

The logo for ibexa, featuring the word "ibexa" in a lowercase, sans-serif font. The letters are colored in a gradient from red to purple.

Summit 25

# Building the new Digital Experience **Champion**

Thanks to our 2025 sponsors!

QNTN

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platform.sh

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**Welcome!**

# Hello!



**Stephanie Kawan**  
Partner Manager DACH  
**Ibexa**

# ibexa

Summit 25

NEW RECORD

+ 300

Registrations





# One of the most exciting Agendas

- Ibexa DXP Product Announcements!
- More than 40 workshops!
- Free Tech and Editorial Certifications
- Keynote with World Leaders from the Marketing and Digital IT landscape
- AI roundtable
- 5+ Customer experience sharing sessions
- 2 side events with Quable and Actito



1



**Explore the Latest Innovations of Ibexa DXP**



2

**Get inspiration from World Leaders**

3



**Connect with your Peers and Extend your Network**



**Are you ready?**



**ibexa**

Summit 25

# Martech in 2025

Can composable platforms simplify your MarTech stack?

SCOTT BRINKER, EDITOR AT CHIEFMARTEC.COM





WE FOUND THAT OUR  
MARKETING IS INEFFECTIVE  
AND ANNOYING TO OUR  
POTENTIAL CUSTOMERS.

TOM  
FISH  
BURNE





WE FOUND THAT OUR  
MARKETING IS INEFFECTIVE  
AND ANNOYING TO OUR  
POTENTIAL CUSTOMERS.

WITH THE RIGHT  
SOFTWARE, WE  
COULD ANNOY  
THEM MORE  
EFFECTIVELY.

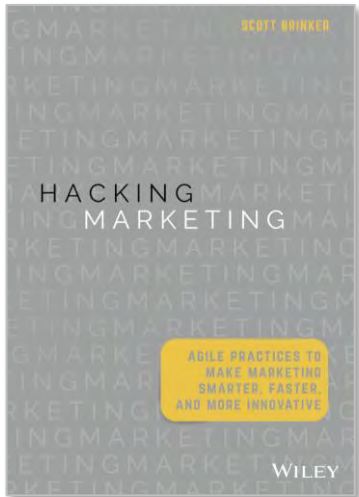
TOM  
FISH  
BURNE



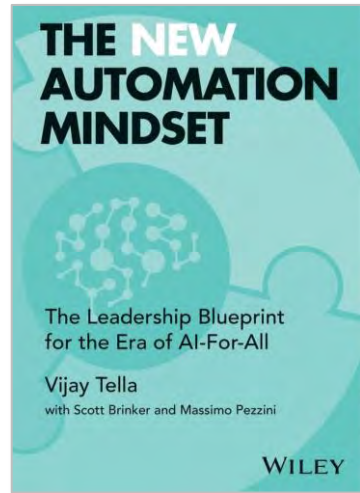
VP Platform Ecosystem



Editor



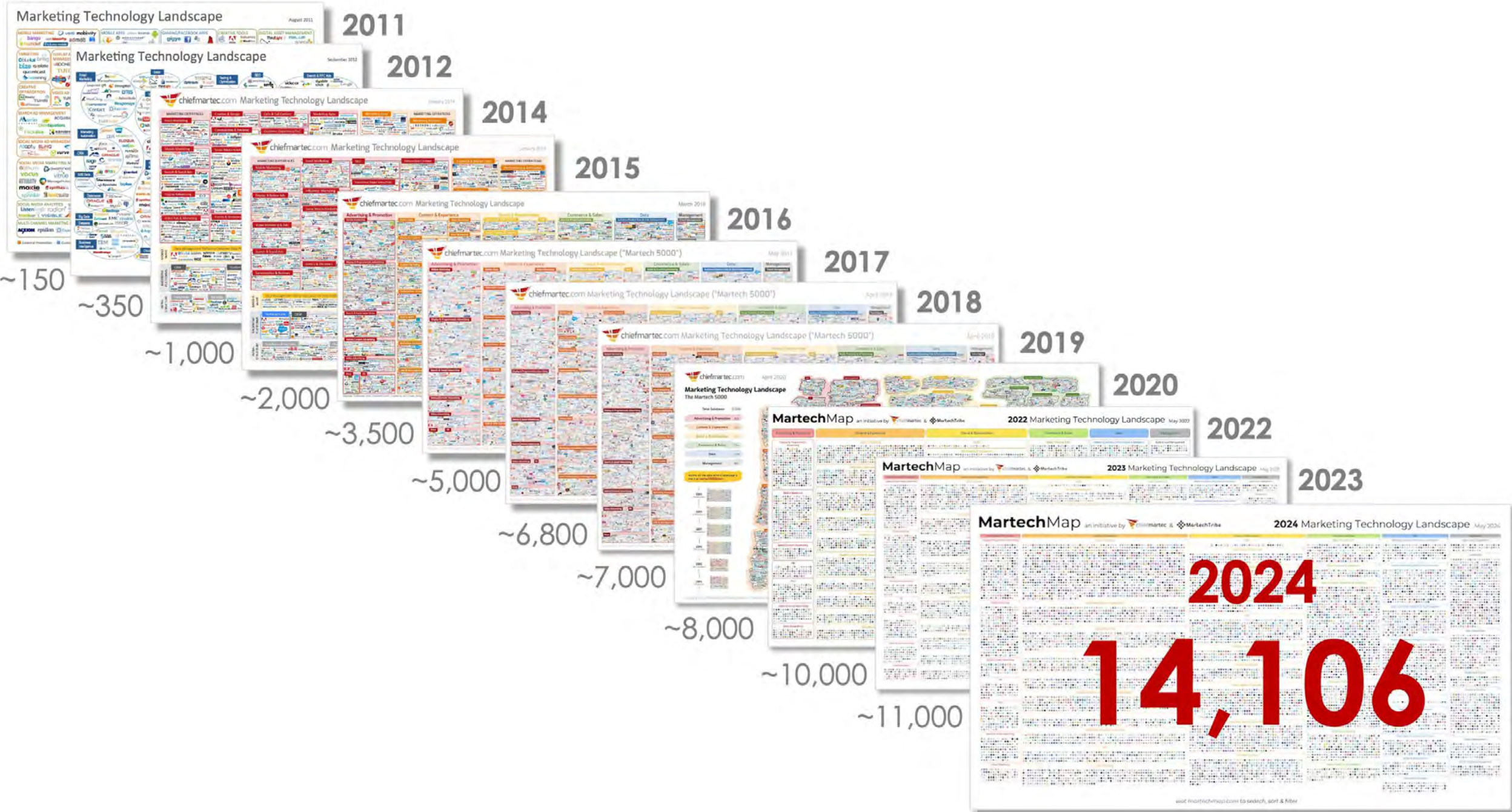
Author, Best-Selling  
*Hacking Marketing*



