



AGENTIC AI EXCHANGE

Hyatt Regency Mission Bay | April 29th - May 1st 2026

From Pilot to Production: Turning Agentic AI Vision into Governed, Scalable, Measurable Reality

Welcome to the Agentic AI Exchange!

Across the business world, agentic AI is moving from experimentation to implementation. Are you keeping up?

The Agentic AI Exchange is a cross-industry, invite-only event, that brings together 60 hand-selected senior AI, Tech, Data, and IT leaders to discuss how to keep up with the pace of change and make agentic vision, governed, scalable, measurable reality. Our curated program focuses on:

- **Tools & Infrastructure:** Getting your data, architecture and systems AI-ready
- **Governance, Risk Mitigation and Change Management:** Evolving frameworks and guardrails to govern autonomous systems and drive adoption
- **ROI & Value Creation:** Moving from pilots to production, driving innovation and delivering measurable value

Join us in April in sunny San Diego, where you'll benchmark and network with peers across industries, meet solution providers who can accelerate your AI journey and learn about cutting-edge tools and innovative strategies to move from pilot to production.

Be part of the exchange and shape the agentic future!

I'm looking forward to seeing you in San Diego.

Best,



Kai Hahn
VP, Head of Content, Digital & Live Events
Kai.Hahn@IELeaders.com

PS: If you're interested in joining our distinguished speaker faculty, please contact me at Kai.Hahn@IELeaders.com

About the Exchange

Strategic, peer-led discussions tailored for senior AI, Tech, IT and data leaders driving transformation across industries.

By **Invitation Only**

This event is exclusive and reserved for only top c-suite and senior leaders.

Curated Speaker Lineup

Speakers deliver practical, peer-driven insight from leaders shaping the future of enterprise agentic AI.

Capped Attendance

Attendance is intentionally limited to maintain an exclusive, interactive high-level environment that fosters meaningful connections and between peers.

EVENT STATISTICS



~60
TOP ATTENDEES



20+
SESSIONS



15+
SPEAKERS



~20
SPONSORS

Meet the Right People

Our invitation-only format is designed for you to make meaningful connections and collaborate with your peers.

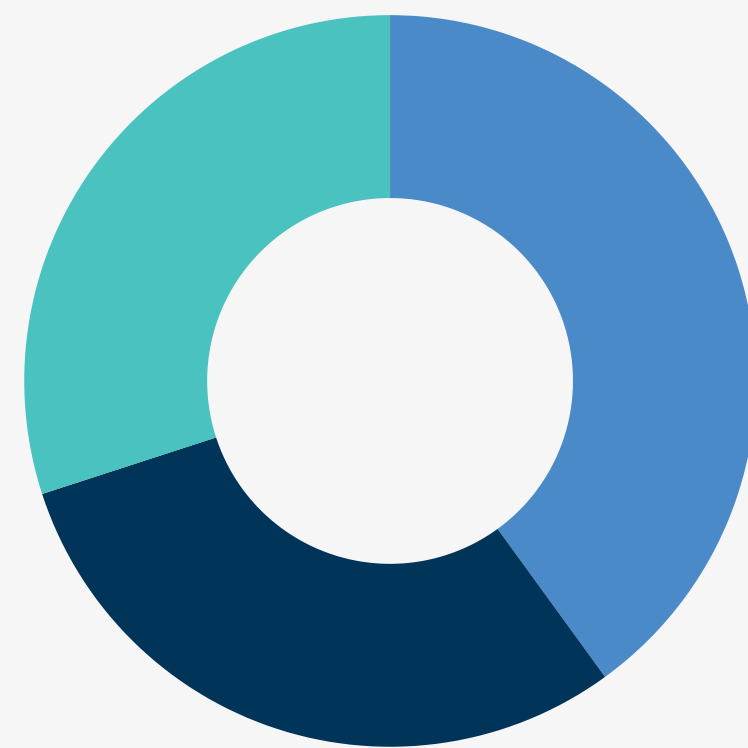
You will be shaking hands and collaborating with C-Level executives, EVP/SVPs, VPs, Heads of:

AI

TECH

DATA

IT



SENIORITY

- 40% C-Level
- 30% (S)VP
- 30% Heads of

INDUSTRIES

- Technology
- BFSI
- Healthcare & Life Sciences
- CPG & Retail
- Industrial & Manufacturing
- Energy & Utilities
- Transportation & Logistics
- Media & Entertainment
- Public Sector & Education
- Other

Agentic AI Exchange Past Attendees



Why the Agentic AI Exchange?

