

# ROBOTICS PROCESS AND INTELLIGENT AUTOMATION FORUM

**INTERNATIONAL CONVENTION  
CENTRE SYDNEY**

**PRE FORUM MASTERCLASS:  
3 DECEMBER 2018**

**MAIN FORUM DATES:  
4 - 5 DECEMBER 2018**

## **6 POWERFUL REASONS TO ATTEND THIS ROBOTICS PROCESS AND INTELLIGENT AUTOMATION FORUM**

1. Align your organization's innovation goals to gain competitive edge and sustainable growth with the deployment of RPA and IA
2. Learn from the experts on how to plan a roadmap for your organization's RPA and IA Implementation
3. Unleash a digital workforce platform that is continually improving with AI, machine learning and other innovative technologies to discover the future of RPA
4. Inculcate a successful cultural change in people and management for a smooth execution of the RPA journey
5. Understand the scalability of RPA and why it is a sustainable choice for the future
6. Uncover the massive benefits of productivity enhancement from RPA with multiple business case studies from areas like banking, insurance, telecommunications, human resource, finance and accounting



**+61 3 9909 7310**



**[HTTP://WWW.CLARIDENGLOBAL.COM](http://www.claridenglobal.com)**



**[ADMISSIONS@CLARIDENGLOBAL.COM](mailto:ADMISSIONS@CLARIDENGLOBAL.COM)**

# Welcome to the Robotics Process and Intelligent Automation Forum

3 - 5 DECEMBER 2018 | SDYNEY, AUSTRALIA

## DISCOVER THESE KEY THEMES AT THE FORUM

- How RPA Deliver Massive Benefits in Productivity Through Automation of Manual Process
- Scaling RPA to the Next Level: From Local to Global Implementation
- Lessons Learnt from Failed Robotic Process Implementation
- Preparing your Organization for RPA and IA Implementation
- Governance Models in Process Automation and Implementation Roll-Outs
- Dealing with Unstructured Data and Unclear Rules-Based Processes in RPA
- Choosing the Right RPA and IA Vendor & Platform
- RPA Live Demonstrations
- AI and the Future of Digital Automation and RPA
- Case Study: How RPA Can Automate 65% of HR Processes
- Case Study: How RPA and IA Brings Massive Automation in Reporting, Financial and Accounting
- How RPA and IA Can Improve Productivity of Legacy Systems
- Challenges, Pain Points and Learning Lessons in RPA Implementation

REGISTER BY  
10 SEPTEMBER 2018  
TO SAVE UP TO AU\$400

## FORUM AT A GLANCE

### DAY 1 | PRE-FORUM MASTERCLASS: MONDAY, 3 DECEMBER 2018

#### Masterclass A: 09:00 - 12:30

- RPA and IA Bootcamp : Preparing Your Organization for Successful RPA Implementation

#### Masterclass B: 13:30 - 16:30

- Scaling RPA for Enterprise Wide Adoption

### DAY 2: TUESDAY, 4 DECEMBER 2018

- **ANZ Robotic Process Automation Success Story:** Overview, Best Practices, and Future Focus
- Automation Ready: Data. Process. Robot. **Lessons learnt** from implementing Automation to BAU works
- **IP (Intellectual Property) Australia RPA Help** to Automate Business Processes and Reduce Time & Cost Associated with Data Entry
- The Dark Side of Robotics: Lessons Learnt from **Failed Robotic Process Implementation**
- **Preparing your Organization for RPA and IA Implementation:** Developing Realistic Targets, Quick Wins and Roadmaps to Enable Successful Implementation
- Dealing with **Unstructured Data Analysis and Unclear**

#### Rules-Based Processes in RPA

- The Importance of **Governance Models** in Process Automation and Implementation Roll-Outs
- **Choosing the Right RPA and IA Platform**, Vendor and Proof of Concept
- Taking RPA to the next level: **Scaling Implementation into Global Expansion**