Co-Author, Best-Selling  
*The New Automation Mindset*



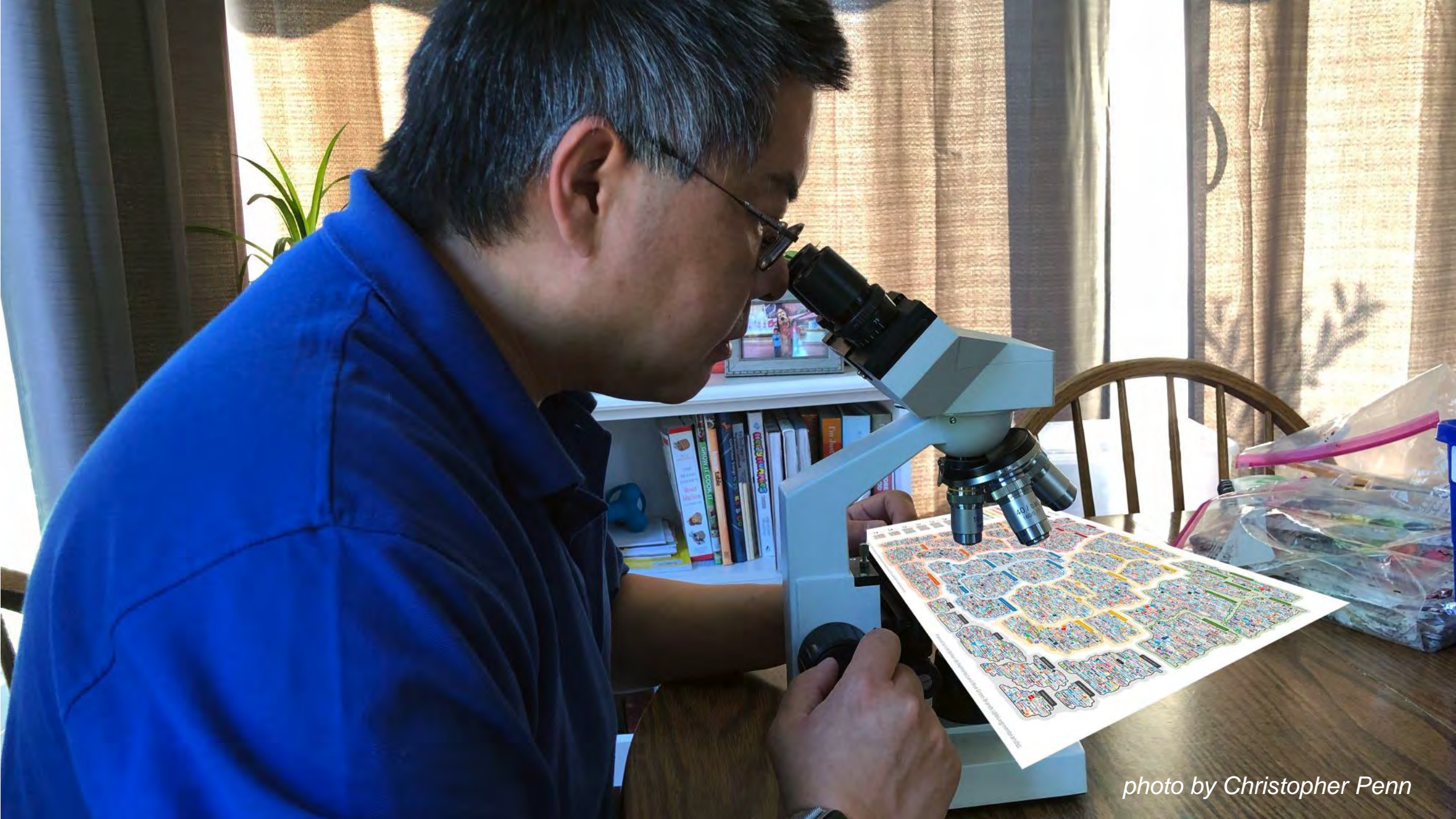






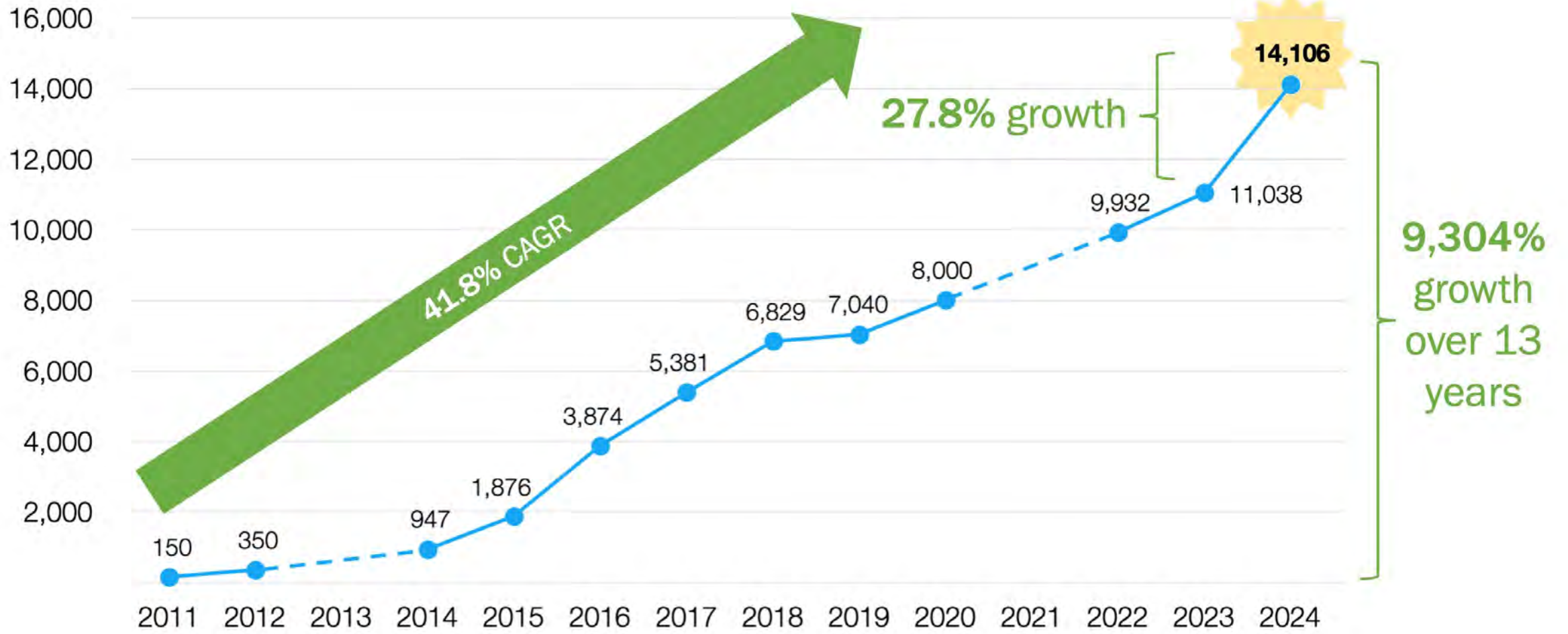


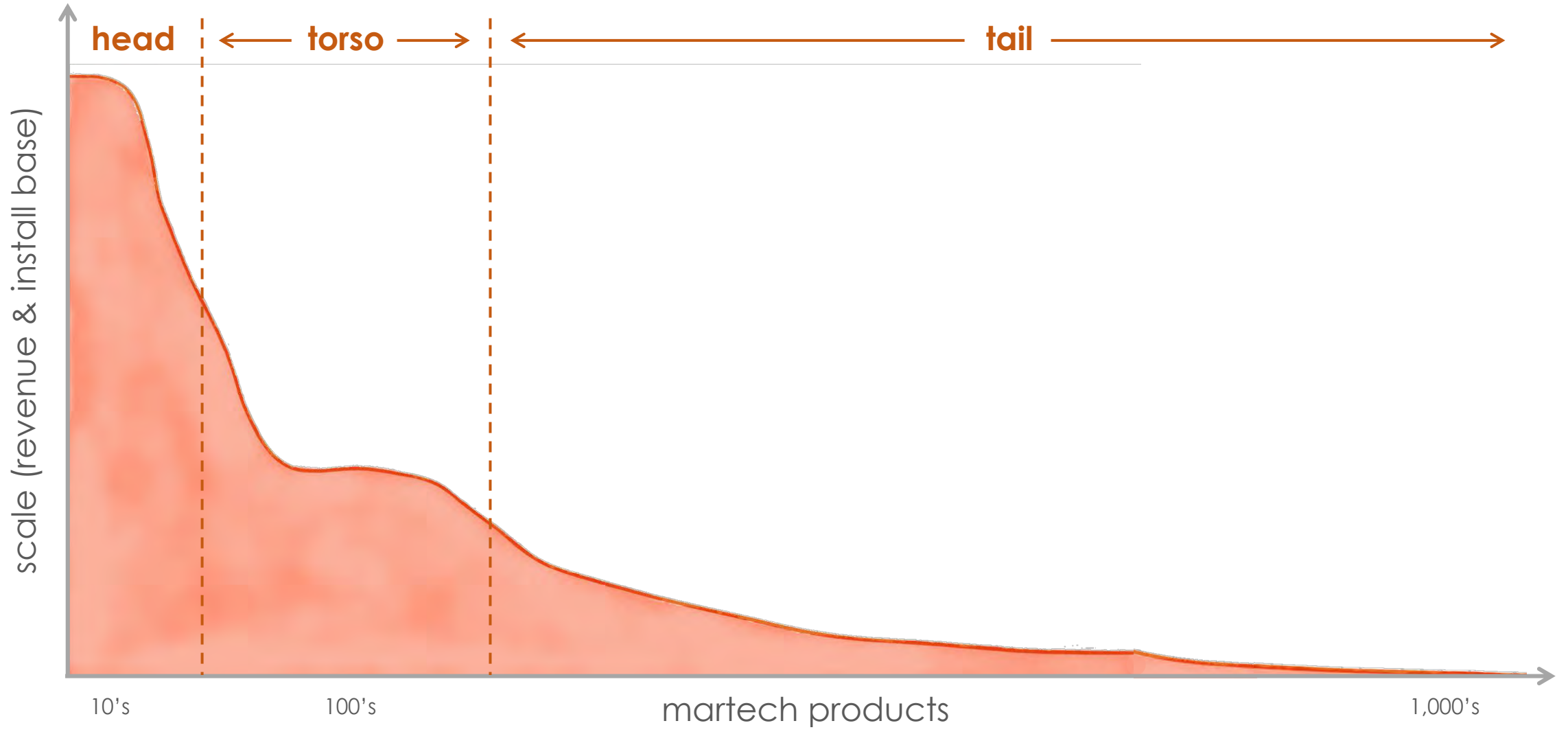


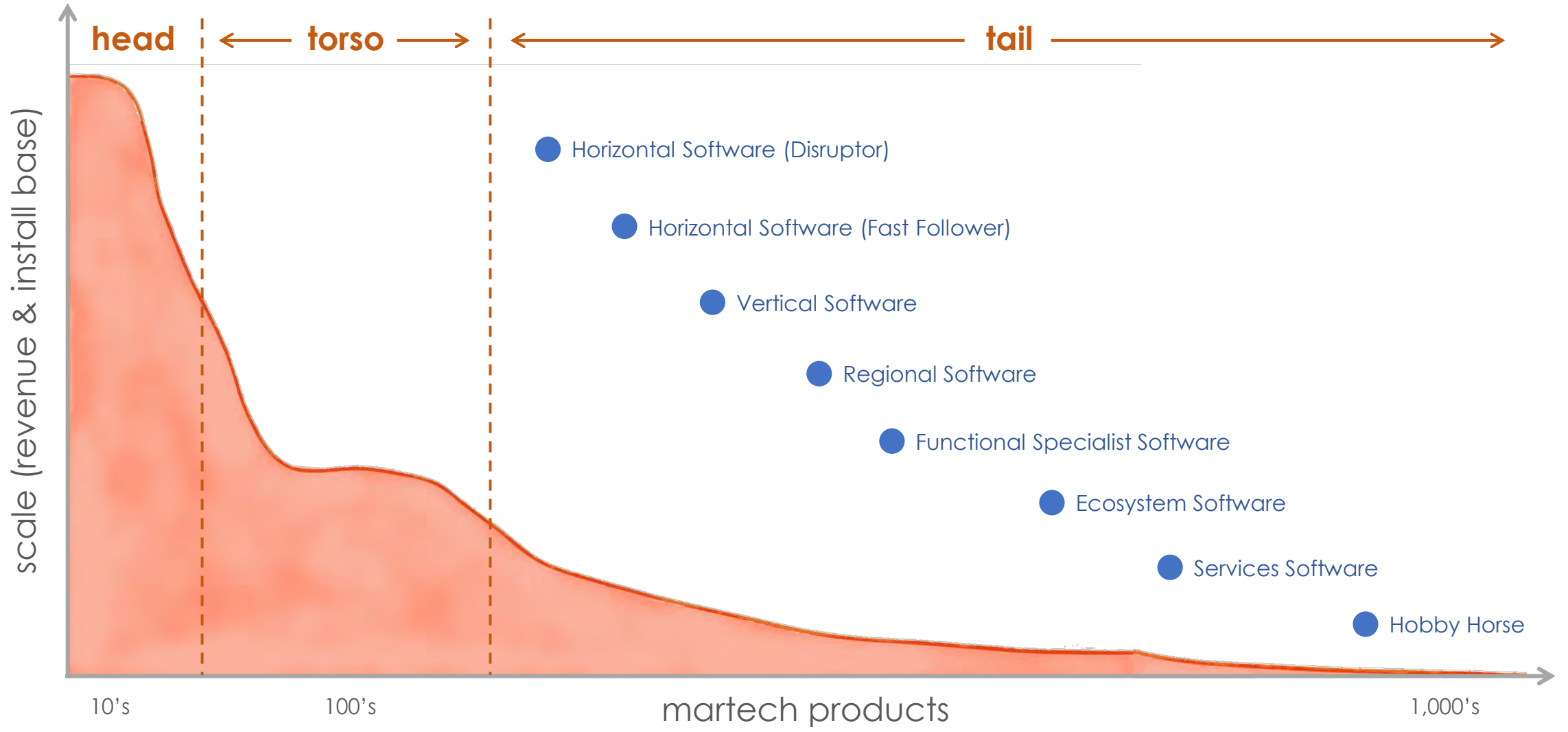


*photo by Christopher Penn*

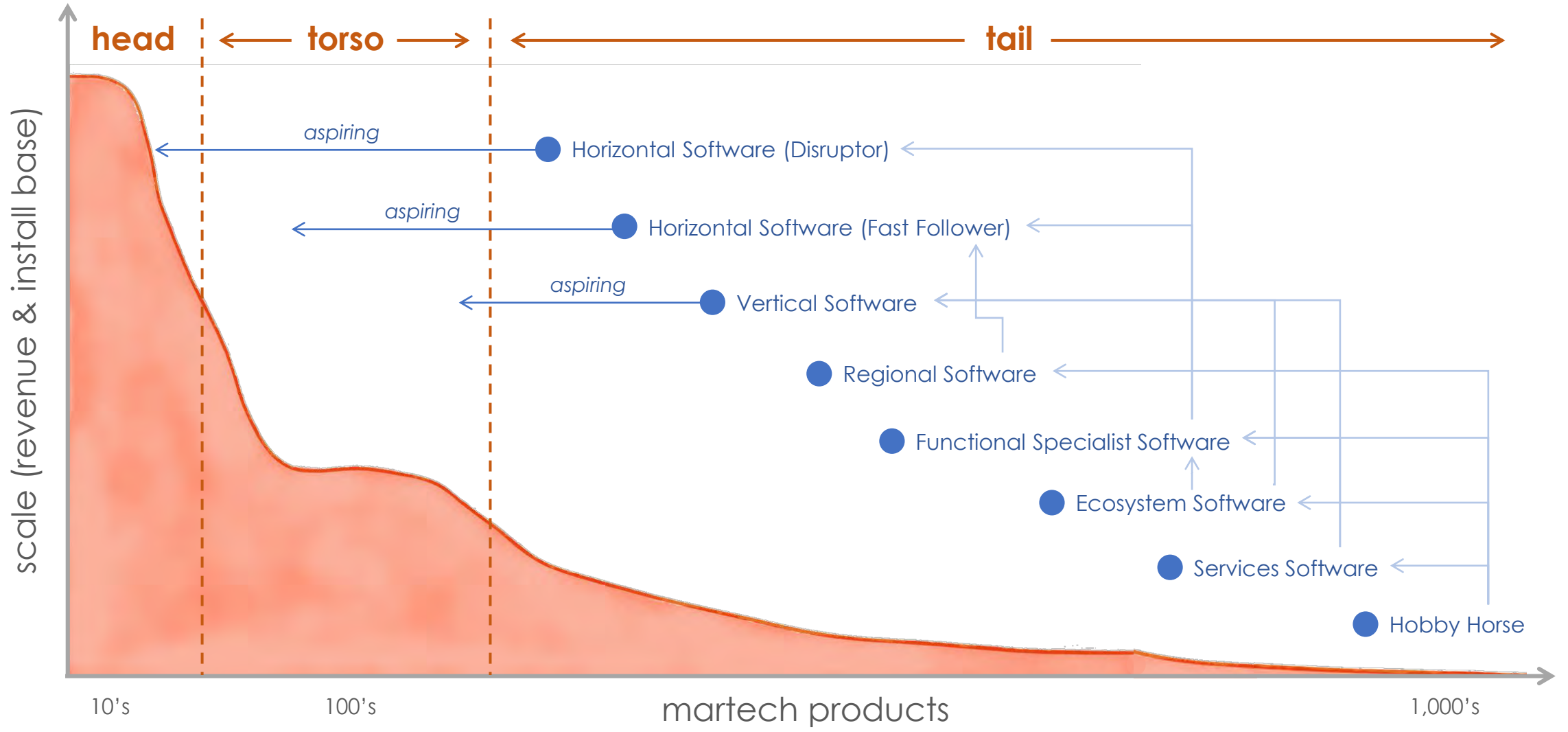






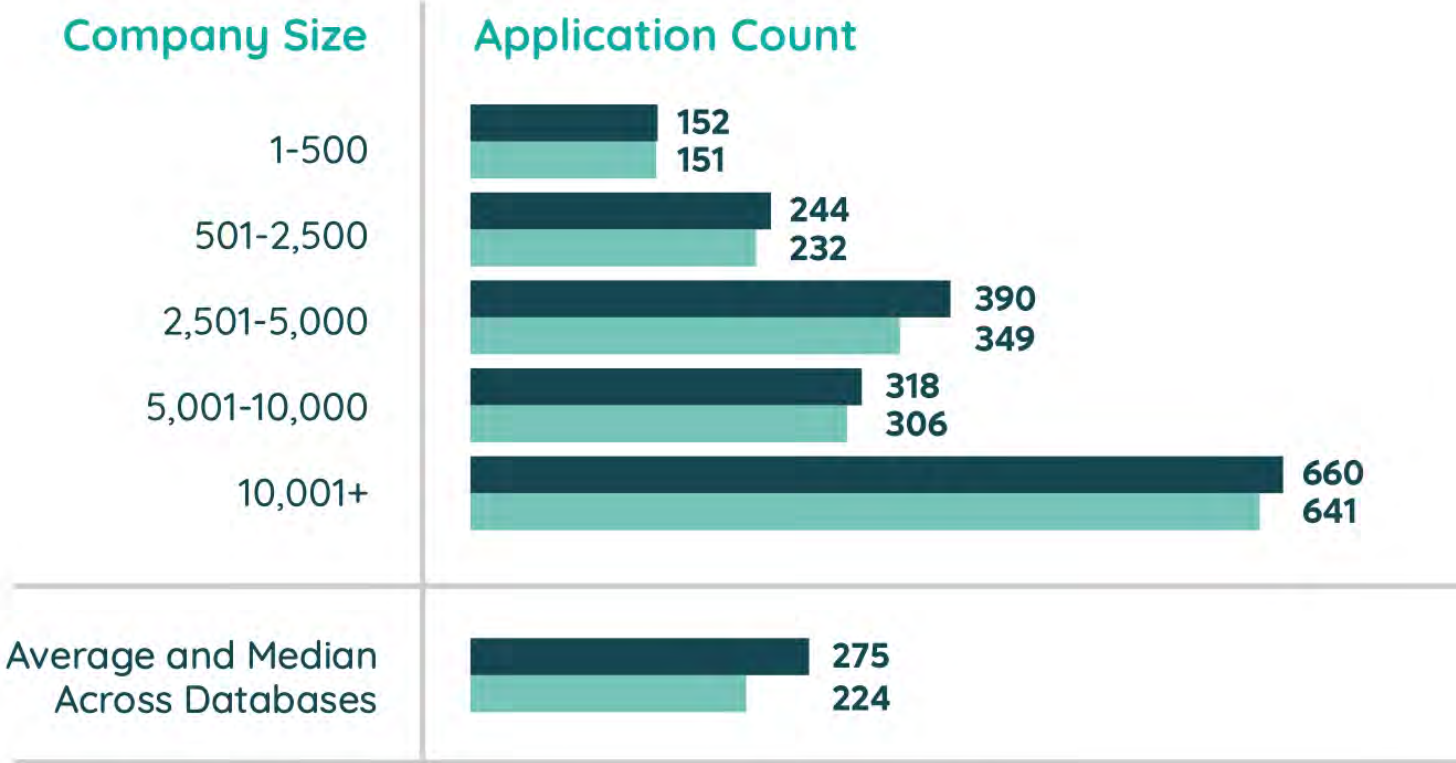






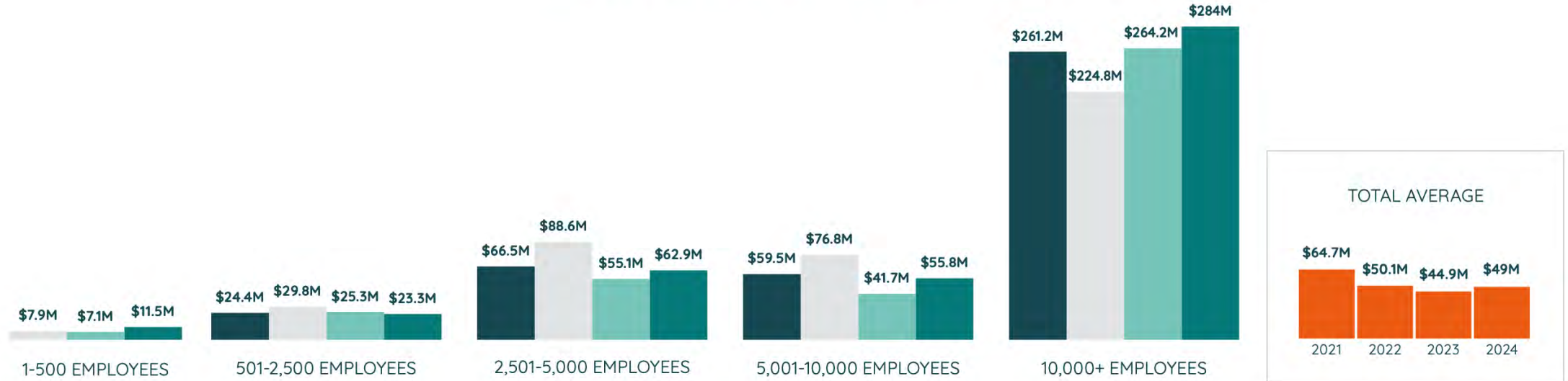
# SaaS Portfolio Size and Spend

■ Average ■ Median

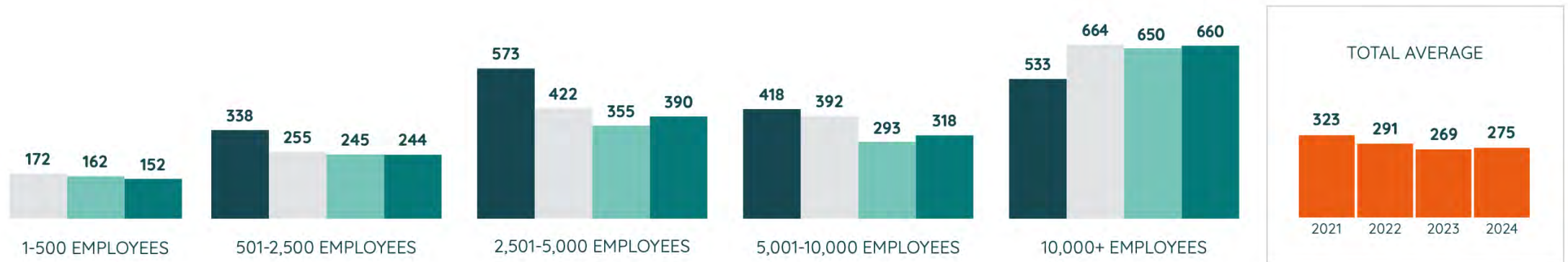


Source: Zylo 2025 SaaS Management Index Report

