



Welcome

Graham Charlton, Softcat CEO



Speakers



Graham Charlton

CEO,
Softcat



Vicki Woodward

Director of AI Innovation,
University of Manchester



John O'Donovan

Managing Director, Global Chief
Technology Officer,
A&O Shearman

 SOFTCAT



Imagine a World

Softcat Summit 2026

Speakers



Dean Gardner

Technology Director,
Softcat



Rhys Lawson

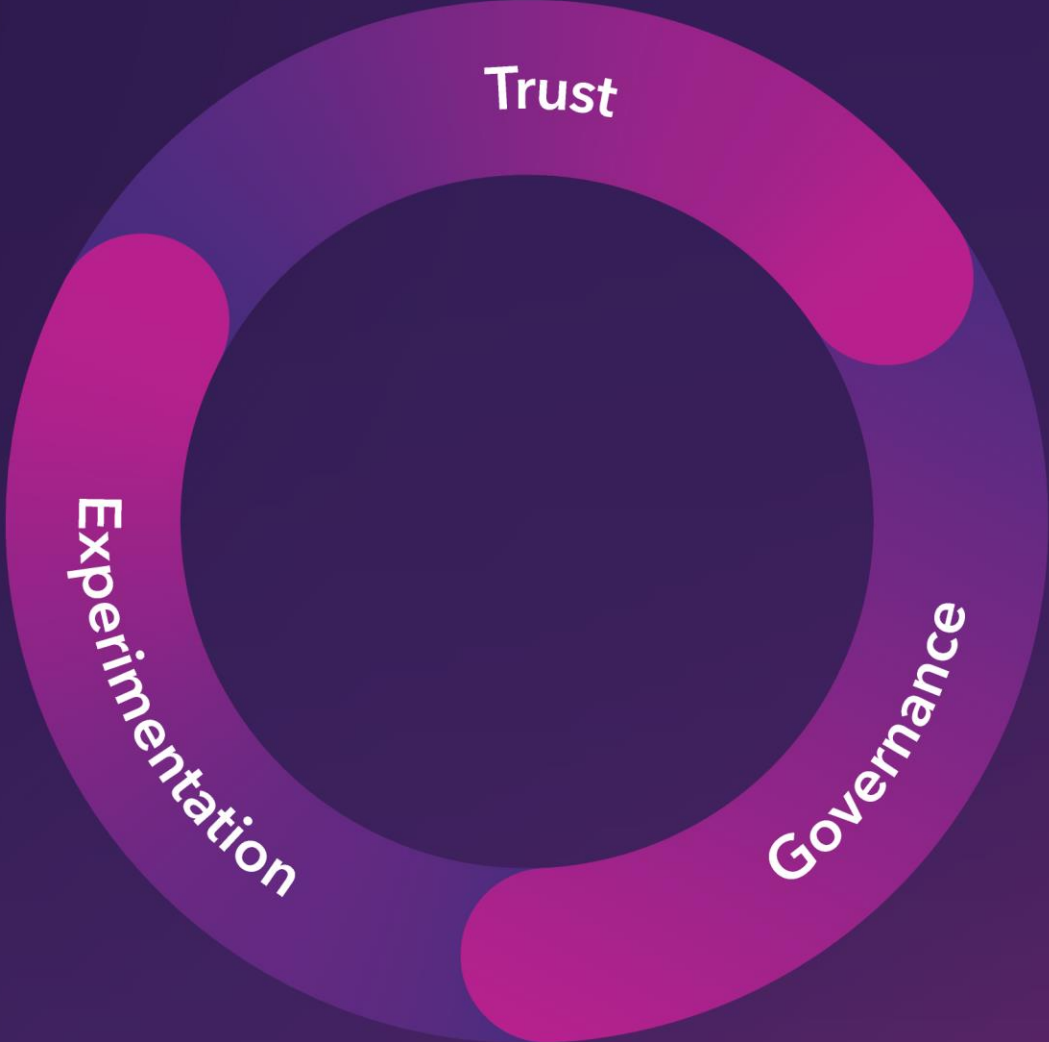
Solution Sales Director,
Softcat

Imagine a world

- ◆ Manufacturing
- ◆ Agriculture
- ◆ Construction
- ◆ Retail
- ◆ Education
- ◆ Healthcare
- ◆ FS&I
- ◆ Transport
- ◆ Technology
- ◆ Government