### DAY 3: WEDNESDAY, 5 DECEMBER 2018

- **Industry Interactive Roundtable Discussions**
- Case Study: How RPA and IA Brings **Massive Automation in Reporting, Financial and Accounting Closing**
- Live Demonstrations
- Case Study: How RPA Delivers Value by **Improving Automation in Procurement**, Operations and Data Reconciliation
- Case Study: How RPA Can **Automate 65% of HR's Rule-Based Processes**
- Case Study: Applying **Robotics in Banking, Financial and Insurance Industry**
- The Next Steps: **Integrating RPA and IA with Machine Learning and AI**
- Developing a **Robotic Process Centre of Excellence**





# Renowned Speakers for Robotics Process and Intelligent Automation Forum



**SCOTT WALL**  
CIO  
BankVic



**ASSYL HAIDAR**  
Director of Digital and Data  
University of Melbourne



**DANIEL NG**  
Director  
Beijing Tsinghua  
University D-Lab



**MANUEL LEDEZMA**  
Head of Lending Process &  
Automation  
Credit Union Australia



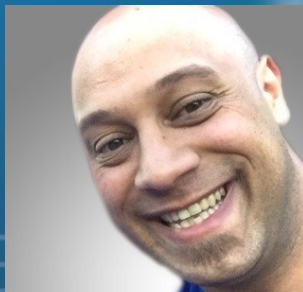
**SANDRA MOORHEAD**  
Head of Process Architecture  
and Governance  
BNZ



**KELLIE KING**  
Head of Process Excellence  
Bupa



**JULIE BOULTON**  
Lead RPA Developer  
WithYouWithMe



**JOHN GURGUIS**  
RPA Developer  
NAB



**PETIA WOHEd**  
RPA Business Process Analyst  
Suncorp



# Renowned Speakers for Robotics Process and Intelligent Automation Forum



**ANU GUPTA**

Senior Vice President  
Strategy Execution &  
Operational Excellence  
Target



**PETER JONES**

Head of Strategy and  
Operational Excellence  
ME Bank



**NISHAD MEHARE**

Digital Automation Lead  
AGL Energy



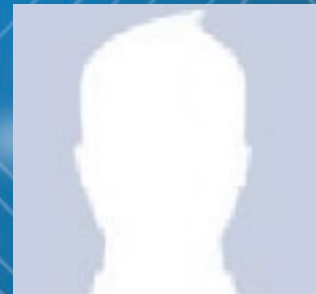
**CHATUR BHUJA MISHRA**

RPA Lead  
Cash n Go



**ERIC NGUYEN**

RPA and Data Lead  
Telstra



**LUKE KELLY**

RPA Program Manager  
Westpac



**DAVID JOHNSTON**

Enterprise Improvement  
Manager  
Heritage Bank





# Robotics Process and Intelligent Automation Forum

3 - 5 DECEMBER 2018 | SDYNEY, AUSTRALIA

## PRE-FORUM MASTERCLASS I Monday, 3 December 2018

**Masterclass A: 09:00 - 12:30**  
**RPA and IA Bootcamp : Preparing  
Your Organization for Successful  
RPA Implementation**

**Masterclass B: 09:00 - 12:30**  
**Scaling RPA for Enterprise Wide  
Adoption**



## Masterclass A: 09:00 - 12:30 RPA and IA Bootcamp : Preparing Your Organization for Successful RPA Implementation

RPA has been maturing quietly over the years. Many organisations are beginning to explore the use of RPA in different scenarios and processes to create competitive edge for its business. Nonetheless, implementation of the software can still be a challenge for those wanting to leverage automation. Join us to understand the outlook and roadblocks of a RPA and IA journey, discover RPA's various functions and finally, the unlimited capabilities of RPA and IA.

## Masterclass B: 09:00 - 12:30 Scaling RPA for Enterprise Wide Adoption

Designed to perform on a vast range of complex processes, enterprise-wide RPA delivers even more powerful outcomes at unlimited scale, helping companies become digital businesses faster and gain a valuable advantage on their path to AI. By the end of this program, participants will be able to acknowledge the internal processes for enterprise wide deployment of RPA, develop a governance structure suitable to the organisation's maturity level and achieve business success.



