Digitalizing Business: From Improving Process to Delivering Big Change

Key Benefits

- Harness **Digital Technologies** to Create New Value, Drive Growth and Sustain Advantage
- Build a **Solid BPM Foundation** to Improve Business Outcomes
- Experience **Practical Approaches** to Real-World Challenges
- Lead **Organizational Change** to Exploit New Opportunities
Redefine ‘Operational Excellence’ for Digital Age Success

The world’s leading, must-attend conference for business and IT professionals responsible for transformation initiatives and innovation

Get actionable advice on new methods, behaviors, mindsets and technologies to help you enable critical changes in your organization in the age of digital business.

Gartner Business Process Management Summit will help you to:

• Understand what your organization needs to do to be successful in a business transformation effort
• Shift investments toward projects that drive growth while continuing to reduce costs
• Demonstrate the relevance of your BPM initiatives to senior management by quantifying impact on results
• Gain buy-in and accelerate adoption of critical organizational changes
• Enhance the skills needed to establish yourself as a change leader

Adapt to new circumstances. Gain practical steps for making a measurable difference in your organization’s performance.
Experience the power of independent Gartner research
The agenda will address all of your business process and change management concerns whether you are new to BPM or have years of experience. Gain an objective perspective and independent advice on how to:

• Advance your focus from improvements to strategic transformation and big change
• Distinguish hype from reality about digital business
• Build the business case (ROI) for investment
• Increase adoption of changes, improve collaboration and engagement
• Establish effective process governance
• Implement operational intelligence and smarter processes
• Apply decision management and predictive analytics

Build a solid foundation to boost business outcomes
Improve and reinvent your processes to address the challenges of digital business while continuing to increase efficiencies and reduce costs.

Lead organizational change to exploit new opportunities
Consider new approaches for adapting culture, operations and employee behavior to enable sustainable high performance amid constant disruption.

Harness digital technologies to drive growth
See how emerging technologies that automate and monitor all but the most nonroutine work fit into operational processes to drive innovation.

The Summit will give you the strategic insight as well as the tactical tools to help you reinvent your processes and become a successful digital organization.

Who should attend
• Business Process Owners
• Chief Process Officers
• IT Leaders involved in implementing new technologies
• Project and Program Managers
• CEOs and COOs
• IT Solution Architects and Developers
• Business and Enterprise Architects
• Business and System Analysts
• Strategy, Operations, Finance and Quality Management Leaders
• Business Transformation Leaders
• Digital Business Strategists and Planners
• Business Relationship Managers

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## Agenda at a glance

### Wednesday, 18 March 2015

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<th>Time</th>
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<tbody>
<tr>
<td>07:30 – 20:00</td>
<td>Registration</td>
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| 08:15 – 09:00 | Tutorial: Introduction to BPM  
John Dixon  
Tutorial: The Digital Business Scenario: Building a Digital Business Future  
Nik                                        |
| 09:15 – 10:30 | Gartner Opening Keynote: The Future of BPM: From Process Improvement to Big Change  
Anthony Bradley, Betsy Burton and John Dixon |
| 10:30 – 11:00 | Refreshment Break in the Solution Showcase                             |
| 11:00 – 12:00 | Guest Keynote: Hamish Taylor, World-Leading Expert on Innovation and Brand Management  
Attendee Lunch and Solution Showcase Dessert Reception |
| 12:00 – 13:15 | Attendee Lunch and Solution Showcase Dessert Reception                  |
| 13:15 – 14:00 | TRACKS  
A. Build a Solid BPM Foundation to Improve Business Outcomes  
Gaining Buy-In for BPM With a Great Business Case  
John Dixon  
B. Lead Organizational Change to Exploit New Opportunities  
BPM Shift — Obliterate What You Know About BPM for Digital Business  
Elise Olding  
C. Harness Digital Technologies to Create New Value, Drive Growth and Sustain Advantage  
Decision Management for Digital Business  
Roy Schulte  
Establish the Business Process Competency Center  
Michele Cantara  
Connect the Dots: Align Business Process Improvement Scenarios and Types of Change Responses  
Marc Kerremans  
Maverick Session: Get Ready to Industrialize Nonroutine Work (Hint: There Are No Unstructured Processes)  
Nikos Drakos |
| 14:15 – 15:00 | Refreshment Break in the Solution Showcase                             |
| 15:00 – 15:30 | Solution Provider Sessions                                              |
| 16:15 – 17:00 | TRACKS  
Introduction to Process Modeling and Analysis  
David Norton  
Innovative Customer Engagement in a Digital World  
Ed Thompson  
Use Event Processing to Build Better Digital Business Processes  
Roy Schulte  
Enterprise Architecture 2025: From Enterprise to Ecosystem  
Betsy Burton  
Big Data Strategy Essentials  
Frank Buytendijk  
Coordinating Nonroutine Work: More Collaboration, Less Coercion  
Nikos Drakos |
| 17:15 – 18:00 | Refreshment Break in the Solution Showcase                             |
| 18:00 – 20:00 | Networking Reception in the Solution Showcase                           |

