

AGENDA

Next-Gen Customer Experiences: Where AI Powers Modernization

Journey to GenAI

SPEAKERS



Steve Zalewski
Former CISO
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Marc Mackey
Global IT Director
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Sudeep Das
Head of ML, New
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September 24, 2025

5:30 PM-9:00 PM
Pacific Time

Next-Gen Customer Experiences: Where AI Powers

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Modernization

Boardroom discussions around AI have reached a critical turning point: the era of experimentation is over. Technology leaders are now under pressure to move beyond isolated pilots and proofs of concept, delivering tangible, scalable impact that transforms the business. Yet many organizations still struggle to bridge the gap held back by fragmented data, outdated infrastructure, and teams that aren't fully prepared for the pace of change.

This exclusive dinner will bring senior leaders together to explore how AI is being operationalized at scale to modernize infrastructure, unlock personalization, and elevate customer experiences. Through real-world insights, we'll unpack how enterprises can prioritize the right AI use cases, avoid common pitfalls that stall transformation, and accelerate the path from prototype to production. The discussion will focus on practical strategies to reduce complexity, strengthen governance, and align innovation with boardroom expectations so organizations can not only deliver next-gen experiences but also reclaim time to focus on what truly drives business growth.

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