Playground to production

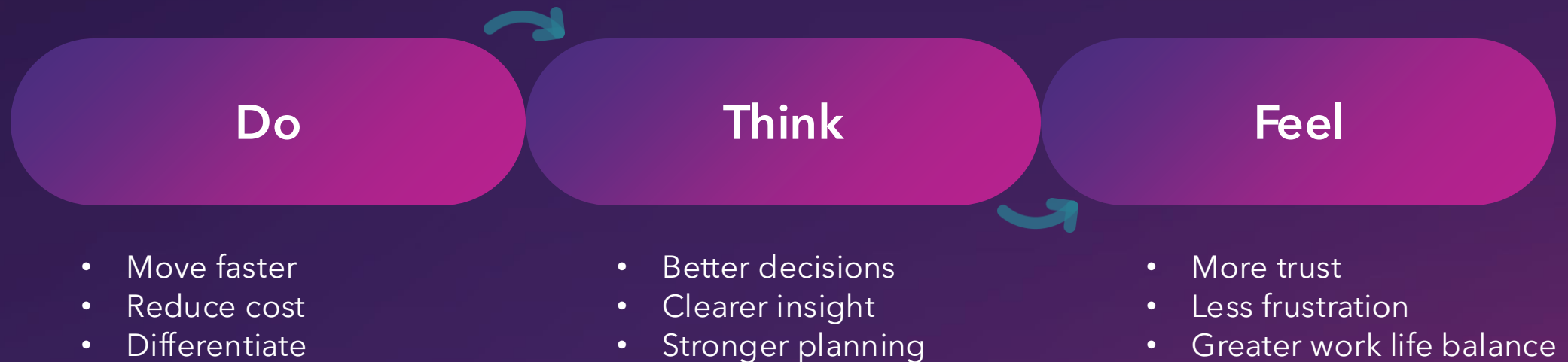



Unlocking value with AI + Human Intelligence



The value story

The tech gets the attention.
The value gets the investment.





Decisions

Decisions

Retail

Copilot for Legal

Tech was live. The value wasn't.

Think: Better judgement

Feel: Less overloaded

Do: Faster, safer work

Tactical

Business Impact & Value

Transformational

Decisions

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“ RE: Bring your challenges ”

Tactical

Business Impact & Value

Transformational

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Think: Better judgement
Feel: Less overloaded
Do: Fast, efficient work

“ I use it everyday and I
could never go back. ”

Tactical ←

Application

→ Transformational

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Business Impact & Value

Transformational

National Infrastructure

Agentic Finance

Financial data was growing faster than it could be controlled.

Think: Faster insight

Feel: More control

Do: Higher-value work

Decisions

Reta

Copilo
Copilo

Think:
Feel: Le
Do: Fas

Tactical

Transformational



Solution Demo Finance AI

Oakland



Jack Evans
Principal Consultant

jack.evans@weareoakland.com

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Feel: More control
Do: Higher-value work

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Transport

AI decision support agent

Critical decisions depended on complex fragmented data.

Think: Better decisions

Feel: Less pressure

Do: Safer outcomes

Tactical ←

Business Impact & Value

→ Transformational

National Infrastructure

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Decisions

◆ **Time to action: days → minutes**

◆ **Growth without additional headcount
(££ saved)**

◆ **Focus shifted to higher-value work**

Retail

Copilot a financial calculator
Copilot a financial calculator

Think: Better judgement

Feel: Less overloaded

Do: Faster, safer work

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Business Impact & Value

→ Transformational

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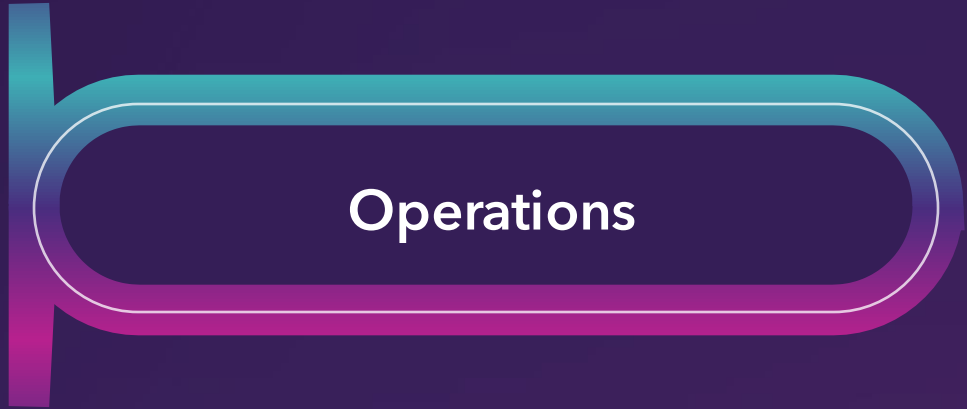
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Operations

