
AGENDA

- | | |
|--|--------|
| 1. LIVE SURVEY | 5 min |
| <ul style="list-style-type: none">- Expected impact of the RPA&AI on your center. | |
| 2. PRESENTATIONS | 40 min |
| <ul style="list-style-type: none">- InnoMentors – global market view and insights- Luxsoft case – impact of AI on new JOBS- Thomson Reuters – impact of AI on captive centers- GFT – new role of the technology centers | |
| 3. LIVE SURVEY | 5 min |
| <ul style="list-style-type: none">- Agree / disagree with the panelists point of view | |
| 4. AUDIENCE VOICE | 5 min |
| <ul style="list-style-type: none">- Visible consequences of automation | |
| 5. QUESTIONS TO PANELISTS | 5 min |

WHAT IS YOUR POINT OF VIEW ?

How do you expected RPA&AI impact BPO/SSC centers?

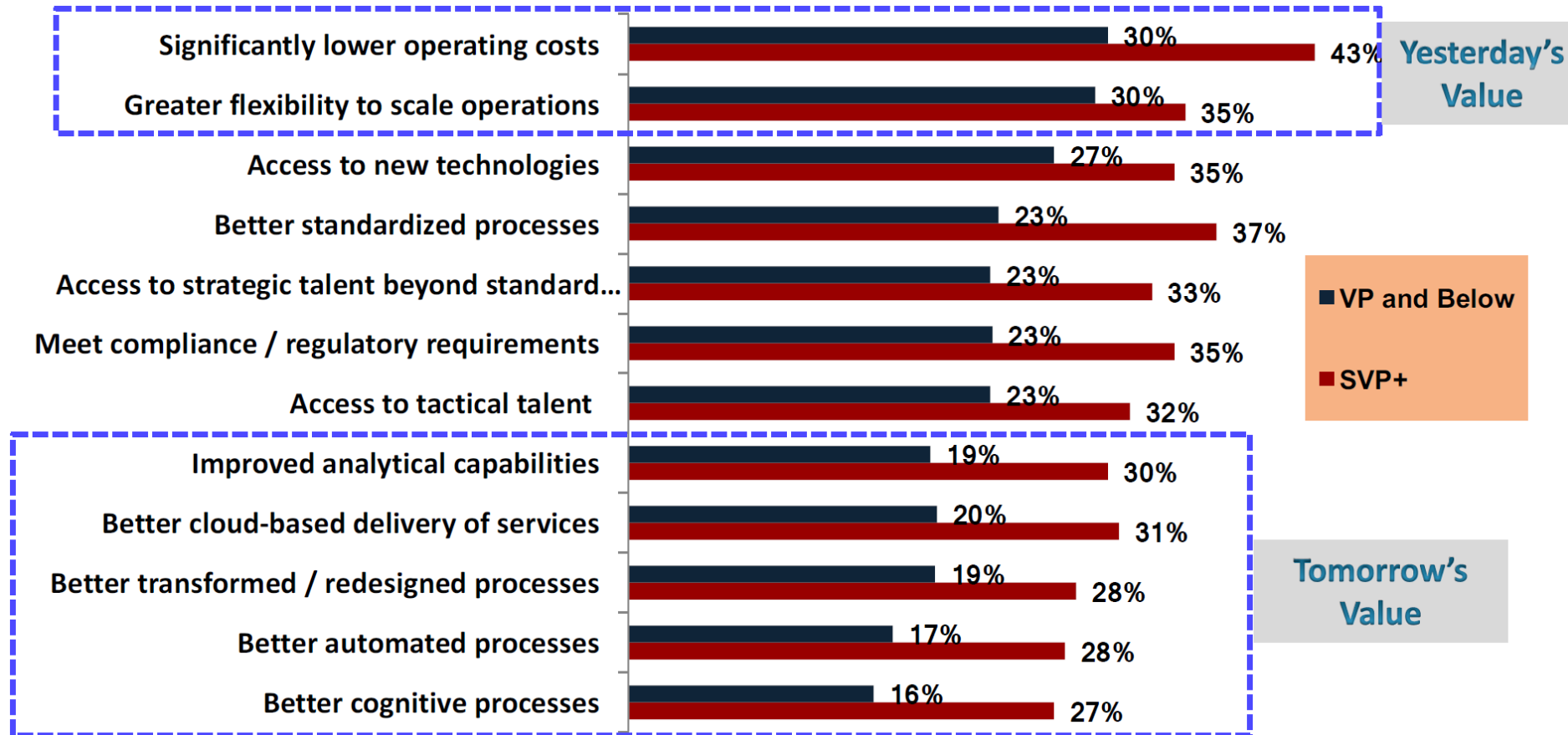
How cognitive tech impacts SSC

Dariusz Lis

Managing Partner InnoMentors

How effective have your current IT outsourcing & BPO initiatives been for achieving the following business benefits-to-date?