### Thursday, 19 March 2015

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>08:00 – 16:45</td>
<td>Registration</td>
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</table>
| 08:30 – 09:30 | Gartner Keynote: Mastering the Tide of Change  
Elise Olding  
Gartner Keynote: The Last Word  
Janelle Hill |
| 10:00 – 10:45 | Best Practices Case Study                                               |
| 11:00 – 11:30 | Solution Provider Sessions                                              |
| 11:45 – 12:15 | TRACKS  
To the Point: Selecting a BPM Platform  
Rob Dunie  
To the Point: From Transactions to Cases  
Janelle Hill  
To the Point: ‘Big Change’ Requires Small Change: Why Change Is Hard and What to Do About It  
Debra Logan  
To the Point: Dealing with the Dark Side of Organizational Politics  
Ed Gabrys |
| 12:15 – 13:30 | Lunch in the Solution Showcase                                         |
| 13:30 – 14:15 | TRACKS  
What Does It Mean to Digitalize a Process?  
Bruce Robertson  
Worst Practices in Digital Ethics, and How to Avoid Them  
Frank Buytendijk  
Don’t Get Lost: The Digital Business GPS  
Marc Kerremans  
What Does ‘Big Change’ Look Like and Who is Doing It?  
Samantha Searle  
Digital Business Requires Big Changes in You  
Janelle Hill  
Enterprise-Level Agile Architecture — Tetris on a Big Scale  
David Norton |
| 15:15 – 16:00 | Refreshment Break in the Solution Showcase                             |
| 16:30 – 17:15 | Keynote: Transforming Your Business: A Mastermind Conversation  
Moderator: Bruce Robertson  
Gartner Keynote: The Last Word  
Janelle Hill |
Gartner Business Process Management Summit 2015 |
At the Summit, please refer to the agenda provided, for the most up to date session and location information

Agenda as of 27 January 2015, and subject to change

Digital Business Future Janelle Hill

10:35 – 10:55 Solution Snapshot Moderator: Rob Dunie

12:15 – 12:35 Get to Know Gartner and Meet the Analysts John Dixon

D. Applied Learning: Practical Approaches to Real Challenges

13:15 – 14:45 Workshop: Applying Metrics for BPM Success Moderators: Samantha Searle and Bruce Robertson

13:15 – 14:00 Roundtable: How Can BPM Play a Role in the Customer Experience? Moderator: Ed Thompson

14:15 – 15:00 Orchestration of the Digital Team Moderator: Ed Gabrys

16:15 – 17:45 Workshop: The Foundational Skills of an Effective Change Agent and Leader Moderator: Debra Logan

16:15 – 17:00 Clinic: Assess Your BPM Maturity with Gartner's Interactive Tool (Part 1 of 2) Moderators: Samantha Searle and Bruce Robertson