Operations

Utilities

Open Data Enablement

Wanted AI. Needed usable data.

Think: Better visibility

Feel: More confidence

Do: Greater compliance

Tactical

Business Impact & Value

Transformational



Operations

Utilities

Open Data
They want

Think: Better
Feel: More
Do: Greater

Tactical

Transformational

The screenshot shows a web browser window with the URL `portal-streamwaterdata.hub.arcgis.com`. The browser's address bar and tabs are visible at the top. The website's navigation menu includes **Stream.**, Home, About Us, Data Portal, Resources, and Storm Overflow Hub. A search bar is prominently displayed in the center of the page with the placeholder text "Search for Datasets, Water Companies, Topics, Area and more". Below the search bar, the heading "How Stream can help..." is followed by the text "Stream is working to stimulate innovation and collaboration through open and shared data related to the water sector". A section titled "The Environment." is partially visible at the bottom right, with the text "Through encouraging transparency and collaboration, Stream aims to..." below it. The background of the main content area features a scenic landscape with mountains and a lake.

Operations

Utilities

Open Data Enablement

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Tactical

Business Impact & Value

Transformational

Telecommunications

AI Governance Framework

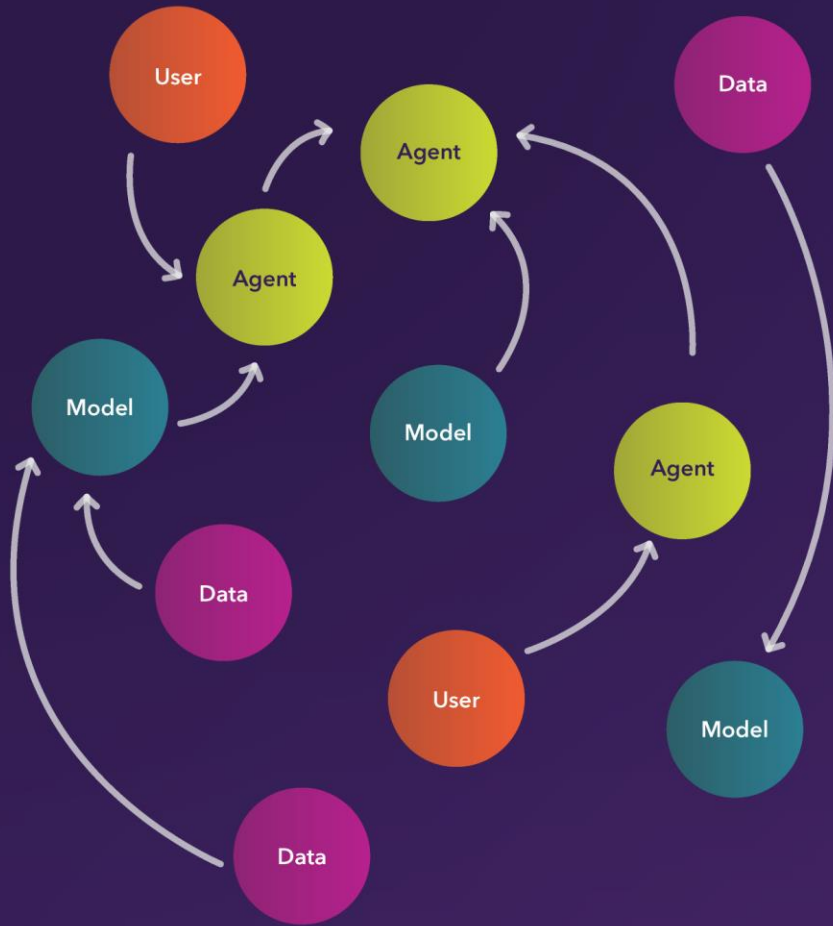
Agents were live. Control hadn't kept up.

