thrive, together.

13:30

Build-a-Bot Class 1 – RPA

We encourage you to take this Built-a-Bot class before you take Build-a-Bot II. One of our most popular sessions, we offer more than one. Learn how to actually build a bot in these personalized sessions designed for just about everyone. You'll see how easy it is to

Transforming Business with the Human + Digital Worker Partnership

Join Brian D'Souza from Amgen, David Hyman from the Center for Technology and Workforce Solutions, Michael Kearns from Toptal and Max Mancini from Automation Anywhere in an engaging panel discussion on the

IQ Bot – Making AI Accessible to Millions Globally

Manish Rai, VP of Product Marketing One of the fastest growing Automation Anywhere offerings, IQ Bot is the most powerful automation tool to apply AI for real-world business purposes. Learn how AI-powered IQ Bot empowers business

build and scale bots. Enjoyable. Enlightening. Empowering.

emergence of Digital Workers in the workforce. Gain diverse and interesting insights from an RPA user, a think tank, a talent crowdsourcing platform and the world's leading RPA vendor in this engaging discussion.

users around the globe to uncover data "hidden" in documents and emails to maximize automation across complex processes.

13:30

Partner Briefing – Partners Only

Getting Started

Up and Running

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14:25

Learning Lab: Why Working with IT builds the best Foundation' for your COE – Cartus

Shelley Pitser, Vice President of Operations Accounting, Neil Bussel, Director of Business Intelligence and Data Management, Ken Luft, Manager of Application Development – RPA

This trio of leaders collaborated to exceed their automation targets in the first year of implementing RPA. "It takes a village" translates into "it takes a CoE" to deploy and scale automation effectively. Learn how IT, Ops, and Business can come together to build a solid CoE foundation designed for growth.

Learning Lab: Growth through Automation – Albertsons

Greg Rousseau, Vice President, Service Center

Greg Rousseau will lead you through Albertson's inspiring RPA journey that has transformed the company's thinking from status quo to the art of the possible. It requires a monumental paradigm shift to change the mindset of 274,000 employees from decades of traditional growth tactics to become one of the most agile innovators in the automation industry.

Learning Lab: IT - At the heart of Process Orchestration and Scaling Automation' – Becton Dickinson

Subbiah Mahalingam, Director of Digital Operations

Learn how IT has been the proactive catalyst in Becton Dickinson's automation journey and the practices you can apply to your company's RPA roadmap. The time is ripe for IT leaders to move their organization from service and support functions to the center of digital transformation.

14:25

IT-Acclaimed Architecture

It's a look "under the hood". Do a deep dive into the industry's most sophisticated architecture.

Build-a-Bot Class 1 – RPA

We encourage you to take this Built-a-Bot class before you take on Build-a-Bot II. One of our most popular sessions, we

Real World Results: Scaling Automation with Cloud and AI – Google and Infogain

Find out how Automation Anywhere, Google, and Infogain partner to deliver and scale Intelligent Process Automation

offer more than one. Learn how to actually build a bot in these personalized sessions designed for just about everyone. Enjoyable. Enlightening. Empowering.

(IPA) using cloud and AI technologies, resulting not only in greater scope of automation but also in 10x growth in transaction volume.

15:00 **The New Bot Workbench: A Hands-On Lab**

Join us for a hands-on lab of a one-of-a-kind new Bot Workbench. You will build and run your first bots and help shape our roadmap. Recommended for hands-on RPA developers and practitioners who build bots on a daily basis.

15:10 **Partner Power Walk and Coffee Break**

Getting Started

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16:00 **Learning Lab: Driving Efficiencies in Automotive: RPA for Accounts Payable/Receivable processing – Stant**
Dorothee Baas, Manager of Business Process Integration

Discover how Stant uses RPA to streamline their Accounts Payable 3-way Matching and Accounts Receivable Invoicing processes, resulting in positive cash flow impact, reduced invoice backlog, a refocused Finance team, and improved Management Pareto/Analysis. Dorothee Baas shares her insights from Stant's RPA journey that includes Lessons Learned and tips for a Path to Success!