17:15 – 18:00 Roundtable: Dealing with Organizational Politics Moderator: Ed Gabrys

17:15 – 18:00 Roundtable: Selling BPM: Getting the Business Engaged Moderator: John Dixon

18:10 – 18:30 The Future of BPM Using Gartner's Hype Cycle Bruce Robertson

09:35 – 09:55 Ideas Exchange Session


10:00 – 10:45 Clinic: BPM Maturity Review Session (Part 2 of 2) Moderators: Samantha Searle and Janelle Hill

12:45 – 13:05 Evaluating iBPMSs Using Gartner's Magic Quadrant Rob Dunie


13:30 – 14:15 Roundtable: Dealing With the Change-Weary Enterprise Moderator: Elise Olding

15:15 – 16:00 Roundtable: What's the Right BPM Method for Me? Moderator: John Dixon

15:15 – 16:00 Roundtable: Do We Need BPM Consulting Assistance? Moderator: Michele Cantara

Keynotes

Gartner Opening Keynote: The Future of BPM: From Process Improvement to Big Change

Organizations around the world are transforming their business operations for the Digital Industrial Era. Operational agility will enable organizations to further accelerate their business cycles and capitalize on business moments for competitive advantage. In the digital age, every customer expects unique treatment and smart machines will continue to encroach on middle- and front-office work — augmenting, if not replacing, people. How can we balance control and freedom, enabling effective work practices, to deliver the desired growth in operational performance results? Leading Gartner analysts share their vision for the future of BPM and the supporting technologies.

Anthony Bradley, Betsy Burton and John Dixon

Gartner Keynote: Mastering the Tide of Change

Digital business will trigger an unprecedented amount of change to our organizations. Are you ready? People will be the key to a resilient, adaptive organization. Therefore, organizations must empower its people to be their eyes and ears. Those who learn to master change and ride the ever-shifting tides will be the market leaders of tomorrow. Your ability to succeed lies in discovering the critical challenges to mastering change and learning how to prepare for them.

Elise Olding

Guest Keynote: Transforming Your Business: A Mastermind Conversation

Gartner has hand selected senior executives from end-user companies for their expertise, insights, passion and vision in how to transform their business. These mastermind individuals come from different industries, play different roles in their organizations and have leading-edge ideas to share with attendees. Be inspired to follow in their footsteps.

Moderator: Bruce Robertson

Visit gartner.com/eu/bpm or call +44 20 8879 2430 for updates and to register!
Session details and key learnings

**Track A: Build a Solid BPM Foundation to Improve Business Outcomes**

Gaining Buy-In for BPM With a Great Business Case
- How does BPM contribute to strategic initiatives?
- How do you gain buy-in for BPM from business leaders?
- What does a great business case for BPM look like?

John Dixon

Establish the Business Process Competency Center
- Why, when and how should you establish a BPCC?
- What roles (in-house or contract) and skills are critical to BPM success?
- How should the BPCC interact with other Centers of Excellence?

Michele Cantara

Introduction to Process Modeling and Analysis
- What are the best practices in process modeling and analysis?
- How does process modeling and analysis contribute to success?
- What roles and skills are needed?

David Norton

Enterprise Architecture 2025: From Enterprise to Ecosystem
- How is EA evolving to respond to the disruptions of digital business?
- What is the future of EA in 2025?
- What can organizations do today to prepare for the future?

Betsy Burton

To the Point: Selecting a BPM Platform
- What is a BPM platform?
- What are the use cases for a BPM platform?
- Which one is right for you?

Rob Dunie

What Does It Mean to Digitalize a Process?
- How can I apply technology to digitalize business processes and operations?
- Is there a useful distinction between automating and digitalizing processes or business operations?
- How are digitalized processes driving radical new business models or, conversely, underpinning them to support those new models?

