

# \* **ISG**<sup>®</sup> AI Impact Summit

November 17 & 18, 2025  
New York City



# Meet the Speakers



**Ashish Agrawal**

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Director of Engineering -  
AI/ML,  
Deluxe Corporation



**Urvashi Batra**

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Cofounder and CEO,  
Prioriwise



**Raffaelle Breaks**

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Chief Product & Design  
Officer,  
WNS



**Fabio Caversan**

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CTO,  
Stefanini Group



**Joanne Charles**

---

Associate General Counsel,  
Sr. Director AI,  
Gilead Sciences



**Krishna Cheriath**

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Vice President, Head of Digital  
and AI, BioPharma Services,  
Thermo Fisher Scientific



**Vinod Das**

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Pharma R&D, AI  
Enablement,  
Bayer AG



**Angshuman Dutta**

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Sales Leader, VP,  
NTT DATA



**Rajeshwari Ganesan**

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Distinguished  
Technologist,  
Infosys



**Justin Gress**

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Chief Operating Officer-  
Insurance,  
Vantage Risk



**John Grieco**

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Vice President, Global Chief  
Technology Officer,  
Tiffany & Co



**Anju Gupta**

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Chief Data and Analytics  
Officer,  
BNSF



**DaVetta Harper**

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Organizational Change  
Leader,  
Genpact



**Tom Johnstone**

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Senior Vice President,  
Genpact



**Kartick Kalaimani**

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VP - Global Contract to  
Cash Value Stream Lead,  
Dentsu



**Michael Kropp**

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CEO,  
Iridius



**Amy Lui Abel, PhD**

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Head of Career Strategy  
and Experiences,  
Arch Insurance



**Svetlana Makarova**

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AI Strategist and  
Product Lead,  
Mayo Clinic

# Meet the Speakers



**Scott Mall**

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SVP,  
WNS, part of Capgemini



**Neeraj Manik**

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Vice President and Senior  
Partner,  
IBM Consulting



**Michael Miele**

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Sr Director, Data  
Warehouse & Analytics,  
Princess Cruise Lines



**Mason Miles**

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Chief Revenue Officer,  
CommandLink



**Sabaita Mohsin**

---

AI Product Leader,  
Caterpillar



**Kabir Nagrecha**

---

Founder & CEO,  
Tessera Labs



**Rohit Patel**

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Director, Meta  
Superintelligence Labs,  
Meta



**Lucilla Rastelli**

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CIO & Advisor,  
ex GE Healthcare



**Jamison Rotz**

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CEO,  
Nearly Human



**Farhan Shah**

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CEO and Founder,  
Trivora Insurance  
Services



**Deepesh Shrivastava**

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VP Data & AI,  
Persistent Systems



**Boz Vitanova**

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Founder & CEO,  
TeamLift



**Loren Absher**

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Director, Americas Lead  
- AI Advisory,  
ISG



**Shafqat Azim**

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Partner, Americas Lead - Digital  
& Industry Transformation,  
ISG



**Alex Bakker**

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Director of Primary  
Research,  
ISG



**Wayne Butterfield**

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Partner,  
ISG



**Adrian Cruz**

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Principal Consultant,  
ISG



**Randy Geoghegan**

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Partner,  
ISG

# Meet the Speakers



**Stanton Jones**

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Analyst,  
ISG



**Olga Kupriyanova**

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Director,  
ISG



**David Menninger**

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Executive Director,  
Software Research,  
ISG



**Melissa Miears**

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Principal Consultant,  
ISG



**Anay Nawathe**

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Director,  
ISG

# Summit Agenda

## Day 01 - Monday, 17 November 2025

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

12:30

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

12:40



**Loren Absher**

ISG

12:40 - **ISG PREDICTS: Agentic AI and the Enterprise**

13:00 **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 that's reshaping how CEOs and Boards view the future of their enterprises. Uncover how you can reimagine your 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 — and discover the frameworks that are shaping executive leadership perspectives on navigating this transformation successfully.