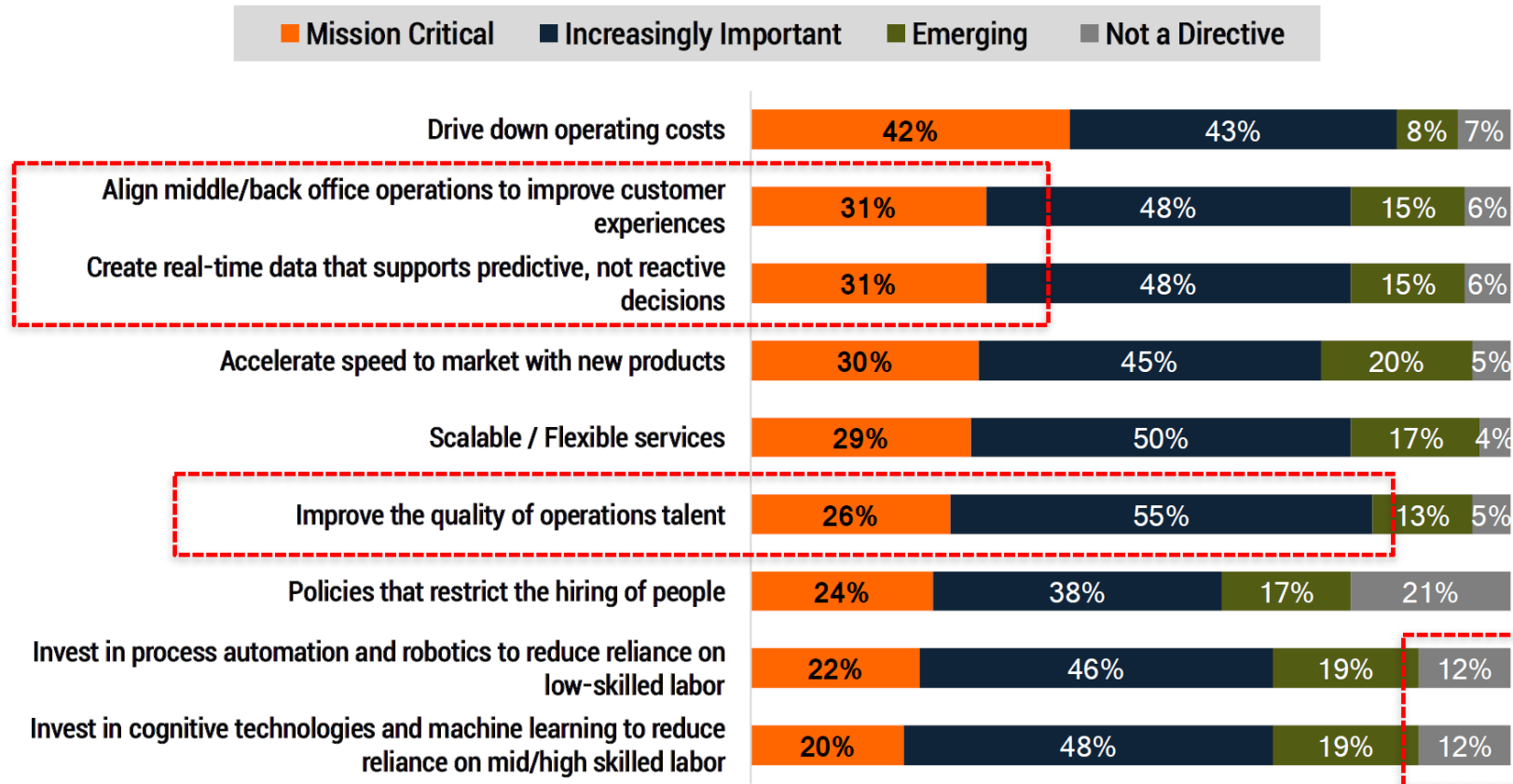
(„Very effective” selected)



