

Conference programme

# AI & ROBOTICS

THE MAIN EVENT

## HOW AI & ROBOTICS CAN TRANSFORM BUSINESS PERFORMANCE

12 OCTOBER 2018 • LONDON

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# AI & Robotics

Now in its third year, AI & Robotics: The Main Event is relied upon by business leaders keen to investigate and test the transformational potential of AI & robotic technologies. By combining an interactive conference with a hands-on solutions showcase we dive deep into AI & robotics' power to accelerate business performance, profitability and workforce efficiency. The Main Event brings together leaders from across industry, the scientific community and builders of human capital to reveal how AI is transforming businesses and disrupting industries.



Co-located with

## CXtech

**Extra value - book one event, attend two**

A specialist event that investigates the future, the near future and the now of customer experience technology. During the afternoon delegates with an interest in AI in customer experience are free to switch to CXtech sessions including sessions on; chatbots and virtual assistants, the economics of automation, social media, AI and crowd platforms, virtual reality and analytics. For details on available sessions go to [www.cxtech.events](http://www.cxtech.events). We invite you to build a personalised timetable based on the richness of both events.

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Delegate fee includes access to both events



# Agenda Summary

08.45	<b>Registration and Breakfast</b>
09:15	<p><b>Welcome from the chair</b> Anton Fishman, Managing Director, <b>Fishman and Partners</b></p> <p><b>Defining Our Future: How AI is shaping business, economics and the human experience</b></p> <p><b>Less talk, more action: How businesses can harness AI to transform their profitability and re-shape our world</b> Daniel Hulme, CEO, <b>Satalia</b> and Director of Business Analytics MSc at <b>University College London</b></p> <p><b>AI and the human experience: Will humans be superseded by the technologies they've created?</b> Dr Chris Brauer, Director of Innovation, <b>Goldsmiths University</b> and Founder of the <b>Centre for Creative and Social Technologies</b></p> <p><b>Yes it is a brave new world: The economic and technological singularities - and how to survive them</b> Calum Chace, journalist and best-selling author</p>
11:00	<b>Refreshment break in the Solutions Showcase</b>
11:30	<p><b>The AI Keynotes -Focusing in on AI &amp; Robotics we review defining tech trends and your buying decisions</b></p> <p><b>Robot fulfilment. How robotics and AI are transforming logistics and customer experience for the world's biggest online retailer</b> Stefano Perego, Director of UK Customer Fulfilment, <b>Amazon</b></p> <p><b>UK plc to lead the world? How to leverage our nation's AI potential</b> Sue Daley, Head of Data Analytics and AI, <b>techUK</b></p> <p><b>Debate: The little matter of right and wrong. Will an ethical framework limit AI's potential or make sure it's fit to fly?</b></p> <p><b>Panellist: Prof Nigel Crook</b>, Associate Dean: Research and Knowledge Exchange Faculty of Technology, Design and Environment, <b>Oxford Brookes University</b> Other panellists to be announced</p>
13:00	<b>Networking lunch in the Solutions Showcase</b>
14:00	<p><b>Building a smart world: Realising the potential of digital assets</b> Miranda Sharp, Director of Innovation and Founder of the Smart Cities Practice, <b>Ordnance Survey</b></p> <p><b>Don't forget your Head Torch: Getting inside the disruption of the sports sector</b> Matt Rogan, Chairman, <b>Two Circles</b></p> <p><b>Panel: Are financial services companies realising the benefits of AI?</b> Chair <b>Andy Pardoe</b>, Principal Director for AI, <b>Accenture Digital</b> Panellists: <b>Tom Castle</b>, Director of Artificial Intelligence, <b>Natwest / RBS</b> • <b>Aric Whitewood</b>, Founding Partner and Head of Machine Learning, <b>WilmotML</b> • <b>Peet Denny</b>, Chief Technology Officer, <b>Wealth Wizards</b> • <b>Mark Holmes</b>, CEO &amp; Founder, <b>Waymark Tech</b> • <b>Clara Durodié</b>, Chair, <b>Cognitive Finance Group</b></p>
15:30	<b>Refreshments and Solutions Showcase</b>
15:50	<p><b>Unlocking intelligence: Using robotics to maximise the potential of disabled workers</b> Peter O'Neill, Senior Lecturer, <b>Sheffield Hallam University</b></p> <p><b>AI knows all the answers, but humans don't like being told they're wrong. How to build chatbots that manage team performance</b> Alistair Shepherd, Founder and President, <b>Saberr</b></p>
17.15	<b>Networking drinks reception in the Solutions Showcase</b>

08.45

## Registration and Breakfast

Arrive early and meet the business leaders who will be your colleagues and collaborators for the day. A continental breakfast will be available.

