



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



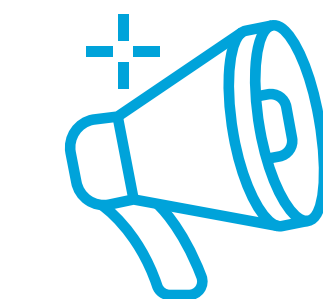
~60
TOP ATTENDEES



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.

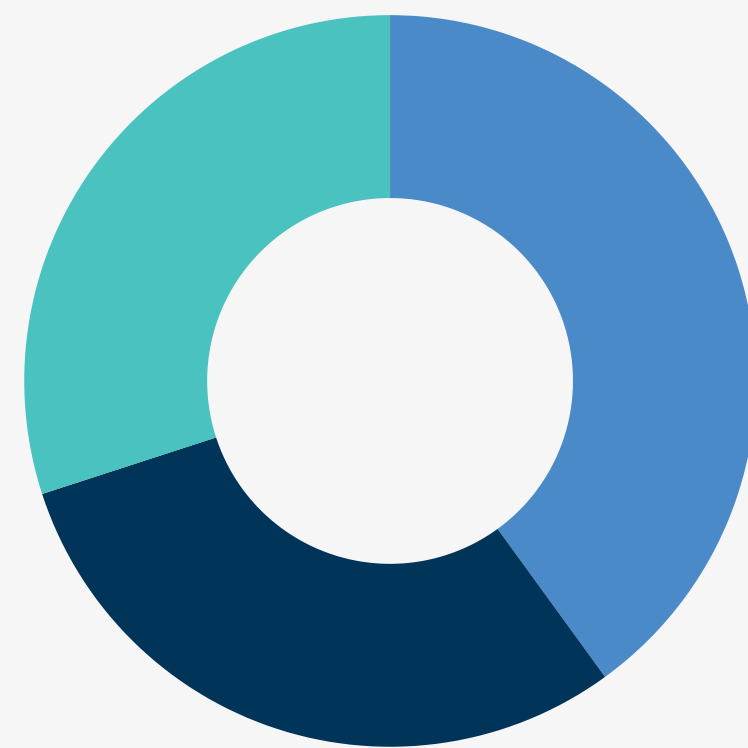
You will be shaking hands and collaborating with C-Level executives, EVP/SVPs, VPs, Heads of:

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



Duan Peng
Chief AI Officer
Ashley Furniture



Kamran Siddique
Global CISO
Steve Madden



Jyoti Chawla
CTO & Chief Architect CX
Americas
Cisco



Jorge Reis-Filho
Chief AI and Data Scientist
AstraZeneca



Ajay Kumar
Chief Information Officer
Zero Motorcycles



Ali Alkhafaji, Ph.D.
CEO
Apply Digital



Ranjan Sinha, Ph.D.
IBM Fellow and CTO
Watsonx, Enterprise AI and
Data
IBM



Deepak Sachdeva
CIO
United States Airforce



Ash Dhupar
Former Chief Data &
Analytics Officer
Analog Devices



Cindi Howson
Chief Data & AI Strategy
Officer
ThoughtSpot

Meet the Speaker Faculty



Krishna Gade

Founder and CEO
Fiddler AI



Pandian Gnanaprakasam

Co-Founder & CPO
ORDR



Steve Wilson

Chief AI and Product Officer
Exabeam



Dhivya Nagasubramanian

Vice President AI
Transformation & Innovation
U.S. Bank



Patrick Chew

VP AI & Data Science
AIT Worldwide Logistics



Ali Arsanjani, Ph.D.

Director, Applied AI
Engineering & Head of
GenAI Blackbelts
Google



Jodi Blomberg

VP AI & ML
Cox Automotive



Saeed Contractor

Global Head of Intelligent
Automation COE, Tech
Uber



Sunzay Passari

Global Head & Director -
Architecture of Tomorrow
(AI & Innovation)
UPS



Karun Appapogu

Head of AI Technologies -
CAI
Vanguard

Meet the Speaker Faculty



Wendy Zhang

Head of Applied & Agentic AI and Executive Director

Genentech



Mathew Paruthickal

Global Head, Data Architecture, Utilization, & AI Engineering

Opella US (a Sanofi company)