Shape the Future of Agentic AI



Participate in a curated event featuring insightful content and use cases from top AI, Data, IT, and Tech leaders in the space. Hear a variety of perspectives across different industries in thought-provoking panel discussions.

Meetings That Drive Results



Meet the right people, at the right time. With pre-scheduled mutually matched 1:1 meetings, connect with the right technology partners to accelerate your AI journey and deliver faster ROI.

Exclusive Connections, Deeper Conversations



In this intimate, closed-door setting, you'll have multiple opportunities to engage with peers, exchange ideas, and build lasting relationships.

Meet the Speaker Faculty



Kamran Siddique

Global CISO
Steve Madden



Jyoti Chawla

CTO & Chief Architect CX
Americas
Cisco



Krishna Gade

Founder and CEO
Fiddler AI



Ajay Kumar

Chief Information Officer
Zero Motorcycles



Cindi Howson

Chief Data & AI Strategy
Officer
ThoughtSpot



Ali Alkhafaji, Ph.D.

CEO
Apply Digital



Ranjan Sinha, Ph.D.

IBM Fellow and CTO,
Software Innovation Lab
IBM



Duan Peng

Former Chief AI Officer
Ashley Furniture



Steve Wilson

Chief AI and Product
Officer
Exabeam



Jamonica Miller

Director of Product
Development
Purchasing Power

Meet the Speaker Faculty



Pandian Gnanaprakasam
Co-Founder & CPO
ORDR



Dhivya Nagasubramanian
Vice President AI
Transformation & Innovation
U.S. Bank



Patrick Chew
VP AI & Data Science
AIT Worldwide Logistics



Jodi Blomberg
VP AI & ML
Cox Automotive



Ali Arsanjani, Ph.D.
Director, Applied AI
Engineering & Head of
GenAI Blackbelts
Google



Saeed Contractor
Global Head of Intelligent
Automation COE, Tech
Uber



Scott Thompson
VP of Technology
SSOE Group



Sean Thompson
RVP-West
Unframe



Mathew Paruthickal
Global Head, Data
Architecture, Utilization,
& AI Engineering
**Opella US (a Sanofi
company)**



Prakash Reddy
Head Of Data Engineering &
AI Enablement
Atlassian

Meet the Speaker Faculty



Ahmad Fattahi
Executive Director,
Generative AI
Genentech



Richard Wiedenbeck
Independent AI Expert /
Former CAIO



Neil Aronson
Global Head and Senior
Director Strategic Sourcing &
Vendor Risk
Coinbase



Gopal Renganathan
Senior Director, Data &
Analytics
**Compass International
Holdings**

Agenda-At-A-Glance

DAY 1: TOOLS & INFRASTRUCTURE | APRIL 29, 2026

12:00 PM	CONFERENCE REGISTRATION OPENS	1:55 PM	PANEL DISCUSSION: Discussing Companies' Real-World Approaches to Move from Single Agent to Autonomous Multi-Agent Systems – Obstacles, Opportunities and Successes	3:20 PM	ROUNDTABLES
12:45 PM	OPENING REMARKS & DELEGATE ORIENTATION			4:25 PM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM
12:50 PM	CHAIR'S WELCOME DAY ONE			5:00 PM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM
1:00 PM	ICE BREAKER	2:30 PM	KEYNOTE: From Pilots to Production: Making Enterprise AI Deliver Real ROI	5:35 PM	BUSINESS MEETINGS
1:25 PM	KEYNOTE: Building Trusted Multi-Agent Systems: AI-Ready Data, Open Protocols, and Interoperable Execution	2:50 PM	NETWORKING BREAK	6:05 PM	COCKTAIL & DINNER RECEPTION FOR ALL GUESTS