Bruce Robertson

What Does ‘Big Change’ Look Like and Who is Doing It?
- What is Big Change and what does it look like?
- Who is doing Big Change?
- What do I need to know to succeed at Big Change?

Samantha Searle

**Track B: Lead Organizational Change to Exploit New Opportunities**

BPM Shift — Obliterate What You Know About BPM for Digital Business
- What is shifting within BPM, and why?
- How do I need to rethink traditional ways of defining work to be successful in digital business?

Elise Olding

Connect the Dots: Align Business Process Improvement Scenarios and Types of Change Responses
- How can business process improvement help in the journey toward a digital business?
- What are the different scenarios and how do you plan for these scenarios?

Marc Kerremans

Innovative Customer Engagement in a Digital World
- What is customer experience management (CXM)?
- Which types of projects improve the customer experience today?
- How should your CXM vision influence your digital process reinvention efforts?

Ed Thompson

Big Data Strategy Essentials
- How can you get started with big data?
- Once you have concluded your first proofs of concept, how can you get value?
- What are the risks in big data deployment?

Frank Buytendijk
“Excellent event. Great networking and focus much broader than BPM.”

Paul Smith, Head of Strategy & Architecture, Yorkshire Bank

Track C: Harness Digital Technologies to Create New Value, Drive Growth and Sustain Advantage

Decision Management for Digital Business
• How do operational decisions differ from strategic and tactical decisions?
• How does decision management change application development and BPM practices?
• Which technologies and tools are best for runtime decision making?

Roy Schulte

Maverick Session: Get Ready to Industrialize Nonroutine Work (Hint: There Are No Unstructured Processes)
• Why is it thought to be difficult or impossible to industrialize nonroutine work?
• How can workplace observability and machine intelligence contribute to the industrialization of nonroutine work?
• What are the main roadblocks and next steps in industrializing nonroutine work?

Nikos Drakos

Use Event Processing to Build Better Digital Business Processes
• What roles will event-driven architecture and event-driven BPM play in business process solutions?
• How will event processing leverage cloud, mobile and big data?
• How does real-time enterprise design for business moments differ from conventional SOA and BPM?

Roy Schulte

Coordinating Nonroutine Work: More Collaboration, Less Coercion
• Why is it difficult to coordinate nonroutine work?
• What management practices are most relevant to coordinating nonroutine work successfully?

Janelle Hill

To the Point: ‘Big Change’ Requires Small Change: Why Change Is Hard and What to Do About It
• Why is changing processes, systems and work habits difficult?
• What does the latest research on change and change management show?
• How can you operationalize these practices in your organization?

Debra Logan

To the Point: Dealing with the Dark Side of Organizational Politics
• How can you deal effectively with organizational politics?
• How can you help resolve situations in a healthy manner?

Ed Gabrys

Worst Practices in Digital Ethics, and How to Avoid Them
• Why are ethics necessary — no, crucial — in business innovation?
• What can go horribly wrong if you don’t include ethical considerations?
• How can you determine what is “good” and “bad” in innovation?

Frank Buytendijk

Digital Business Requires Big Changes in You
• What is “Big Change,” and why is it important?
• What can IT leaders do to enable continuous adaptation of business operations?

Janelle Hill

To the Point: From Transactions to Cases
• When and where does case implementation make sense?
• What’s new from a technology perspective for implementing case management solutions?

Janelle Hill

Don’t Get Lost: The Digital Business GPS
• How do you observe your business context and create a business anchor model?
• How do you make this model dynamic, allowing for positioning and orientation?
• How can we interact with the model to support decision making and “fly-by-wire” action?

Marc Kerremans

Enterprise-Level Agile Architecture — Tetris on a Big Scale
• What are the principles for successful agile architecture on large programs?
• How do you manage bimodal architecture issues of agile and non-agile teams working together?
• How can agile frameworks support enterprise agile architecture without turning the program waterfall?