09:15

## Welcome from the chair

**Anton Fishman**, Managing Director, **Fishman and Partners**



Anton is a change management specialist with more than 30 years' experience working with senior executives across industry sectors to determine the direction of change and steer its success. He began his career as an educational psychologist before obtaining an MBA from Cranfield. He then joined the consulting firm Hay Group in 1986, where he pioneered the development of core people processes that underpinned the transformation of 'personnel' into 'HR'. Over the last 25 years he has founded and led a number of consulting practices including Fishman & Partners, specialising in HR, talent identification and development, and culture. He advises HR and other senior executives on the cultural and workplace impacts of new technology.

## Defining Our Future: How AI is shaping business, economics and the human experience

AI technologies are re-shaping our future. It's up to us to determine whether they enhance our lives or diminish them. Three of the world's most respected minds in AI, business change and technology/human interaction come together to put the case for a positive AI-enabled future. They consider how AI could impact business operations, world economies and human life for good or ill and, eschewing doom laden prophecies and idealised dreams, investigate how we can make sure technology remains humanity's life enhancing servant – not its master.

## Less talk, more action: How businesses can harness AI to transform their profitability and re-shape our world

**Daniel Hulme**, CEO, **Satalia** and Director of Business Analytics MSc at **University College London**

AI is a bit like teenage sex. Everyone thinks other people are doing more of it than they are and so hide their inexperience behind a lot of bravura talk. It's time to get real, and for the tentative relationship between AI and business to mature and flourish. Daniel, who is committed to pushing boundaries around AI's business applications, argues that it's time for organisations to re-think their innovation and talent management strategies to put AI front and centre. Organisations that fail to do so, he insists, will simply be overtaken by those that use advances in technology to maximise organisational effectiveness and market potential. Daniel predicts how new technologies will evolve over the next three decades and how, by adopting them, businesses can transform their profitability and re-shape our world.



Daniel has been CEO of Satalia since 2008 and, since 2014, the Director of University College London's Business Analytics MSc. In both roles he is committed to pushing the boundaries of data science, optimisation and AI to solve the industry's most pressing problems. He has a Masters and Doctorate in AI from UCL, lectures in computer science and business, and is passionate about how technology can be used to govern organisations and bring positive social impact. He is the co-founder of ASI Data Science, has advisory and executive positions in several companies and holds an international Kauffman Global Entrepreneur Scholarship. In each of his eclectic roles he is an active promoter of positive entrepreneurship and technology innovation. He is a serial speaker for both Google and Tedx and a faculty member of the Singularity University.

## AI and the human experience: Will humans be superseded by the technologies they've created?

**Dr Chris Brauer**, Director of Innovation, **Goldsmiths University** and Founder of the **Centre for Creative and Social Technologies**

Research into the everyday interactions between people and emerging technologies reveals a worrying trend. Namely that as humans we are at risk being marginalised by the very technologies we have created. Superseded by the very innovations we imagined would improve our lives. The risk is a grave one with consequences that threaten our future. And it can only be averted by taking action today. The development of technologies, Chris argues, must be guided by the principal that it is humanity that gives meaning to technology, and not the other way around. The telescope, for example, becomes a useful device to investigate the cosmos only when it is placed against the human eye. His presentation investigates our future relationship with technology and the actions we need to take now to ensure an equal partnership that enhances human experience and extends personal potential.



Chris is a Canadian-born academic and entrepreneur living and working in London. He revels in the intersections between humanity and technology and works with industry partners to investigate the interaction between people and AI-driven technologies including connected homes, wearables and cryptocurrencies. He is a frequent media commentator on digital media, emerging technologies and digital economics and politics. He is Managing Director of Smoothmedia, a research based consultancy that helps businesses create and technologically enhanced human experiences. He holds numerous non-executive and Chairman roles with UK organisations and manages creative industry investments for London-based investment bank Clarity Capital.



## Yes it is a brave new world: The economic and technological singularities - and how to survive them

**Calum Chace**, journalist and best-selling author

In the next few decades, Calum predicts, the world will face two singularities – points at which the rules we've lived by till now will simply break down. The first is economic, when machines take over (most) human work, challenging our ideas of personal worth and social cohesion. Some believe capitalism and liberal democracy will not survive it. The second is technological, when machines will relegate humans to the position of second most intelligent life form on the planet. Many simply bewail this future, Calum isn't among them. He'll put forward a case that we can not only survive the singularities, but positively thrive in the new world they usher in. He'll examine how political and economic systems can be reshaped, how businesses and organisations can transform their missions, and how human beings can achieve far greater self-realisation in a technologically enriched world.



