

Internet of Things (IoT) Symposium

Stream 2 Breakout Stream Information



Time	Session	Company & Speaker
14:30	<p>SAP Predictive Analytics</p> <p>How organisations can be more agile and scale their machine learning journey using SAP Predictive Analytics. With predictive and machine learning projects becoming more pervasive within organisations, see how SAP Predictive Analytics can help business analysts and data science teams to become more agile, accelerating the speed of delivering such projects.</p>	<p>Dean Farrow & Lynn Brown</p> <p>SAP</p>
15:45	<p>Growing into the Living Network</p> <p>Northern Gas Networks is a company of c.1,500 underground and overground heroes, working hard to keep gas flowing through thousands of connected assets, so that our customers are safe and warm. Without the heroes, our assets wouldn't work, and without the assets our heroes wouldn't be needed. Almost everything is physically connected in our Network, but not digitally connected, which means that a lot of the time we're not tapping into the full potential of this glorious eco-system. Learn how Northern Gas Networks, AgilityWorks and SAP, along with some bloke called Leonardo, are re-imagining how people, data and assets can work together as part of the Living Network, the next evolution in Gas Distribution.</p>	<p>Tom Pollock</p> <p>Northern Gas Networks</p>
16:35	<p>Can Artificial Intelligence replace customer service departments?</p> <p>Customer service has long been seen as a back-office department, taking care of low-value administrative tasks. Today, its role is very different: customer service is now a key element of the customer relationship and greatly influences the customer experience and satisfaction. Reaching a very high level of customer satisfaction has become a necessity to ensure the sustainability of your company: analysts predict that “by the year 2020, customer experience will overtake price and product as the key brand differentiator”.</p> <p>Recent digital technology has allowed the customer service departments to significantly enhance their efficiency. AI-</p>	<p>Alistair Nicholas</p> <p>Esker Ltd.</p>

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	<p>driven technologies, such as order processing automation solutions, help customer service representatives deal with their daily tasks but to what extent? Will tomorrow's customer service be 100% digital? Can we completely rely on machines to handle customer/supplier relationships? Session will include client case studies and how an order processing automation solution featuring artificial intelligence technologies works in practice.</p>	
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