Think: Better visibility

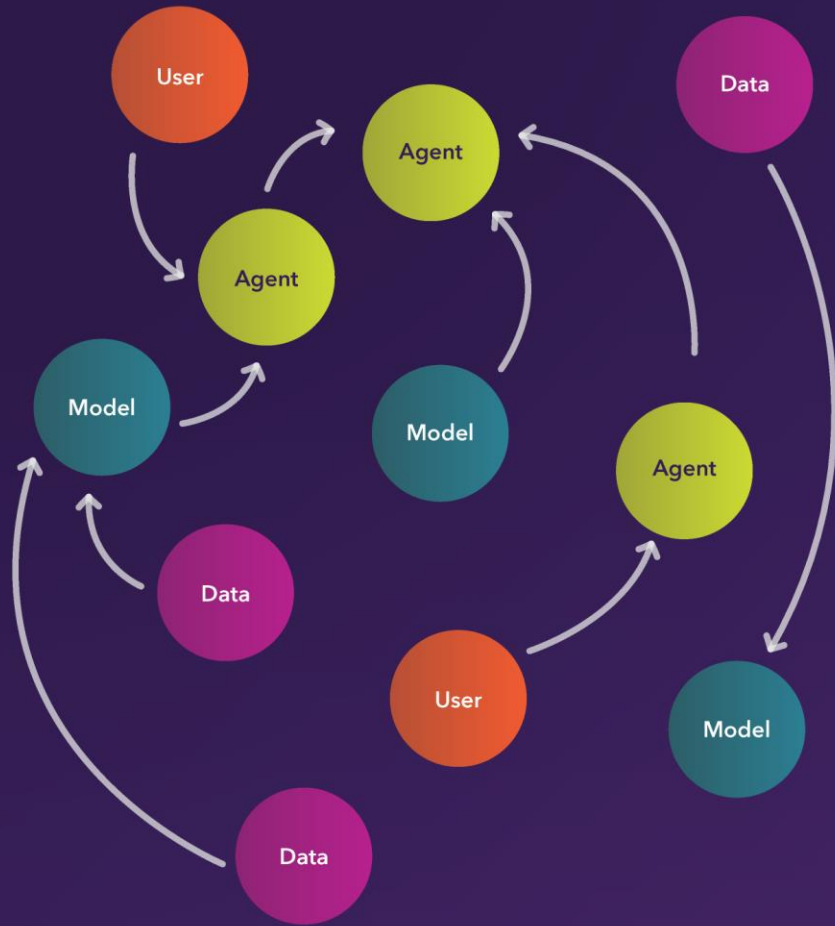
Feel: More confidence

Do: Greater compliance

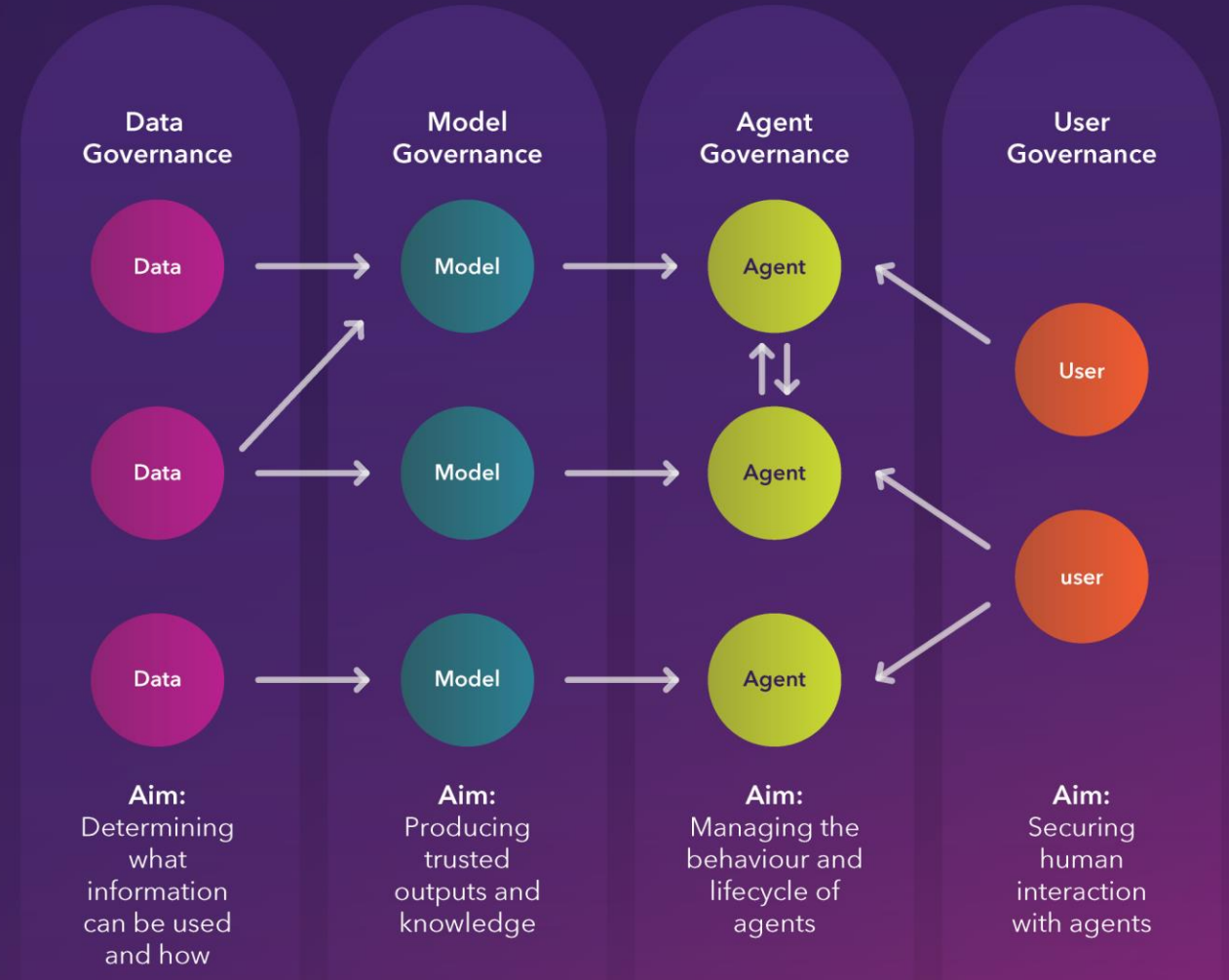
From agents of chaos



From agents of chaos



Reduced risk through layered governance



Operations

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Sales & Marketing

AI-Powered Applications

Value was already in the stack.

Think: Real-time insight

Feel: Less effort

Do: Lower cost

Tactical

Business Impact & Value

Transformational

Telecommunications

AI Governance Framework

Agents were live. Control hadn't kept up.

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Operations

Only
28%

of apps are
integrated

Utilities

Open Data Enablement

They wanted AI. They needed usable data.

Think: Better visibility

Feel: More confidence

Do: Greater compliance

Sales & Marketing

AI-Powered Applications

The Value was already in the stack.

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Feel: Less effort

Do: Lower cost

92%

of critical data sits
outside central
platforms

Telecommunications

AI Governance Framework

Agents were live. Control hadn't kept up.

Think: Better visibility

Feel: More confidence

Do: Greater compliance

Up to
75%

of AI projects fail
to scale

Operations

Utilities

Open Data Enablement
They wanted A

Think: Better visibility
Feel: More confidence
Do: Greater compliance

Tactical ←

→ Transformational

Edge File Edit View History Favourites Profiles Tab Window Help

Intercom Analyzes Customer Data at Speed and Scale to Save Sales Teams Thousands of Hours


Summit 26 from June 1-4 in San Francisco | Lead your organization in the era of agents and enterprise intelligence. Register Now

snowflake Product Solutions Why Snowflake Resources Developers Pricing Sign in CONTACT SALES START FOR FREE

Customers / All Customers / Intercom

Intercom Analyzes Customer Data at Speed and Scale to Save Sales Teams Thousands of Hours

With Snowflake, Intercom has consolidated multiple insight and data tools, using AI to help sales agents work more efficiently and better understand their clients.



\$1.4M
Savings through greater sales team efficiency

96%
Faster generation of customer insight reports

Think: Better visibility
Feel: More confidence
Do: Greater compliance

Operations

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Capital Projects Leader (UK)

Document Intelligence Agent

Knowledge was trapped. Decisions didn't have to be.

