Enabling Business Transformation Through Process Management
Move beyond traditional BPM to re-engineer your operations to support business transformations and innovations. Update your mindset, behavior, methods and technologies to tackle the continuous and disruptive changes that are characteristic of business transformation initiatives. Also, explore new research and leading-edge methods, techniques and technologies in order to deliver the desired business outcomes of the transformation initiatives, and to establish yourself as a change agent and leader for business transformation.

Applying Leading Edge Practices in Operation
This track provides opportunities to engage with peers and analysts through practical, hands-on sessions to address your real-world challenges. Step out of the theory, engage in lively debate and arm yourself with tools for change.

Agenda tracks

A Redesigning Process for Smarter Value
Make the foundation of BPM. This track introduces key process concepts, process fundamentals, and how to design and deliver a solid foundation for organizing, redesigning and improving business processes in order to deliver better business outcomes. Early stage benefits of BPM are priority and cost reductions. Efficiency and cost-cutting capabilities are a strong BPM foundation for re-engineering BPM to an ongoing process for continuous improvement and transforming performance, processes.

B Redesigning Work and Business Operations
This track departs the process-only perspective and explores the wider context of business operations. Work and related business. The emphasis is on how latest methodologies, design principles, architectures, organizational and timing, and technologies support enabling, re-designing and delivering real business operations that are highly effective and scalable to capabilities to address new use cases such as value management and new process participants such as customers, suppliers, partners, and ecosystems.

C Enabling Business Transformation Through Process Management
Move beyond traditional BPM to re-engineer your operations to support business transformations and innovations. Update your mindset, behavior, methods and technologies to tackle the continuous and disruptive changes that are characteristic of business transformation initiatives. Also, explore new research and leading-edge methods, techniques and technologies in order to deliver the desired business outcomes of the transformation initiatives, and to establish yourself as a change agent and leader for business transformation.

D Applying Leading Edge Practices in Operations
This track provides opportunities to engage with peers and analysts through practical, hands-on sessions to address your real-world challenges. Step out of the theory, engage in lively debate and arm yourself with tools for change. Pre-registration is required as seating is limited.

Hot topics by track
- Customer journey
- Business architecture
- Structured analytics
- Chasing BPA partners
- Automated process discovery
- Business events
- Improvements processes
- Business operations
- Customer analytics
- Dealing with complexity
- UI
- Organizational change
- Adaptive enterprise
- Change and transformation
- Networked economy
- Service providers
- Leadership
- Smart locations
- Applying tactics
- Business case
- Change frameworks
- Business models
- Operational intelligence

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PMI SoftWorks adopts an agile, data-driven methodology for project management. We deliver software that is both effective and innovative.

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Key Benefits
- Impact your organization’s business transformations
- Enhance customer centricity
- Drive growth, reduce costs and increase efficiencies
- Quantity improvements in business outcomes
What’s New for 2016

- Business Transformation and the role of Process Management
- Increased emphasis on rethinking processes to drive growth and innovation
- Sessions focused on smart machines, operational intelligence, and business operating models
- More focus on business operations

Transforming Business Through Strategic Process Management

The Gartner Business Transformation & Process Management Summit 2016 will help you to move beyond one-off, narrow projects focused on incremental efficiencies towards truly game-changing business transformation.

Through joint exposure to innovative new techniques, case studies of organisations facing similar challenges, and new technologies, you’ll be better equipped with the latest thinking and techniques for driving your business transformation initiative.

Tracks at a Glance

- A Pathway to Process Innovation
  - Redefining Processes – Mark Robertson
  - Strategizing Process Architecture Maturation & Maturity Models – Bruce Robertson, Chief Digital Officer, BUPA
  - Model Changes with Smart Machines – Mark Robertson

- Reimagining Work and Business Operations
  - The Rise of Digital Business – Walter Kok, Chief Digital Officer, British Gas
  - Digital Business Success Recipe – Janelle Hill, Chief Operating Officer, British Gas

- Enabling Business Transformation through Business Correlation
  - Business Agility with Fluid Business Change – Don Scheibenreif
  - Building Correlation to Enable Business Change – Don Scheibenreif
  - Transforming to the Always-Connected Customer Experience – Stan Magdalinski

