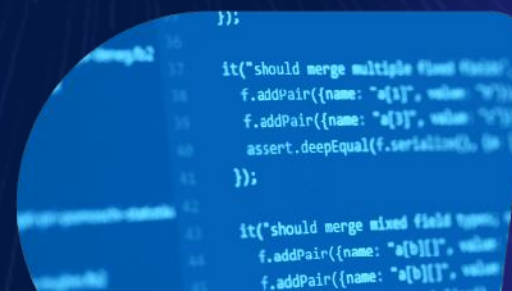


 CUSTOMERTIMES

# Innovation Day Paris 2025

Agentic AI Edition

OCTOBER 9, 2025



# 6th Annual Innovation Day

2019



2022



2023



2024



2025





OCTOBER 9

# CT Innovation Day: Agenda

|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                      |                                                  |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| From 8:30     | Registration, badge pickup, breakfast                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 12:30 – 14:00                                                                                                                                                                                                                                                                                                                                                                        | Networking Lunch                                 |
| 9:15 - 9:30   | Open remarks & keynote                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 14:00 – 16:00                                                                                                                                                                                                                                                                                                                                                                        | Breakout Sessions                                |
| 9:30 - 11:00  | <div><div></div><div><b>AI for Customer Engagement &amp; Customer Service</b><br/><b>Schneider Electric</b><br/>Irina ZUBOVA – VP, Customer Support and Data&amp;AI, E2E Digital Customer Relationship</div></div> <div><div></div><div><b>AMICIO / Diabolocom</b><br/>Olivier LAURENT – Deputy CEO Amicio<br/>Vincent JULIEN – Alliances, Diabolocom</div></div> <div><div></div><div><b>SEB Group</b><br/>Nikita ZVEREV – Senior Director Digital &amp; D2C</div></div> <div><div></div><div><b>META</b><br/>Building Future of Work &amp; Education</div></div> | <div><div></div><div>Best practices on introducing AI for field sales teams: return on experience of <b>STADA Eurasia</b></div><div>Zoom on Agentic &amp; AI use case in CT products: <b>Demo Sessions</b></div><div>Partners’ &amp; CT thematic sessions &amp; demos at the stations</div></div> |                                                  |
| 11:00 - 11:20 | Networking coffee break                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 16:00 – 17:00                                                                                                                                                                                                                                                                                                                                                                        | Closing remarks & Exclusive Champaign Experience |
| 11:20 - 12:30 | <div><div></div><div><b>AI in Life Sciences &amp; Healthcare</b><br/><b>Flatiron Health</b><br/>Christopher BATES – Chief of Staff, R&amp;D at Flatiron Health</div></div> <div><div></div><div><b>BMS</b><br/>Chrstophe ESKENAZI – Executive Director, Head of Digital and IT Europe, Japan &amp; Canada</div></div> <div><div></div><div><b>Johnson &amp; Johnson</b><br/>Igor RUDYCHEV - Head of Data, Data Strategy, Data Platforms, Partnerships and Innovations</div></div>                                                                                                                                                             | 17:00 – 19:00                                                                                                                                                                                                                                                                                                                                                                        | Happy hour at Le Drugstore                       |

CT CUSTOMERTIMES

# CT Team & Partners

## Practices & Industry SME

---



Dmytro  
**KOBRYN**



Nick  
**SCHENIN**



Ken  
**TANTSURA**

## Products & Innovations

---



Anna  
**MARK**



David  
**BERIEV**



Luka  
**DZAGANIA**



Ruslan  
**KAPUSTIN**

## Partners

---



# Customertimes is a digital service provider delivering true business transformation



## Global IT Engineering

Product development, consulting, integration, and managed services for Enterprise Cloud Solutions from **Project to Program to Product**