Source: HfS Research in Conjunction with KPMG, "State of Operations and Outsourcing 2017"
Sample: n=454 Enterprise Buyers

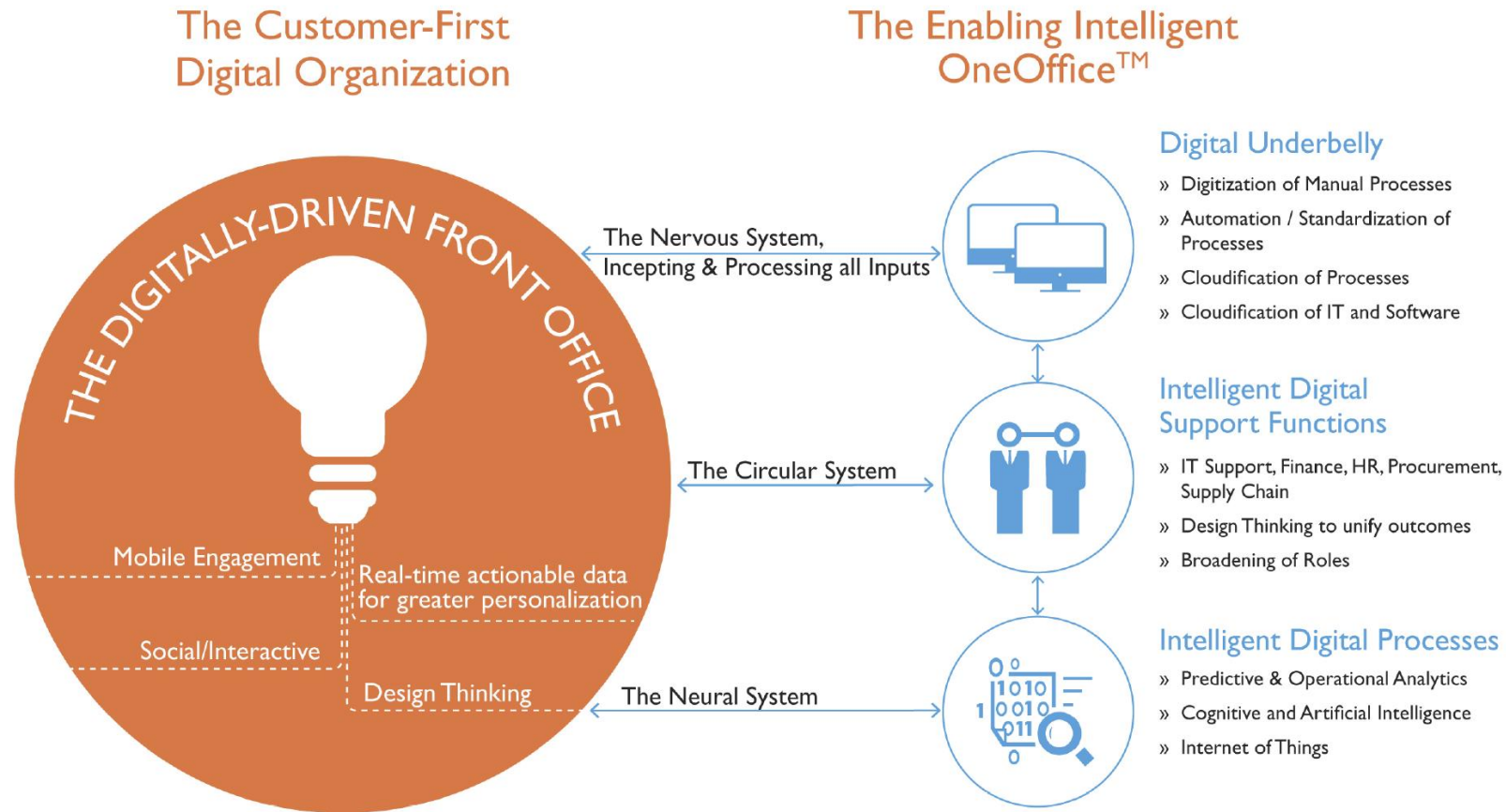
How critical are the following C-suite directives to your operations strategy?