- Supporting Learning in Practical Approaches
  - Business Process Transformations and the Value of Process Change Management – Bruce Robertson
  - Business Process Management: Methods, Measures and Metrics – Stan Magdalinski
  - Operational Intelligence and Business Agility (Panel) – Janelle Hill, Chief Operating Officer, British Gas

- The Gartner BPM Summit 2016 - The Agenda
  - The Gartner BPM Summit 2016 - The Agenda
  - The Gartner BPM Summit 2016 - The Agenda

Gartner Keynotes

- Customer Engagement Will Accelerate to the Speed of Digital Business – Bruce Robertson
- Connecting Processes to People and Things – Bruce Robertson

Guest Keynote

- A Journey Through Business Transformation
  - Wayne Robles, Head of Global Process Management, B&G

Mastermind Panel

- How To Succeed At Business Transformation
  - Donna Fitzgerald, Chief Technology Officer, Leader Achmea 2020
  - John Dixon, Senior Vice President, Global Digital Banking, BNP Paribas
  - Elise Olding, Chief Operating Officer, British Gas

Who Should Attend

- Business Process Improvement Leaders
- IT leaders involved in improving and redesigning processes
- Line of business process owners
- Process Change Management, BPM and process quality
- Chief Process Officers
- Business Transformation Leaders
- Analysts involved in transformation projects
- Enterprise architects
- Process leaders
- Change leaders
- Process project/program managers
- IT leaders involved in improving and redesigning processes

Gartner Clients

A Gartner ticket covers both days of the Summit. Contact your Account Manager or email eventregistrations@gartner.com to register.

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Venue

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- Web: gartner.com/eu/bpm
- Email: emea.eventregister@gartner.com
- Telephone: +44 20 8797 2482

Pricing

Early Bird Price: €625 + UK VAT
Ends 30 January 2016

Standard Price: €825 + UK VAT

Public Sector Price: €252 + UK VAT

Gartner Summit Tea Discount Offers

- €5 for the price of 3
- €7 for the price of 5
- €10 for the price of 7

More information available online at gartner.com/events/eu/bpm

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- €10 for the price of 7

More information available online at gartner.com/events/eu/bpm
Agenda tracks

A. Redefining Process for Smarter Business

Make the foundation of BPM. This track introduces key process concepts, techniques and technologies for redefining BPM. Learn how technology-driven methodologies, design principles, architecture, organizational thinking, and technology support redefining, reengineering and digitalizing business operations to extend and significantly upgrade capabilities to address new use cases such as value management and new process participants in business transformation and innovation.

B. Rethinking Work and Business Operations

This track departs the process-only perspective and explores the wider context of business operations, work and related behaviors. The emphasis is on how best to engage stakeholders, to identify and design new work processes and deliver the best results for your organization. Through a series of practical, hands-on sessions, participants will develop a stronger BPM foundation is critical for establishing BPM as an ongoing program for continuous improvement and performance excellence.

C. Enabling Business Transformation Through Process Management

Move beyond traditional BPM to re-engineer your operations to support business transformations and innovations. Update your mindsets, behavior, methods and technologies to tackle the complex and disruptive change that is characteristic of business transformation initiatives. Also explore how new research and leading-edge methods, techniques and technologies in order to deliver the desired business outcomes of the transformation initiatives, and to establish yourself as a change agent and leader for business transformation.

D. Applying Leading and Practical Approaches

This track provides opportunities to engage with peers and analysts through practical, hands-on exercises to address your new-world challenges. Skills used in the theory engage in lively debate and are put to work for change. Pre-registration is required as seating is limited.

Hot topics by track

- Customer journey
- Business architecture
- Structuring initiatives
- Choosing BPM platforms
- Activated process discovery
- Business innovators
- Improvisation processes
- Business operations
- Customer analytics
- Dealing with complexity
- IoT
- Organizational change
- Adaptive enterprise
- Change and transformation
- Networked economy
- Service providers
- Leadership
- Local locations
- Applying metrics
- Business case
- Change frameworks
- Business insights
- Operational intelligence

Virtual Tracks

E. Chief Digital Officer
F. Customer Excellence
G. Banking & Financial Services

Solution Showcase

Discover a “mosaic” of technology and services providers. Get exclusive access to client case studies, product roadmaps, and demos. Talk to solution experts who can answer your specific questions.