Neil Aronson

Global Head and Senior Director Strategic Sourcing & Vendor Risk

Coinbase



Prakash Reddy

Head Of Data Engineering & AI Enablement

Atlassian



Gopal Renganathan

Senior Director, Data & Analytics

Compass International Holdings



Richard Wiedenbeck

Independent AI Expert / Former CAIO



Leo Rajapakse

Global Head of Platform Infrastructure, Digital & Advanced Technologies

Bimbo Bakeries Usa

Agenda-At-A-Glance

DAY 1: TOOLS & INFRASTRUCTURE | APRIL 29, 2026

12:00 PM	CONFERENCE REGISTRATION OPENS	2:20 PM	PANEL DISCUSSION: Discussing Companies' Real-World Approaches to Move from Single Agent to Autonomous Multi-Agent Systems – Obstacles, Opportunities and Successes	5:00 PM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM
12:45 PM	OPENING REMARKS & DELEGATE ORIENTATION			5:35 PM	BUSINESS MEETINGS
12:50 PM	CHAIR'S WELCOME DAY ONE			6:10 PM	BUSINESS MEETINGS
1:05 PM	ICE BREAKER	2:50 PM	NETWORKING BREAK	6:40 PM	COCKTAIL & DINNER RECEPTION FOR ALL GUESTS
1:35 PM	KEYNOTE: Building the AI-Optimized Enterprise: Infrastructure for 2026 and Beyond	3:20 PM	ROUNDTABLES		
2:00 PM	KEYNOTE: Highlighting the Latest Ecosystem Innovations to Unlock Multi-Agent Systems	4:25 PM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM		

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

7:30 AM	BREAKFAST	11:20 AM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM		Agentic AI
8:30 AM	CHAIR'S DAY TWO WELCOME & RECAP OF DAY ONE			3:50 PM	OUT-OF-THE-BOX KEYNOTE: Building a Workforce Ready for Autonomous AI Partners – Rethinking Culture, Teams and Collaboration
8:45 AM	KEYNOTE: Building the Agentic Framework for Business Impact: A Blueprint for End-to-End Governance to Scale AI Agents	11:50 AM	NETWORKING LUNCH	4:10 PM	PANEL DISCUSSION: Best Practices for Change Management in the Age of Agentic AI
9:05 AM	KEYNOTE: Architecting the AI-Native Enterprise: Data as the Engine of Autonomous Intelligence	12:50 PM	ROUNDTABLES	4:45 PM	BUSINESS MEETINGS <i>concurrent</i> PRESENTATION: Overcoming Adoption Challenges – Dissecting Use Cases to Highlight Effective Change Management
9:25 AM	KEYNOTE: From Reactive Defense to Proactive Security: AI That Acts Before Incidents Happen	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	5:25 PM	BUSINESS MEETINGS
9:45 AM	PANEL DISCUSSION: Governing Agents Effectively to Ensure Consistent Quality – Mission Impossible?	2:30 PM	BUSINESS MEETINGS <i>concurrent</i> PRESENTATION: From Amnesia to Identity: The "Context Layer" Imperative Observability to Stay Ahead of Job Failures	5:55 PM	BUSINESS MEETINGS
10:15 AM	NETWORKING BREAK	3:00 PM	NETWORKING BREAK	6:25 PM	COCKTAIL & DINNER RECEPTION FOR ALL GUESTS
10:45 AM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM	3:30 PM	KEYNOTE: Towards Trustworthy Autonomy: A Governance Framework for Explainable and Secure		

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

7:30 AM	BREAKFAST		Autonomous Agents Will Redefine Consumer and Business Experiences	11:40 AM	BUSINESS MEETINGS <i>concurrent</i> MENTORSHIP PROGRAM
8:30 AM	DAY THREE WELCOME			12:15 PM	CLOSING REMARKS
8:35 AM	INNOVATOR CASE STUDY: How AstraZeneca Is Creating Value Through End-to-End AI Integration Across Oncology R&D	9:55 AM	PANEL DISCUSSION: The ROI Imperative – Discussing Strategic Pathways to Achieving Business Value	12:25 PM	CONFERENCE CONCLUDES
9:05 AM	FIRESIDE CHAT: Leveraging Agentic AI Within Automation Programs for Maximum Efficiency Gains	10:30 AM	BUSINESS MEETINGS <i>concurrent</i> PRESENTATION: Improving Customer Experience through Agentic AI		
9:35 AM	KEYNOTE: The Future of Agentic Commerce: How	11:05 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		

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**

1:05 PM **ICE BREAKER**

1:35 PM **KEYNOTE:** Building the AI-Optimized Enterprise: Infrastructure for 2026 and Beyond

Deepak Sachdeva, CIO, **United States Airforce**

- Assessing the technologies defining AI Infrastructure in 2026
 - Monoliths vs Modular: rethinking AI Architecture with real-world trade-offs
 - Explore CPU vs GPU shifts and the rearchitecture of cloud contracts
 - The rise of AI-defined networking, storage, and resource orchestration
 - How hyperscalers are countering neoclouds
 - How energy constraints and sustainability now directly influence workload placement
 - What enterprises must build today to prepare for self-optimizing, agent-driven infrastructure in the next 24 months
-

