



09:00 – 09:15	Booth Visits and One-on-One Discussions
09:15 – 9:25	Welcome Address by Trescon
<p><b>The AI Factor in the New Normal</b></p> <p>Amidst the current global pandemic, while we are witnessing new challenges and coping with uncertainty, technologies like Artificial Intelligence (AI), Machine Learning (ML), Robotic Process Automation (RPA) have become our ammunition to fight this war. There is a renewed vigor in companies and start-ups to innovate and build solutions that can help flatten the curve</p>	
<p><b>09:25 – 09:40</b> <b>MeitY KEYNOTE</b> <i>(15 Minutes)</i></p>	<p><b>Responsible AI for Social Empowerment</b></p> <p><b>ABHISHEK SINGH</b> President &amp; CEO, National e-Governance Division (NeGD) Ministry of Electronics and Information Technology (MeitY) Government of India</p>
<p><b>09:45 – 10:00</b> <b>NITI AAYOG KEYNOTE</b> <i>(15 Minutes)</i></p>	<p><b>Reimagining AI Strategy for the Age of COVID</b></p> <p><b>R. RAMANAN</b> Additional Secretary, NITI Aayog Government of India</p>
<p><b>10:05 – 10:35</b> <b>DIGITAL TRANSFORMATION PANEL DISCUSSION</b> <i>(30 Minutes)</i></p>	<p><b>Putting AI at the Center of Digital Transformation</b></p> <ul style="list-style-type: none"> <li>• Reimagine the organization with AI at its core</li> <li>• Contain or discard legacy processes</li> <li>• Apply AI at scale to unlock the value of data</li> </ul>



- Drive home the tenets of data governance and ethical data usage to all data citizens across the company
- Understand the benefits of Cloud-based AI
- Reinvent processes that previously required physical documents, to become paperless
- Operate in an agile manner to enable nimble, data-driven teams
- Apply AI to discover emerging trends and identify changes in consumer preferences
- Assess where organizational velocity is needed and where remote work could drive productivity
- Deploy new models leveraging agile and remote

**PANELISTS:****SHARMISTHA DASGUPTA**

Dy. Director General, National Informatics Centre

**ATANU ROY**

Group CIO, Biocon Group

**RAGHU KRISHNANANDA**

CTO, Myntra

**VISHWANATH RAMASWAMY**

Vice President - Cloud, Cognitive & Security Software (India/South Asia), IBM

**RAJASHREE RAO**

Head of AI Innovation Hub, R2 Data Labs, Rolls-Royce

**MODERATOR:****AVIK SARKAR**

Professor, Technology, Data & Public Policy, Indian School of Business



<p><b>10:35 – 10:45</b> <i>(10 Minutes)</i></p>	<p><b>Q and A Session</b></p>
<p><b>10:50 – 11:05</b> <b>GOVT. KEYNOTE</b> <i>(15 minutes)</i></p>	<p><b>How India's #Inclusive AI National strategy can be executed to aim for Citizens First</b></p> <p><b>SHARMISTHA DASGUPTA</b> Dy. Director General, National Informatics Centre</p>
<p><b>11:10 – 11:20</b> <b>INDUSTRY KEYNOTE</b> <i>(10 minutes)</i></p>	<p><b>Ethical Framework for Responsible AI</b></p> <p><b>VIRGINIE</b> Member of EU Alliance   Ethical AI &amp; SDG expert</p>
<p><b>11:20 – 11:40</b> <b>TECH TALK</b> <i>(20 minutes)</i></p>	<p><b>AI Infusion for Enterprises</b></p> <p><b>SHALINI KAPOOR</b> IBM Fellow &amp; CTO for AI - AI Applications, IBM</p>
<p><b>11:45 – 12:00</b> <i>(15 minutes)</i></p>	<p><b>Networking Opportunities, Exhibition Booth Visits, One-to-one meetings</b></p>
<p><b>Driving CX Continuity</b></p> <p>The use of AI technologies such as machine learning, natural-language understanding and natural-language processing can help analyze customer sentiment and customer feedback at scale, precision and speed can deliver efficiencies and increase end-to-end customer satisfaction - even during a pandemic</p>	
<p><b>12:00 – 12:30</b></p>	<p><b>Artificial Intelligence for Business Continuity and CX</b></p>



**CX PANEL  
DISCUSSION**  
*(30 minutes)*

- Refocus digital efforts toward changing customer expectation
- Mapping and analyzing current customer journeys to identify touch points and experiences
- Predictive Trends & Personalization – Going From One-Click to Zero-Clicks
- AI-enabled Customer Analytics Discovers High-Impact Customer Insights
- Crisis management with AI – how to identify issues customers experience and resolve them before they arrive
- Virtual Assistants & Chatbots key to customer satisfaction and retention