Think: Faster insight

Feel: More confidence

Do: Better decisions

Oakland

Learning from Lessons: The challenge

Efficient and effective knowledge management



How do you get the most from a repository of 6k capital delivery lessons?



Valuable content is difficult to consume from the Learning from Lessons Library.



Information is **locked away within multiple attachments**, sometimes with commercially sensitive information



The **potential benefits are vast** given the scope and number of projects which could learn from the lessons

Think: Better visibility
Feel: More confidence
Do: Greater compliance

Think: Faster insight
Feel: More confidence
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Experiences

Experiences

Higher Education

End User AI at scale

AI was becoming an expectation, not an experiment.

Think: Better intent

Feel: Less frustration

Do: Higher conversion

Tactical

Business Impact & Value

Transformational

Experiences

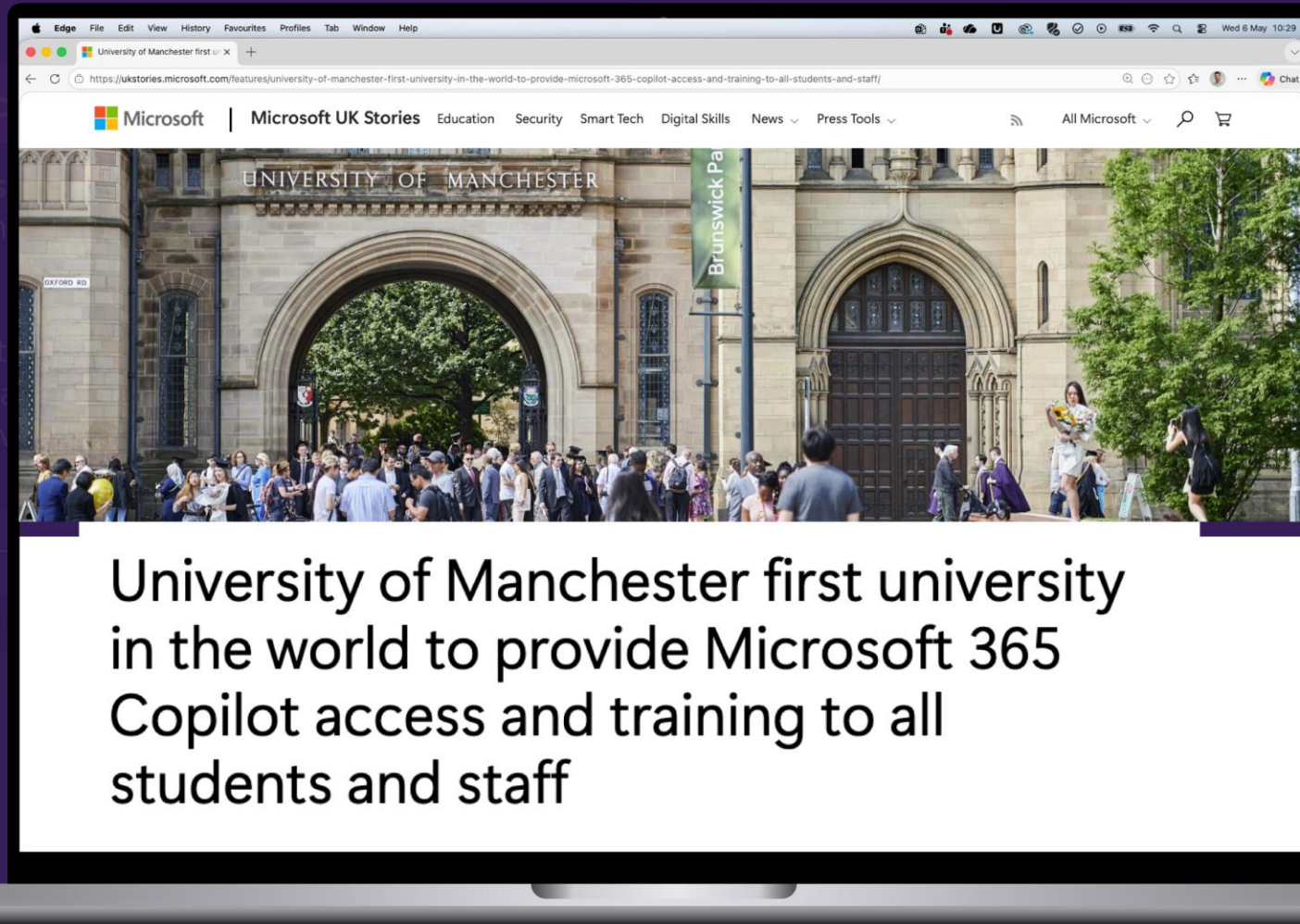
Higher Educa

End User AI at s
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Tactical ←

→ Transformational



The image shows a laptop screen displaying a Microsoft UK Stories webpage. The browser is Microsoft Edge, and the URL is <https://ukstories.microsoft.com/features/university-of-manchester-first-university-in-the-world-to-provide-microsoft-365-copilot-access-and-training-to-all-students-and-staff/>. The page features a large photograph of the University of Manchester's main entrance, a grand stone archway with the text "UNIVERSITY OF MANCHESTER" above it. A crowd of people is gathered in front of the archway. A green banner on the right side of the image reads "Brunswick Pa". Below the image, a white text box contains the following text:

**University of Manchester first university
in the world to provide Microsoft 365
Copilot access and training to all
students and staff**

Experiences

Higher Education

End User AI at scale

AI was becoming an expectation, not an experiment.

Think: Easier access

Feel: More trust

Do: Greater relevance

Tactical

Business Impact & Value

Transformational

Telecommunications

AI-Powered Contact Centre

Customers were stuck in slow, frustrating journeys.

Think: Better intent

Feel: Less frustration

Do: High conversion

Experiences

Higher Education

End User AI at scale

AI was becoming an expectation, not an enabler. Time to act.

Think: Easier access

Feel: No frustration
Do: Greater relevance

100%

Tactical

of triage removed

90%

Business Impact & Value

fewer non-sales calls

+26%

Transformational

CSAT

Telecommunications

AI-Powered Contact Centre

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Experiences