Calum is a best-selling author on artificial intelligence, focusing on its medium and long term impacts on individuals, societies and economies. His latest non-fiction book, *Artificial Intelligence and the Two Singularities*, was published this year. His fiction work includes *Pandora's Brain*, a techno-thriller about the first superintelligence. His AI-related blog [pandoras-brain.com](http://pandoras-brain.com) is a must-read for people interested in these issues, and he has a substantial following for his frequent (and frequently opinionated) tweets. His writing is informed by a thirty-year career in journalism and business, during which time he was a marketer, a strategy consultant and a CEO. A long time ago, he says, he studied philosophy at Oxford, where he discovered that the science fiction he had read all his life was actually philosophy in fancy dress.

11:00

### Refreshment break in the Solutions Showcase

11:30

## The AI Keynotes -Focusing in on AI & Robotics we review defining tech trends and your buying decisions

### Robot fulfilment. How robotics and AI are transforming logistics and customer experience for the world's biggest online retailer

**Stefano Perego**, Director of UK Customer Fulfilment, **Amazon**

Over the past twenty years, Amazon has developed from a small seller working from a garage in Seattle, to a global company with 300 million active customer accounts. It has a rich history of developing and introducing cutting-edge technology into its fulfilment centres to help employees deliver for customers. The introduction of Amazon Robotics in the UK is the latest example of this commitment to invention in logistics. The robots slide under a tower of shelves where products are stowed, lift it and move it through the fulfilment centre to the staff who will then pick and pack the goods. AI-supported robots help speed order processing time, speed up deliveries and reduce walking by employees. They also save space, allowing for 50% more items to be stowed per square foot. Stefano, who leads customer fulfillment for Amazon in the UK, reveals how robotics is revolutionising fulfillment operations, and describes the investments in technology and talent that have made it possible.



Stefano has worked with Amazon first as General Manager for Amazon Italia and then in a variety of managerial positions including Regional Director for Southern Europe and Technical Advisor to the Senior Vice President of Global Operations. Today he oversees UK customer fulfilment and oversees the introduction of robotics and AI across Amazon's fulfilment centres. He has over twenty years of supply chain experience with Black & Decker, Comifar and Rexel, and a degree in business administration from Politecnico di Milano, Italy.

### UK plc to lead the world? How to leverage our nation's AI potential

**Sue Daley**, Head of Data Analytics and AI, **techUK**

UK plc has an opportunity to be a world leader in the development and adoption of AI technologies. As a nation we're already taking great steps in understanding the value AI can deliver to our businesses, our economy and the lives of our citizens. Sue starts with an overview of the UK AI landscape and then describes how, by focusing on responsible development and ethical adoption, UK plc can realise the full economic and social potential of AI and be seen as a world leader. At a time when other countries around the world, including France, the US and China, are setting out on their AI journeys, she'll reveal how the UK can get ahead and stay ahead.



Sue is a leading voice in techUK, the organisation that represents over 950 tech companies that are defining today the world we will live in tomorrow. Before joining techUK in 2015, she was responsible for Symantec's Government Relations in the UK and Ireland and was a senior policy advisor at the Confederation of British Industry (CBI). She has been recognised in the UK Big Data 100 as a key influencer, driving forward to Big Data Agenda.

## Debate: The little matter of right and wrong. Will an ethical framework limit AI's potential or make sure it's fit to fly?

AI is the arguably not just the biggest technological advance of our time, but the biggest commercial opportunity, promising unheard of opportunities for innovation, transformation and productivity. However, as society gets ready for large scale adoption, there are global calls for an ethical framework that will govern the way AI applications are developed and applied. Some fear that this will clip AI's wings, slow innovation and dilute commercial returns. Others insist AI's long term benefits can only be assured by a considered approach that puts humans above technology. Who's right, what can we do about it and how can we make sure AI achieves its potential without threatening our lives?



**Panellist: Prof Nigel Crook**, Associate Dean: Research and Knowledge Exchange Faculty of Technology, Design and Environment, **Oxford Brookes University**

Nigel has more than 30 years' experience as a lecturer in computer science and researcher in AI. He currently leads research into cognitive robots at Oxford Brookes and is an expert reviewer and evaluator for the European Commission. His research interests include biologically inspired machine learning, embodied conversational agents, social robotics and human-robot interaction. He graduated in computing and philosophy from Lancaster University and has a PhD in medical expert systems.