**PANELISTS:**

**PARNA GOSH**  
CIO, UnoMinda

**RISHI AURORA**  
Partner and Lead, IBM

**GURU BHAT**  
VP Omni Channel and Customer Service, GM India, PayPal

**ANAND G. A**  
India CIO & AMEA Customer Experience Lead, Mondelez International

**MODERATOR:**

**DIPU KV**  
President & Head of Operations, Communities & CX, Bajaj Allianz

**12:30 – 12:40**  
*(10 minutes)*

**Q and A Session**

**12:45 – 13:05**  
**FIRE SIDE CHAT**  
*(20 minutes)*

**AI of Tomorrow**

**RAJASHREE RAO**  
Head of AI Innovation Hub, R2 Data Labs, Rolls-Royce



<p><b>13:10 – 13:25</b> <b>INTERNATIONAL SPOTLIGHT</b> <i>(15 minutes)</i></p>	<p><b>Reserved for International Keynote</b></p> <p><b>JAY STOLTZENBERG</b> Head of Data Analytics, Airbus</p>
<p><b>13:25 – 14:10</b></p>	<p><b>Networking Opportunities, Exhibition Booth Visits, One-to-one meetings</b></p>
<p style="text-align: center;"><b>Intelligent Cyber-Security</b></p> <p>While the world is focused on the health and economic threats posed by COVID-19, cyber criminals around the world undoubtedly are capitalizing on this crisis. This section will look at adopting intelligent tools like AI and Machine Learning to help detect cybersecurity threats and anomalies promptly to thwart attacks.</p>	
<p><b>14:15 – 14:45</b> <b>CYBER SECURITY PANEL DISCUSSION</b> <i>(30 minutes)</i></p>	<p><b>Future of AI in Cyber-Security amidst COVID-19</b></p> <ul style="list-style-type: none"> <li>• Using AI tools to monitor security incidents</li> <li>• Integrating machine learning into firewalls to flag any anomaly</li> <li>• Identifying the origin of cyber-attacks through NLP applications</li> <li>• Using RPA bots to automate rule-based tasks and processes</li> <li>• Monitor and analyze mobile endpoints for cyber threats</li> </ul> <p><b>PANELISTS:</b></p> <p><b>MOHD. SHADAB SIDDIQUI</b> CISO - Hotstar</p> <p><b>SAKSHI VIDUR</b> Head of Information Security, Yum Brands</p> <p><b>ASHTON D'CRUZ</b> CISO and CAO, Natwest Group</p>



<p><b>14:45 – 14:55</b> <i>(10 minutes)</i></p>	<p><b>MODERATOR:</b></p> <p><b>JACXINE FERNANDES</b> VP and Group CISO, Adani Group</p> <p><b>Q and A Session</b></p>
<p><b>15:00 – 15:15</b> <b>INDUSTRY KEYNOTE</b> <i>(15 minutes)</i></p>	<p><b>Valuable AI: The Key to maximizing and optimizing Businesses in Industry 4.0 Era</b></p> <p><b>Dr. SATYAM PRIYADARSHI</b> Technology Fellow and Chief Data Scientist Managing Director, India Center, Halliburton</p>
<p style="text-align: center;"><b>Future of AI and Cloud</b></p> <p>Artificial intelligence and cloud computing have merged to improve the lives of millions. Digital assistants today, blend AI and cloud computing in our lives every day. On a larger scale, AI capabilities are working in the business cloud computing environment to make organizations more efficient, strategic, and insight-driven. This session explores some of the most important and promising applications of AI and cloud duo</p>	
<p><b>15:20 – 15:50</b> <b>AI CLOUD PANEL DISCUSSION</b> <i>(30 minutes)</i></p>	<p><b>Unlocking the potential of AI in the Cloud</b></p> <ul style="list-style-type: none"> <li>• Re-imagine IT infrastructure with AI-powered cloud platforms and infrastructure-optimization tools</li> <li>• Effective synthesis of data systems for identifying valuable information</li> <li>• Unhindered data transfer between on-site and cloud IT environments</li> <li>• Precise analysis of business-critical data to generate more meaningful and valuable information</li> <li>• Facilitate a hands-on response towards fortifying the security of business systems</li> <li>• AI-SaaS Integration for improved CX</li> </ul>



<b>15:50 – 16:00</b> <i>(10 minutes)</i>	<p><b>PANELISTS:</b></p> <p><b>SREEJI GOPINATHAN</b> CIO, Lupin</p> <p><b>ABHISHEK SINGH</b> Chief Analytics Officer, Lendingkart</p> <p><b>SREERAM A K</b> EVP IT, Kotak Mahindra Bank</p> <p><b>KHUSHRU MISTRY</b> CIO and Senior Vice President, Eureka Forbes</p> <p><b>MODERATOR:</b></p> <p><b>ANKUR NARANG</b> VP, AI &amp; Data Technology, Hike Messenger</p> <p><b>Q and A Session</b></p>
<b>16:00 – 17:00</b> <i>(60 minutes)</i>	<b>Networking Opportunities, Exhibition Booth Visits, One-to-one meetings</b>