## Average SaaS Spend Year Over Year

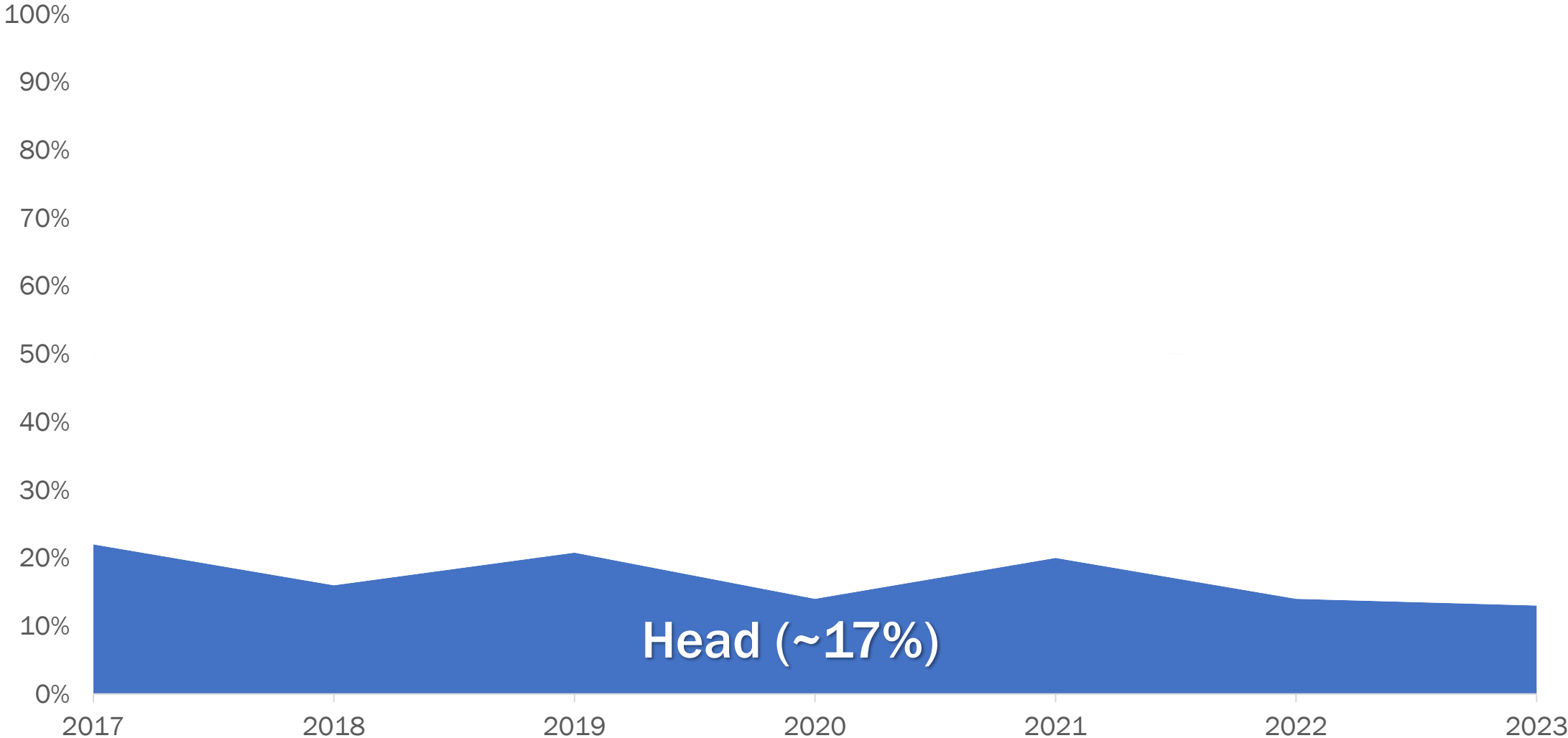


## Average Portfolio Size Year Over Year



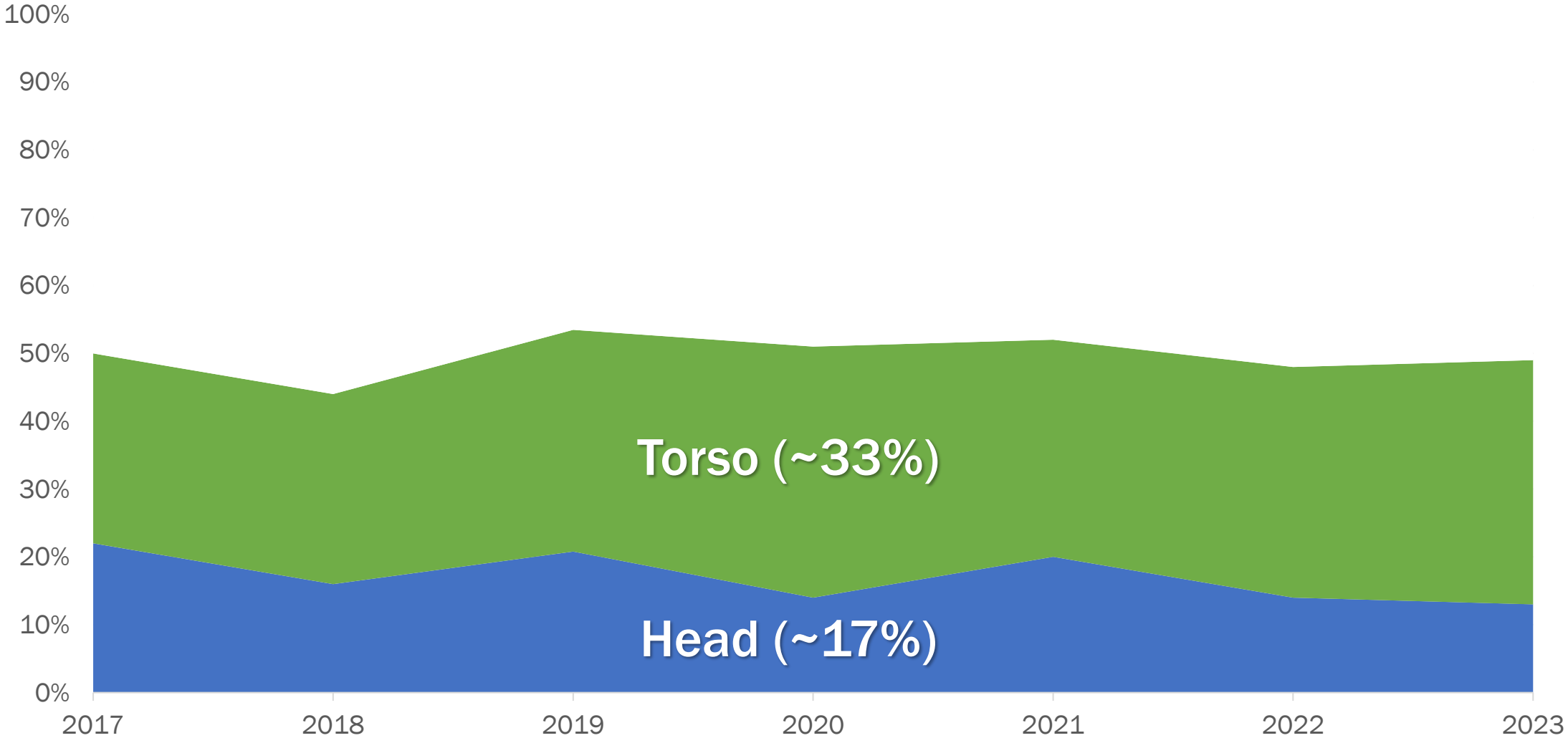
2021 2022 2023 2024

# Distribution of Products in Martech Stacks

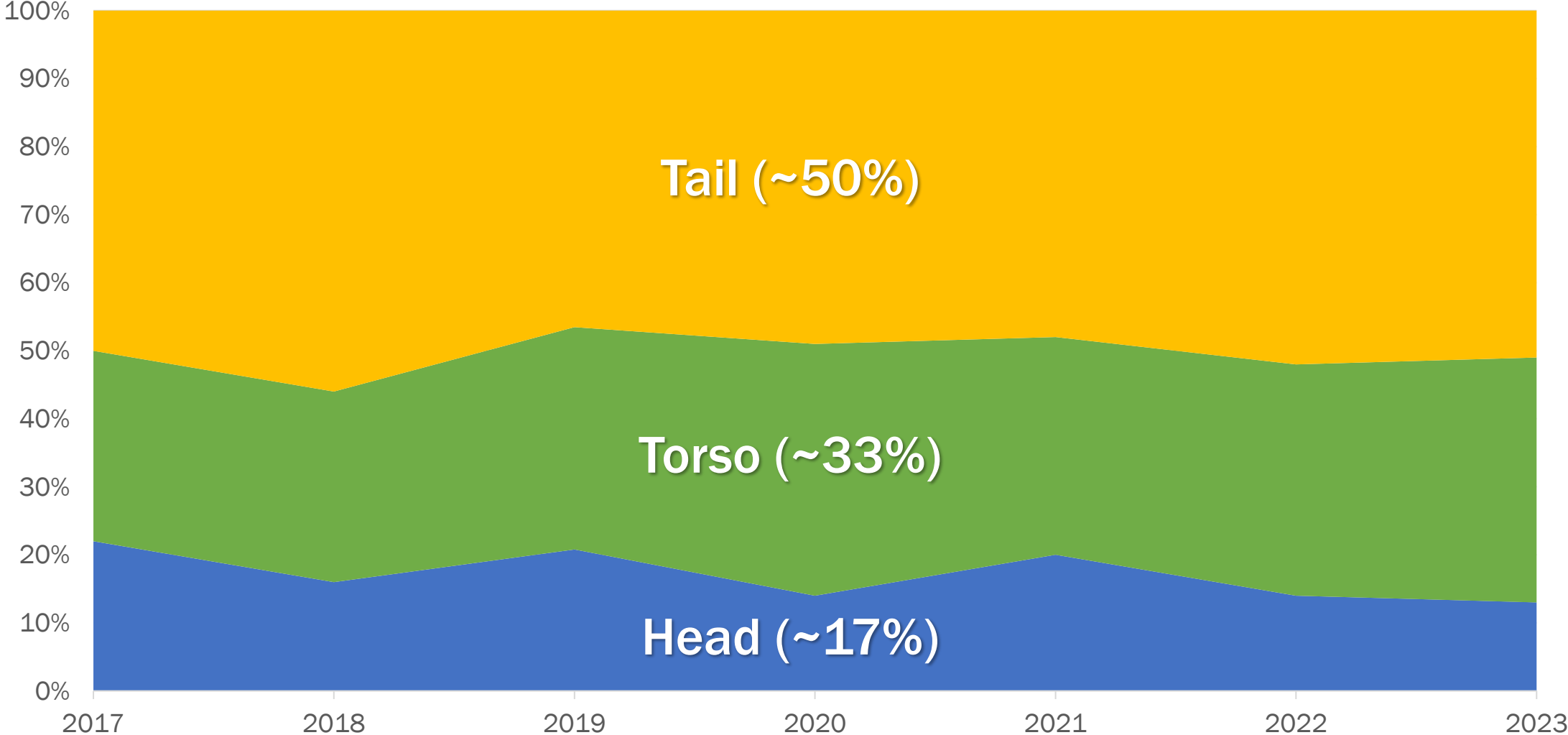


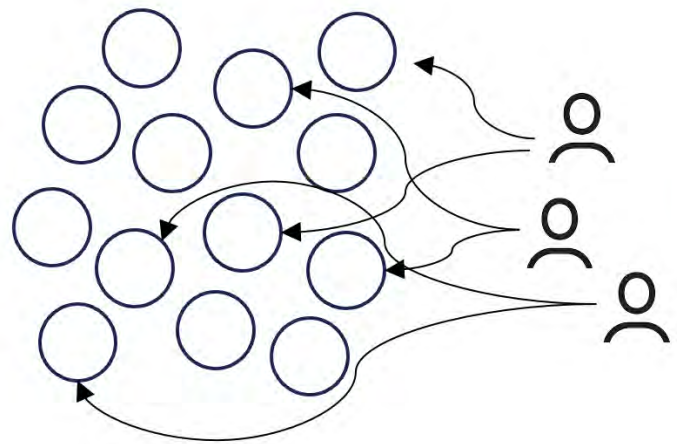


# Distribution of Products in Martech Stacks

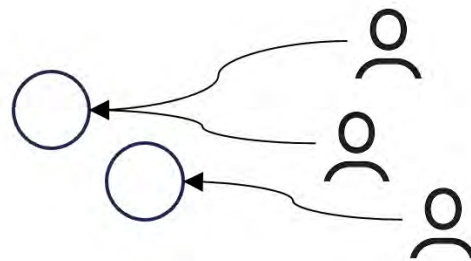


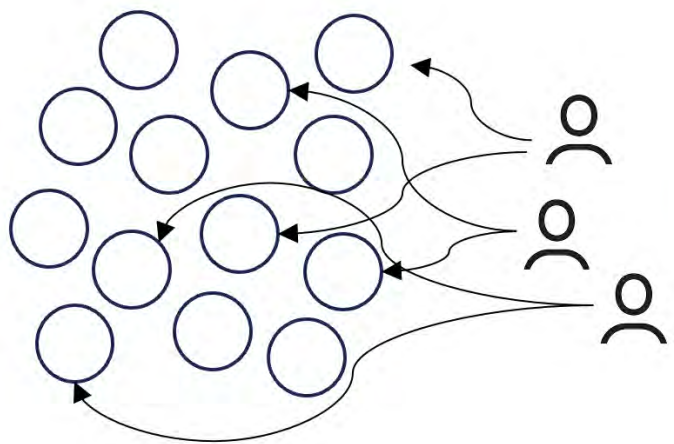
# Distribution of Products in Martech Stacks



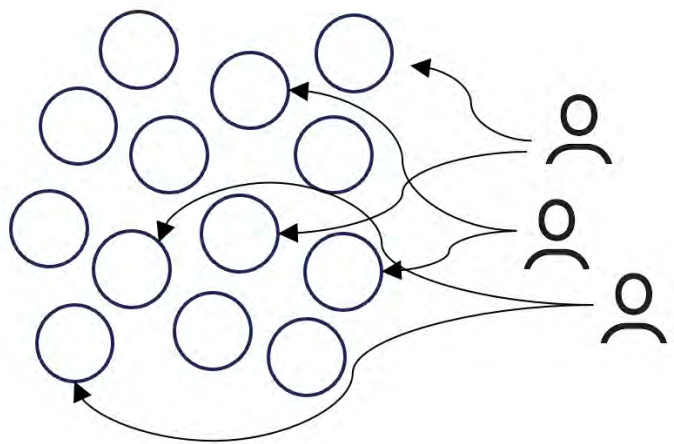