2:00 PM **KEYNOTE:** Highlighting the Latest Ecosystem Innovations to Unlock Multi-Agent Systems

Ranjan Sinha, Ph.D., IBM Fellow and CTO, Watsonx, Enterprise AI and Data, **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
-

2:20 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

2:50 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

Wendy Zhang, Head of Applied & Agentic AI and Executive Director, **Genentech**

With agentic AI systems moving from tools to teammates, organizations must rethink how work gets done. This roundtable explores how team structures, roles, and decision-making models are evolving when AI agents can plan, act, and collaborate autonomously. We'll discuss practical patterns for human-AI collaboration, new leadership responsibilities, and where accountability should live. Join peers to discuss how they are designing and shaping the next generation of AI-enabled teams.

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**

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

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

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

5:35 PM **BUSINESS MEETINGS**

6:10 PM **BUSINESS MEETINGS**

6:40 PM **COCKTAIL & DINNER RECEPTION FOR ALL GUESTS**



7:30 AM **BREAKFAST**

8:30 AM **CHAIR'S DAY TWO WELCOME & RECAP OF DAY ONE**

8:45 AM **KEYNOTE:** Building the Agentic Framework for Business Impact: A Blueprint for End-to-End Governance to Scale AI Agents

Ash Dhupar, Former Chief Data & Analytics Officer, **Analog Devices**

- Understanding the architectural foundation needed to design and deploy an agentic AI framework
 - Highlighting key components of a modern governance stack, including policy, lineage, observability, risk controls, and trust mechanisms that ensure safe and scalable agentic behavior
 - Building a strategic approach to scale across the ecosystem through governed agentic workflows
-

9:05 AM **KEYNOTE:** Architecting the AI-Native Enterprise: Data as the Engine of Autonomous Intelligence

- How to evolve traditional data architectures into dynamic, AI-native environments optimized for agentic systems
 - Strategies for unifying structured, unstructured, and streaming data into a governance-forward, model-ready fabric
 - Patterns for real-time data activation to support autonomous agents, copilots, and workflow orchestration
 - How to modernize data quality, lineage, and trust frameworks to keep pace with generative and adaptive AI
 - Practical guidance on sequencing transformation efforts, avoiding common pitfalls, and demonstrating measurable value to the C-suite and board
-

9:25 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
-

9:45 AM **PANEL DISCUSSION:** Governing Agents Effectively to Ensure Consistent Quality – Mission Impossible?

Patrick Chew, VP AI & Data Science, **AIT Worldwide Logistics**
Leo Rajapakse, Global Head of Platform Infrastructure, Digital & Advanced Technologies, **Bimbo Bakeries**
Sunzay Passari, Global Head & Director, Architecture of Tomorrow & AI, **UPS**

- 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
-

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

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:**

Topics may include:

1. Regulated Industries Roundtable: Navigating Internal Red Tape for AI Success
 2. Rethinking Global Talent Strategy
 3. Do's and Don'ts for Using Open Source
 4. Navigating the Clash Between Agentic Vision vs Reality
-

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**
Prakash Muthukrishnan, CTO, **Purchasing Power**

- 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
-

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 **INNOVATOR CASE STUDY:** How AstraZeneca Is Creating Value Through End-to-End AI Integration Across Oncology R&D

Jorge Reis-Filho, Chief AI and Data Scientist, **AstraZeneca**

- AI has transformed from an emerging idea to a defining force that is reshaping how we discover, develop and deliver therapies for patients
- At AstraZeneca, we are transforming end-to-end clinical development through the implementation of state-of-the-art unimodal and multimodal foundation models reinforce, fine-tuned and augmented by our unique differentiator: our data
- This case study will highlight how AstraZeneca is leveraging an innovation ecosystem and the latest advancements across AI and agentic frameworks to transform patient outcomes

9:05 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

9:35 AM **KEYNOTE:** The Future of Agentic Commerce: How Autonomous Agents Will Redefine Consumer and Business Experiences

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

- How agentic AI will transform shopping, procurement, and marketplace interactions through always-on, autonomous decision-making
- 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

9:55 AM **PANEL DISCUSSION:** The ROI Imperative – Discussing Strategic Pathways to Achieving Business Value

Deepak Sachdeva, CIO, **United States Airforce**

Wendy Zhang, Head of Applied & Agentic AI and Executive Director, **Genentech**

- Defining what business value means
- Real-world examples across industries: from autonomous customer service agents to dynamic R&D copilots

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

-
- 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 **PRESENTATION:**
Improving Customer Experience through Agentic AI Architecture

Karun Appapogu, Head of AI Technologies - CAI, **Vanguard**

- Transforming support from reactive to proactive by autonomously identifying customer needs, resolving issues, and escalating intelligently before problems arise.
 - Delivering hyper-personalized journeys through contextual reasoning, real-time retrieval, and dynamic decision-making that adapts to each customer's intent and history.
 - Orchestrating end-to-end experiences by coordinating across systems, channels, and data sources to automate complex tasks and create seamless, connected moments that drive loyalty and satisfaction.
-

11:05 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.
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11:40 AM **BUSINESS MEETINGS** | concurrent **MENTORSHIP PROGRAM**

12:15 PM **CLOSING REMARKS**

12:25 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.

