

Artificial Intelligence and the Customer Experience Wednesday, June 19, 2019 14:00 - 17:30 Park Inn Amsterdam City West, Amsterdam, Netherlands



I-Ping Li, Innovation, Al and IoT Practice Leader, Deloitte Consulting

I-Ping is an innovation and technology evangelist at Deloitte Consulting and a seasoned technology practice leader focused in the areas of enterprise business transformations, technology strategy, analytics and the Internet of Things. He is active in the Start-Up community and currently serves as a strategic and technology advisor to a location-based music discovery and sharing start-up called Groovetown. He holds an Information and Decision Systems degree from Carnegie Mellon University. Please follow him on twitter @ipingli.

I-Ping Li



Hendrik da Cruz, Director of Professional Services at SO1

Hendrik has been consulting retailers for the past 15 years in enterprise IT integration and process optimization and automation, helping retailers to make use of the latest technology to improve their business.





Marcus Mueller

Marcus-Michael Müller, Strategic Initiatives Manager, Basler AG

Marcus is responsible for building up a network for vision software solutions partners and takes care of the IoT developments of the company, strengthening Basler's position in the IoT and embedded markets. Before joining Basler in 2014 as a market manager for retail solutions, Marcus held several senior management positions and was for example Business Unit Manager at Computacenter and worked and in a leading Marketing function for other IT companies. He graduated in industrial engineering at the Technical University in Braunschweig, Germany.



Andreas Vogel



Karen Shunk

Andreas Vogel, noted AI expert and futurist (on sabbatical)

Andreas has been working on big data and machine learning projects for the last 10 years. He experienced ethical questions first hand when he led product development focused on reducing churn and increasing in-game spending for on-line games: should clever algorithms drive players into gaming addiction? Subsequently, Andreas co-authored SAP's Guiding Principles for Artificial Intelligence and developed a detailed guidance for developers and operators of AI systems, some of them can be found in his blog AI Society Life.Andreas holds a PhD in Computer Science from Humboldt University, Berlin and has been involved with the OMG on various aspects of distributed computing since the mid-1990s

Karen Shunk, Directory, Technology Programs, OMG

Karen's primary focus is directing, coordinating, integrating and implementing the transition of domain standards to OMG, supporting collaboration among OMG's various domain task forces, and helping to forge relationships between domain task forces and other OMG-managed programs.: Karen can be reached at shunk@omg.org.