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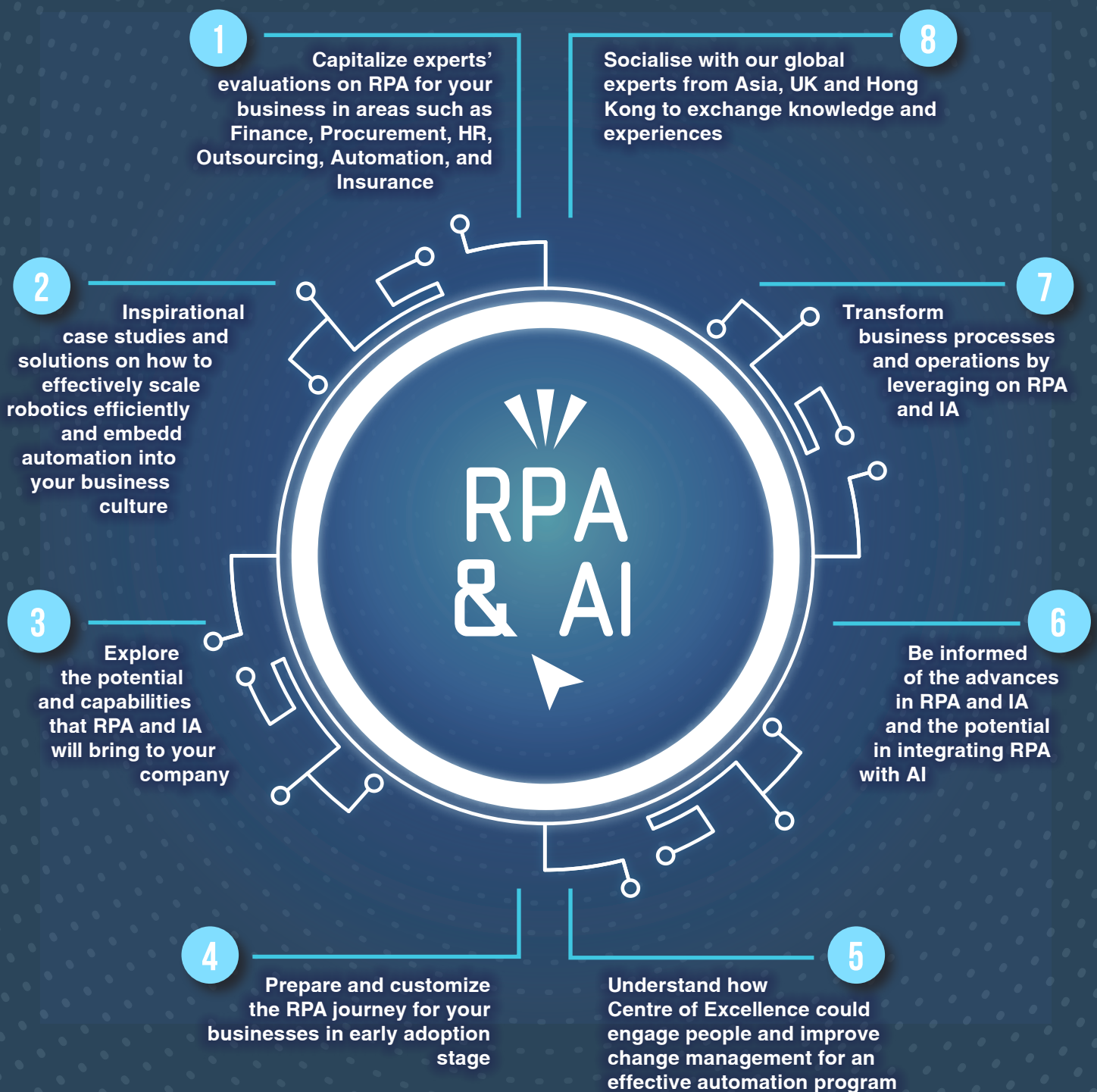


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# 8 REASONS TO ATTEND ROBOTICS PROCESS AND INTELLIGENT AUTOMATION FORUM



