

Accelerating Digital Transformation Using AI & Automation in a Post-COVID World

Utpal Mangla
GM, Telco Industry & EDGE Cloud

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Abstract

Businesses across all sectors were on a digital transformation journey. They were working on their multi-year roadmap until COVID-19 forced companies to pivot quickly. It became critical for organizations to swiftly accelerate the digital transformation, change how we work, and more importantly, rapidly create a new set of skillsets for jobs of the future.

Organizations are looking for ways to scale digital transformation in a post-COVID environment. Open innovation using AI, automation and analytics is CRITICAL for enabling industries to leapfrog, create the escape velocity and build momentum for exponential (quantum) leaps.

Bio

Utpal Mangla (MBA, PEng, CMC, ITCP, PMP, ITIL, CSM, FBCS) is a General Manager responsible for Telco Industry & EDGE Clouds in IBM. Prior to that, he was the Vice President and Senior Partner in IBM. He is a recognized Global Leader of IBM's Telecommunications, Media and Entertainment (TME) Industry. He is focussed on driving AI, 5G EDGE, Hybrid Cloud and Blockchain Innovations for TME clients worldwide. In his role as senior executive in the business and thought leader in emerging technologies, Utpal's mission is to fuel growth by building, selling and implementing differentiated competitive market service solution offerings to meeting critical business imperatives of our customers.

Under Utpal's leadership, IBM recently achieved the company's mission of making "Watson AI touch 1.5 Billion Consumers" and creation of four "Telco Industry Blockchain platforms". Utpal is at the forefront of making Hybrid Cloud and 5G / EDGE technologies real for Telco enterprises across the globe by deploying, scaling and replicating Industry B2B solutions. Utpal's team is leading the Telco Cloud transformation agenda for our Industry clients globally.

Utpal holds a bachelor's degree in computer science and master in business administration jointly from Schulich and Kellogg School of Business. He has also completed studies in the Wharton School and Harvard University's executive curriculum programs. Utpal holds several designations in areas of project management, engineering, consulting and industry design thinking.

Hosts

Professors David B. Janes (janes@purdue.edu) and Tillmann Kubis (tkubis@purdue.edu)