## Industry Focused

- CPG
- Healthcare & Life Sciences
- Manufacturing
- Insurance & Finance

## Software Vendor



15+

years of client-focused expertise

4000+

projects across six continents

1000+

employees

65+

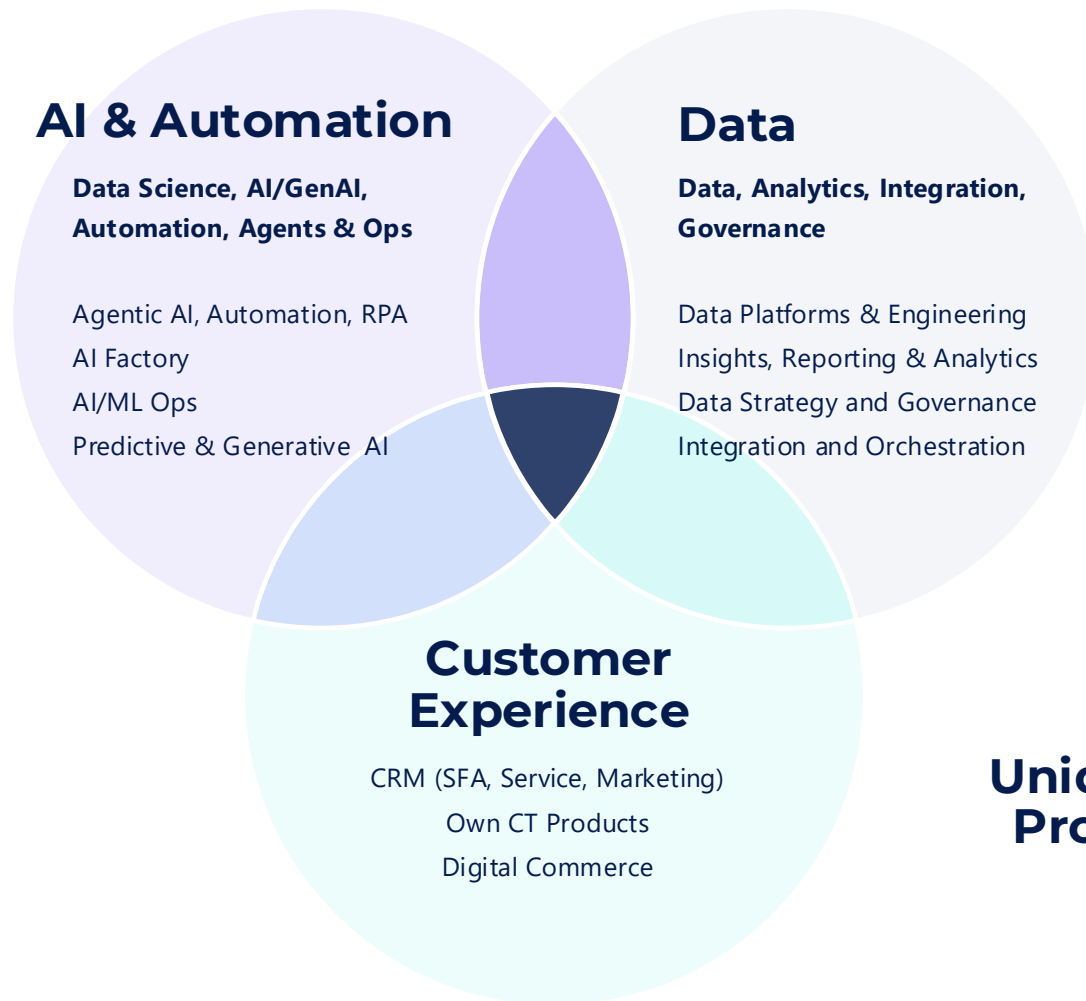
customer countries of operation

Recognized by industry leaders:



# Business Solutions leveraging Data, AI & Automation

Focusing on specific industries and industry-specific use cases



**Our  
Unique Value  
Proposition**



# Companies present today





Thank you

# Key objective for today

Enabling customer  
to customer  
collaboration

Sharing best  
practices and  
lessons learned

Crowdsourcing  
business ideas &  
solutions

Getting inspiration  
for innovation,  
roadmap

Making new friends!