16:00 **Learning Lab: Your HR Automation Check list -**
Eric Hansen, Senior Business Systems Analyst, Enterprise Architecture, Workday and John Gardner, Payroll Manager from Land O'Lakes

RPA is empowering organizations to put the "Human" back into HR while ensuring all the important but tedious tasks are efficiently carrying on. Join this power-packed panel in discussing the game-changing impact of the digital workforce in the HR function and pick up the essential tips for automating HR processes.

16:00 **Learning Lab: Verizon – Limitless Scaling in the AWS Cloud - Verizon**
Doug Connor, Associate Director - RPA COE and Kevan Evans, Program Manager, Global Technology

Learn how one of the world's largest telcos is scaling the use of RPA across more than 20 business units and realizing unprecedented time to value.

16:00	<p>Breakout Session: Build-a-Bot Class II – IQ Bot</p> <p>We highly recommend you take “Build-a-Bot I” before you take this session. These are by far our most popular sessions. Train an IQ bot and discover how to dramatically enhance your RPA with machine learning and AI. Close your discovery loop and see how to apply predictive analytics to complete your Digital Workforce Learning 101.</p>	<p>Enterprise RPA: The Foundational Blueprint for the Digital Workforce</p> <p>Rapid growth in RPA adoption continues to transform the future of work. In this session, Kashif Mahbub, VP Product Marketing, will share the upcoming advancements to the Enterprise RPA platform. He will be joined by John Cottongim, Automation Director at Mars, and Lee Bressler, US Capital Markets Lead at Microsoft, for a discussion on the importance a Cloud-ready infrastructure to support enterprise-class RPA.</p>	<p>Product: Bot Insight Bot Insight and Mobile App –</p> <p>Real-time insights and secure bot control anytime, anywhere</p>
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16:50 **Main Experience: Partner and Customer Showcase**

18:00 **Cocktail Reception-Cipriani**
 Socialize with Imagine guests at one of New York’s most legendary and prestigious restaurants. It will be a night to remember.

WEDNESDAY, APRIL 17

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8:30 **Platinum Partner Master Class_Cognizant – I wish I knew then, what I know now – Building an automation practice in the real world** **Platinum Partner Master Class: Genpact - Accelerate Your Automation**

By going broader than just RPA, companies today are extending the creative problem-solving capabilities and productivity of human beings to deliver superior business outcomes. Hear examples from our clients as they walk us through the ups and downs of their Intelligent Process Automation journey.

If you're on the Automation journey and looking for ways to accelerate your path, this session is a must see! Join Kaushik Bhaskar, Genpact's Global Automation leader, as he reveals the simple steps to accelerate Automation including identifying the right opportunities, building automation for scale and managing your digital workforce

8:30 **Platinum Partner Master Class: IBM – Working with BOTs – Key to Future of Work**

The future of work is here. Join IBM in this session to learn more about this collaboration between humans and machines further enhances the strengths of the organization that embrace it.

Main Experience

9:30 **Gary Conway, Chief Marketing Officer, Welcomes You to Day 2**

9:35 **Simplifying RPA: Driving Results Today - Ankur Kothari, CRO, Automation Anywhere**

10:05 **Making Work Human** - Neeti Mehta, SVP of Brand Strategy and Culture, Automation Anywhere and Prashant Sarode, Director, Development of TIAA CREF

10:35 **Coffee Break & Networking**

11:05 **Garry Kasparov**

Chess' most famous Grand Master shares his provocative insights into the power of an augmented workforce. Based on the results of his own journey into the potential for humans to be 'better' with the help of technology, Garry Kasparov will share the incredible outcomes from his own experiments in thinking alongside computers.

11:45 **"What I Really Think"**

12:15 **The Imagine Customer Awards**

Rushabh Parmani, EVP of Customer Success, presents four awards to customers who have exemplary RPA implementations and are seeing exceptional results.