DAY 2: GOVERNANCE, RISK MITIGATION & CHANGE MANAGEMENT | APRIL 30, 2026

8:00 AM	BREAKFAST	11:50 AM	NETWORKING LUNCH	3:50 PM	OUT-OF-THE-BOX KEYNOTE: Building a Workforce Ready for Autonomous AI Partners – Rethinking Culture, Teams and Collaboration
9:00 AM	CHAIR'S DAY TWO WELCOME & RECAP OF DAY ONE	12:50 PM	ROUNDTABLES	4:10 PM	PANEL DISCUSSION: Best Practices for Change Management in the Age of Agentic AI
9:10 AM	PANEL DISCUSSION: Governing Agents Effectively to Ensure Consistent Quality – Mission Impossible?	1:55 PM	BUSINESS MEETINGS <i>concurrent</i> INNOVATION WORKSHOP: Small Language Models – the Path to Preventing The Million-Dollar Day? Understanding Limitations, Trade-Offs, and Deployment Decisions	4:45 PM	BUSINESS MEETINGS <i>concurrent</i> PRESENTATION: Overcoming Adoption Challenges – Dissecting Use Cases to Highlight Effective Change Management
9:55 AM	KEYNOTE: From Reactive Defense to Proactive Security: AI That Acts Before Incidents Happen	2:30 PM	BUSINESS MEETINGS <i>concurrent</i> PRESENTATION: From Amnesia to Identity: The "Context Layer" Imperative Observability to Stay Ahead of Job Failures	5:20 PM	BUSINESS MEETINGS
10:15 AM	NETWORKING BREAK	3:00 PM	NETWORKING BREAK	5:55 PM	BUSINESS MEETINGS
10:45 AM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM	3:30 PM	KEYNOTE: Balancing Autonomy, Security, and Governance in Next-Generation Agent Architectures Agentic AI	6:25 PM	COCKTAIL & DINNER RECEPTION FOR ALL GUESTS
11:20 AM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM				

DAY 3: ROI & VALUE CREATION | MAY 1, 2026

7:30 AM	BREAKFAST	9:35 AM	PANEL DISCUSSION: The ROI Imperative – Discussing Strategic Pathways to Achieving Business Value	11:40 AM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM
8:30 AM	DAY THREE WELCOME	10:30 AM	BUSINESS MEETINGS <i>concurrent</i> INNOVATOR USE CASE: Unleashing AI To Transform Customer Support – How It Took a Village To Make It Happen and Succeed	12:15 PM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM
8:35 AM	FIRESIDE CHAT: Leveraging Agentic AI Within Automation Programs for Maximum Efficiency Gains	11:05 AM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM	12:45 PM	CLOSING REMARKS
9:05 AM	KEYNOTE: The Future of Agentic Commerce: How Autonomous Agents Will Redefine Consumer and Business Experiences			12:50 PM	CONFERENCE CONCLUDES

DAY ONE | WEDNESDAY, APRIL 29TH, 2026 | Tools & Infrastructure

12:00 PM **CONFERENCE REGISTRATION OPENS**

12:45 PM **OPENING REMARKS AND DELEGATE ORIENTATION**

12:50 PM **CHAIR'S WELCOME DAY ONE**

1:00 PM **ICE BREAKER**

1:25 PM **KEYNOTE:** Building Trusted Multi-Agent Systems: AI-Ready Data, Open Protocols, and Interoperable Execution

Ranjan Sinha, Ph.D., IBM Fellow and CTO, Software Innovation Lab, **IBM**

- The essential protocols and standards required for agent-to-agent communication and interoperability
 - How open ecosystems accelerate innovation and reduce fragmentation in AI systems and what it means for the future of agentic AI
 - The governance, security, and compliance frameworks needed for enterprise-grade multi-agent orchestration
 - Our vision for a trusted, interoperable, multi-cloud agent ecosystem that empowers organizations to scale intelligently
-

1:55 PM **PANEL DISCUSSION:** Discussing Companies' Real-World Approaches to Move from Single Agent to Autonomous Multi-Agent Systems – Obstacles, Opportunities and Successes

Moderator:

Krishna Gade, Founder and CEO, **Fiddler AI**

Panelists:

Jyoti Chawla, CTO, **Cisco**

Mathew Paruthickal, Global Head of Data Architecture and Engineering, AI Engineering, **Opella US** (a Sanofi Company)