David Norton
Applied Learning: Practical Approaches to Real Challenges*

Workshops

Applying Metrics for BPM Success
Metrics are essential to BPM and must be applied effectively in order to prove the value of the BPM effort itself. This workshop provides guidance on how to go about establishing the most effective metrics approach for BPM and using metrics to secure buy-in and commitment to your BPM program.

- Why are metrics vital to BPM success?
- What are best practices for establishing a metrics framework?
- What are the common barriers to successful use of BPM metrics, and how do you overcome them?

Moderators: Samantha Searle, Bruce Robertson

The Foundational Skills of an Effective Change Agent and Leader
In this workshop, attendees explore several of the foundational skills of effective change agents and change leaders. Individual and team exercises include:

- Activity No. 1: Identifying and Using Your Three Centers of Leadership
- Activity No. 2: Understanding and Respecting Boundaries
- Activity No. 3: Creating a Commitment to Change
- Homework: Craft a Balanced and Engaging Change Request

Moderator: Debra Logan

Real-World Process Modeling and Mining for ‘Big Change’
In these times of digital disruption and big change, the classical approach to business process modeling is late to adapt, represents a distorted picture of the truth and results in disparate drawing models because of differing human interpretations. This workshop lets you experience firsthand how new techniques such as automated business process discovery (ABPD) overcome these shortcomings.

- What are the shortcomings of business process modeling?
- What are the advantages of ABPD?
- How can I start with ABPD?

Moderator: Marc Kerremans

Customer Experience Vision and Strategy
Organizations are seeking new ways to engage customers, drive new sales and increase customer satisfaction by providing a useful and engaging customer experience. But they face multiple challenges ranging from vendor mergers and acquisitions, new geographies, technologies, and more. This workshop focuses on discovering best practices for devising a vision for a customer experience initiative.

Moderator: Ed Thompson

Business Capability Modeling
The business capability modeling has become a widely used technique for creating diagnostic results which can conduct business or change them. Unlike other business models related to the current state and existing operations, capacity models provide an anchor business to focus on its future business strategy. How can organizations leverage the modeling business ability to illustrate investment decisions?

Moderators: Betsy Burton, Janelle Hill

*Registration required, available to end users only.

Analyst-User Roundtables

Dealing With the Change-Weary Enterprise
Moderator: Elise Olding

How Can BPM Play a Role in the Customer Experience?
Moderator: Ed Thompson

Orchestrating the Digital Team
Moderator: Ed Gabrys

Dealing with Organizational Politics
Moderator: Ed Gabrys

Selling BPM: Getting the Business Engaged
Moderator: John Dixon

Do We Need BPM Consulting Assistance?
Moderator: Michele Cantara

What’s the Right BPM Method for Me?
Moderator: John Dixon

Clinics

Assess Your BPM Maturity with Gartner’s Interactive Tool (Part 1 of 2)
Moderators: Samantha Searle and Bruce Robertson

BPM Maturity Review Session (Part 2 of 2)
Moderators: Samantha Searle and Janelle Hill
Meet the analysts

Engage with our team of Gartner analysts through track presentations, complimentary one-on-one meetings, analyst-facilitated workshops, roundtables and more.

Betsy Burton  
VP & Distinguished Analyst  
Business architecture, enterprise architecture; business capability modeling and integrating EA with business strategy

Frank Buytendjik  
Research VP  
Big data strategy and value; information innovation; business analytics; digital ethics; scenario planning

Michele Cantara  
Research VP  
Business process management software markets; BPM consulting; BPM and cloud; BPM and outsourcing

John Dixon  
Managing VP  
Getting started with BPM; BPM roles and organization; BPM methodologies (ITIL, Six Sigma, lean); gaining BPM buy-in; value and performance management/metrics

Nikos Drakos  
Research VP  
Business gets social; content, collaboration and social initiatives; SharePoint; unified communications and collaboration

Rob Dunie  
Research Director  
BPM software markets; BPM consulting; BPM and cloud; BPM and SOA, case management

