

*ISG[®] AI Impact Summit

June 3 & 4, 2025
Boston



This is where you turn AI into real
business value.

Meet the Speakers



Mruna Asoori

Global VP Data, AI and
Architecture,
Brink's Inc



Leo Barella

SVP - Chief Technology
Officer,
Takeda



Vishal Brown

Global Digital Offering
Strategy & GTM Leader,
NTT DATA



Anna Carr

Product Owner, AI
Innovation,
Polaris Inc.



Soumil Deshmukh

Vice President, Technology,
Sleep Number Corporation



John Isch

Director - Infrastructure
Solutions,
Orange Business



Paul Joseph

Next Gen
Transformation Leader,
KeyBank



Gaurav Kapil

SVP - Chief Information
Security Officer,
Bread Financial



Michael Kropp

CEO,
Iridius



Reid McCrabb

CEO,
Linkt AI



Vivek Mukhatyar

GenAI medical Lead,
Pfizer



Dhivya Nagasubramanian

Lead AI Solutions Architect
Vice President,
U.S. Bank



Saji Nair

Cofounder and CEO,
BCube Analytics Inc



Curt Persaud

AVP, IT Guest Technology,
Carnival Cruise Line



Susana Selles Valls

Associate Director, AI &
Automation,
Moderna



Matt Skattum

CIO & Business Partner
Polymers | Fluor & Energy Materials,
Orbia



Robert Truxler

Director of Engineering,
Formerly Wayfair



Shobhit Varshney

VP & Sr. Partner, Head
of Data & AI, Americas,
IBM

Meet the Speakers



Adam Wasylyshyn

SVP, Chief Information
Officer,
Dentsply Sirona



Jie Zhao

Principal Analyst,
Boston Scientific



Loren Absher

Director, Americas Lead,
AI Advisory,
ISG



Rekha Acharya

Partner,
ISG



Shafqat Azim

Partner, Americas Lead - Digital
& Industry Transformation,
ISG



Alex Bakker

Director of Primary
Research,
ISG



Wayne Butterfield

Partner,
ISG



Ola Chowning

Partner,
ISG



Adrian Cruz

Principal Consultant,
ISG



Todd Dreger

President, Enterprise
Growth,
ISG



Tyrone Magby

Partner,
ISG



Dave Menninger

Executive Director,
Software Research,
ISG



Atul Mishra

Head, Delivery &
Growth, GovernX,
ISG



Anay Nawathe

Director,
ISG



Megan Walling

Partner, Head of
Enterprise,
ISG

Summit Agenda

Day 01 - Tuesday, 3 June 2025

12:00 - **REGISTRATION & LIGHT LUNCH**
12:30

12:30 - **CHAIRMAN'S WELCOME**
12:40



Dave Menninger
ISG

12:40 - **ISG PREDICTS: The Convergence: How AI Will Reshape**
13:00 **the Market by 2026**

True embedded industry change requires at least 10 years. Yet after at least 50 years of AI being a concept there is still uncertainty of how to capitalize on its value. This year the focus of AI will be on "A" for Agentic and 'I' for Intelligence. What can you expect from the latest market trends? How can you move out of AI's pilot purgatory and the never-ending activity of readying your data and platforms? What are the promises and pitfalls of AI agents?



Dave Menninger
ISG

13:05 - **KEYNOTE: Leveraging AI in Cyber: How CISOs Are**
13:35 **Transforming AI Security into Business Advantage**

The evolving CISO role has moved beyond defensive postures to become a strategic business enabler. Gaurav Kapil reveals how forward-thinking security leaders are embedding AI throughout the software development lifecycle, creating secure innovation pathways

rather than roadblocks. Drawing from board-level experiences at Bread Financial, he'll demonstrate how security transforms from cost center to value creator through enhanced threat prediction and streamlined response. Walk away with practical approaches to position AI security as an enterprise-wide competitive advantage driver.



Rekha Acharya
ISG



Gaurav Kapil
Bread Financial

13:35 - NETWORKING BREAK & INNOVATION LABS

13:45

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of your enterprise.