- Determining organizational readiness: infrastructure, data, and orchestration capabilities required to support multi-agent systems at scale
 - Where today's agentic tooling falls short and what must evolve for true autonomy
-

DAY ONE | WEDNESDAY, APRIL 29TH, 2026 | Tools & Infrastructure

- Governance, risk, and human-in-the-loop considerations for safe autonomous collaboration
- Communication, coordination, and conflict resolution strategies among agents
- Key design trade-offs: centralized vs. decentralized control
- Practical lessons from real-world implementations
- Tips for charting a roadmap from single agents to fully coordinated, enterprise-grade agent ecosystems

2:30 PM **KEYNOTE:** From Pilots to Production: Making Enterprise AI Deliver Real ROI

Sean Thompson, RVP - West, **Unframe**

- AI ROI gap is an execution problem, not a tech problem. Most initiatives fail because they aren't tied to clear business outcomes or fully deployed into production
- Real value comes from automation, not adoption. Impact happens when AI is embedded end-to-end in workflows and measured by revenue, cost, and efficiency gains
- Winners focus and scale what works. Most prioritize high-impact use cases, protect strategic work, and expand from one proven workflow to drive enterprise-wide ROI
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2:50 PM **NETWORKING BREAK**

3:20 PM **ROUNDTABLES:**

1. **ROUNDTABLE:** Innovate Boldly, Govern Carefully: Navigating Vendor Risk in Agentic AI

Led by Neil Aronson, Global Head and Senior Director Strategic Sourcing & Vendor Risk Management, **Coinbase**

As organizations rapidly adopt agentic AI, expanding the vendor ecosystem can accelerate innovation, but also introduce new layers of risk. This roundtable explores how leaders can balance speed to market with responsible vendor selection, governance, and oversight. Participants will discuss practical approaches to evaluating AI vendors, managing security and compliance, and avoiding vendor lock-in without slowing progress. Join peers to share real-world lessons on building a resilient, scalable, and trusted AI partner ecosystem.

2. **ROUNDTABLE:** Evolving Team Structures for the Age of Agentic AI

Led by Ahmad Fattahi, Executive Director, Generative AI, **Genentech**

As agentic AI systems move from copilots to autonomous collaborators, organizations must rethink how teams are structured, managed, and scaled. This roundtable explores how to prepare an organization culturally for these changes. Join fellow leaders to discuss role redesign, decision rights, governance, and performance metrics.

DAY ONE | WEDNESDAY, APRIL 29TH, 2026 | Tools & Infrastructure

3. **ROUNDTABLE:** Trust at Scale: The Human Architecture Behind Enterprise Agentic AI

Gopal Renganathan, Senior Director, Data & Analytics, **Compass International Holdings**

This roundtable explores the full lifecycle of human oversight in agentic AI systems from initial training and evaluation to real-time monitoring, correction, and retraining to measurement of human judgement. We'll assess oversight models by risk profile, organizational readiness of roles, tools and thresholds for human intervention, as well as impact of human oversight on enterprise confidence, compliance and time to value. Join other practitioners discussing regulatory and audit expectations, and alignment of enterprise governance with standards and risk frameworks. Walk away with practical insights on how to quantify human error risk, and design of oversight workflows to minimize it.

4. **ROUNDTABLE:** How to Build the Business Case and ROI Payback Timeline for Agentic AI

Led by Ajay Kumar, CIO, **Zero Motorcycles**

4:25 PM **BUSINESS MEETINGS** | concurrent **MENTORSHIP PROGRAM**

5:00 PM **BUSINESS MEETINGS** | concurrent **MENTORSHIP PROGRAM**

5:35 PM **BUSINESS MEETINGS**

6:05 PM **COCKTAIL & DINNER RECEPTION FOR ALL GUESTS**



DAY TWO | THURSDAY, APRIL 30TH, 2026 | Governance, Risk Mitigation & Change Management

8:00 AM **BREAKFAST**

9:00 AM **CHAIR'S DAY TWO WELCOME & RECAP OF DAY ONE**

9:10 AM **PANEL DISCUSSION:** Governing Agents Effectively to Ensure Consistent Quality – Mission Impossible?