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

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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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Invitation-only attendance ensures sponsors meet only the most relevant senior leaders.



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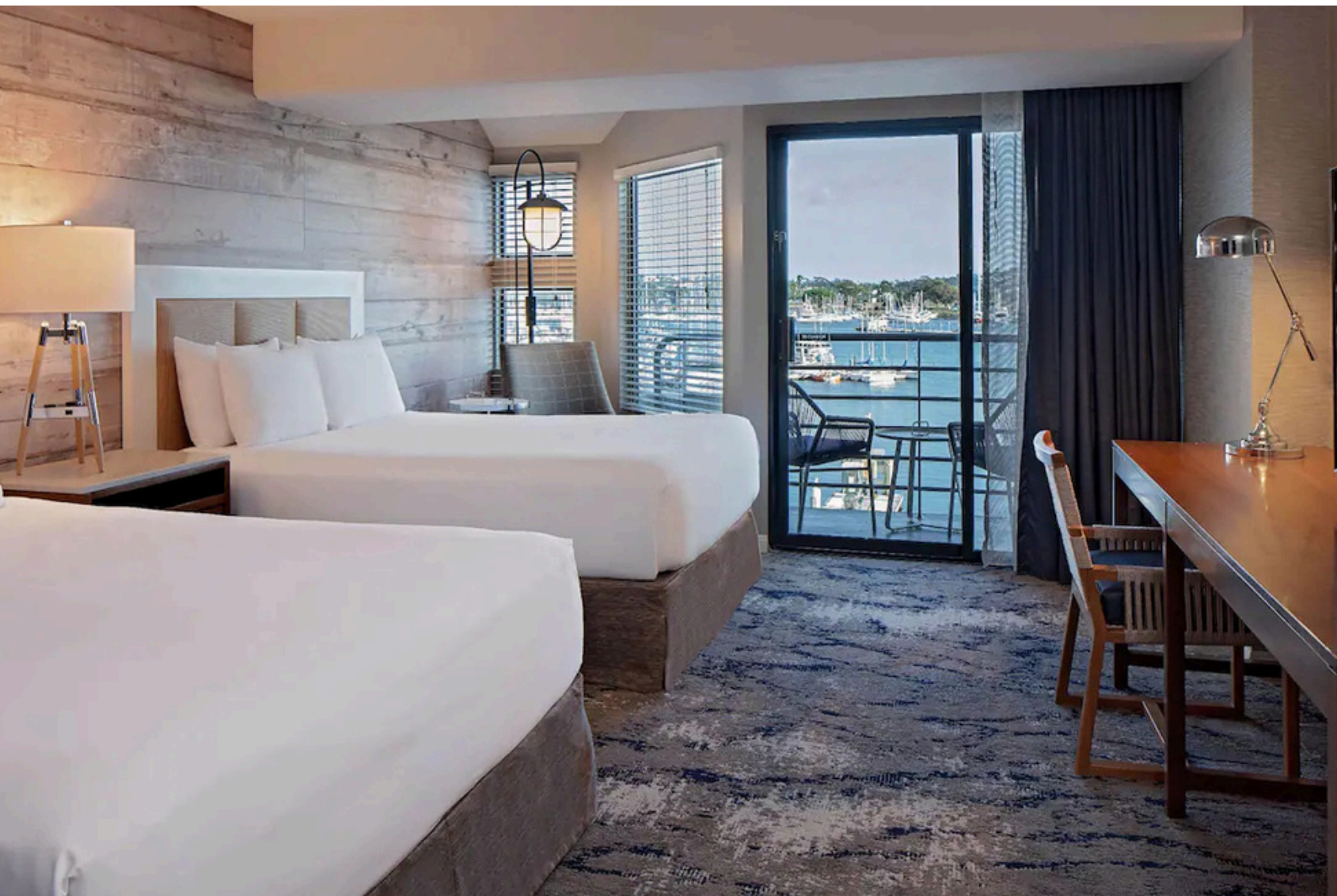
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April 29th – May 1st 2026

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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