

Partner Keynote

Julie Smith
ai4process

English



Business Agility and Real Time Process Optimisation



Who is Julie Smith?



- Head of Delivery
- 15 years' experience in Pega Delivery Excellence

Who are ai4process?



Specialized Partner

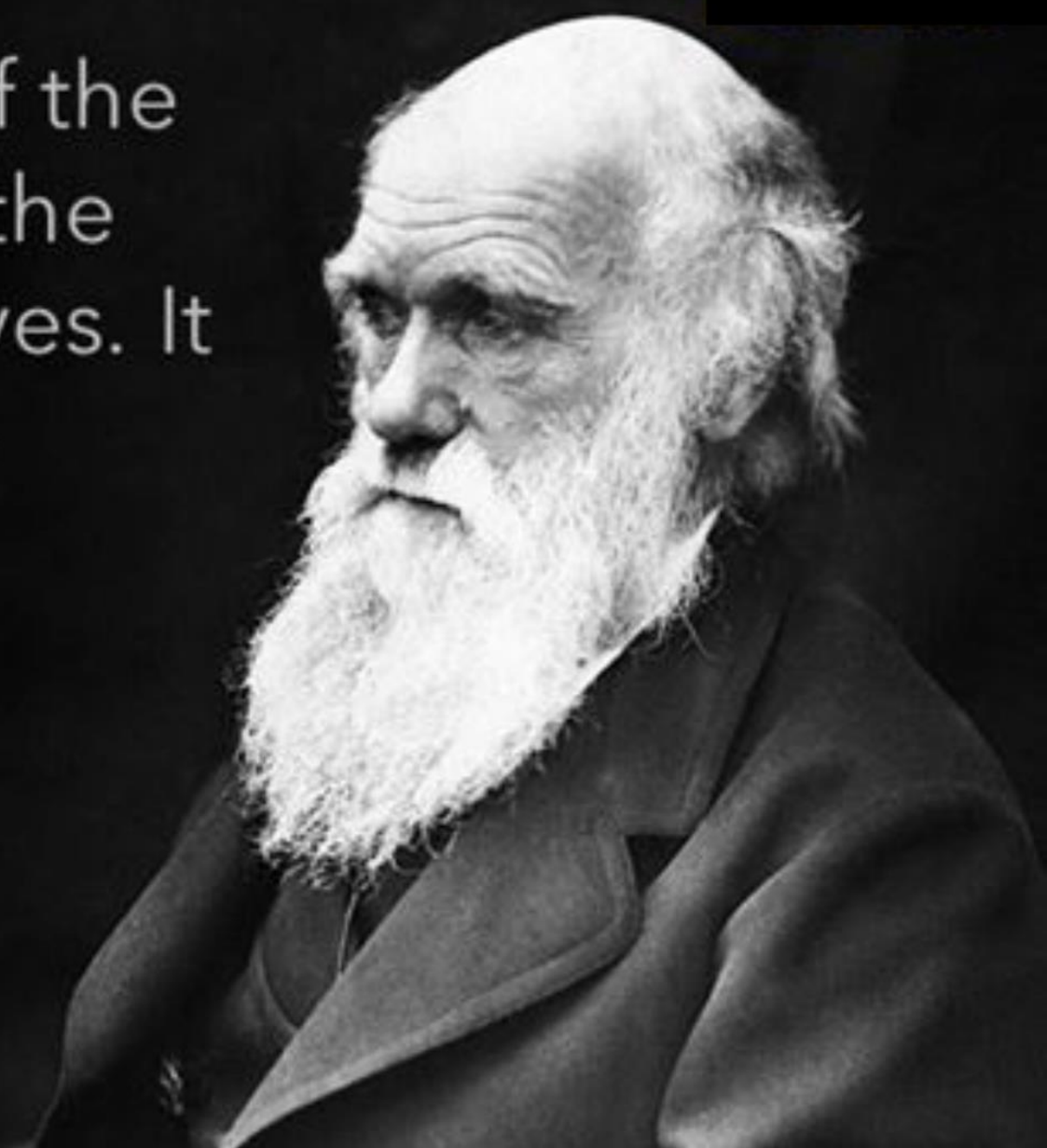
- 1-to-1 Customer Engagement
- Customer Service
- Financial Services
- Intelligent Automation
- Training

- Pega specialists in Digital Transformation Consulting, Innovation, Training, Centre of Excellence Services and Contract-to-hire

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It is not the strongest of the species that survives, not the most intelligent that survives. It is the one that is the most adaptable to change.

- *Charles Darwin*



Be **brave**, but be **realistic**
- it's OK to start small



People



Technology



Process





Take Aways

- Be Brave, it's OK to start out small
- Ensure you have stable and reliable data feed to base your decisions and processes on
- Be focused on your Minimum Loveable Product
- Have People in the Roles required to make the transformation successful

And if you're already progressing through an optimisation journey....

Where can you go next with the additional Gen AI tools that we have available? Think big!!



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