Platinum Sponsors

Appian

Reimagining Work and Business Operations

Appian Software is the leading provider of low-code platforms for business transformation. The #1 rated BPM for Microsoft, Sequence promotes digital collaboration across the enterprise to deliver better outcomes. Appian is the leading provider of low-code BPM for enterprise and cloud BPM solutions.

IBM

Applying Leading and Practical Approaches

IBM is the turning point of the customer lifecycle. IBM can help you find your unique path, from your existing technology through to your customers’ business outcomes. IBM can help you find your unique path, from your existing technology through to your customers’ business outcomes.

Silver Sponsors

Pegasystems

Applying Leading and Practical Approaches

Pegasystems develops strategic applications for any industry, across every business function. Pegasystems is the software that automates your company’s operational and customer engagement and transforms your business into a digital-first, connected enterprise.

Appian

Rethinking Work and Business Operations

Appian Software is the leading provider of low-code platforms for business transformation. The #1 rated BPM for Microsoft, Sequence promotes digital collaboration across the enterprise to deliver better outcomes. Appian is the leading provider of low-code BPM for enterprise and cloud BPM solutions.

Sapiens

Enabling Business Transformation Through Process Management

Sapiens DECISION helps the software industry to know who their customers are and what they prefer or expect for their business. The #1 rated BPM for IBM, DECISION provides closed-loop analytics to deliver the most complete picture of your business environment.

TIBCO

Applying Leading and Practical Approaches

TIBCO Software enables enterprises to integrate, analyze, and act on data. From simple solutions to advanced analytics, TIBCO Software harnesses the power of data to deliver actionable intelligence in real time.

Kofax

Rethinking Work and Business Operations

Kofax is a leading provider of software to simplify critical business processes. Kofax software enables organizations to turn the chaos of business processes into productive action, so customers can make the best possible decisions and take the most appropriate actions.

PMMSoft

Applying Leading and Practical Approaches

PMMSoft - The #1 ranked BPM for IBMs enjoy. Decisions processes and business rules across the enterprise. PMMSoft software provides access to the data and insights of your business processes.

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Key Benefits

- Impact your organization’s business transformation
- Enhance customer centrity
- Drive growth, reduce costs and improve efficiencies
- Quantify improvements in business outcomes
Increased emphasis on reinventing processes to thinking and techniques for driving your business transformation initiative.

Facing similar challenges, and new technologies, you’ll be better equipped with the latest thinking and techniques for driving your business transformation initiative.

What’s New for 2016

Transforming Business Through Strategic Process Management

The Gartner Business Transformation & Process Management Summit 2016 will help you to move beyond one-off, narrow projects focused on incremental efficiencies towards truly game-changing business transformations.

Through joint exposure to innovative ideas, new techniques, case studies of organizations facing similar challenges, and new technologies, you’ll be better equipped with the latest thinking and techniques for driving your business transformation initiative.

What’s New for 2016

• Business Transformation and the role of Process Management
• Increased emphasis on reinventing processes to drive growth and innovation
• Sessions focused on smart machines, operational intelligence, case management and business operating models
• More focus on business operations

Tracks at a Glance

When attending this event, please refer to the agenda handed out to you and/or the Gartner events mobile app for the most up to date sessions and location information.

Who Should Attend

• Business Process Improvement Leaders
  • IT leaders involved in managing and redesigning processes
  • Line of business process owners
  • Business process project/program managers
  • Executives/managers of BPM and process quality
  • Chief Process Officers
  • Business Transformation Leaders
  • IT and business leaders focused on transformation projects
  • Senior business and solution architects
  • Organizational change leaders
  • Business & IT Leaders
  • Business relationship managers
  • Business and system analysts
  • CDOs
  • Strategy, operations, finance and quality management leaders
  • Sales operations
  • Digital marketing and customer experience management leaders
  • Governance, risk, and compliance leaders
  • Chief Digital Officers

Gartner Keynotes

Customer Engagement Will Accelerate to the Speed of Digital Business – Bruce Sheppard

Connecting Processes to People and Things – Bruce Robinson

Gartner Keynotes

Guest Keynote


Mastermind Panel

How To Succeed At Business Transformation – John Dixon, Chief Digital Officer, ING

Analytical Thinking + Business Processes = Market differentiation and competitive advantage

Why should you attend?

