



AI Transforming Retail & Customer Data Directors' Forum

17 July 2019, The Shard, London

Agenda Summary

09:30 Welcome by James Rapinac, Director, Gallup

09:35 Open by Professor Andy Pardoe, Founder of Informed AI Group

09:40 Chairman's introduction by Martin Hill-Wilson, Customer Service, CX & AI Engagement Strategist

09:45 Opening Keynote: Under The Pavement, The Beach! by Mary Wallace, Retail, Place & Consumer Behaviour SME - IBM iX

10:30 Customer Experience & Retail. Powering your Retail organisation with AI and Insight, by Mignon Mapplebeck, IT Director and CIO Advisor

11:15 Coffee

11:45 Are People Machines: Case studies to show how specifically tech, data, global threats and customer experience transforms or impacts retail profit and business model, by Tom Pickering, Retail Turnaround CEO. Portfolio Chair & CEO at Winning Thinking

12:30 Martin Green, General Manager EMEA & Paul Froggatt, Senior Systems Engineer EMEA, ThoughtSpot

13:00 Lunch & Networking

14:00 2025 - The tech that will shape how we shop, by Julian Burnett, VP Global Markets - Distribution Sector (UK) at IBM

14:45 Intellectual Property and AI in the Retail Sector, by Karl Barnfather, Chairman and Patent Attorney at Withers & Rogers LLP

15:30 Coffee

16:00 Panel Session hosted by Martin Hill-Wilson with Julian, Karl and Marc

16:45 Retail Workplace Cultures That Win in the Era of Automation and AI, by Marc Janoff, Managing Consultant, Gallup

17:30 Event Close by Professor Andy Pardoe