

## TUESDAY | JUNE 10, 2025

EDT	GOVERNMENT	INSURANCE
11:00 - 11:20	<b>Reimagine the Way You Work in the Era of AI</b>	
11:30 - 11:50	The Power of 5 Years of Process Improvement: State of Florida Office of the Attorney General's Story	How Intelligent Automation Transformed a Large Insurer from Risk to Reward
12:00 - 12:20	Operation Paperless: Kent County Michigan's Journey to Paper-Free Court Processes, Proceedings & Self-Service	EOB Processing Excellence: Breakthrough Strategies in Automation & AI
12:30 - 12:50	How the California DMV is Shaping the Future of Real ID Processing with Technology	The Future of AI's Role: How KAMMCO is Revolutionizing Its Claims Processing with AI
1:00 - 1:20	City of Charlotte, North Carolina, Transforms Their Enterprise Deployment in the Cloud	The Value of a Trusted Partner: How Expert Insights Can Accelerate Your Transformation
<b>SOCIAL EVENTS</b>	<b>Syracuse, New York</b> Joey's Italian Restaurant Starting at 5:30 EDT	<b>Madison, Wisconsin</b> Café Hollander Starting at 4:30 CDT
	<b>Tallahassee, Florida</b> Madison Social Starting at 5:30 EDT	<b>Brentwood, Tennessee</b> Del Frisco's Grille Starting at 5:30 CDT
	<b>Reno, Nevada</b> Wild River Grille Starting at 5:30 PDT	

## WEDNESDAY | JUNE 11, 2025

EDT	<b>KEYNOTE BY ALAN PELZ-SHARPE</b>		
11:00 - 11:20	<b>Navigating the AI Landscape: Bringing Order to Data Chaos for Effective Automation</b>		
11:30 - 11:50	<b>Hyland Content Innovation Cloud (CIC)</b>		
12:00 - 1:00	<b>THOUGHT LEADERSHIP</b> Decoding Automation: From Ideas to Reality & Insight Session	<b>HYLAND</b> OnBase Foundation 25.1, Hyland Roadmap, & Insight Session	<b>ABBYY</b> Future of ABBYY Technology & Insight Session
1:05 - 1:20	<b>Innovation Award Winner &amp; Closing</b>		

# GOVERNMENT

TUESDAY | JUNE 10, 2025

11:00 - 11:20 EDT

## Reimagine the Way You Work in the Era of AI

Sean Adee, Naviant  
Mitch Suter, Naviant

This general session will kick off Reimagine and share Naviant's vision for transforming the way you work. You'll hear from Naviant's Chief Innovation Officer, Mitch Suter, about notable solutions we've built that use AI to unlock significant value and solve complex problems for our customers. Plus, you'll hear from executive leadership within our key technology partnerships about how they are transforming their businesses for the AI era.

11:30 - 11:50 EDT

## The Power of 5 Years of Process Improvement: The State of Florida Office of the Attorney General's Story

Joe Grabowski, Florida Office of the Attorney General  
Vince Hanson, Naviant

Join this session to get the story of how the Office of the Attorney General spent five years pursuing continuous improvement. We'll examine how they modernized their business processes and harnessed the power of intelligent automation across 14 offices and 1,300 employees across the state of Florida. Plus, we'll cover the staggering results these modernization efforts have produced, including drastically reducing manual workloads.

12:00 - 12:20 EDT

## Operation Paperless: Kent County, Michigan's Journey to Paper-Free Court Processes, Proceedings & Self-Service

MaryBeth Van Till, Kent County of Michigan  
Sandra Vanderhyde, Kent County Michigan  
Vince Hanson, Naviant

Discover Kent County, Michigan's "Operation Paperless" initiative and how they enhanced productivity, collaboration, and decision-making by eliminating paper. You'll get the details of how they achieved a paperless, automated, and integrated court system through a phased approach using OnBase to streamline data capture, automate repetitive tasks, and focus on high-value activities for constituents and employees.

12:30 - 12:50 EDT

## How the California DMV is Shaping the Future of Real ID Processing with Technology

Ajay Gupta, State of California Department of Motor Vehicles  
Travis Spangler, Naviant

Your constituents deserve efficient, inclusive, and innovative public service delivery, and intelligent automation can make that vision a reality. This session will showcase an incredible example of this with the story of how the California DMV streamlined its Real ID processing using intelligent document processing (IDP). You'll learn how advanced technologies can be used to streamline proof-of-identity workflows while enhancing accessibility.

1:00 - 1:20 EDT

## City of Charlotte, North Carolina, Transforms Their Enterprise Deployment in the Cloud

Rick White, City of Charlotte  
Alex DeLaura, Naviant

Unleash the power of intelligent automation with the City of Charlotte in this info-packed session. We'll dive into their journey of transforming operations across AP, AR, Contracts, HR, Legal, Records Management, and Utility Invoices. From the challenges the City overcame to their embrace of the cloud, you'll leave inspired with ideas on how you can create innovative solutions to achieve exceptional outcomes like the City of Charlotte did.

## Social Events

STARTS @ 5:30 EDT

Syracuse, New York, Joey's Italian Restaurant

STARTS @ 5:30 EDT

Tallahassee, Florida, Madison Social

STARTS @ 4:30 CDT

Madison, Wisconsin, Café Hollander

STARTS @ 5:30 CDT

Brentwood, Tennessee, Del Frisco's Grille

STARTS @ 5:30 PDT

Reno, Nevada, Wild River Grille

2025 Naviant Reimagine Conference | AGENDA

(formerly Naviant Summit Conference)

# INSURANCE

TUESDAY | JUNE 10, 2025

11:00 - 11:20 EDT

## Reimagine the Way You Work in the Era of AI

Sean Adee, Naviant  
Mitch Suter, Naviant

This general session will kick off Reimagine and share Naviant's vision for transforming the way you work. You'll hear from Naviant's Chief Innovation Officer, Mitch Suter, about notable solutions we've built that use AI to unlock significant value and solve complex problems for our customers. Plus, you'll hear from executive leadership within our key technology partnerships about how they are transforming their businesses for the AI era.