13:45 - ISG INSIGHTS: Breaking Through the 7 Layers of AI

13:55

Explore how you can approach AI as both a competitive advantage and a cost of doing business by breaking it down into key capabilities rather than viewing it as a singular solution. By de-layering AI into infrastructure, data, model development, enterprise integration, and governance, enterprises can adopt AI strategically, ensuring scalability and alignment with your core objectives. This structured approach will help you maximize value, balance cost and complexity, and differentiate themselves in a world where AI models are widely accessible.



Loren Absher
ISG

14:00 - PANEL: Modernizing Data Architecture for AI Success: 14:30 Lessons Learned

Most companies charge into AI without invigorating or fixing their

data infrastructure. The following panel of leaders share stories about what worked— and what hasn't — when rebuilding their data foundations for AI. You'll hear how companies are solving specific challenges: connecting fragmented data across business units with data intelligence, handling the massive volume requirements of training through data operations, and building data platforms that maintain data quality at scale.

- How do you prioritize data quality, integration and governance before scaling AI initiatives?
- How can your enterprise break down data silos and unify fragmented information to fuel AI models effectively?
- What team structures and operational strategies can ensure your organization is an AI winner and not stuck in endless data chaos?



Adrian Cruz
Principal Consultant



Mruna Asoori
Brink's Inc



Jie Zhao
Boston Scientific

**14:35 - 15:05 FEATURED PRESENTATION: Scaling AI Excellence:
Doing the Right AI and Doing AI Right**

A recent study of more than 2,000 CEO's indicates 25% of AI initiatives delivered the expected ROI and 16% of AI initiatives have scaled enterprise wide over the last three years (2025 CEO Study: 5 mindshifts to supercharge business growth, IBM Institute for Business Value).

What is stopping enterprises from realizing value at scale? Most often, it comes down to three main reasons:

- AI investments aren't tied to business strategy
- People don't trust the output of the AI models and systems
- There is significant skills and operational infrastructure debt to breakthrough

Join us for a tangible dive into how companies can do "the right AI" - better defining the AI opportunities that will yield the best return. Then understand the activation of that vision by "doing AI right" - how to scale AI responsibly, with the organization change needed to build the trust to ensure adoption. We will touch on example of how leading organizations have broken through these blockers to begin to realize AI value at scale.



Shobhit Varshney

IBM

15:05 - 15:25 NETWORKING BREAK & INNOVATION LABS

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of your enterprise.

15:25 - 15:35 ISG INSIGHTS: The Enterprise AI Scorecard: Real-World Lessons from the Front Lines of Adoption

Join Alex Bakker, ISG Head of Primary Research and Distinguished Analyst, for an overview of how enterprises are using and investing in AI adoption. Discover the findings from our ISG Market Lens program and evaluate the successes, failures, and plans of enterprises who have started their AI adoption journey and compare your organization's progress.



Alex Bakker

ISG

15:40 - 16:10 **PANEL: From Pilot to Production: Scaling AI Across Business Units**

Moving AI projects from successful pilots to enterprise-wide adoption requires more than just technical know-how. In this panel, leaders share their frameworks for scaling AI across diverse business functions with measurable results. Hear how companies are implementing Wave 2 GenAI use cases that go beyond basic automation, including early successes with agentic AI systems that can plan and execute complex workflows. Discover how to measure productivity gains, secure ongoing executive support, and build scalable technical foundations to deliver consistent value.

- How can you use agentic AI systems to transform workflow automation and drive operational efficiency beyond traditional methods?
- What frameworks should you consider for scaling AI across business functions and ensuring measurable, lasting results?
- What strategies are necessary for building a sustainable AI foundation?



Wayne Butterfield
ISG



Vishal Brown
NTT DATA



Anna Carr
Polaris Inc.