Other panellists to be announced

13:00

## Networking lunch in the Solutions Showcase

During the afternoon, AIR delegates with an interest in CX are free to switch to the collocated CXtech sessions including sessions on; chatbots and virtual assistants, the economics of automation, social media, AI and crowd platforms, virtual reality and analytics. For details on available sessions go to [www.cxtech.events](http://www.cxtech.events)

14:00

## Building a smart world: Realising the potential of digital assets

**Miranda Sharp**, Director of Innovation and Founder of the Smart Cities Practice, **Ordnance Survey**

In an increasingly connected world we're led to expect that every aspect of our lives will be powered by AI and robotics and will integrate smartly and seamlessly. However the information relating to and coming from physical assets hasn't always been designed to interoperate with other systems, let alone support algorithms. Only by taking a fresh approach to business models and value will we see the emergence of an effective digital asset class and the explosion of productivity and customer experience that it promises. Based on her experience with Ordnance Survey and Smart Cities, Miranda discusses the work of the National Infrastructure Commission and its Data for the Public Good report, the case for digital twin technology, and the value imagined for our Smart New World.



Leading Ordnance Survey's Smart Cities Practice, Miranda collaborates with and supports enterprises from the public and private sectors, researchers from academia and Ordnance Survey's Geovation community of start-ups in the use and exploitation of place-based data. She advises on digital infrastructure as a member of the Mayor's Smart London Board, the National Infrastructure Commission's Future Technology panel, a Future Leader for ICE Project 13 and a board advisor to the award-winning See Sense. Her interest is in seizing the golden opportunities emerging from a 'Smarter' world, supported by innovative business and regulation models.

## Don't forget your Head Torch: Getting inside the disruption of the sports sector

**Matt Rogan**, Chairman, **Two Circles**

In 2011 the sport sector was in limbo, with audience share being lost to other entertainment formats. The problem lay in poor decision making, based on intuition and relationships rather than insight. Enter Two Circles, founded around an Oxfordshire kitchen table from a conviction that data and digital could change the game for sport. Seven years on, this international agency is changing the way the sector thinks, operates and wins audiences. Join Matt to find out how marketing automation can put more people on a sports pitch (whatever the weather); how machine learning is driving a resurgence in audience attendance; what the explosion of digital content means for the future of sports sponsorship and TV deals... and why a head torch is an essential accessory for the digital native entrepreneur.



Matt founded the data-driven sports agency Two Circles in 2011. Today it employs 150 people and operates in fifteen countries. It was acquired by WPP in 2015, named UK Sports Consultancy of the Year in 2017, and listed in the top three for leadership in the Sunday Times Best Companies to Work For list a year later. In addition to chairing the agency, Matt co-authored Britain and the Olympic Games: Past Present Legacy in 2010 and writes regularly for the Harvard Business Review. A Cambridge graduate, he began his career with a Bain/McKinsey spin off strategy consultancy before moving into the sports and entertainment industry with NBA (US Basket Ball League) and, later, MTV.

## Panel: Are financial services companies realising the benefits of AI?

Financial services companies have been faster off the starting blocks than most when it comes to AI adoption. From protecting data to intercepting fraud and managing customer relationships, they've embraced AI's concepts of economy and the eradication of human error. However, in an industry that's corseted by regulation, and where monolithic institutions can feel 'too big to change', have the benefits of AI yet been realised or is innovation being held back by regulatory pressure, organisational stagnation or fear of failure? We look at AI's potential to transform financial services – and seek to understand the current levels of adoption and acceptance.



**Chair Andy Pardoe**, Principal Director for AI, **Accenture Digital** and Founder of **Informed.AI**

Founder of the Informed AI Group, Andy is listed by IBM Watson as one for the Top 30 global AI influencers and is an Expert Advisor to the British Government's All Party Parliamentary Group on AI. He has over 20 years' experience in financial services, principally with Credit Suisse.

### Panellists:



**Tom Castle**, Director of Artificial Intelligence, **Natwest / RBS**

Tom has over 16 years' experience designing and delivering complex solutions, from trading systems to digital platforms for business. He is currently delivering an AI solution across Natwest's corporate and commercial bank divisions.