Patrick Chew, VP AI & Data Science, **AIT Worldwide Logistics**
Sunzay Passari, Global Head & Director, Architecture of Tomorrow & AI, **UPS**
Monica Kedzierski, Head of Responsible AI, **Claritev**

- Frameworks for governing autonomous agents across distributed enterprise environments
- Ensuring consistency and reliability: drift detection, policy enforcement, auditability, and real-time oversight
- Balancing autonomy and control to enable innovation while protecting brand, safety, and compliance
- Techniques for evaluating agent quality across tasks, domains, and multimodal workflows
- Lessons learned from early enterprise deployments and what leaders would do differently next time

9:55 AM **KEYNOTE:** From Reactive Defense to Proactive Security: AI That Acts Before Incidents Happen

Pandian Gnanaprakasam, Co-Founder & CPO, **ORDR**
Kamran Siddique, Global CISO, **Steve Madden**

- Moving beyond AI insights to AI-informed action — Close the gap between detection and enforcement.

-
- Operationalizing Zero Trust at scale — Use AI to generate precise, behavior-based policies that reduce risk without disrupting the business.
 - Keeping humans in control while accelerating response — Combine AI speed with governed, code-enforced execution
-

10:15 AM **NETWORKING BREAK**

10:45 AM **BUSINESS MEETINGS** | concurrent **MENTORSHIP PROGRAM**

11:20 AM **BUSINESS MEETINGS** | concurrent **MENTORSHIP PROGRAM**

11:50 PM **NETWORKING LUNCH**

12:50 PM **ROUNDTABLES:**

1. **ROUNDTABLE:** Mastering Multi-Agent Orchestration: Scaling Agentic AI Across the Enterprise

Led by Dr Vijay Gandapodi, VP Data Analytics And AI, **Campbells**

Orchestration becomes the defining capability that determines whether agentic AI scales or stalls. This session examines the next frontier of enterprise AI: orchestrating autonomous agents that interact across applications, data platforms, business processes, and human workflows. The conversation will unpack emerging patterns for multi-agent orchestration, guardrail design, risk mitigation, and lifecycle governance. Attendees will share frameworks how to deploy agentic AI responsibly and at scale without compromising security, compliance, or operational stability.

2. **ROUNDTABLE:** Beyond Compliance: Aligning AI Agent Strategy with Responsible AI

Led by Monica Kedzierski, Head of Responsible AI, **Claritev**

In this roundtable, we'll explore how leaders can align their AI agent strategy with modern Responsible AI principles to ensure safety, trust, and long-term resilience. The focus of the discussion will be around building robust risk-management frameworks tailored to agentic behavior, establishing the infrastructural foundations required for accountable and auditable agent-driven work, and implementing rigorous testing and continuous monitoring practices to detect drift, errors, or unintended actions. The session will also highlight best practices for deploying agents in contexts where human oversight, escalation paths, and governance guardrails are essential.

3. **ROUNDTABLE:** Dos and Don'ts to Manage Fear Around Agentic Automation Initiatives

Led by Jamonica Miller, Director of Product Development, **Purchasing Power**

This roundtable explores how leaders can proactively address workforce anxiety while scaling intelligent automation. This roundtable will highlight practical strategies to build trust, communicate transparently, and avoid common missteps that trigger resistance or disengagement. Participants will share real-world approaches to aligning innovation with organizational confidence and cultural readiness.

1:55 PM **BUSINESS MEETINGS** | concurrent **INNOVATION WORKSHOP:** Small Language Models - the Path to Preventing The Million-Dollar Day? Understanding Limitations, Trade-Offs, and Deployment Decisions

Jodi Blomberg, VP AI & ML, **Cox Automotive**

-
- When does size matter—and when does it not?
 - Assessing contextual understanding and domain fit: How LLMs generalize vs. how SLMs specialize
 - Understanding latency, cost, and infrastructure requirements
 - Evaluating governance and risk trade-offs: Controllability, explainability, and hallucination risks
 - Highlighting data privacy, fine-tuning, and lifecycle considerations

2:30 PM **BUSINESS MEETINGS** | concurrent **PRESENTATION:** From Amnesia to Identity: The "Context Layer" Imperative