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FS&I

AI-Powered Contact Centre

A better experience became a premium service.

Think: Faster diagnosis

Feel: More reassurance

Do: New revenue

Tactical

Business Impact & Value

Transformational

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Experiences

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End User AI at scale

AI was becoming an expectation so we ran an experiment

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Feel: More trust

Do: Greater relevance

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£3m

Tactical

Business Impact & Value

Transformational

in additional revenue
generated in one year

Telecommunications

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Softcat

Agentic Sales Experience

Sales were drowning in information.

Think: Better context

Feel: More confidence

Do: Better conversations

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Agenda

12:00 - 13:00 Lunch & networking

13:00 - 13:50 Foundations for AI Adoption

14:05 - 14:45 Breakout session 1

- ◆ AI data centres for the future
- ◆ Accelerating AI outcomes with public cloud

15:00 - 15:40 Breakout session 2

- ◆ Empowering an AI-enabled workforce
- ◆ Secure by design: Data resilience & recovery
- ◆ AI & Quantum: Shaping decisions in financial services

15:40 - 15:50 Refreshments

15:50 - 16:20 Panel

16:20 - 16:30 Wrap up

16:30 - 18:00 Networking



Softcat Panel

Mark Forster, Softcat CTO



Speakers



Ayesha Hussain

Data Governance and Quality
Lead,
University of Leeds



Chris Brewster

CFO
Animalcare Group Plc



Nick Hedderman

UK & Ireland Channel Lead,
Microsoft



Arash Ghazanfari

CxO Advisor UK & Europe,
Dell



Wrap Up

Graham Charlton, Softcat CEO



Our value to you

VARs

SIs

Softcat

Application layer

An ecosystem of agents, applications and copilots for the Enterprise, whether created by small ISV's or large software publishers, will drive adoption of AI and a need for robust infrastructure solutions, at scale.

Data

Data quality becomes central to application function and utility. Orchestration and integration layers are foundational to modern architecture.

Security

AI-driven capability and volume of threats across a landscape and attack surface, that are both evolving at unprecedented rates, demand new and continuously updated defence mechanisms.

Networking & connectivity

Data volumes rise exponentially, demanding higher bandwidth and active management.

On-premise platforms

Enterprise-grade design, build and operation of in-house AI factories.

Cloud platforms

Hyperscalers and Neoclouds provide consumption and build as-a-service with sovereign data capabilities.



Thank you