(SVP and above)



Source: HfS Research in Conjunction with KPMG, "State of Operations and Outsourcing 2017"
Sample: n=454 Enterprise Buyers

The Future of Operations: The Digital *OneOffice* Organization




© 2017 HfS Research, Proprietary

How should we craft
careers for our talent in
this environment ?

Can SSC become an
exciting industry for the
younger generation?


Refocus our skills! Top skills in 2020 shift to: **critical thinking, creativity & emotional intelligence.**

In 2015

- 
- Complex Problem Solving
 - Coordinating with Others
 - People Management
 - Critical Thinking
 - Negotiation
 - Quality Control
 - Service Orientation
 - Judgement and Decision Making
 - Active Listening
 - Creativity

Source: Future of Jobs Report, World Economic Forum, 2017

In 2020

- 
- Complex Problem Solving
 - Critical Thinking
 - Creativity
 - People Management
 - Coordinating with Others
 - Emotional Intelligence
 - Judgement and Decision Making
 - Service Orientation
 - Negotiation
 - Cognitive Flexibility

WHAT IS YOUR POINT OF VIEW ?

TAP TO SPEAK SURVEY



Artificial Intelligence And The Job Market

Łukasz Macuda
Luxoft Poland

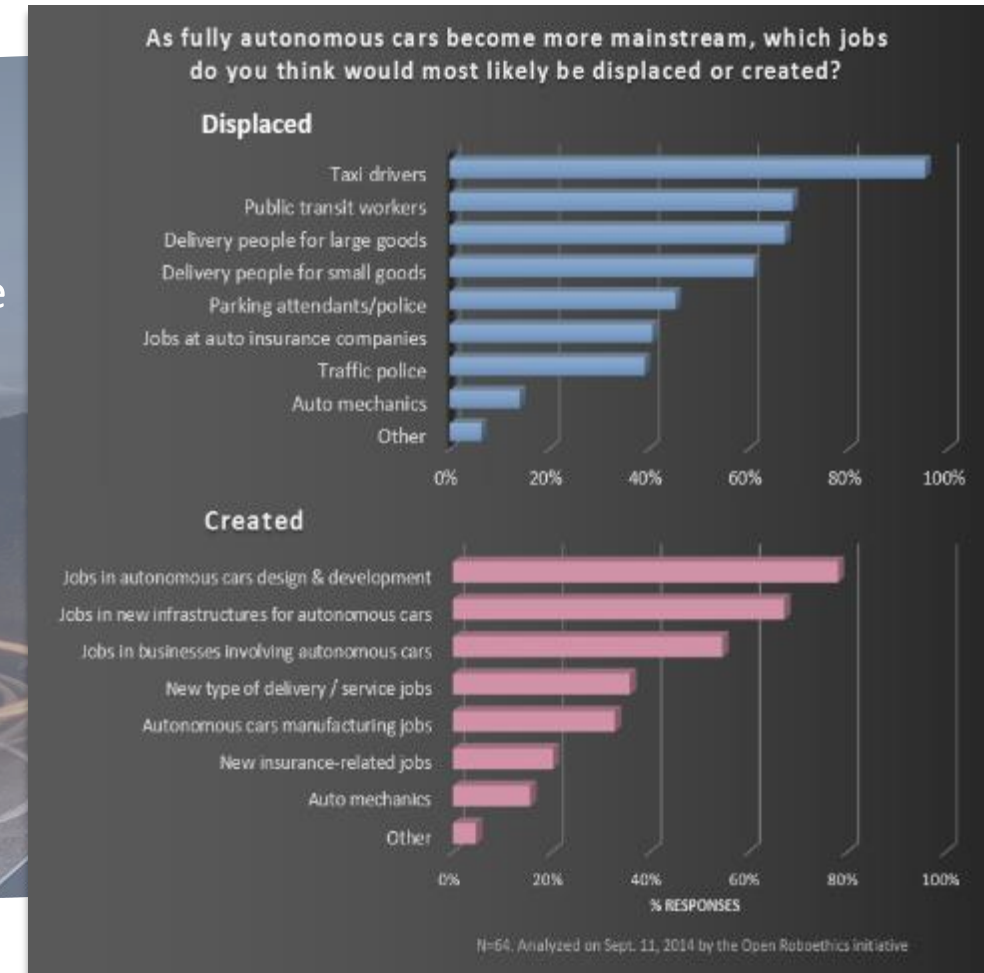
What Does AI Stand For?