Ed Gabrys  
Research Director  
IT strategic planning; IT organizational design; IT governance; innovation management; IT governance; leadership and organizational politics

Janelle Hill  
VP & Distinguished Analyst  
Business process management disciplines; BPM-enabling technologies and market dynamics; case management; social BPM; BPO, advancing BPM maturity, iBPMS

Marc Kerremans  
Research Director  
Business process improvement leaders; business transformation and process management, BPM-enabling technologies, process styles

Debra Logan  
VP & Gartner Fellow  
Information governance and MDM programs; content, collaboration and social initiatives; information infrastructure and big data; analytics; information innovation

David Norton  
Research Director  
Application development and integration; agile methods; application architecture; development tools

Elise Olding  
Research Director  
Digital business, business transformation, organizational change; communication; employee engagement; big change, cultural change, gaining buy-in and adoption, practitioner day-to-day challenges

Bruce Robertson  
VP & Distinguished Analyst  
BPM value, metrics, best practices; BPM roles and business process competency centers (BPCCs); business and process architecture; mobile BPM

Roy Schulte  
VP & Distinguished Analyst  
Selecting the right BPM technologies; Intelligent business operations; business rules and decision management

Samantha Searle  
Research Analyst  
Getting started with BPM; BPM roles and organization; business process governance; advancing BPM maturity

Visit gartner.com/eu/bpm or call +44 20 8879 2430 for updates and to register!
Summit features

Gain knowledge, share experiences, network with your peers and meet with solution providers to improve your business

Analyst interaction

Analyst One-on-One Meetings*
Gain targeted advice on your toughest challenges. Discover the best way to move forward on critical work issues you’re currently facing at a one-on-one meeting with a Gartner analyst. Your take-away: actionable solutions that speak specifically to your situation.

Analyst-user Roundtable Discussions*
Moderated by Gartner Analysts, these roundtables are a great forum for exchanging ideas and hearing what your peers are experiencing around a particular issue.

Workshops*
Immerse yourself in real-world problem solving, with practical take-aways.

Network with peers

End-User Case Studies
Hear directly from user practitioners who share lessons learned and the successes and challenges of BPM initiatives.

Solution Showcase Reception and Refreshment Breaks
Connect with peers in similar roles who face similar challenges at networking receptions in the Solution Showcase. These informal networking opportunities are designed to build relationships and facilitate meaningful exchange of ideas and information.

Ideas Exchange Session
This session offers you a chance to meet delegates with similar issues and challenges. You will be able to discuss hot topics in a free and frank manner with other participants.

Meet solution providers

Solution Showcase
Meet with today’s leading and emerging solution providers and get the latest information on and demonstrations of new products and services.

Solution Provider Sessions
Get an inside view of current marketplace offerings from the solution providers that develop them and clients who deploy them.

Solution Snapshot
Hear a brief 60-second overview from each of our sponsors during this session. Sponsors will provide just enough information to help you net out your shortlist while at the event.

Solution Showcase Reception and Refreshment Breaks
Connect with peers in similar roles who face similar challenges at networking receptions in the Solution Showcase. These informal networking opportunities are designed to build relationships and facilitate meaningful exchange of ideas and information.

*Space is limited and preregistration is required. Limited to end-user organizations only.
Solution Showcase

Explore cutting-edge IT solutions from top providers; plus, participate in solution provider sessions, networking receptions and more.