# Robotics Process and Intelligent Automation Forum

3 - 5 DECEMBER 2018 | SDYNEY, AUSTRALIA

## FORUM HIGHLIGHTS



**SCALING RPA TO THE NEXT LEVEL: FROM LOCAL TO GLOBAL IMPLEMENTATION**



**HOW RPA DELIVERS MASSIVE BENEFITS IN PRODUCTIVITY THROUGH AUTOMATION OF MANUAL PROCESSES**



**LESSONS LEARNT FROM FAILED ROBOTIC PROCESS IMPLEMENTATION**



**PREPARING YOUR ORGANIZATION FOR RPA AND IA IMPLEMENTATION**



**CASE STUDY: HOW RPA AND IA BRING MASSIVE AUTOMATION IN REPORTING, HR, FINANCE AND ACCOUNTING**



**CASE STUDY: HOW RPA CAN AUTOMATE 65% OF HR'S RULE-BASED PROCESSES?**



**CASE STUDY: HOW RPA AND IA BRING MASSIVE AUTOMATION IN REPORTING, HR, FINANCE AND ACCOUNTING**



**HOW RPA AND IA CAN IMPROVE PRODUCTIVITY OF LEGACY SYSTEMS**



**GOVERNANCE MODELS IN PROCESS AUTOMATION AND IMPLEMENTATION ROLL-OUTS**



**DEALING WITH UNSTRUCTURED DATA AND UNCLEAR RULES-BASED PROCESSES IN RPA**



**CHOOSING THE RIGHT RPA AND IA VENDOR & PLATFORM**



**RPA LIVE DEMONSTRATIONS**



**AI AND THE FUTURE OF DIGITAL AUTOMATION AND RPA**





# Main Conference Agenda

4 - 5 DECEMBER 2018 | SYDNEY, AUSTRALIA

## MAIN CONFERENCE DAY TWO - 4 DECEMBER 2018

09:00 **Conference Introduction by Chairperson**  
**Highlights on Conference Day 1 Key Sessions**



**KELLIE KING**  
Head of Process Excellence  
Bupa



### CASE STUDIES OF SUCCESSFUL ROBOTIC PROCESS AUTOMATION (RPA) AND INTELLIGENT AUTOMATION (IA) IMPLEMENTATION

09:15 **ANZ Robotic Process Automation Success Story: Overview, Best Practices, and Future Focus**

09:45 **Automation Ready: Data. Process. Robot. Lessons learnt from implementing Automation to BAU works**



**ERIC NGUYEN**  
RPA and Data Lead  
Telstra



10:15 **Morning Refreshments & Networking Session**

10:30 **IP (Intellectual Property) Australia RPA Help to Automate Business Processes and Reduce Time & Cost Associated with Data Entry**

IP Australia, the Australian government agency that administers IP rights, processes approximately 850,000 IP service requests per year, including more than 160,000 new applications for IP rights.

11:00 **Heritage Bank RPA Case Study: Integrating RPA and Six Sigma Practices to Achieve Full Automation**



**DAVID JACKSON**  
Enterprise Improvement Manager  
Heritage bank



11:30 **If at first you don't succeed - how to get back on track when a robotics implementation doesn't go to plan.**



**SANDRA MOORHEAD**  
Head of Process Architecture and Governance  
BNZ



12:30 **Lunch & Networking Session**

### IMPLEMENTATION STRATEGY, ROLL OUTS, GOVERNANCE MODEL AND SCALING UP

13:30 **Preparing your Organization for RPA and IA Implementation: Developing Realistic Targets, Quick Wins and Roadmaps to Enable Successful Implementation**

- Defining where to start when you're considering an RPA strategy

- Understand how to set targets, relative to organization's business goals and structure
- Evaluate existing processes to determine where RPA and AI fits in your business
- Learn how to leverage on RPA and IA to build market leadership



**ANU GUPTA**  
Senior Vice President Strategy Execution & Operational Excellence  
Target



14:00 **ME Bank Case Study: The Importance of Strategic Cost Management, Governance Models and Value in RPA Rollouts**



**Peter Jones**  
Head of Strategy and Operational Excellence  
ME Bank



14:30 **Dealing with Unstructured Data Analysis and Unclear Rules-Based Processes in RPA**

- Natural Language Processing (NLP) and Machine Learning to Capture Unstructured Data
- Connecting RPA with Artificial Intelligence



**CHATUR BHUJA MISHRA**  
RPA Lead  
Cash n Go Australia



15:00 **Afternoon Refreshments & Networking Session**

15:30 **Assessing RPA Missteps to Avoid Failures in the Long Run: The Dos and Dont's of RPA**

16:00 **Choosing the Right RPA and IA Platform, Vendor and Proof of Concept**

16:30 **Taking RPA to the next level: Scaling Implementation into Global Expansion**

17:00 **Closing Remarks by Conference Chairman**

17:15 **Champagne Networking**



Enjoy a glass of champagne whilst networking with other like-minded individuals on topics that are of most interest to you and fellow delegates.