**Shafqat Azim**

ISG

13:05 - **KEYNOTE: The Power of Human + AI**

13:35

The proliferation of artificial intelligence and utilization of unstructured data assets represents one of THE transformational

shifts in modern business history. To harness this opportunity, organizations constantly need to bridge the connections among AI, data, and human insight.

In this keynote, Anju Gupta, Chief Data and AI Officer at BNSF, will share how businesses can integrate AI with human judgment to exceed customer expectations, strengthen decision-making, and optimize operations. BNSF that runs nation's economy by operating 33,000 miles of track with unprecedented number of sensors from the fleet to the track to our wayside is prime to leverage the full potential of data & AI to extract value for our customers. Drawing on over 20 years of organizational experience leading data and AI at Fortune 100 companies, she will highlight real-world use cases from the industry that demonstrate both the promise and the challenges of AI adoption.

Anju will also address the ethical considerations and safeguarding protocols required to preserve trust and transparency when deploying AI. Leave with actionable insights and practical takeaways that you can apply immediately within your own organizations to drive growth, resilience, and competitive advantage.



**Anju Gupta**  
ISG

## 13:35 - TECHNOLOGY TRIVIA

13:45

## 13:45 - ISG INSIGHTS: From Data to Decisions: Architecting Intelligent Data Foundations for Agentic AI

Enterprise AI success depends on more than just access to data — it requires a deliberate shift toward intelligent data architectures that fuel agentic AI systems capable of real-time, outcome-driven decisions. Examine how forward-thinking organizations are engineering scalable, value-oriented data ecosystems that bridge the

gap between information and intelligent action — while managing costs, complexity, and risk.

- Architect data foundations that enable AI evolution from automation to strategic decision-making
- Transform raw data into strategic assets that drive insights and unlock new value sources
- Build real-time data pipelines with feedback loops for continuous AI refinement and ROI



**Adrian Cruz**

Principal Consultant

14:00 - **PANEL: Garbage In, Insight Out? How AI is Rewriting the Data Playbook**  
14:30

Data is critical for the success of AI — but can we lean on AI as a tool to address legacy data challenges? Does the new Agent persona interact with data, and what does that mean for the current industry standards for data architecture, governance, and quality? As AI systems become more autonomous, the traditional boundaries between data producers, consumers, and stewards are rapidly shifting. How can emerging AI capabilities not only improve data quality but fundamentally reshape how organizations think about ownership, trust, and accountability in the data lifecycle?



**Olga Kupriyanova**

ISG



**Tom Johnstone**

Genpact



**Michael Miele**

Princess Cruise Lines



**Kabir Nagrecha**

Tessera Labs



**Rohit Patel**

Meta

14:35 -

## FEATURED PRESENTATION: From Pilots to Operating Standards: Turning Scattered Generative AI Pilots into Governed, Enterprise-wide Growth Engines

As enterprises move beyond the era of AI experimentation, the imperative is no longer to prove that AI works—but to embed it into the fabric of how work gets done. Persistent Systems and Deluxe present a joint perspective on how enterprises can shift from scattered AI experiments to operating standards, drawing on a live transformation that is turning fragmented pilots into scalable, explainable, resilient ways of working.

Gain a strategic view of key developments shaping this shift: the move from standalone tools to task-aligned platforms, the evolution of agents from assistants to auditable actors, and the transformation of delivery models. Through Deluxe's ongoing transformation journey, we'll show how clear standards can accelerate time-to-insight, reduce handoffs between business and IT, and enable safe reuse of AI patterns across functions.

This is a blueprint for leaders seeking to institutionalize AI as a managed capability, not a one-off initiative. It is a story of how possibility becomes practice—where speed is earned through clarity, and innovation is sustained through standards.



**Deepesh  
Shrivastava**

Persistent Systems



**Ashish Agrawal**

Deluxe Corporation

15:05 -

## NETWORKING BREAK & INNOVATION LABS

15:25

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

15:25 -

## ISG INSIGHTS: How and Why to Re-Imagine Work in an Agentic World

15:35

In order for work to be transformed, we must transform work. Hear how the future of how we complete work, needs to focus on the outcomes we are looking to achieve vs the steps we take at present.