12:30 **Lunch**

13:30 **Main Experience: Partner and Customer Showcase**

14:00 **The New Bot Workbench: A Hands-On Lab**

Join us for a hands-on lab of a one-of-a-kind new Bot Workbench. You will build and run your first bots and help shape our roadmap. Recommended for hands-on RPA developers and practitioners who build bots on a daily basis.

Partner Power Walk

14:30 Take a walk and visit Automation Anywhere partners to see the enormous value they provide to companies like yours. They are deeply knowledgeable with industry expertise you will not find elsewhere. Make it part of your Imagine experience.

15:15 **ONE OFFICE**

Learning Lab: Repeatable Automation in Utilities – Entergy
Andy Quick, Advisor, Process Improvement

BANKING, FINANCIAL SERVICES, AND INSURANCE

Learning Lab: Our Focus on BFSI
Ken Mertz, Sr. Director, Industry Marketing Banking & Insurance, Automation Anywhere

Discover how integrating a digital workforce with the human workforce not only created efficiencies in Finance, Legal, HR, and Shared Services, but also developed a culture of continuous improvement.

RPA and cognitive automation solutions are solving challenges of speed, efficiency, and accuracy. See how RPA and AI solutions significantly improve BFSI processes in the insurance claims process.

15:15

LIFE SCIENCES & HEALTHCARE

TECHNOLOGY

Learning Lab: Digital Workers at Amgen

Brian D'Souza, Sr. IS Manager

Discover insights into how this biotech giant has leveraged the digital workforce and is achieving greater efficiency. RPA has become a core enabling technology at Amgen, where bots help simplify business processes across business functions.

A leading cybersecurity company's take on RPA security and compliance - Symantec

Ravi Konda, Sr. Manager, IT Automation, Symantec

Gautam Roy, Head of Security Product Marketing, Automation Anywhere

Yes, it's table stakes. But discover how Automation Anywhere's "Bank-grade" security and compliance standards can have an unprecedented impact on your company

15:15

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For Partners - Accelerating Your Business with Bot Store-

The bot economy is booming and we have exciting plans for our partner and developer ecosystem with Bot Store. Join **Max Mancini, EVP of the Digital Worker Ecosystem and Brendan Foley, VP of Developer Experience** to find out how you can build recurring revenue streams with ready-to-deploy bots and Digital Workers delivered through our RPA marketplace.

Enterprise RPA: The Foundational Blueprint for the Digital Workforce

Rapid growth in RPA adoption continues to transform the future of work. In this session, **Kashif Mahbub, VP Product Marketing**, will share the upcoming advancements to the Enterprise RPA platform. He will be joined by **John Cottongim, Automation Director at Mars, and Lee Bressler, US Capital Markets Lead at Microsoft**, for a discussion on the importance a Cloud-ready infrastructure to support enterprise-class RPA.

16:00

ONE OFFICE

BANKING, FINANCIAL SERVICES, AND INSURANCE

Learning Lab: Solutions to Maximize your Return on Data – Hitachi Vantara

Learning Lab: Embracing the Digital Workforce to Manage Growth – Silicon Valley Bank

Lori Pedersen, Sr. Director, Transition, PMO and Portfolio Accounts

Dion Houg-Lee, RPA Director

Join Lori Pedersen of Hitachi Vantara will highlight how to free-up teams from routine / low value-added / repetitive tasks, review & speed-up / simplify / harmonize & standardize processes.

Learn how Silicon Valley Bank has taken a proactive and holistic approach in leveraging RPA to achieve targeted business outcomes and strategically build the foundation for future-state business capabilities. The result? Improved employee engagement and enablement resulting in higher customer satisfaction and more revenue.

This session will review how to Improve quality. reliability of processes and Cost Savings

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IQ Bot – Making AI accessible to millions globally

IT-acclaimed Architecture

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It’s a look “under the hood”. Do a deep dive into the industry’s most sophisticated architecture.

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Imagine New York Concludes