# Main Conference Agenda

4 - 5 DECEMBER 2018 | SYDNEY, AUSTRALIA

## MAIN CONFERENCE DAY THREE - 5 OCTOBER 2018

09:00 **Highlights on Forum Day 2 Key Sessions by Chairperson**

### RPA AND IA SUCCESSFUL USE CASES, CASE STUDIES AND NEXT STEPS

09:15 **Industry Interactive Roundtable Discussion (30 mins per table):**

- Roundtable A: Vendor Assessment & Selection
- Roundtable B: Getting started with RPA: Decide what, Where, When, Why and How to Automate
- Roundtable C: How RPA and IA Can Improve Productivity of Legacy Systems
- Roundtable D: Justifying the ROI of RPA for Buy-in
- Roundtable E: Developing the Center of Excellence to Scale Up RPA



**JOHN GURGUIS**  
RPA Developer  
NAB



10:15 **Morning Refreshments**

10:30 **Live Demonstration (2 Demonstration):**

- Live Demonstration A (30 mins): 10:30 - 11:00am
- Live Demonstration B (30 mins): 11:00 - 11:30am

11:30 **Case Study: How to enhance CX by Utilising RPA**



**MANUEL LEDEZMA**  
Head of Lending Process & Automation  
Credit Union Australia



12:00 **Case Study: How RPA Delivers Value by Improving Automation in Procurement, Operations and Data Reconciliation**



**NISHAD MEHARE**  
Digital Automation Lead  
AGL Energy



12:30 **Lunch & Networking Session**

13:30 **Case Study: How RPA Can Automate 65% of HR's Rule-Based Processes**

14:00 **Case Study: Applying Robotics in Banking, Financial and Insurance Industry**

- The evolution of Robotics in the banking industry
- Business transformation model by leveraging process automation, loan processing, automated customer service, smart ATMs, mobile and online banking application



**SCOTT WALL**  
CIO  
BankVic



BankVic

14:30 **How to Develop an Ethical Framework to Support RPA Capability Building**



**ASSYL HAIDAR**  
Director of Digital and Data  
University of Melbourne



15:00 **Afternoon Refreshments & Networking Session**

### FUTURE INNOVATIONS WITH RPA AND IA

15:30 **The Next Steps: Integrating RPA and IA with Machine Learning and AI**

- Integrate intelligent decision making using big data and analytics
- Amalgamation of machine learning, advanced analytics and RPA
- Natural language generation/speech recognition to build completely virtual workforce



**DANIEL NG**  
Director  
Beijing Tsinghua University D-Lab



16:00 **Developing a Robotic Process Centre of Excellence**



**LUKE KELLY**  
RPA Program Manager  
Westpac



16:30 **Incorporating Successful Change Management Strategy as a Part of RPA**

- Designing an effective change management strategy
- Seamless communication and hand off between stakeholders to incorporate changes without affecting execution