- Why do we need to re-look at work before we can truly use Agentic AI?
- What are the strategies you can deploy to maximize your ability to deploy Agentic AI?
- Define outcomes an AI agent will own, not tasks humans will do



**Wayne Butterfield**

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. How are 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. How do you measure productivity gains, secure ongoing executive support, and build scalable technical foundations? What does it take to deliver consistent value at enterprise scale?



**Melissa Miears**

ISG



**Vinod Das**

Bayer AG



**Angshuman Dutta**

NTT DATA



**Svetlana Makarova**

Mayo Clinic

**16:15 - 16:45 FEATURED PRESENTATION: Why Redefining Innovation Through AI Matters Now**

Explore how the accelerated speed of innovation cycles — from idea

to impact — demonstrates the value of combining technical expertise with human insight, highlighting the role of AI in enhancing decision-making and driving meaningful outcomes. Fabio Caversan, CTO, Stefanini Group will emphasize that authentic progress is far more valuable than empty promises, showcasing how the integration of AI can lead to transformative advancements when guided by human creativity and ethical considerations.



**Fabio Caversan**

Stefanini Group



**John Grieco**

Tiffany & Co

## 16:50 - ISG STARTUP CHALLENGE

17:45

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 their own organizations. Who should win this startup challenge?



**Anay Nawathe**

ISG



**Shafqat Azim**

ISG



**Justin Gress**

Vantage Risk



**Kartick Kalaimani**

Dentsu



**Urvashi Batra**

Prioriwise



**Jamison Rotz**

Nearly Human



**Boz Vitanova**

TeamLift

17:45 - **CHAIRMAN'S WRAP UP & SNEAK PEEK**

17:50



**Loren Absher**

ISG

17:50 - **Day 1 Closing Reception**

18:50

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## Day 02 - Tuesday, 18 November 2025

08:00 - **REGISTRATION & BREAKFAST**

09:00

09:00 - **CHAIRMAN'S WELCOME**

09:10



**Anay Nawathe**

ISG

09:10 - **ISG PREDICTS: AI's Impact on Service Delivery: What's**

**Real, What's Next**

As enterprises accelerate their adoption of AI, the IT services sector is undergoing a profound transformation. Discover how AI is reshaping service delivery models, redefining provider differentiation, and forcing a rethinking of sourcing strategies. Drawing on ISG Market Lens data, we'll examine what's real, what's hype, and what's next.



**Stanton Jones**

ISG

09:45 - **KEYNOTE: Beyond the Hype: Unlocking Real Value from**

**AI at Scale**

10:15

The AI revolution is no longer a future aspiration — it's a present imperative. Yet, amid soaring expectations, inflated promises, and endless hype, the fundamental question remains: How do we translate AI potential into tangible business value? We go beyond the buzzwords to offer a pragmatic, experience-driven blueprint for realizing AI's promise.

Drawing on real-world AI strategy creation and enterprise execution, we'll explore:

- Building a Robust AI Value Case
- Intelligent AI Investment Planning
- Agile AI Execution Models
- Risk, Ethics & Governance
- Navigating a Rapidly Evolving Landscape
- Build, Buy, Partner

Attendees will leave with actionable insights to sharpen their AI roadmaps, de-risk their investments, and make AI not just a pilot — but a platform for transformation.



**Krishna Cheriath**  
Thermo Fisher Scientific

**10:20 - 10:50 FEATURED PRESENTATION: Unlocking the Potential of AI**

AI presents generational transformative opportunities for enterprises, from streamlining operations to unlocking new revenue streams. Gain practical insights into how your organization can adopt AI responsibly while managing crucial challenges like data access, ethical considerations, and cybersecurity.