• Inspirational keynote sessions, talks and workshops
• Two full days of sessions and networking
• Access to over 100 top quality speakers and sessions
• On-site exhibition and demos
• Engaging, interactive and collaborative sessions
• Relevant to your industry and role

I found the conference very relevant for the businesses we are facing. More importantly I have some new insights and techniques to apply them to. – British Gas

“Great opportunity to learn different methodologies to improve the line of business: The way we manage, analyze, process, re-engineer, simplify, automate, be sponsored by sponsors. Good ideas from some sponsors. – B&G

Great events that cover all the right topics. I’ve been to other events and this one stands out. – British Gas

Moderator: Deane Bickerstaff, CIO, Global Process Management, B&G


Who should attend

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More focus on business operations

Sessions focused on smart machines, operational intelligence, case management and business process management. Through joint exposure to innovative ideas, new techniques, case studies of organizations you to move beyond one-off, narrow projects focused on incremental efficiencies towards the economics of connections, the role of analytical techniques to address business challenges I am facing. More importantly what business transformation is all about. Much greater knowledge about BPM and Process Management: A. Redesigning Processes for Greater Value

B. Reimagining Work and Business Models

C. Applying Learning Into Practical Approaches

D. Applying Learning Into Practical Approaches

E. Developing Processes for the Economy of Connections

F. Why Happens When Things Become Simple

G. Happens When Things Become Simple

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For the most up to date speaker and session information, please visit our website gartner.com/eu/bpm or call +44 20 8879 2430 for updates and to register!
Agenda tracks

A - Redefining Process for Greater Value
   Make the building blocks of BPM visible to introduce key process concepts. The BPM framework should be made to order in order for the models to be the future. BPM processes are building blocks that better allow business outcomes. Early stage benefits of BPM may be prioritized and enhanced according to their success. Establishing a strong BPM foundation is crucial in enabling BPM as an ongoing program for continuous improvement to business performance.

B - Creating Work and Business Operations
   This track departs the process-only perspective and explores the wider context of business operations. It seeks to help participants to think, work and collaborate in new ways to better understand how work gets done and how to improve it. The emphasis is on new research and leading-edge methods, techniques and tools to deliver the desired business outcomes. Establishing a strong BPM foundation is critical for establishing BPM as an ongoing program for continuous improvement to business performance.

C - Enabling Business Transformation Through Process Management
   Move beyond traditional BPM to re-engineer your operations to support business transformations and innovations. Identify your market, behavior, methods and technologies to tackle the continuous and disruptive changes that are characteristic of business transformation initiatives. Also explore new research and leading-edge methods, techniques and tools in order to deliver the desired business outcomes for the transformation initiatives. To be submitted as a change agent and leader for business transformation.

D - Applying Learning into Practical Approaches
   This track provides opportunities to engage with peers and analysts through practical, hands-on sessions to address your real-world challenges. Step out of the theory, engage in lively debate and arm yourself with tools for change. This track provides opportunities to engage with peers and analysts through practical, hands-on sessions to address your real-world challenges. Step out of the theory, engage in lively debate and arm yourself with tools for change.

Hot topics by track

- Customer journey
- Business architecture
- Customer experience
- Business ecosystem
- Improvements/ processes
- Business operations
- Customer analytics
- Deal-making with complexity
- IoT
- Organizational change

Solution Showcase

Create a ‘master’ of technology and service providers. Get exclusive access to client case studies, product roadmaps, and demos. Talk to solution experts who can answer your specific questions.

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- Pega Systems
- Sapiens DECISION

Virtual Tracks

E. Chief Digital Officer
F. Customer Excellence
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Key Benefits

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