**JULIE BOULTON**  
Lead RPA Developer  
WithYouWithMe



17:00 **Closing Remarks by Conference Chairman**



# Robotics Process and Intelligent Automation Forum

3 - 5 DECEMBER 2018 | SDYNEY, AUSTRALIA

## Who You Will Meet:

### Industries:

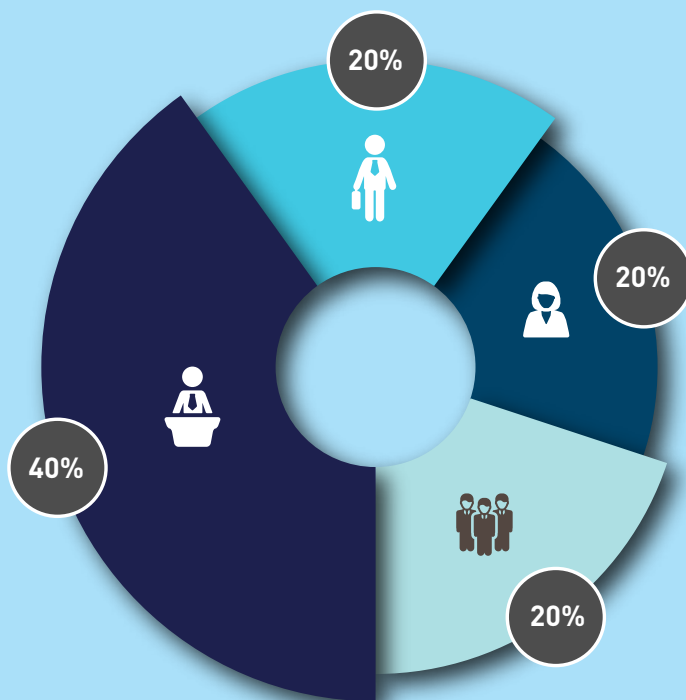
- Aviation
- Banking & Finance
- Chemical
- FMCG
- Food & Beverage
- Governmental Institutions
- Hospitality
- Insurance
- Management Consulting
- Oil & Gas / Mining
- Pharmaceutical
- Research Institutions
- Retail
- Telecommunications

### In the Roles of:

**C-Level/MDs/SVPs/Directors/Heads/GMs/  
Managers/Specialists/Strategists:**

- Artificial intelligence
- Automation
- Automation Intelligence
- Business Analysis
- Change Management
- Data analytics
- Data Management
- Digital Solution
- Enterprise Solutions
- Innovation
- IT & Digital
- Machine Learning
- Operation Excellence
- Operation/OPEX
- Process Performance
- Robotic Process Automation
- Robotics
- Transformation
- Underwriter

### Seniority Level of Delegates



### Participants Seniority

Seniority Level: 60% of Participants will be Director Levels & Above

- Board / C-Level / President / Managing Director - 20%
- Vice President / Director / General Manager - 40%
- Head of Department - 20%
- Manager - 20%

## Champagne Networking Session

Enjoy a glass of champagne whilst networking with other like-minded individuals on topics that are of most interest to you and fellow delegates.





# Make the most of Robotics Process and Intelligent Automation Forum

3 - 5 DECEMBER 2018 | SDYNEY, AUSTRALIA

## Capitalize on the Robotics Process and Intelligent Automation Forum 2018

Looking for the ideal platform to elevate your professional status and strike key business partnerships?

Leverage on our limited sponsorship packages to strengthen your brand reputation through consistent and continual branding awareness and take advantage of the plethora of opportunities with high level decision makers.

Partnering through an event sponsorship will enable you to gain:

- **Unparalleled industry exposure**
- **Leads generation and meeting arrangements with key decision makers in the Robotic Process and Intelligent Automation field**
- **Extraordinary brand visibility, increasing brand awareness and preference**
- **Long-term business partnerships with leading RPA and IA partners, customers and suppliers**

Please contact **Emma Joy** at **+61 4 3103 1748** or email [emma@claridenglobal.org](mailto:emma@claridenglobal.org) to discuss potential sponsorship opportunities or to custom make your own package.

### Benefits as Media Partner and Supporting Organization at the Robotics Process and Intelligent Automation Forum.

- **Enhance your corporate profile and visibility within your industry** - Your Company's logo will be emblazoned on our brochures and disseminated across the APAC region, especially Singapore
- **Affiliation with an internationally recognized commercial event organizer**

Clariden Global events are widely known and trusted throughout the world for providing best value to senior industry executives. Through partnering with selected media and supporting organizations, we are capable of delivering the highest calibre of expert knowledge and key industry insights to the target market.

If you meet the criteria mentioned above and would like to explore the opportunity to partner with us for this forum, please contact **Rosanna Smith** at **+61 3 9909 7310** or email [rosanna.smith@claridenglobal.org](mailto:rosanna.smith@claridenglobal.org).



## REGISTRATION PAGE

Please complete this section.

Booking Contact (Approving Manager) Mr/Mrs/Ms: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Postal Code: \_\_\_\_\_  
 I would like to receive more information on hotel accommodation using Clariden Global corporate rate.