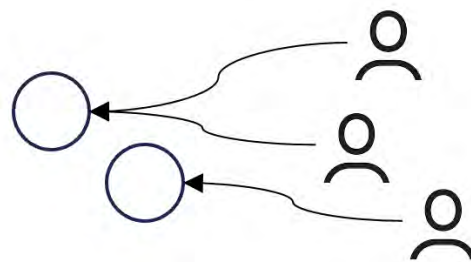


consolidation

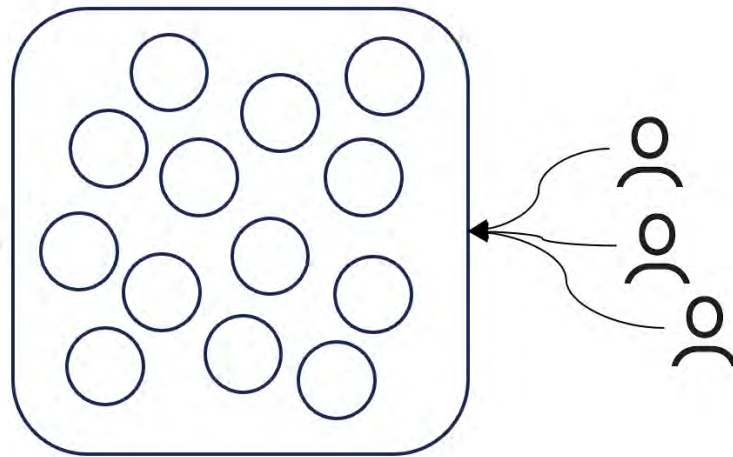




consolidation



aggregation



**1<sup>st</sup> Age of  
Martech**

Commercial  
Software

Suite vs.  
Best-of-Breed



**1<sup>st</sup> Age of  
Martech**

Commercial  
Software

Suite vs.  
Best-of-Breed

Professional  
Services

Software vs.  
Services

	<b>1<sup>st</sup> Age of Martech</b>
Commercial Software	Suite vs. Best-of-Breed
Professional Services	Software vs. Services
Custom Software	Build vs. Buy