**Aric Whitewood**, Founding Partner and Head of Machine Learning, **WilmotML**

Aric is co-founder of an AI and Macro focused boutique asset management firm. He runs several AI based investment products, which invest globally across a variety of asset classes. He is an Honorary Senior Lecturer at UCL, and previously Head of Data Science in Credit Suisse.



**Peet Denny**, Chief Technology Officer, **Wealth Wizards**

Peet heads up WealthWizards' AI Guild, runs its engineering team and is hands on in AI and machine learning R&D. He is the founder of Birmingham's AI Meetup, has consulted for Oracle and BEA Systems, worked at some of The City's biggest financial institutions and spent a decade leading large change programmes.



**Mark Holmes**, CEO & Founder, **Waymark Tech**

Mark has 15 years' experience in financial services working with firms such as Traiana, HSBC, Deutsche Bank and Nomura.



**Clara Durodié**, Chair, **Cognitive Finance Group**

Clara is a technology strategist specialising in applied AI for financial services. Before founding Cognitive Finance in 2016, she served as an executive and Board director in financial services companies in London and Luxembourg. She is a serial entrepreneur, has been listed in the TOP 100 Women in Fintech twice, is writing a book on AI in financial services and acts as a mentor to AI start-ups.

15:30

## Refreshments and Solutions Showcase

15:50

## Unlocking intelligence: Using robotics to maximise the potential of disabled workers

**Peter O'Neill**, Senior Lecturer, **Sheffield Hallam University**

Peter has overcome extreme physical disability to pursue a ground-breaking career in software development and robotics. Today he's working in academia and industry to develop robotic applications and communication technologies that will enable people with disability to achieve their full potential within the workplace. He'll look at the technologies currently being developed, how they can become part of mainstream robotics applications and, most importantly, how this can unlock employers' access to a rich new talent pool. In a world where intelligence – both human and constructed – is any company's most valuable commodity, he'll show how robotics can set it free.



Dr Peter O'Neill is a robotics specialist, academic and entrepreneur. His current research at Sheffield Hallam University is focused on human-computer interaction, assistive technologies and robotics. He has worked in the Department of Medical Physics and Clinical Engineering at Barnsley Hospital developing software assistive technology applications and has founded his own company, Madhouse Software Productions. He has a BSc in Software Engineering and a PhD in human – computer interaction, both from Sheffield Hallam.

## AI knows all the answers, but humans don't like being told they're wrong. How to build chatbots that manage team performance

**Alistair Shepherd**, Founder and President, **Saberr**

Business people's perceptions of how chatbots can influence or change human behaviour vary dramatically, from the wildly optimistic to the relentlessly sceptical. The truth lies somewhere in between. Many organisations – Saberr included – have experimented with the use of chatbots to coach teams and manage performance, with varying results. Alistair shares Saberr's experience and lessons learned along the way including; what to do when the chatbot won't chat and how to spot when a chatbot becomes an elephant in the room. He shares the limitations, realities and potential business advantage to be gained by improving relationships and team performance with tech. He also offers a strong word of warning; AI might know all the answers, but humans don't like being told they're wrong.



Alistair founded the people analytic business, Saberr in 2012; its solutions are now operational in 49 countries. Alistair is also a global scholar and fellow of the Ewing Marion Kauffman Foundation, a Startup Weekend facilitator and an UP Global Research Fellow. Before founding Saberr, Alistair was an engineering researcher and Entrepreneur in Residence at the University of Southampton, and a guest lecturer at the Universities of Bristol, Exeter and Southampton.


17.15

## Networking drinks reception in the Solutions Showcase

Don't hurry away – this is your last chance to visit the Solutions Showcase. Join us for drinks and take time to discuss with colleagues and peers the discoveries you've made at AIR and CXtech.

Programme subject to change





# AI & ROBOTICS

## THE MAIN EVENT

12 OCTOBER 2018 • LONDON

## Join us at AI & Robotics: The Main Event

Join your fellow business leaders to see how technology can transform your operation and your vision.

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- Networking lunch
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## Our venue

etc Venues 155 Bishopsgate, London EC2M 3YD

We're turning 155 Bishopsgate into a connected event environment that lets you move seamlessly between our conference and the Solutions Showcase; where there's plenty of room to meet, greet, share experience and talk business.

And, of course, there's a focus on connectivity. Superfast wifi and exceptional business services mean you'll never be out of touch with your world.

155 Bishopsgate is located next to Liverpool St. Station in The City of London.

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Any questions? Contact [christina@cbm.media](mailto:christina@cbm.media) or call 44 (0)7775 942252.