Promotional Code (Optional): \_\_\_\_\_

Please register the following participant(s) for this Forum

(Please tick to select your Forum packages. You may tick more than one.)

1st Participant Name (Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Forum Package Selected: \_\_\_\_\_

2nd Participant Name (Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Forum Package Selected: \_\_\_\_\_

3rd Participant Name (Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Forum Package Selected: \_\_\_\_\_

4th Participant Name (Mr/Mrs/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Forum Package Selected: \_\_\_\_\_

FORUM FEES				
Forum Packages	Super Early Bird Fee (If payments and registrations are received by 10 Sep 2018)	Early Bird Fee (If payments and registrations are received by 8 Oct 2018)	Final Early Bird Fee (If payments and registrations are received by 5 Nov 2018)	Regular Fee
A: Main Forum Only (2-Day) (Most Popular)	AU\$1,995	AU\$2,195	AU\$2,295	AU\$2,395
B: Main Forum + 1 Day Pre-Forum Masterclass (Most Value)	AU\$2,495	AU\$2,695	AU\$2,795	AU\$2,895

**PLEASE NOTE:** The conference fee includes lunch, refreshments and forum documentation. Payments are required with registration and must be received prior to the Forum to guarantee your place.

### GROUP DISCOUNTS

**Register with your Colleagues Today to Enjoy Group Discount\*:**  
 Group discount of 10% for the 2nd participant from the same organization.  
 For limited time only by 5 November 2018, register 3 participants and the 4th participant will receive a complimentary seat.  
 For 5 or more registrations, please contact **Rosanna** at [rosanna.smith@claridenglobal.org](mailto:rosanna.smith@claridenglobal.org).  
 Group Discount will only be applicable to the package of the lowest value.  
 \*Only 1 discount scheme will apply. Discount will compound on top of your early bird discount! This offer is valid for a limited time only, till 5 November 2018.

### 4 WAYS TO REGISTER

-  Email: [admissions@claridenglobal.com](mailto:admissions@claridenglobal.com)
-  Fax: +61 3 9909 7788
-  Call: +61 3 9909 7310
-  Website: [www.claridenglobal.com](http://www.claridenglobal.com)

### PAYMENT METHODS

**BY CHEQUE / BANK DRAFT :**  
 Made payable to CLARIDEN GLOBAL INTERNATIONAL LIMITED and mail to: 3 International Business Park, #04-29, Nordic European Centre, Singapore 609927.

**BY TELEGRAPHIC TRANSFER TO:**  
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 Bank Code: **7144**  
 Bank Branch Code: **001**  
 Bank Address: **6 Battery Road, #01-01 Singapore 049909**  
 Bank Account No: **010775042**  
 Bank Account name: **CLARIDEN GLOBAL INTERNATIONAL LIMITED**  
 SWIFT Code: **SCBLSG22**

Please note that all bank charges are to be borne by participants. Please ensure Clariden Global International Limited receives the full invoiced amount.  
**Note:** Please include invoice number on all payment types and your company's name in your payment instructions for our reference.

**CREDIT CARD:**  
 To make payment by credit card, please call our client services hotline at +61 3 9909 7310.

### FORUM VENUE AND ACCOMMODATION INFORMATION

**International Convention Centre Sydney**  
 3 - 5 December 2018  
 14 Darling Drive Darling Harbour  
 Tel: +61 (02) 9215 7100  
 Website: <https://www.iccsydney.com.au/>

### HOW TO REGISTER AND PAY

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment can be made by credit card, by bank transfer or by cheque made payable to "CLARIDEN GLOBAL INTERNATIONAL LIMITED".

**ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.**

### ACCOMMODATION

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

### CANCELLATIONS AND SUBSTITUTIONS

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

### ALL CANCELLATIONS MUST BE RECEIVED IN WRITTEN FORM

**PLEASE NOTE:** CLARIDEN GLOBAL INTERNATIONAL LIMITED reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, CLARIDEN GLOBAL INTERNATIONAL LIMITED will refund the full amount and disclaim any further liability.

**ENQUIRIES:** If you have any queries about registration or payment please do not hesitate to contact our client services department on +61 3 9909 7310.

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Visit us at [www.claridenglobal.com](http://www.claridenglobal.com) for upcoming events

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