	<b>1<sup>st</sup> Age of Martech</b>	<b>2<sup>nd</sup> Age of Martech</b>
Commercial Software	Suite vs. Best-of-Breed	Platform Ecosystems
Professional Services	Software vs. Services	
Custom Software	Build vs. Buy	

	<b>1<sup>st</sup> Age of Martech</b>	<b>2<sup>nd</sup> Age of Martech</b>
Commercial Software	Suite vs. Best-of-Breed	Platform Ecosystems
Professional Services	Software vs. Services	Blended Models of Software & Services
Custom Software	Build vs. Buy	



	<b>1<sup>st</sup> Age of Martech</b>	<b>2<sup>nd</sup> Age of Martech</b>
Commercial Software	Suite vs. Best-of-Breed	Platform Ecosystems
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	<b>1<sup>st</sup> Age of Martech</b>	<b>2<sup>nd</sup> Age of Martech</b>
Commercial Software	Suite vs. Best-of-Breed	Platform Ecosystems
Professional Services	Software vs. Services	Blended Models of Software & Services
Custom Software	Build vs. Buy	Custom Apps on Commercial Platforms

*X or Y*

*X and Y*



*increasing convergence in the cloud*

	1 <sup>st</sup> Age of Martech	2 <sup>nd</sup> Age of Martech	3 <sup>rd</sup> Age of Martech
Commercial Software	Suite vs. Best-of-Breed	Platform Ecosystems	<p><b>Composable Canvas</b></p>
Professional Services	Software vs. Services	Blended Models of Software & Services	
Custom Software	Build vs. Buy	Custom Apps on Commercial Platforms	