Ali Alkhafaji, Ph.D., CEO, **Apply Digital**

- Moving beyond "Storage" to "Identity": Current solutions largely solve for "Memory" (the passive storage of past interaction logs), but the next generation of agents requires "Context" - a dynamic, structured understanding of the user's identity, environment, and intent (the "5 Ws+H") to drive active decision-making rather than simple retrieval
- Exploring the "Three Ps" Standard: As agent context evolves and scales, those solutions must be evaluated against three non-negotiable pillars: Privacy (shifting from platform security to user sovereignty), Portability (breaking the "walled gardens" that lock user history into single apps) and Personalization (achieving deep behavioral alignment rather than just factual recall)
- Understanding the end of the "Cold Start": The industry is paralyzed by fragmentation, where every new agent forces the user to start from zero; the future belongs to architectures that de-couple user context from the model, enabling a portable "warm start" where identity travels with the user across the entire digital ecosystem

3:00 PM **NETWORKING BREAK**

3:30 **KEYNOTE:** Balancing Autonomy, Security, and Governance in Next-Generation Agent Architectures

Steve Wilson, Chief AI and Product Officer, **Exabeam**
Ali Arsanjani, Ph.D., Director, Applied AI Engineering & Head of GenAI Blackbelts, **Google**

A joint Google Cloud and Exabeam perspective on building, operating, and securing autonomous AI agents at enterprise scale

- From chatbots to digital workers: Understanding the architectural shift to autonomous, multi-agent systems and what it means for enterprise workflows
- A new attack surface: How autonomous agents introduce novel risks—from prompt injection to tool abuse and insider-like behavior
- Securing agents like insiders: Applying behavioral analytics and insider threat methodologies to monitor, detect, and govern agent activity

3:50: **OUT-OF-THE-BOX KEYNOTE:** Building a Workforce Ready for Autonomous AI Partners - Rethinking Culture, Teams and Collaboration

Richard Wiedenbeck, **Independent AI Expert / Former CAIO**

- Why workforce and culture strategy must evolve in parallel with technology strategy as agentic AI takes hold
- How leaders can prepare teams for human-agent collaboration, augmentation, and shared accountability
- New workforce models and performance frameworks that reflect AI agents as active contributors

- Approaches to maintaining psychological safety, trust, and clarity as AI becomes a visible “colleague”
- How CIOs, CTOs, and AI leaders can partner with HR to drive successful, responsible agentic adoption across the enterprise

4:10 PM **PANEL DISCUSSION:** Best Practices for Change Management in the Age of Agentic AI

Moderator:

Cindi Howson, Chief Data & AI Strategy Officer, **ThoughtSpot**

Panelists:

Ali Alkhafaji, Ph.D., CEO, **Apply Digital**
Vijay Gandapodi, VP Data Analytics and AI, **Campbells**
Scott Thompson, VP of Technology, **SSOE Group**

- Strategies for preparing teams and leaders for agent-driven workflows and decision augmentation
 - How to communicate the value, purpose, and limitations of agentic AI to minimize fear and resistance
 - Designing training, upskilling, and human-in-the-loop practices that empower employees
 - Organizational structures and governance models that support sustainable AI adoption
 - Lessons from early adopters on pacing change, managing risk, and maintaining alignment during transformation
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DAY TWO | THURSDAY, APRIL 30TH, 2026 | Governance, Risk Mitigation & Change Management

4:45 PM **BUSINESS MEETINGS** | concurrent **PRESENTATION:**
Overcoming Adoption Challenges – Dissecting Use Cases to Highlight
Effective Change Management

Dhivya Nagasubramanian, VP, AI Transformation & Innovation, **U.S.
Bank**

5:25 PM **BUSINESS MEETINGS**

5:55 PM **BUSINESS MEETINGS**

6:25 PM **COCKTAIL & DINNER RECEPTION FOR ALL GUESTS**



DAY THREE | FRIDAY, MAY 1ST, 2026 | ROI & Value Creation

7:30 AM **BREAKFAST**

8:30 AM **DAY THREE WELCOME**

8:35 AM **FIRESIDE CHAT:** Leveraging Agentic AI Within Automation Programs for Maximum Efficiency Gains

Saeed Contractor, Global Head of Intelligent Automation COE, Tech, **Uber**
Neil Aronson, Global Head and Senior Director, Strategic Sourcing & Vendor Risk Management, **Coinbase**