Platinum sponsors

AuraPortal

AuraPortal Helium, thanks to its modular structure, can control everything from a very simple project or the management of a department right through to the complete, integrated management of an entire company or organization. This is possible thanks to its modern and flexible BPM (Business Process Management) software which can be used by anyone even without technical skills.

www.auraportal.com

IBM

IBM Smarter Process reinvents business operations to enable greater customer-centricity while driving efficiency and optimisation into end-to-end processes. IBM Business Process and Operational Decision Management empower organisations to achieve better business outcomes with improved processes and intelligent decision-making in a collaborative and agile way.

http://www-01.ibm.com/software/uk/info/bpm/what-is-bpm/

Silver sponsors

AgilePoint

AgilePoint, a leading provider of responsive application technologies and Business Process Management (BPM) software products, has 1,300+ on-premise and cloud deployments in 25+ countries.

www.agilepoint.com

Appian

Appian delivers a Work Platform that unites users with data, processes, and collaborations — in one environment, on any mobile device, through a simple social interface.

www.appian.com

Bizagi

Bizagi disrupted the BPM market with its true Business Agility. 350 customers including adidas, GE, Old Mutual, Generali trust Bizagi with over $10bn transactions and the largest BPM projects globally.

www.bizagi.com

BP Logix

BP Logix BPM software delivers sophisticated, form-based, workflow-driven enterprise apps—with no coding. Organizations across every sector use BP Logix-powered workflow apps to deliver improvements in productivity, compliance, and customer engagement.

www.bplogix.com

Edorasware

Edorasware is focusing on developing innovative products in the area of BPM, ADM and ECM, which can be simply called Enterprise Work Management (EWM).

www.edorasware.com

ISiS Papyrus

Global software innovator ISiS Papyrus offers the Papyrus Platform for fully integrated inbound and outbound customer communications, document management and adaptive process in enterprise customer operations.

www.isis-papyrus.com

K2

As a comprehensive platform for building business process applications, K2 helps people eliminate bottlenecks, and automate time-consuming and repetitive processes, quickly, and without code.

www.k2.com

OpenText

OpenText’s Process Suite and Digital Solutions provide the necessary capabilities to move human centric processes to digital. Our solutions simplify and transform organizations, providing the competitive advantage needed to be a market leader in the year 2020.

www.opentext.com

Pegasystems

Pegasystems leverages its recognised leadership in BPM, multi-channel CRM, Business Rules, and Adaptive Analytics to uniquely give its clients the power to engage customers, simplify operations and Build For Change®.

www.pegas.com

PNMsoft

The #1 rated IBMS for Microsoft, Sequence promotes active collaboration across the enterprise while HotChange® ensures agility, change and total control of your business processes.

www.pnmsoft.com

Signavio

Signavio, as a leading collaborative BPM software solution provider, helps organizations achieve operational excellence through BPMN 2.0 web-based modeling, analysis, and process optimization.

www.signavio.com

WEBCON

WEBCON produces comprehensive BPM/DMS system for Microsoft SharePoint, called WEBCON Business Process Suite. It distinguishes itself with unique flexibility, high efficiency and transparent user interface.

www.webcon.com

“Excellent opportunity to meet BPM professionals, vendors, to network and to get to know the latest trends in the field.”

Agnieska Trela-Gajda, Business Designer, European Parliment
Gartner

Business Process Management Summit 2015

18 – 19 March | London, UK | gartner.com/eu/bpm

Registration and pricing

3 ways to register

Web: gartner.com/eu/bpm
Email: emea.registration@gartner.com
Telephone: +44 20 8879 2430

Pricing
Pricing subject to change
Standard Price: €2,475 + UK VAT
Public Sector Price: €1,950 + UK VAT
Group pricing available — see gartner.com/eu/bpm for details

“ Illuminating! An opportunity to ‘connect the dots’ on so many aspects of business management with thought leaders.”

Andrea Gombac, Head of Customer Service Management, FastWeb

Venue

Park Plaza Westminster Bridge
200 Westminster Bridge Road
London, UK SE1 7UT

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If you are not completely satisfied with this Gartner conference, please notify us in writing within 15 days of the conference and we will refund 100% of your registration fee.

Agenda is designed for business and IT leaders
— bring your colleagues along!

The must-attend conference where senior IT and business professionals can attend as a team to advance their process knowledge, skills and projects.

Accelerate collaboration, process improvement and change in your organization.