*X or Y*

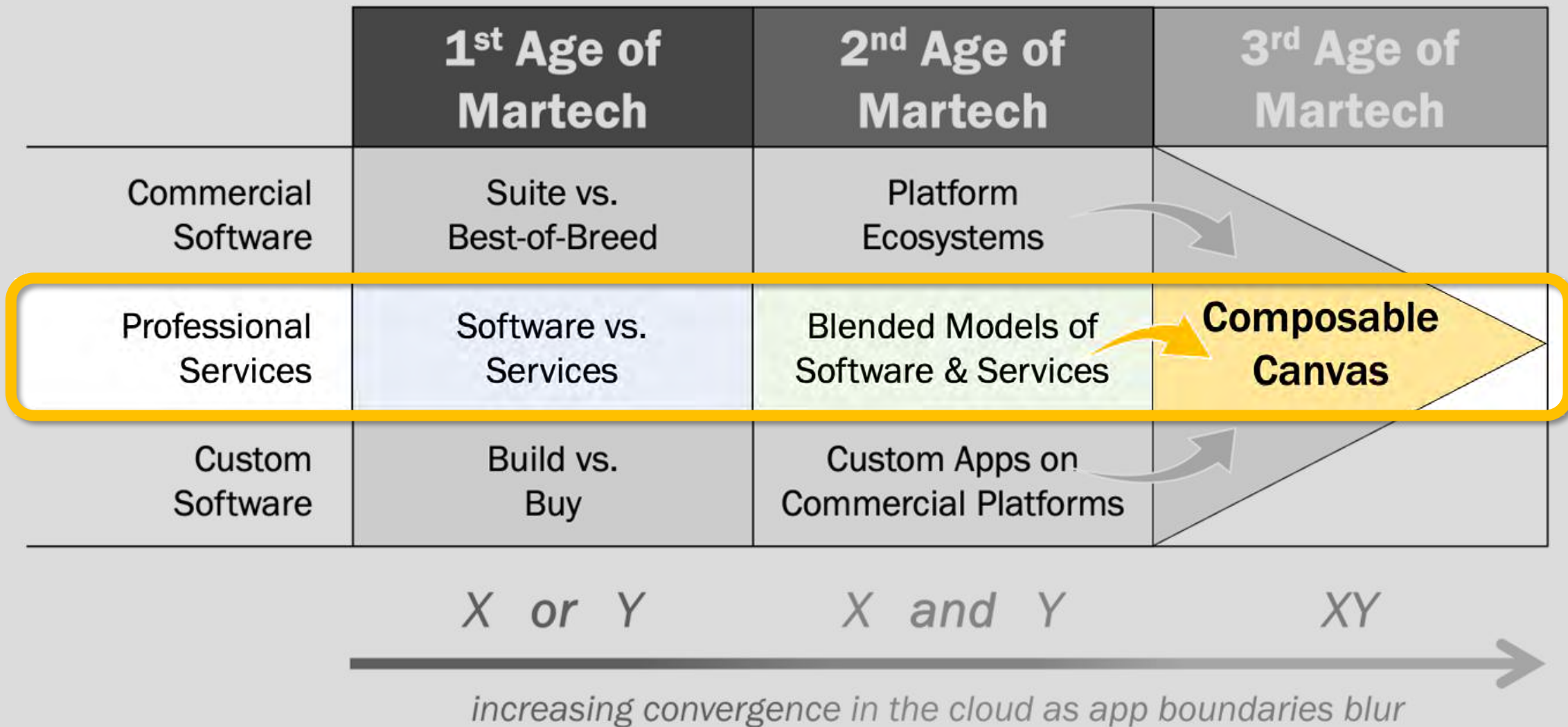
*X and Y*

*XY*



*increasing convergence in the cloud as app boundaries blur*





Composed Stack

Composed Dataset

Composed Workflow

Composed App/Website

Composed Stack

Composable Platforms & Products

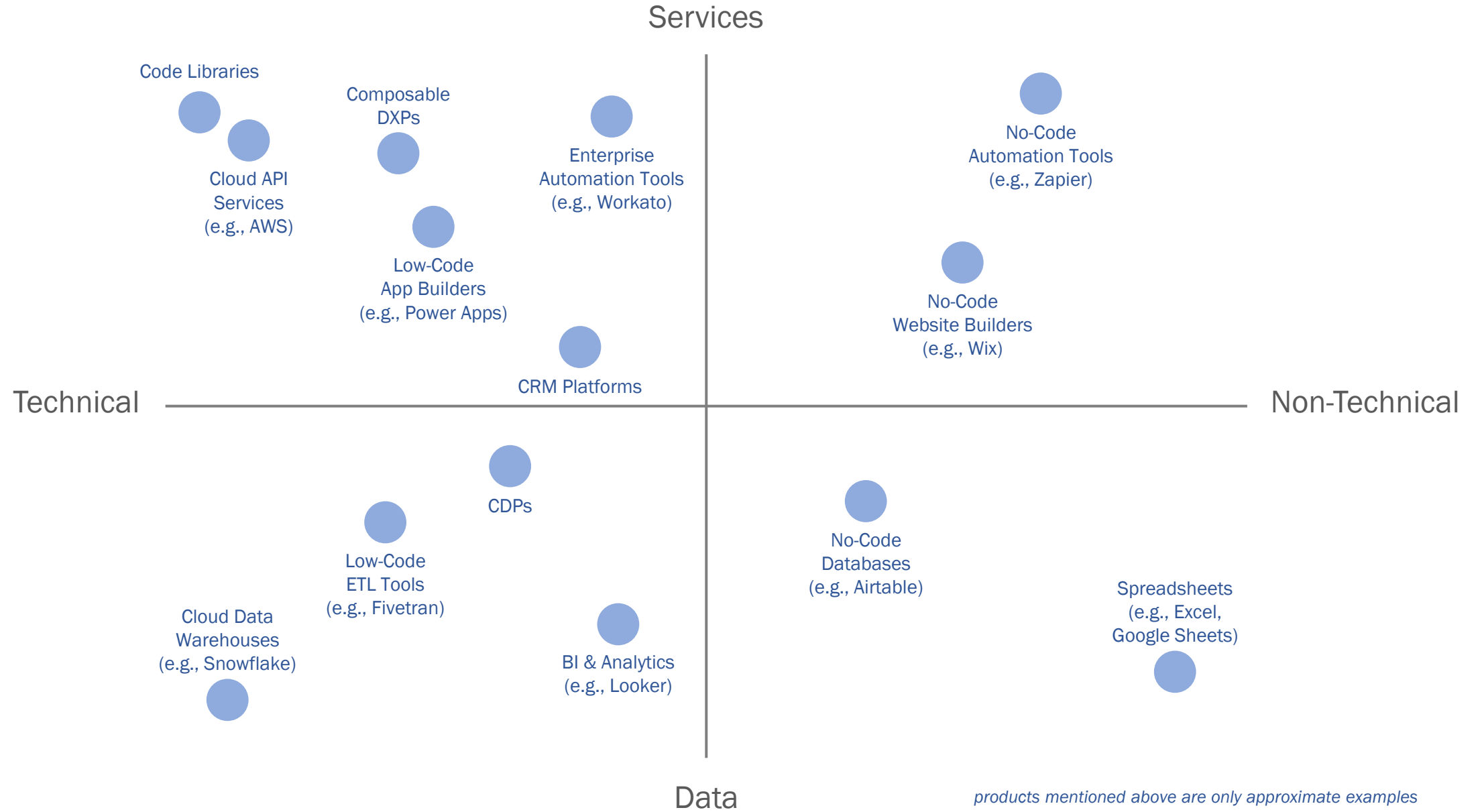
Composed Creations

Composable Capabilities

Composed Experiences

*customer experience or employee experience*

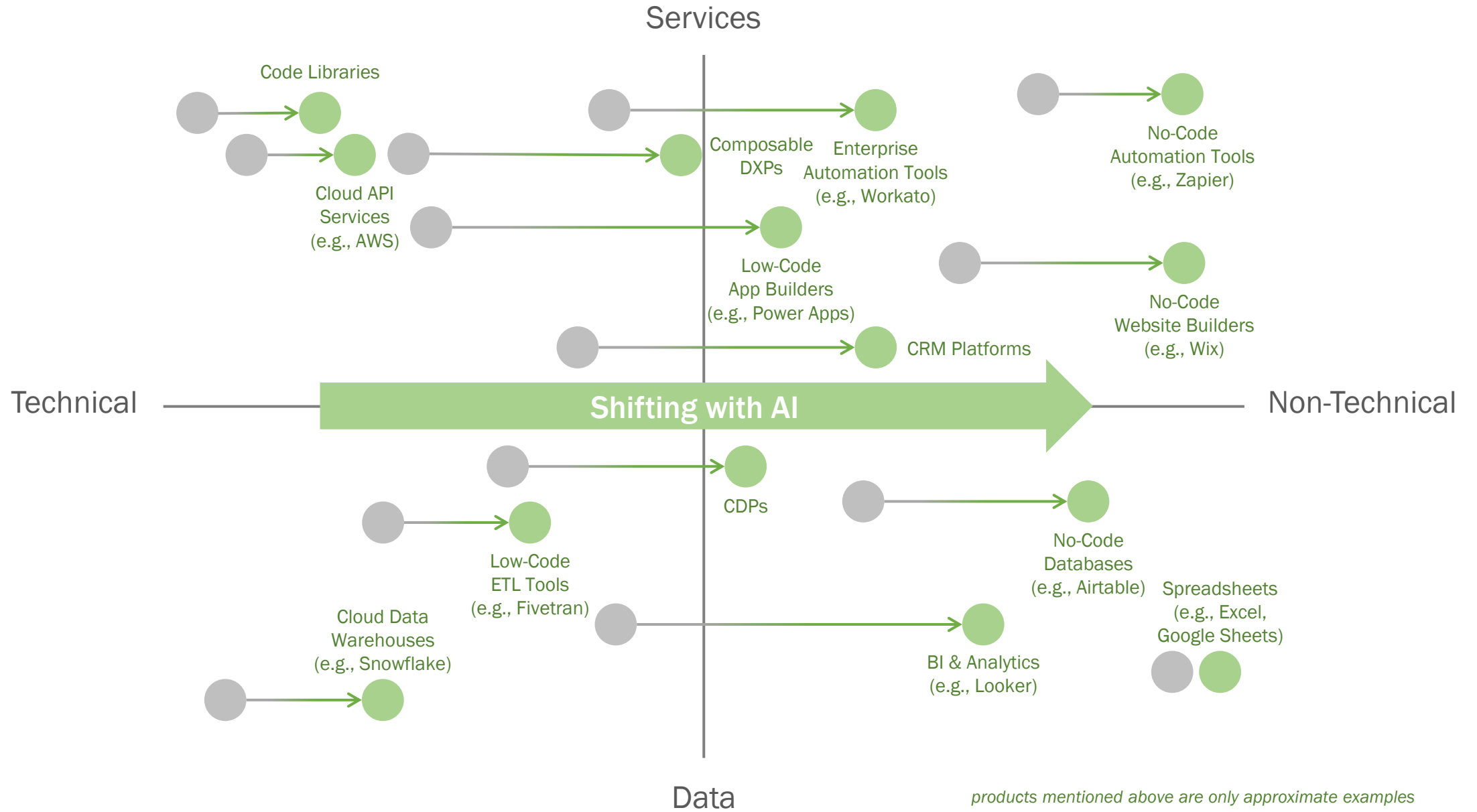
# Spectrum of Composability



*products mentioned above are only approximate examples*

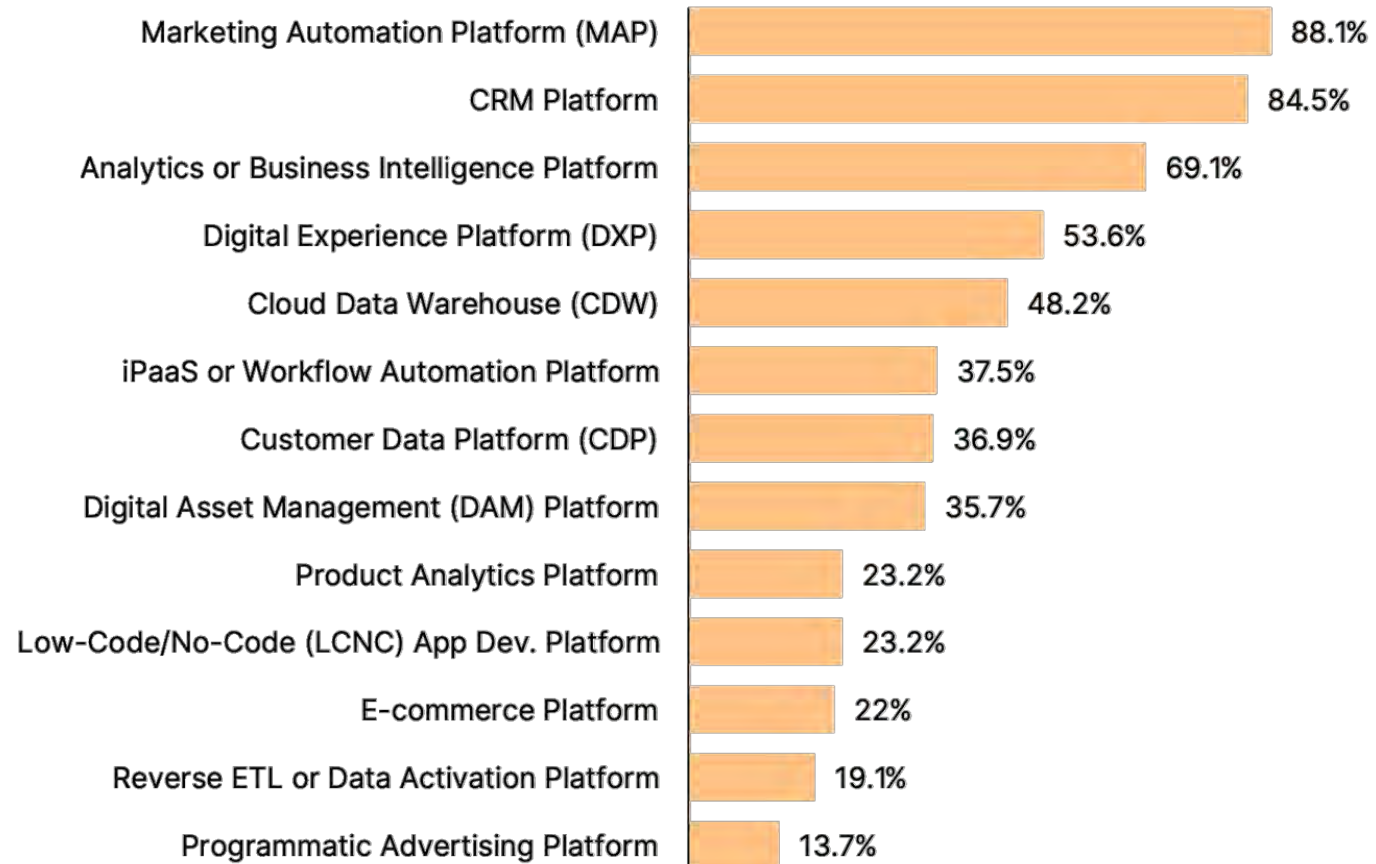


# Spectrum of Composability



Which of these platforms do you use in your martech stack? (select all that you have, including multiple ones bundled in a cloud/suite)

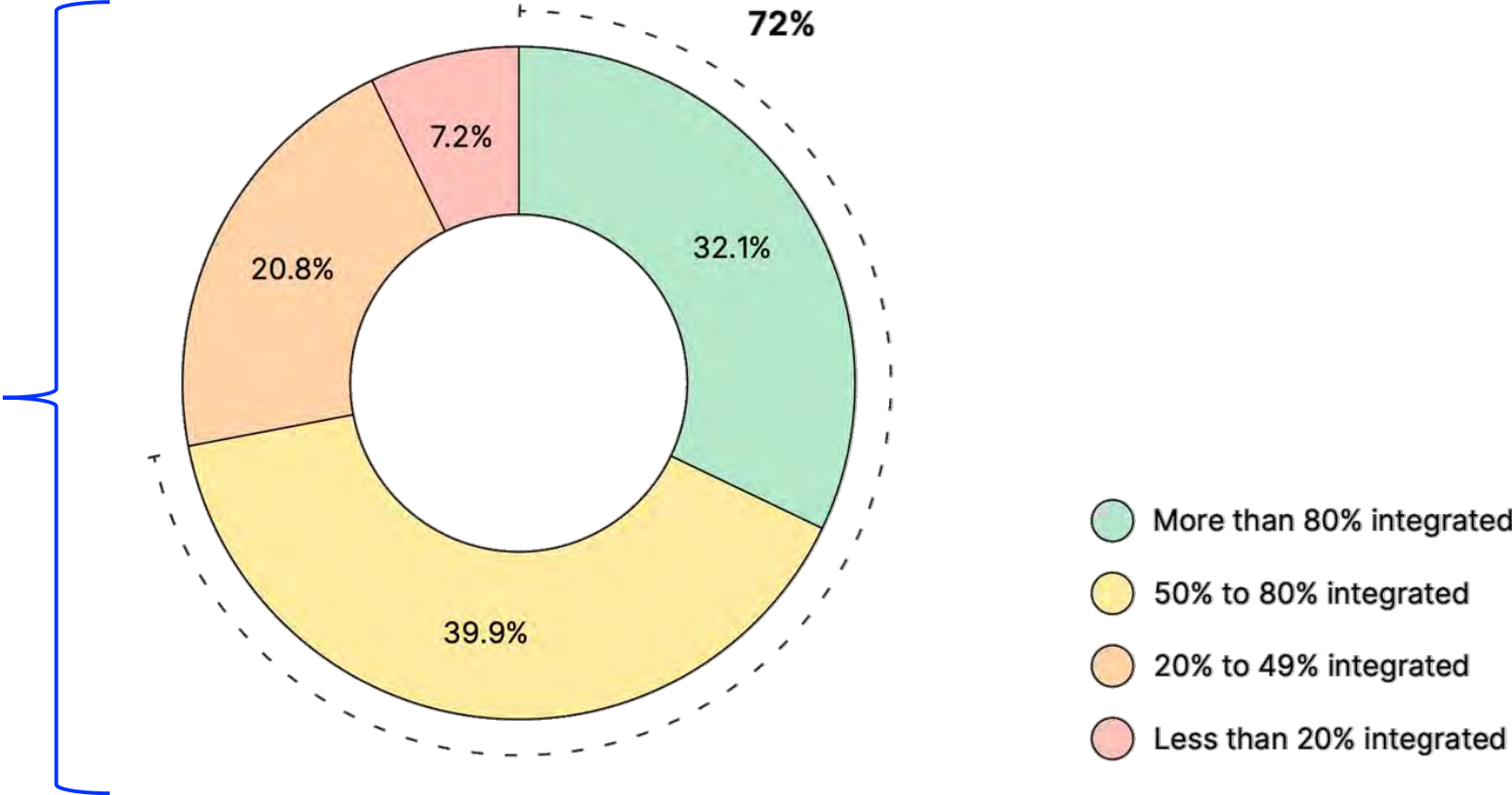
Martech stacks have multiple platforms...