I'm sorry Dave,
I'm afraid I can't do that.



Will AI Kill Some Jobs Or Create Others?

- Up to 5.1 million jobs could be lost by 2020 in the 15 global leading economies - World Economic Forum report, Jan 2016
- Creative destruction has been driving employment change since the first steam-powered textile looms displaced craft workers in 18th-century Britain
- By the WEF's popular estimate, 65% of children entering primary school today will ultimately end up working in completely new job roles that don't yet exist
- AI is going to be a big part of the future workforce by creating jobs, work displacement and new roles to compensate.



WHAT IS YOUR POINT OF VIEW ?

TAP TO SPEAK SURVEY

AI Revolution will impact the job market.

How do you see this revolution?

1. Opportunity
2. Risk

AI Revolution will impact the job market.

How does it change your organization in the Future?

1. Stimulate growth
2. Reduce HC
3. No change



Is it news or noise ?

Mining Trusted News from Twitter

Paweł Szymański
14.06.2017

The intelligence, technology and human expertise
you need to find trusted answers.



the answer company™
THOMSON REUTERS®

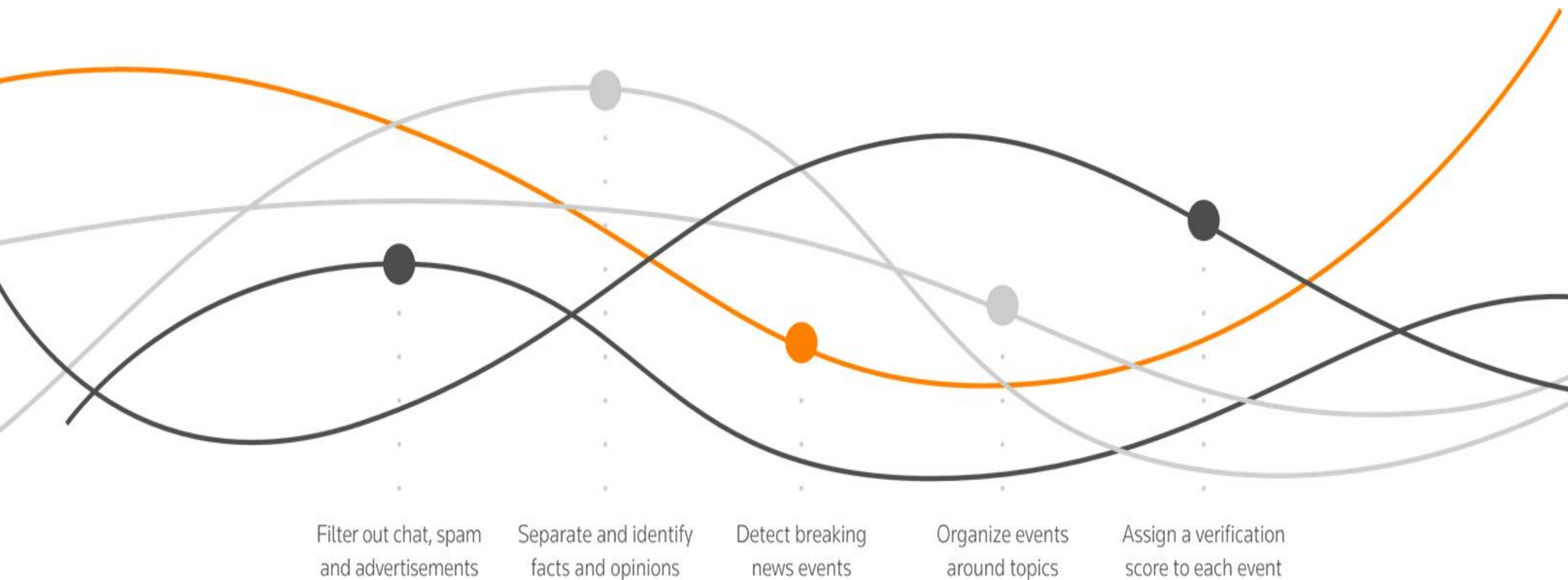
Introduction

- On Twitter alone **6,000 posts are published every second** on average.
- This translates to roughly **500 million tweets** per day, a number that's projected to **grow by 30%** year over year.