**Raffaelle Breaks**  
WNS

## 10:50 - **NETWORKING BREAK & INNOVATION LABS**

11:10

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

## 11:10 - **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

## 11:25 - **PANEL: Navigating the Human Impact of AI**

11:55

With the introduction of AI into the workplace, we are witnessing a fundamental transformation in how work is performed across industries. This transformation is not only about potential job displacement but also includes new opportunities that can redefine the very nature of work. As new roles and processes emerge as a result of implementing AI, how can businesses understand the impact and help employees pivot to new ways of working? Learn proven strategies for workforce transition, build your AI impact assessment framework, and create an actionable roadmap for empowering employees to thrive in AI-augmented roles.



**Randy Geoghegan**

ISG



**Amy Lui Abel, PhD**

Arch Insurance



**DaVetta Harper**

Genpact



**Kartick Kalaimani**

Dentsu



**Farhan Shah**

Trivora Insurance  
Services

12:00- **FEATURED PRESENTATION: The 90-Day Reality: Why AI Pilots Stall and How to Build Programs That Scale**  
12:30

Most AI pilots don't die because the models are weak; they die because we chase quick visibility and never build a trustworthy core. The pattern is familiar: a shiny dashboard, a dump of static role documents, a synthetic task list—and early applause. Underneath: stale inputs, no practitioner validation, silent drift. That's the pilot trap. This session shows how to replace it with a working foundation: continuous, high-resolution capture of what people (and systems) actually do; a simple autonomy spectrum to tell augmentation from real substitution; governance and consent built in at the start; fast human validation loops; and drift sensing before decisions harden. You'll leave with a phased execution model, a small set of survivability metrics (input fidelity, adoption vs. confidence gap, drift index), and bias guardrails so leadership pauses when excitement outruns evidence. The outcome: moving AI from demo theater to something teams can trust—and improve—week after week.



**Rajeshwari Ganesan**

Infosys

12:35 - **FEATURED PRESENTATION: Beyond Outsourcing: How AI-First Global Capability Centers Are Rewiring the Enterprise Core**  
13:05

Outsourcing once defined efficiency. Now it has completely lost its

novelty . As AI reshapes every enterprise workflow, organizations are re-evaluating what they should own versus what they should rent.

The new playbook for Outsourcing is defined by AI-first Global Capability Centers that don't just deliver services — they engineer differentiation and they build talent pipelines. Explore how organizations are modernizing their operating models for the AI era, taking a measured approach on controlling differentiation, driving efficiency, and most importantly, creating value.



**Shafqat Azim**

ISG



**Neeraj Manik**

IBM Consulting

**13:05 - LUNCH & ROUNDTABLE DISCUSSIONS**

14:05

**14:05 - TECHNOLOGY TRIVIA**

14:10

**14:10 - INNOVATORS SHOWCASE**

14:42

Innovative companies will pull back the curtain on their latest innovations, sharing strategic insights and revealing the cutting-edge solutions that are shaping the future of business.



**Michael Kropp**

Iridius



**Mason Miles**

CommandLink

**14:45 - ISG INSIGHTS: AI Governance, Some Assembly**

**Required**

Enterprises report AI governance is one of their greatest concerns, but software providers have yet to deliver adequate tools to ensure data protection, accuracy and safety across AI deployments. Learn about the key areas of concern in AI governance and assess the tools available today to meet those needs.

- Understand AI governance requirements
- Identify how to use software tools to meet those needs
- Learn how to fill in the gaps to ensure accuracy, safety and compliance



**Dave Menninger**

ISG

**15:00 - PANEL: The Trust Equation: Unlocking AI Adoption**

**15:30 Across Your Enterprise**

AI, particularly GenAI, promises to transform customer experience and empower employees with data-driven insights, enabling growth. But we've been here before. The predictive AI wave of the 2010s taught us that technology alone doesn't drive adoption: trust does. How can organizations build trust through responsible AI practices that deliver real business value while protecting all stakeholders?



**Dave Menninger**

ISG



**Joanne Charles**

Gilead Sciences



**Sabaita Mohsin**

Caterpillar



**Lucilla Rastelli**

ex GE Healthcare

**15:30 - TURNING NOTES INTO ACTION**

**15:40**

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



**Anay Nawathe**

ISG

**15:40 - CLOSING RECEPTION**

**16:40**

# Meet Our Partners



# Conference Venue



## Ease

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