Source: 2024 Martech Composability Survey, chiefmartec & MartechTribe

# How much of your martech stack is integrated with that platform at the center of your stack?

72% now have the majority of their stack integrated to that “center”

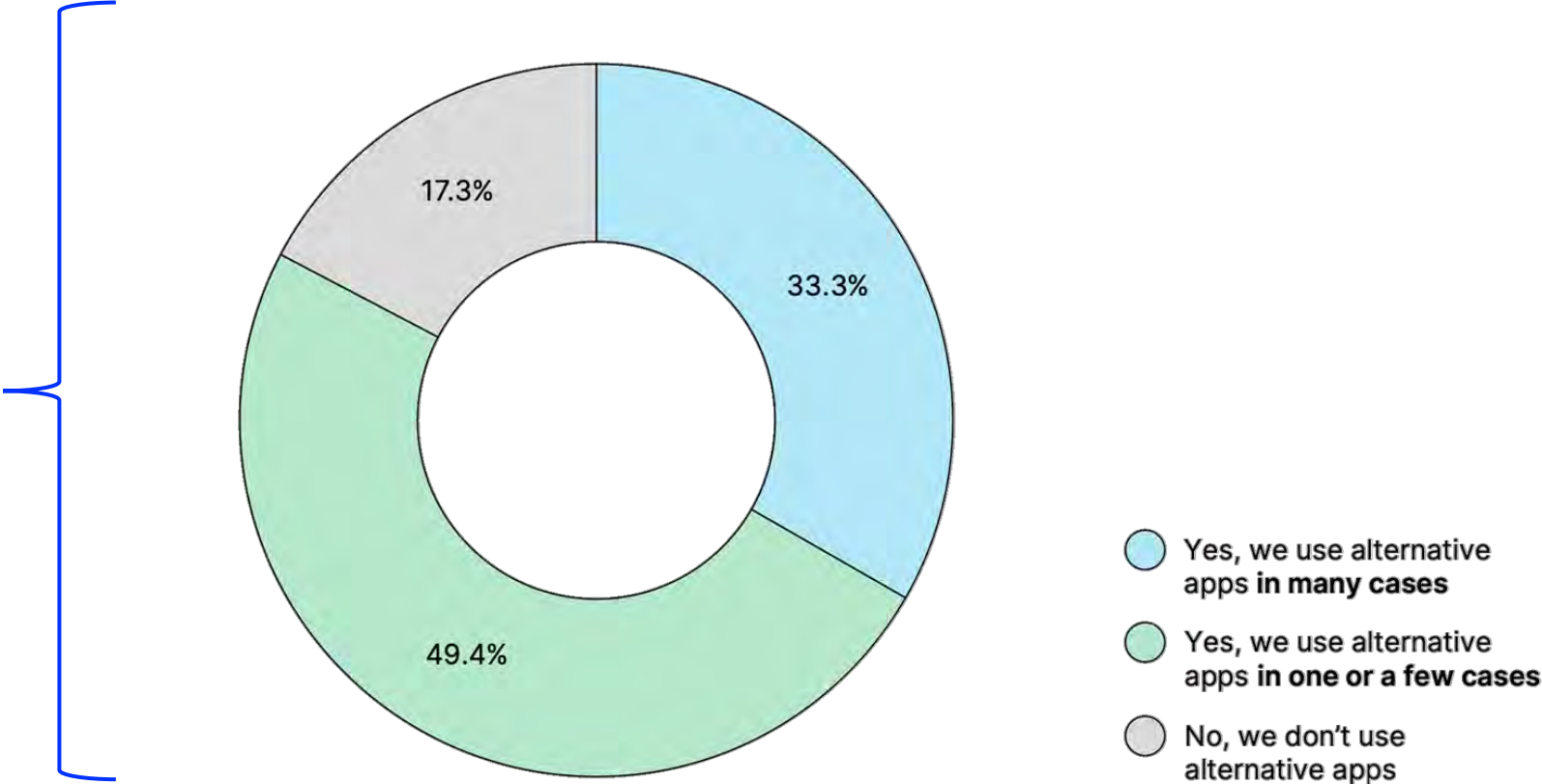


Source: 2024 Martech Composability Survey, chiefmartec & MartechTribe



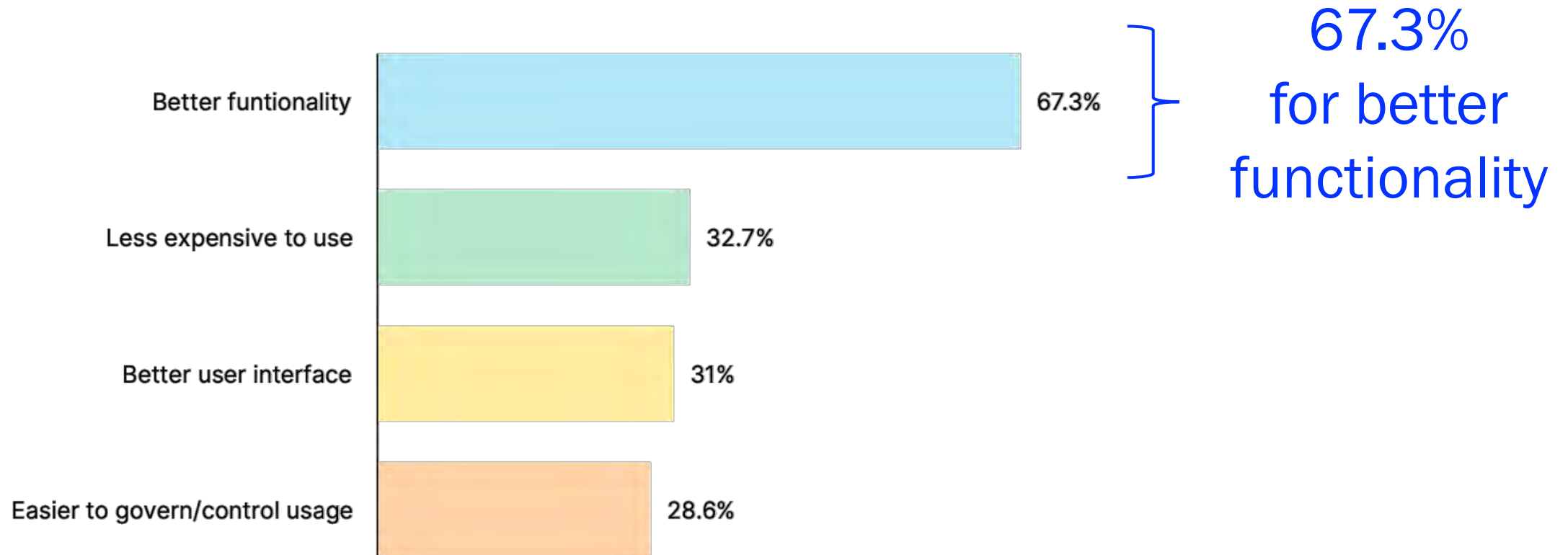
Do you use alternative products instead of build-in features or modules of your central martech platform? For example, if your core platform supports SMS messaging, but you use a separate product for SMS.

82.7%  
substitute  
features in  
that center  
platform with  
alternative  
apps  
*(composability)*



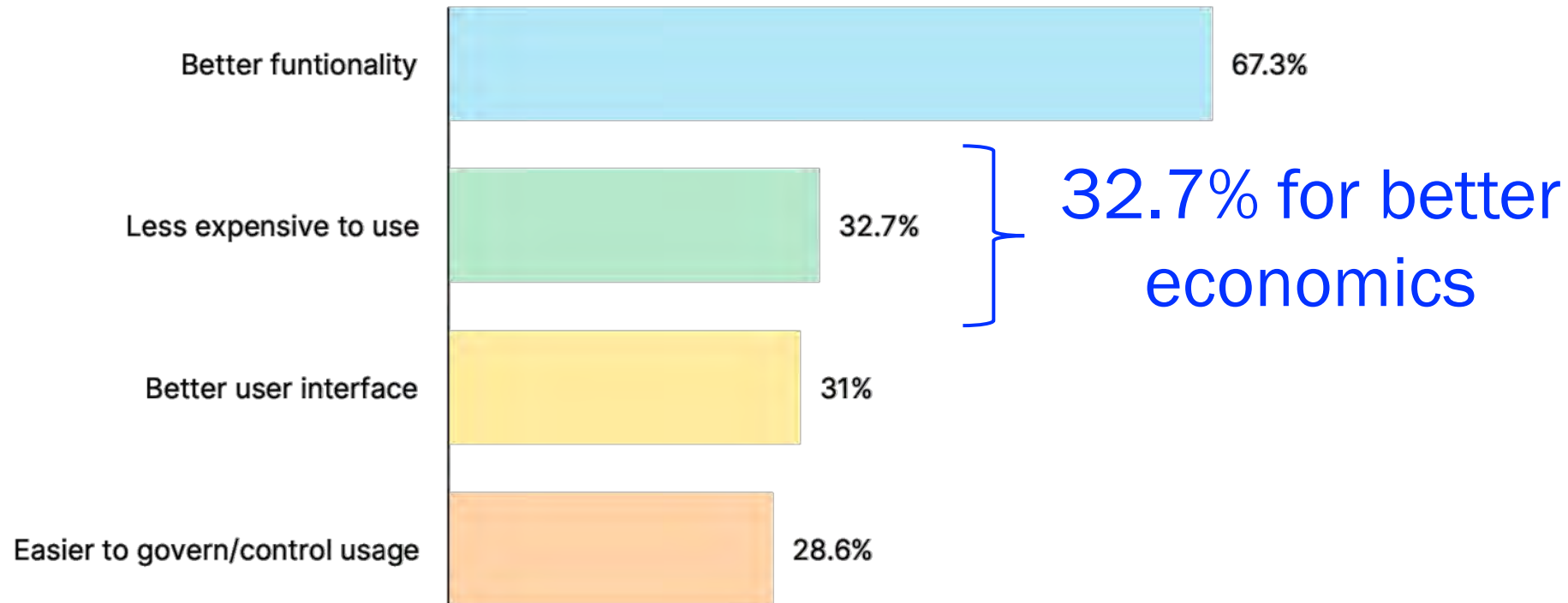
Source: 2024 Martech Composability Survey, chiefmartec & MartechTribe

# What is the reason for substituting features/modules in your central platform with other different/specialist apps? (select all that apply)



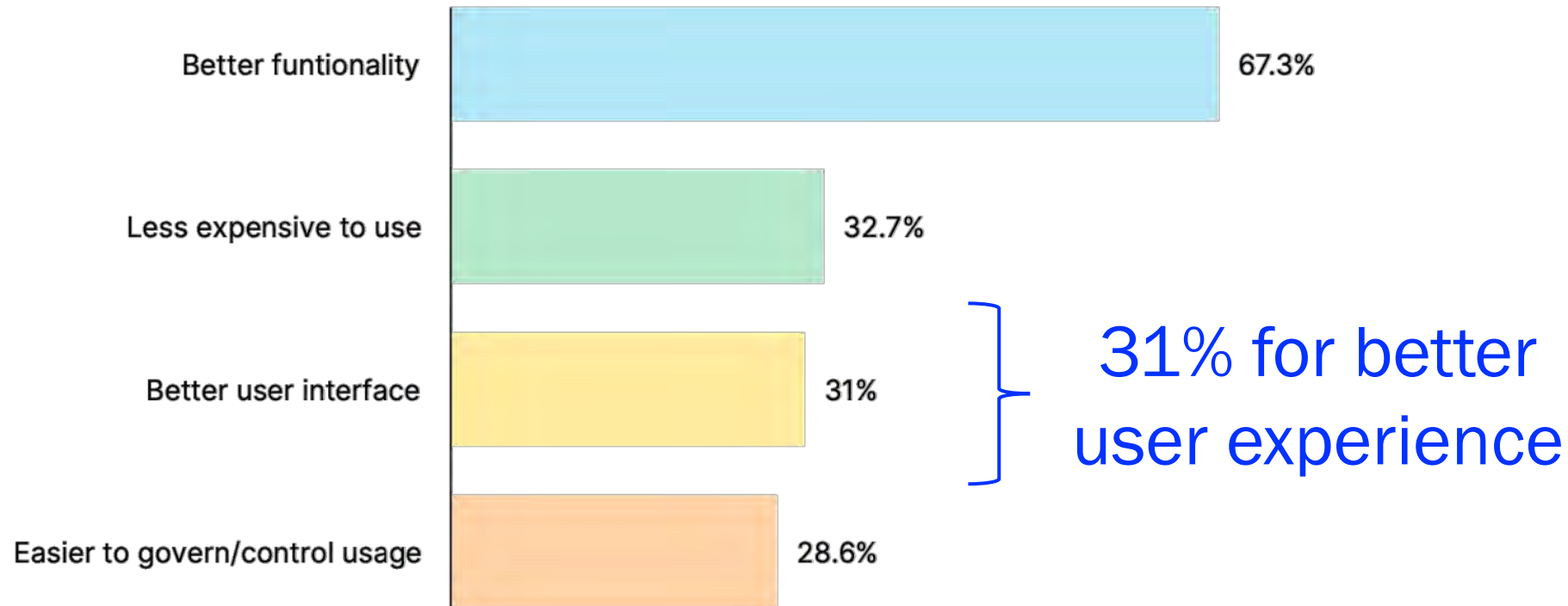
Source: 2024 Martech Composability Survey, chiefmartec & MartechTribe

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Source: 2024 Martech Composability Survey, chiefmartec & MartechTribe