- How agentic AI is reshaping Uber's automation ecosystem, moving from scripted workflows to intelligent, self-optimizing systems.
 - Practical lessons on designing, deploying, and governing agent-driven automation that balances autonomy with oversight
 - Tangible business outcomes Uber has realized, from reduced operational friction to improved customer and partner experiences
-

9:05 AM **KEYNOTE:** The Future of Agentic Commerce: How Autonomous Agents Will Redefine Consumer and Business Experiences

Duan Peng, former Chief AI Officer, **Ashley Furniture**

- How agentic AI will transform shopping, procurement, and marketplace interactions through always-on, autonomous decision-making
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-
- The infrastructure, standards, and safeguards needed to enable trustworthy agent-to-agent commercial ecosystems
 - What businesses must do today to stay competitive as agent-driven experiences reshape customer expectations and value creation
-

9:35 AM **PANEL DISCUSSION:** The ROI Imperative – Discussing Strategic Pathways to Achieving Business Value

Ahmad Fattahi, Executive Director, Gen AI, **Genentech**
Duan Peng, former Chief AI Officer, **Ashley Furniture**
Prakash Reddy, Head of Data Engineering & AI Enablement, **Atlassian**

- Defining what business value means
 - Real-world examples across industries: from autonomous customer service agents to dynamic R&D copilots
 - What it takes to move from experimentation to production—including data, architecture, and change management
 - Best practices for optimizing inferences
 - How to measure ROI, value creation, and performance gains in real-world agentic deployments
 - Lessons from enterprises that successfully moved from pilot experiments to production-ready agent ecosystems
-

10:30 AM **BUSINESS MEETINGS** | *concurrent* **INNOVATOR USE CASE:**
Unleashing AI To Transform Customer Support – How It Took a Village
To Make It Happen and Succeed

Prakash Reddy, Head of Data Engineering & AI Enablement, **Atlassian**

- Understanding the nature of questions, issues, and challenges that customer support teams solve - are they technical, non-technical, or both? What is the lay of the land today? Can customers help themselves? What are the guardrails (CSAT, NPS, Time-to-resolution, etc) that an organization needs to keep in mind before investing in AI?
- How to begin the journey of infusing AI into Customer Support, a step-by-step breakdown, how to invest in the right technology, drive, and enable transformation of the "people" and "process" part of the support organization. Merits of setting small but achievable goals, building on top of the success, and pivoting from "deflection" to "action" methodology using AI.

11:05 AM **BUSINESS MEETINGS** | *concurrent* **MENTORSHIP PROGRAM**

11:40 AM **BUSINESS MEETINGS** | *concurrent* **MENTORSHIP PROGRAM**

12:15 AM **BUSINESS MEETINGS** | *concurrent* **MENTORSHIP PROGRAM**

12:45 PM **CLOSING REMARKS**

12:50 PM **CONFERENCE CONCLUDES**

Interested In Attending?

If you can benefit from exclusive knowledge sharing with your peers and insight into the most innovative technology, then this event is designed specifically for you.

To request an invite, [fill out this form](#) or contact:



Rob Shannon
Founder & Managing Director
rob.shannon@iqpc.com

REQUEST AN INVITE



Sponsor Benefits



High-Efficiency Meetings

Engage in up to 14 pre-scheduled, 30-minute 1:1 conversations over three days with qualified CIOs, CTOs, and Heads of AI actively exploring agentic solutions.



Direct Access to Hard-to-Reach Leaders

Connect with C-suite executives and senior decision-makers from top enterprises who are budgeting for 2026 agentic AI initiatives.