# AI for Customer Engagement & Customer Service



Dmytro **KOBRYN**

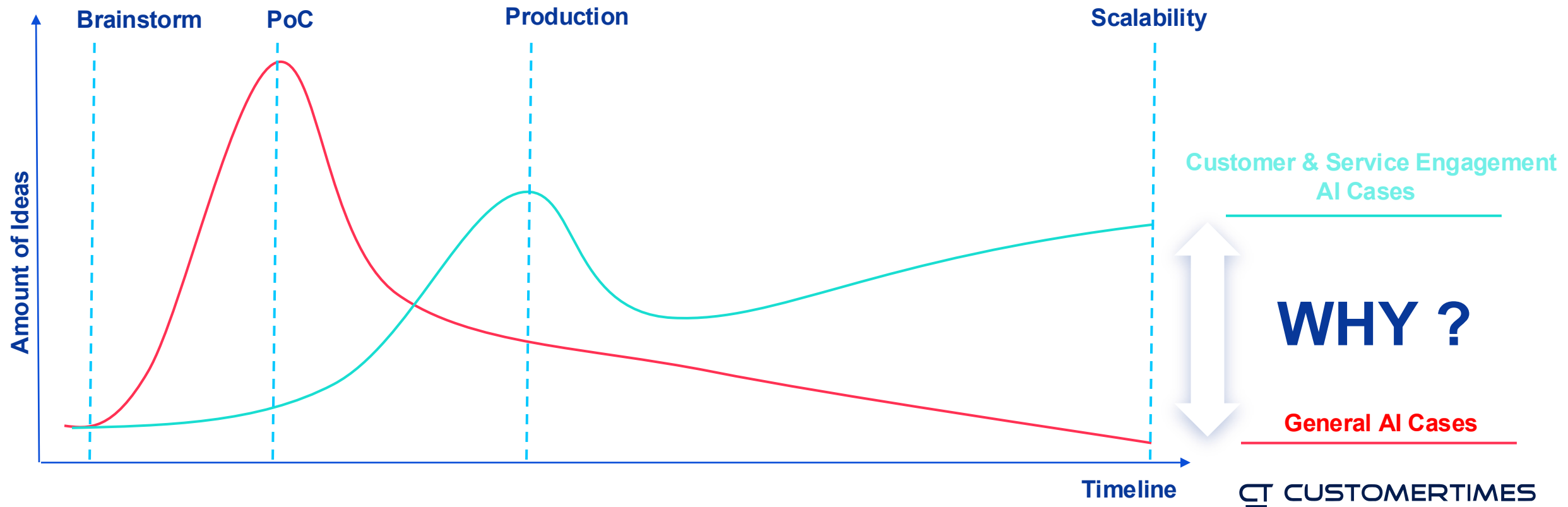
# From Promise to Practice

What defines a successful AI case?

**Augmentation**

**Direct Impact**

**Data**



# Pillars of success

AI succeeds when it augments people, delivers measurable impact, and learns from trusted data.