11:30 - 11:50 EDT

## How Intelligent Automation Transformed a Large Insurer from Risk to Reward

Mark Miller, Naviant

For insurance companies, it's all about risk. This session will share how one large insurance company used intelligent automation to solve complex problems in Underwriting and Claims, leading to \$1B in direct written premium. Learn about their rewarding 10-year journey and their next steps, focusing on strategic AI deployment to grow, reduce risk, prioritize their people, and aim for \$2B in premiums while boosting customer satisfaction.

12:00 - 12:20 EDT

## EOB Processing Excellence: Breakthrough Strategies in Automation & AI

Travis Spangler, Naviant

Learn how a Business Process Outsourcing (BPO) customer is revolutionizing its EOB processing with advanced document automation and machine learning. It will highlight how their innovative approach has accelerated go-to-market timelines while fostering seamless collaboration across teams. Join us to uncover the strategies driving efficiency, accuracy, and transformative success in healthcare operations.

12:30 - 12:50 EDT

## The Future of AI's Role: How KAMMCO is Revolutionizing its Claims Processing with AI

Ashley Weber, KAMMCO  
Mike Sole, Naviant

Join Ashley Weber from KAMMCO Insurance as she breaks down the transformative impact of AI on the insurance industry. She'll share valuable insights on how AI is revolutionizing KAMMCO's claims processing with significant efficiency gains. You'll also get deeper insights on how AI is shaping the future of insurance as a whole.

1:00 - 1:20 EDT

## The Value of a Trusted Partner: How Expert Insights Can Accelerate Your Transformation

Jason Potosky, MedPro Group Inc.  
Mike Sole, Naviant

Hear from MedPro's technology leader about his impactful experience in working with a trusted partner over the years during his time with multiple companies to truly drive business transformation with OnBase. He will share the value that this expertise brought to automation in Claims and other insurance processes.

## Social Events

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# THOUGHT LEADERSHIP & TECHNOLOGY

WEDNESDAY | JUNE 11, 2025

11:00 - 11:20 EDT

## KEYNOTE

### Navigating the AI Landscape: Bringing Order to Data Chaos for Effective Automation

Alan Pelz-Sharpe, Principal Analyst & Co-Author of "Practical AI - An Enterprise Playbook"

Alan Pelz-Sharpe, an expert analyst in AI, will unlock valuable insights into the ever-evolving AI landscape. You will discover the critical importance of organizing your data before applying AI technologies. Plus, Alan will highlight the benefits and challenges of Agentic AI, the necessity of overcoming traditional silos, and discuss what the future of automation looks like.

11:30 - 11:50 EDT

### Hyland Content Innovation Cloud (CIC)

Colleen Alber, Hyland | Tess Venhoff, Hyland | Chris Krause, Naviant

Discover how Hyland's Content Innovation Cloud (CIC) can transform your enterprise content management. CIC unifies your content ecosystem and leverages AI to unlock valuable insights and streamline fragmented processes. It simplifies user experiences, enhances connections, and drives innovation. Join us for demos and use cases that showcase the power of CIC.

12:00 - 1:00 EDT

### Decoding Automation: From Ideas to Reality & Insight Session

Mitch Suter, Naviant | Sean Adee, Naviant

Explore the integration of AI and Automation technologies in your organization. You will learn about Design Thinking, creating a Center of Excellence, and best practices for Privacy, Security, and Governance. Additionally, you can participate in an interactive Insight Session to ideate collaboratively. By the end of the session, you will gain tools and strategies to drive change and leave with valuable and actionable insights.

12:00 - 1:00 EDT

### OnBase Foundation 25.1, Hyland Roadmap & Insight Session

Colleen Alber, Hyland | Tess Venhoff, Hyland  
Chris Krause, Naviant

Discover Hyland's vision for driving innovation. Learn about OnBase Foundation 25.1 updates, including App Builder, WorkView, and Integration interfaces. For system admins, explore responsive Unity Forms and Admin Portal enhancements. Augment your OnBase implementation with AI-powered Content Innovation Cloud services like the OnBase Connector for Discovery. Participate in an Insight Session to ideate on "the art of the possible" for CIC and unlock valuable insights.

12:00 - 1:00 EDT

### Future of ABBYY Technology & Insight Session

Travis Spangler, Naviant | Mark Miller, Naviant

Join us to explore the future of ABBYY technology. The session will begin with an overview of the latest updates and innovations in Intelligent Document Processing. Then, transition into an interactive Insight Session to ideate and discuss "the art of the possible" with ABBYY technology. Share your thoughts, brainstorm new ideas, and envision how ABBYY can transform your processes and workflows.

1:05 - 1:20 EDT

### 2025 Innovation Award Winner & Closing Session

Mitch Suter, Naviant

Celebrate the Innovation Award Winner! Through a Q&A session, the customer will share how intelligent automation revolutionized their business and led to their success. Learn from their visionary approaches and gain actionable insights from the last two days at Reimagine.

2025 Naviant Reimagine Conference | AGENDA

(formerly Naviant Summit Conference)