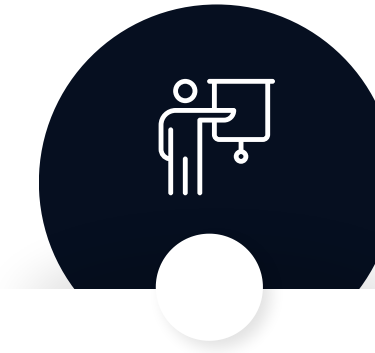
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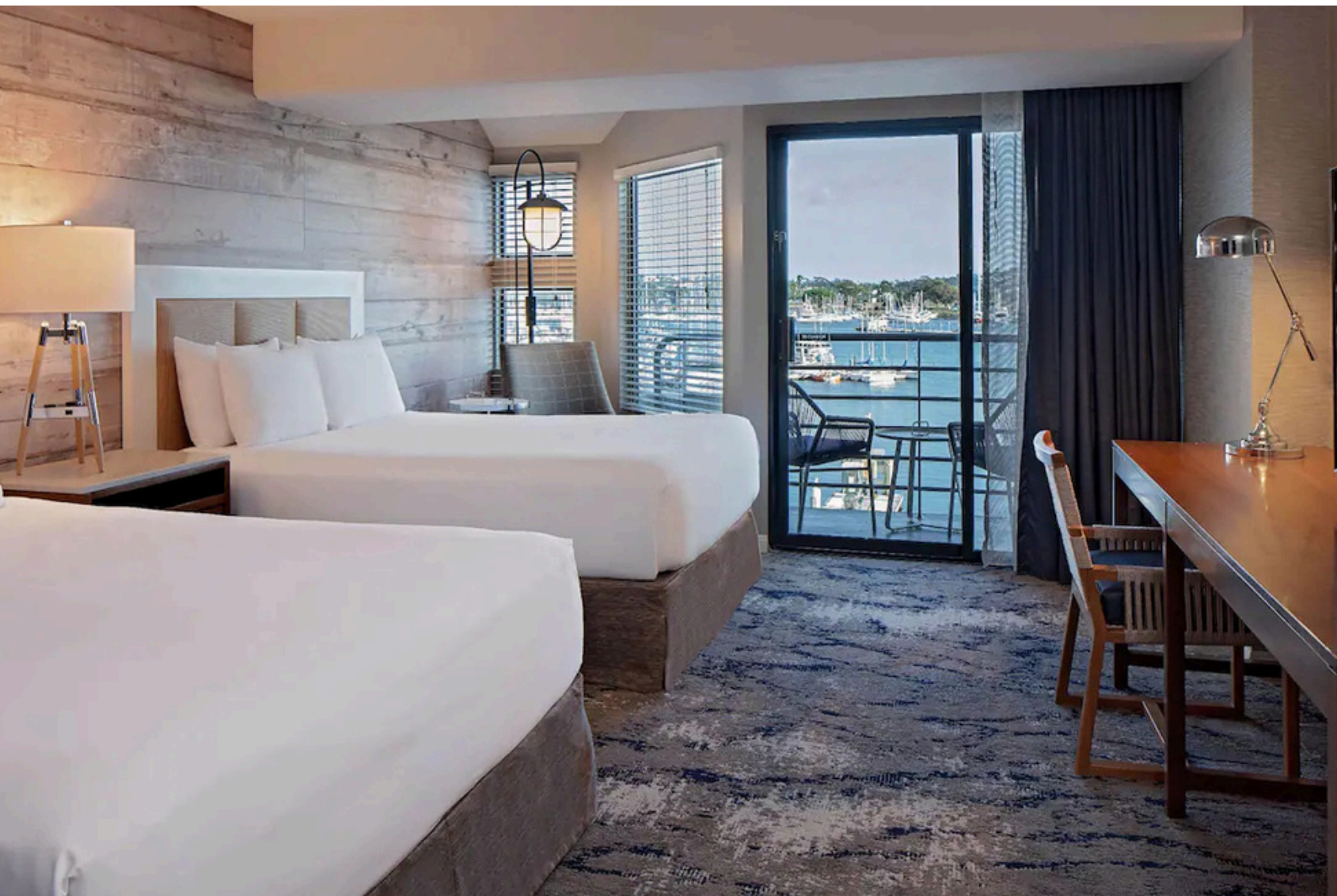
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April 29th – May 1st 2026

Hyatt Regency Mission Bay Spa & Marina

San Diego, California

Panoramic views of the Pacific Ocean, Mission Bay and downtown San Diego frame your getaway at Hyatt Regency Mission Bay Spa and Marina.

Report

Advancements in Agentic AI from Experimentation to Impact



Our new market report, explores how leading experts are transforming AI from pilot projects into enterprise impact. Discover how purpose-driven strategy, data governance, and human-AI collaboration can turn experimentation into sustainable advantage.

[DOWNLOAD THE REPORT](#)

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