Dhivya Nagasubramanian
U.S. Bank



Susana Selles Valls
Moderna

16:15 - 16:35 **ISG INSIGHTS: From Hype to Impact: Preparing for the Agentic AI Enterprise**

Agentic AI is emerging as a powerful force in enterprise

transformation, blending autonomy, reasoning and collaboration to enable intelligent automation at scale. But while the potential is clear, many organizations still face significant barriers—ranging from legacy systems and data quality to unclear governance and organizational readiness. This presentation shares early insights from ISG's 2025 Agentic AI study, exploring how leading enterprises and service providers are navigating these challenges. We'll highlight what's driving momentum, where friction points remain, and what practical steps enterprises can take now to prepare for scalable, responsible adoption. Whether you're evaluating Agentic AI or already experimenting, this session will help you separate signal from noise and focus your efforts on becoming AI-ready in a rapidly evolving landscape.



Loren Absher
ISG

16:40 - 17:30 **ISG STARTUP CHALLENGE**

Entrepreneurs behind innovative solutions will each present pitches on why their technology is best and how it will add the most value to business. After some tough questions from our judges, the audience will have their chance to vote on which technology they are more likely to implement within your own organizations. Who should win this startup challenge?



Dave Menninger
ISG



Rekha Acharya
ISG



Todd Dreger
ISG



Anay Nawathe
ISG



Michael Kropp
Iridius



Reid McCrabb
Linkt AI



Saji Nair
BCube Analytics Inc

17:30 - **CHAIRMAN'S WRAP UP & SNEAK PEEK**
17:35



Dave Menninger
ISG

17:35 - **WELCOME RECEPTION & DINNER**
19:00

Day 02 - Wednesday, 4 June 2025

08:30 - **REGISTRATION & BREAKFAST**
09:30

09:30 - **CHAIRMAN'S WELCOME**
09:40



Dave Menninger
ISG

09:40 - **ISG PREDICTS: Agentic AI and the Enterprise**
10:10 **Awakening: Rethinking IT, Business Models, and the Human-Machine Partnership**

AI, especially Agentic AI is not just an evolution of automation—it's a strategic inflection point. This keynote explores how enterprises must reimagine their operating models, decision-making structures, talent strategy, and technology foundations to thrive in an AI-native future. Learn how Agentic AI introduces new roles, drives convergence between business and IT, and demands bold organizational change.



Shafqat Azim
ISG

10:15 - **KEYNOTE: From Failing Fast to AI Excellence:**
10:45 **Revolutionizing Healthcare Decision-Making with
Agentic AI**

In an era where AI and automation are reshaping industries, healthcare and pharmaceuticals stand poised to leverage the transformative potential of agentic artificial intelligence (AI). This keynote will explore how embracing a “fail-fast, learn-fast” mindset catalyzes innovation in AI-driven healthcare solutions. Through real-world narratives and lessons learned, Leo Barella will unpack how iterative learning creates opportunities to regulate, integrate, and build trust in AI systems while enabling improved patient outcomes. The session will uncover strategies for fostering resilience, iterative innovation, and governance in healthcare AI adoption, culminating in actionable ideas for decision-making excellence powered by generative and agentic AI.



Leo Barella
Takeda

10:45 - **NETWORKING BREAK & INNOVATION LABS**

11:05 These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of your enterprise.

11:05 - **ISG INSIGHTS: AI, is it a New Power Player in Software**
11:20 **Negotiations, if so, is it Friend or Foe?**

Is the software negotiation landscape being fundamentally reshaped by AI? Organizations are unaware of how AI-powered analytics,

dynamic pricing models, and contract intelligence tools may be shifting negotiation leverage toward vendors. Forward-thinking procurement teams must develop counter-strategies that maintain balance in an increasingly AI-influenced marketplace. How prepared is your organization for AI-driven deal-making? What are you doing in this space to use AI to your benefit?

- Master AI-driven negotiation tactics
- Build counter-strategy playbooks that maintain leverage against AI-powered pricing
- Unleash your own AI-enhanced contract analysis tools to level the negotiation playing field



Tyrone Magby
ISG

11:25 - 11:55 PANEL: The Human Side of AI: Skills, Culture, and Organization Design

Preparing the workforce for an AI-driven future requires a collaborative approach. What are the critical skill gaps, continuous learning, and inclusive upskilling initiatives necessary to ensure no one is left behind? Our industry experts will share practical strategies, success stories, and challenges to equip individuals for an AI-powered economy, and a more resilient workforce.