## Augmentation

Cutting time-to-resolution

Automates conversation analysis

Reducing content creation time

XR extend human experience

## Direct Impact

Operational Efficiency

Revenue Growth & Customer Conversion

Speed to Market

Cost Efficiency

## Data

Data foundation

Conversation data

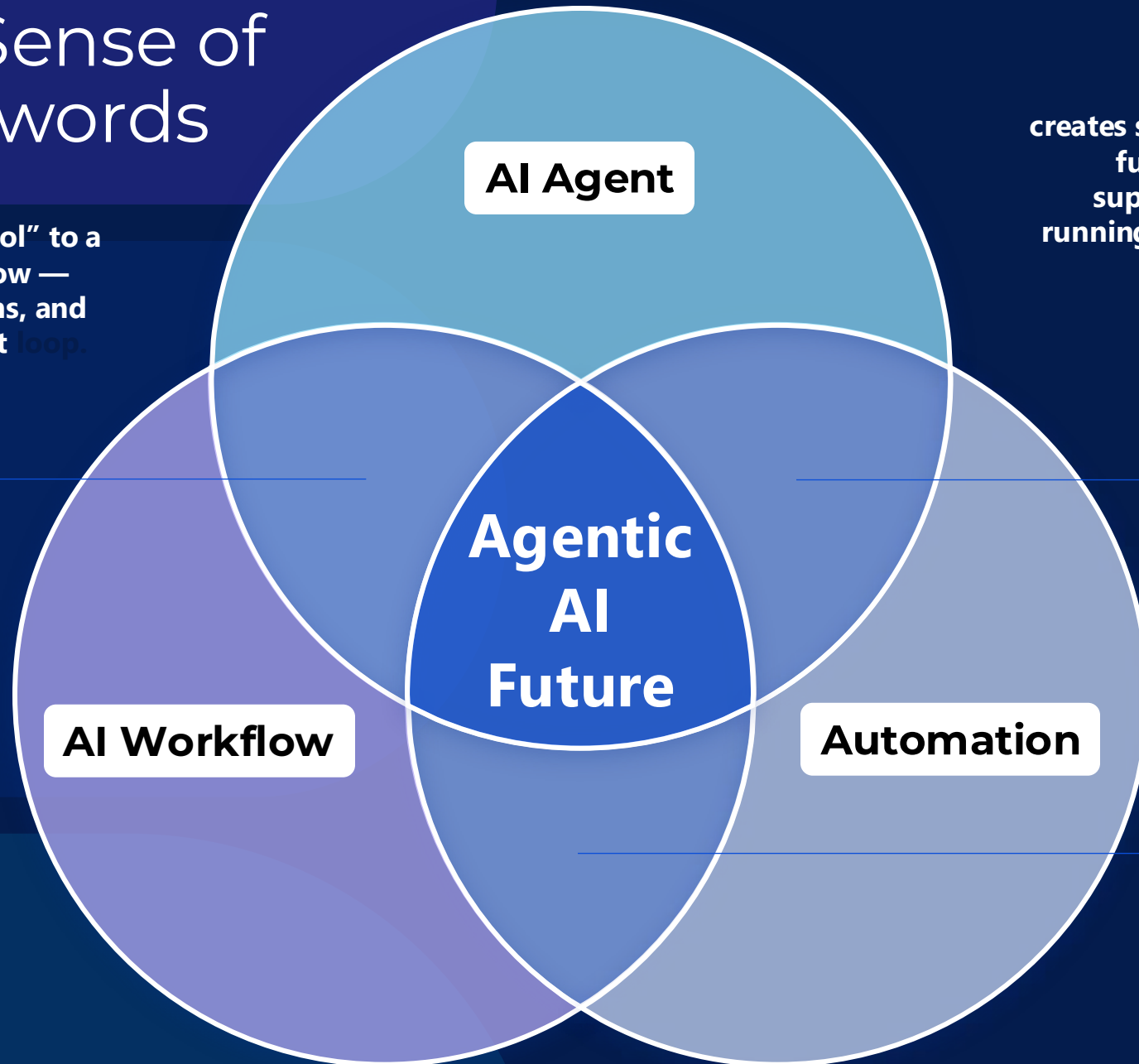
Behavioral, visual, and text data

XR platform

Every AI case delivers quantifiable results — faster operations, higher conversion, better CX, and stronger ROI.

# Making Sense of the Buzzwords

Transforms AI from a “tool” to a participant in the workflow — connecting data, decisions, and delivery in one intelligent loop.



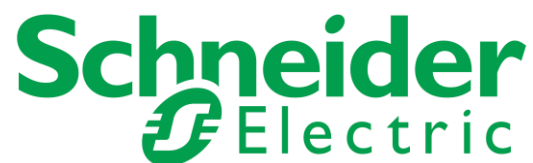
creates self-operating business functions — still human-supervised, but capable of running 24/7, adapting in real time.

AI-driven workflow design and automation eliminates friction — turning operations into living systems that learn and self-improve.

# AI for Customer & Service Engagement



Dmytro **KOBRYN**



# AI in Life Sciences & Healthcare



Nick **SCHENIN**

# Drug Development Journey

Drug Discovery

Preclinical Development

Clinical Trials

Regulatory Approval

Manufacturing

Commercialization



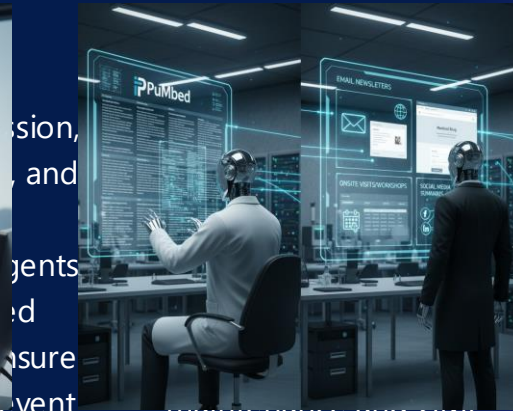
molecule synthesis.



regulatory alignment  
and data privacy.



clinical standards are  
upheld.



submission errors.



compliance, maintaining  
99.9% uptime.



prevent off-label claims.

# AI for Life Sciences & Healthcare



Nick **SCHENIN**



**Johnson & Johnson**





# Thank you!

3 Columbus Circle,  
15th Floor,  
New York, NY 10019

CALL US  
**212-520-0059**

[https://customertimes.com/  
info@customertimes.com](https://customertimes.com/info@customertimes.com)  
©2025, Customertimes Corp.