A world of connected eyewitnesses



How does it work?



How can machine learning verify news?

- It runs machine-learning algorithms on a percentage of Twitter's **500-700 million** daily tweets to find breaking news.
- **700 signals** to determine whether trending topics are newsworthy and truthful.
- Weigh relevance just like a human would
 - within **40 milliseconds**.

How many tweets we need ?

5 (not 500), just 5

on events – **78%** accuracy,

on news stories – about **84 %** accuracy.

Key disruptors.

What do you see as the key disruptors facing your business/industry right now ?



**TECHNOLOGY
(AUTOMATION)**



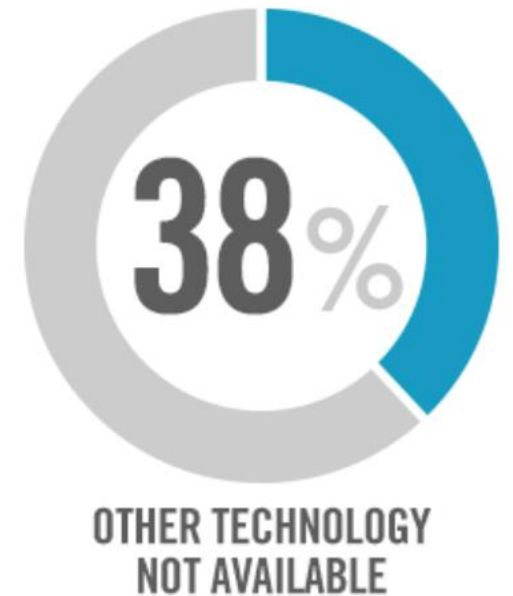
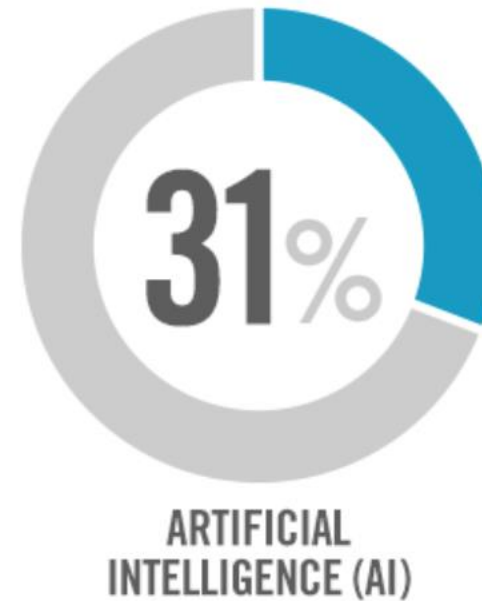
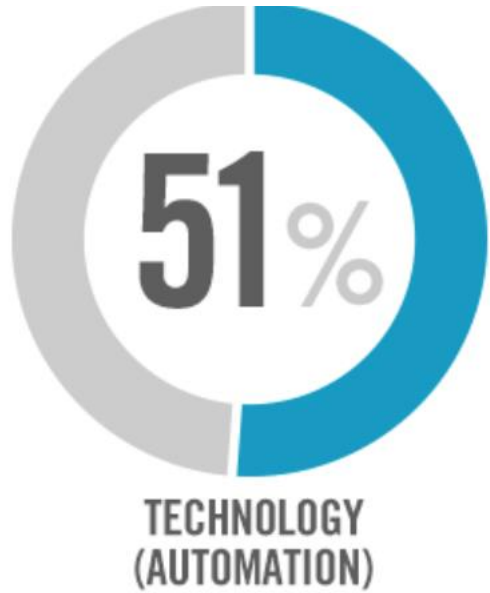
**TECHNOLOGY NOT
YET AVAILABLE**



**ARTIFICIAL
INTELLIGENCE (AI)**

Key disruptors.

What disruptors do you expect to have the greatest impact on your business 25 years from now?



Humans and Machines: The ultimate partnership?

- How can we get smarter?
- How can we train/retrain ourselves for these predicted changes?
- How is the educational system adapting to this demand?
- Humans have the responsibility to leverage the technology in responsible ways – think of machines as augmenting humans not replacing them.

WHAT IS YOUR POINT OF VIEW ?