- What are the critical skill gaps that need to be addressed for your employees to thrive in an AI-driven future?
- How can you foster a culture of continuous learning to keep up with the rapid pace of AI advancements?
- What upskilling initiatives should you implement to prepare all employees for an AI-powered workforce?
- Do you need to create a separate AI team within your organizational design?



Ola Chowning
ISG



Paul Joseph
KeyBank



Vivek Mukhatyar
Pfizer



Curt Persaud
Carnival Cruise Line

12:00 - 13:00 LUNCH & DISCUSSION TOPICS

13:00 - 13:30 FIRESIDE CHAT: Bridging Business Priorities and IT Capabilities to Drive Scalable AI in Manufacturing

As AI matures from pilot projects to enterprise-scale transformation, success in manufacturing increasingly depends on a unified strategy between business and IT. This fireside chat brings together senior IT leaders to explore how strategic integration - rather than siloed execution - enables scalable, high-impact AI initiatives. The discussion will spotlight approaches to jointly prioritize AI investments, aligning governance models, and embedding business context into technical solutions to accelerate value creation across manufacturing operations.



Atul Mishra
ISG



Soumil Deshmukh
Sleep Number Corporation



Matt Skattum
Orbia

13:35 - 13:50 ISG INSIGHTS: Making AI Decisions for 2030

As AI evolves rapidly, organizations must make strategic decisions to ensure their AI investments remain scalable, adaptable, and resilient to technological and regulatory changes. Explore key considerations

for future-proofing AI, including model selection, data strategy, infrastructure requirements, and workforce readiness, enabling businesses to stay ahead in an AI-driven world.

- What strategic AI investments should you consider for your enterprise?
- How can you ensure your workforce is ready to navigate the ever-changing AI landscape?



Anay Nawathe
ISG

13:55 - 14:25 **FIRESIDE CHAT: AI-Driven Transformation: Integrating Connectivity, Cloud, and Cybersecurity**

Artificial intelligence is now firmly embedded in most business strategies, driving growth, efficiency, and innovation. But moving from ambition to real business impact brings new challenges, particularly the growing pressure AI places on digital infrastructure. How can organizations prepare efficiently?

With exponential data growth, unpredictable traffic patterns, AI-driven distributed workloads, and emerging security threats, networks must do more than connect; they must sense, adapt, and secure. AI reshapes the demands on connectivity, cloud architectures and cybersecurity frameworks, requiring these three pillars to operate in coordination as a unified, intelligent infrastructure built for agility, resilience, and trust.

In this session, we'll share insights on future-proofing architecture by aligning network intelligence, cloud agility, and cyber defense. The goal: to enable scalable, secure, and high-performance AI deployment, optimize user experience, while advancing sustainability goals.



Dave Menninger
ISG



John Isch
Orange Business

14:30 -
15:00

PANEL: Responsible AI in Practice: Approaches to Ethical AI Development

Companies racing to deploy AI face tough questions about risks, ethics, and long-term value. How are organizations balancing innovation with governance, establishing clear risk guidelines, and turning ethical considerations into competitive advantages?

- How can your enterprise balance AI innovation with strong governance?
- What AI governance frameworks should you implement to ensure responsible deployment?
- How can ethical considerations be turned into a competitive advantage while creating AI systems that deliver long-term value?



Megan Walling
ISG



Robert Truxler
Formerly Wayfair



Adam Wasylyshyn
Dentsply Sirona

15:00 -
15:15

TURNING NOTES INTO ACTION

After a day of great content, what do you do with it? ISG will provide guidance on your next steps!



Dave Menninger
ISG

15:15 -
16:00

CLOSING RECEPTION

Meet Our Partners



Conference Venue



Hotel Commonwealth

500 Commonwealth Avenue
Boston, Massachusetts 02215
Tel: +1 (617) 933-5000

With views overlooking the legendary ballpark, Hotel Commonwealth Boston is conveniently located within walking distance to Fenway Park, the House of Blues Boston, Newbury Street and more! The hotel is in close proximity to Kenmore station on Commonwealth Avenue, making it easily accessible from wherever you are coming from.