TAP TO SPEAK SURVEY

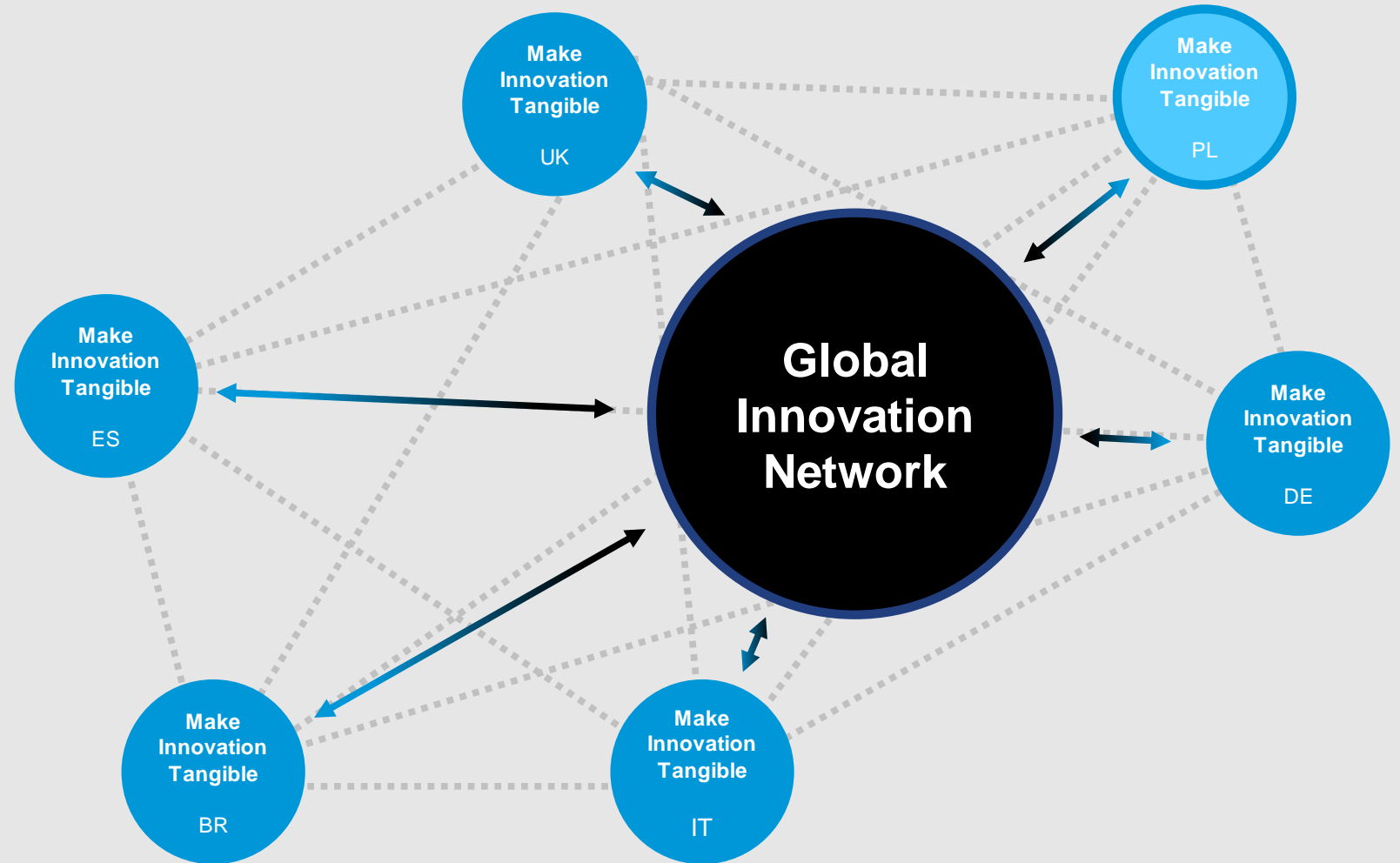
Service Centre Disruption

Marcin Kowalski, 15-05.2017

INNOVATE. TRANSFORM. DELIVER.

Global AI Movement Driving Innovation

Each service location became an autonomous but networked **Local Innovation Hub** that contributes to, collaborates with and learns from the **Global Innovation System** to *Make Innovation Tangible* locally.



WHAT IS YOUR POINT OF VIEW ?

„Can you see AI innovation already positively impacting your organization?“

Yes/No