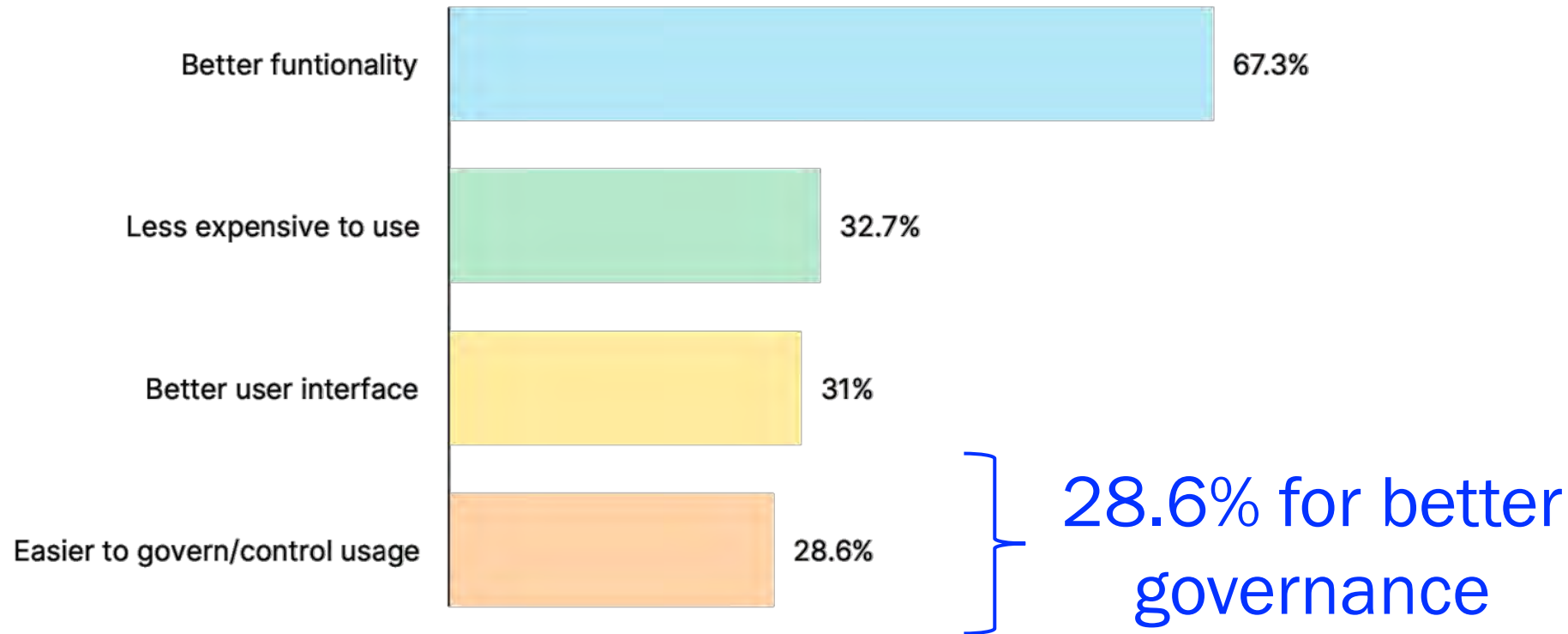
# What is the reason for substituting features/modules in your central platform with other different/specialist apps? (select all that apply)



Source: 2024 Martech Composability Survey, chiefmartec & MartechTribe



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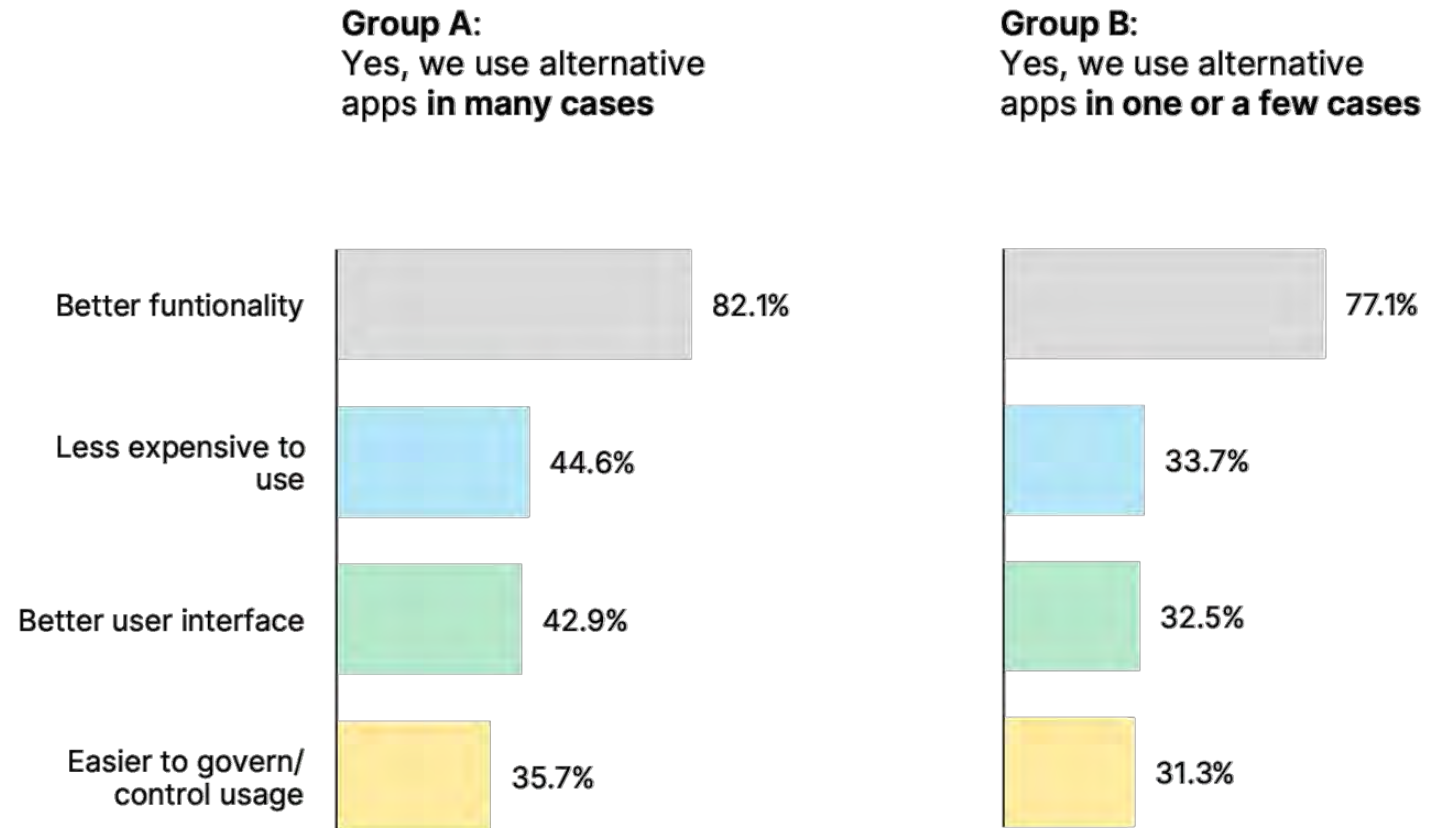


Source: 2024 Martech Composability Survey, chiefmartec & MartechTribe

# What is the reason for substituting features/modules in your central platform with other different/specialist apps? (select all that apply)

more you  
compose,  
greater the  
benefits

BETTER  
functionality: 82.1%  
economics: 44.6%  
UX: 42.9%  
governance: 35.7%

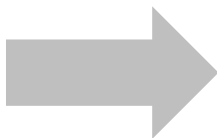


Source: 2024 Martech Composability Survey, chiefmartec & MartechTribe

software **vendor's** company



software  
app



## Conway's Law

The design of a software app by a vendor will **reflect the way it works** — its organizational structure, beliefs, culture, and philosophy.

software **vendor's** company



software  
app



software **buyer's** company



## Conway's Law

The design of a software app by a vendor will **reflect the way it works** — its organizational structure, beliefs, culture, and philosophy.

## Inverse Conway's Law

Adopting a commercial software app often requires a company to **adapt the way it works** to fit the design of that software app.



## Inverse Conway's Law

*adapt your business operations to the design of a software app*



## Conway's Law

*design a software app to the operations of your business*



**degrees of freedom in your digital operations**

*consume  
an app*

*use a software app "as is" — adapting the way you work to its design*

*configure  
an app*

*adjust a software app through settings and options offered by the vendor*

*customize  
an app*

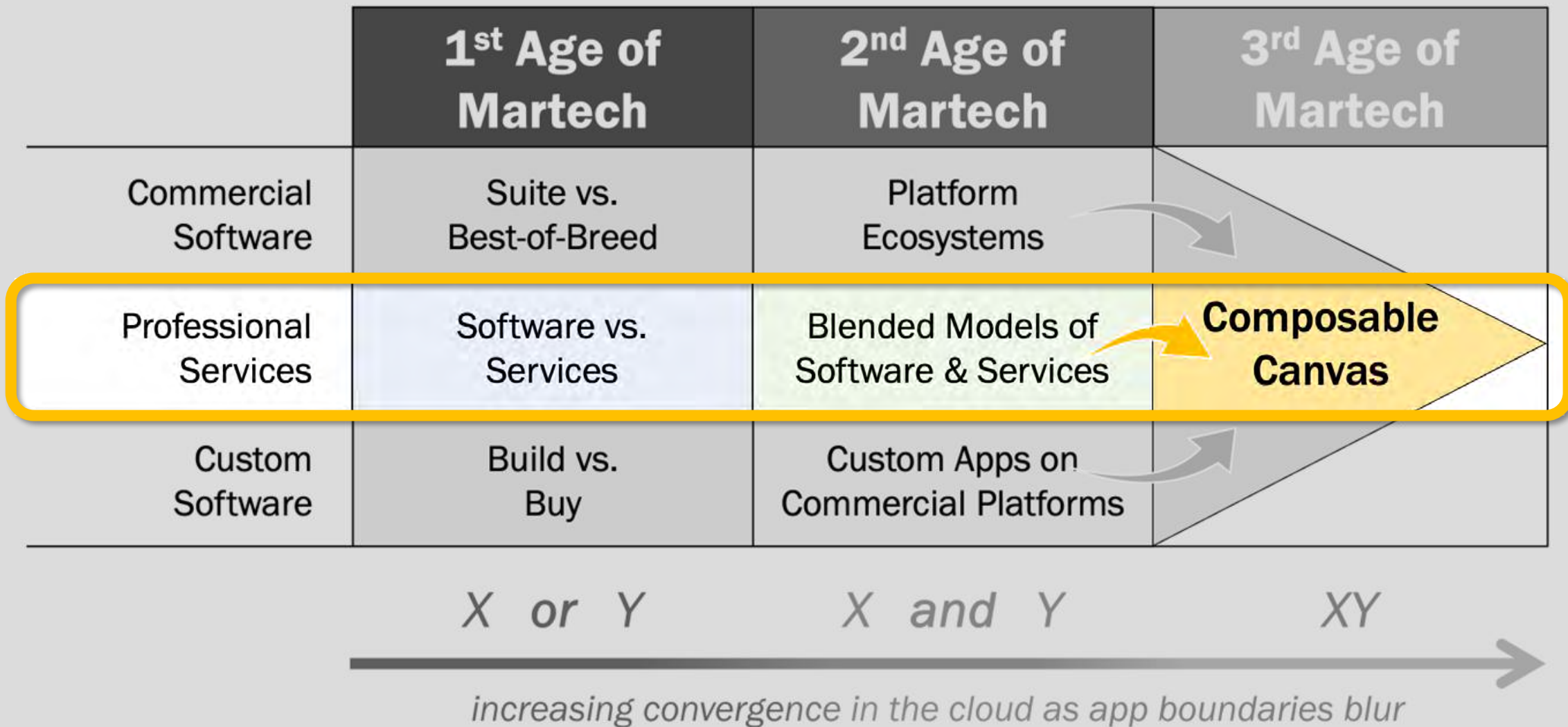
*alter or extend a software app with custom development at extension points*

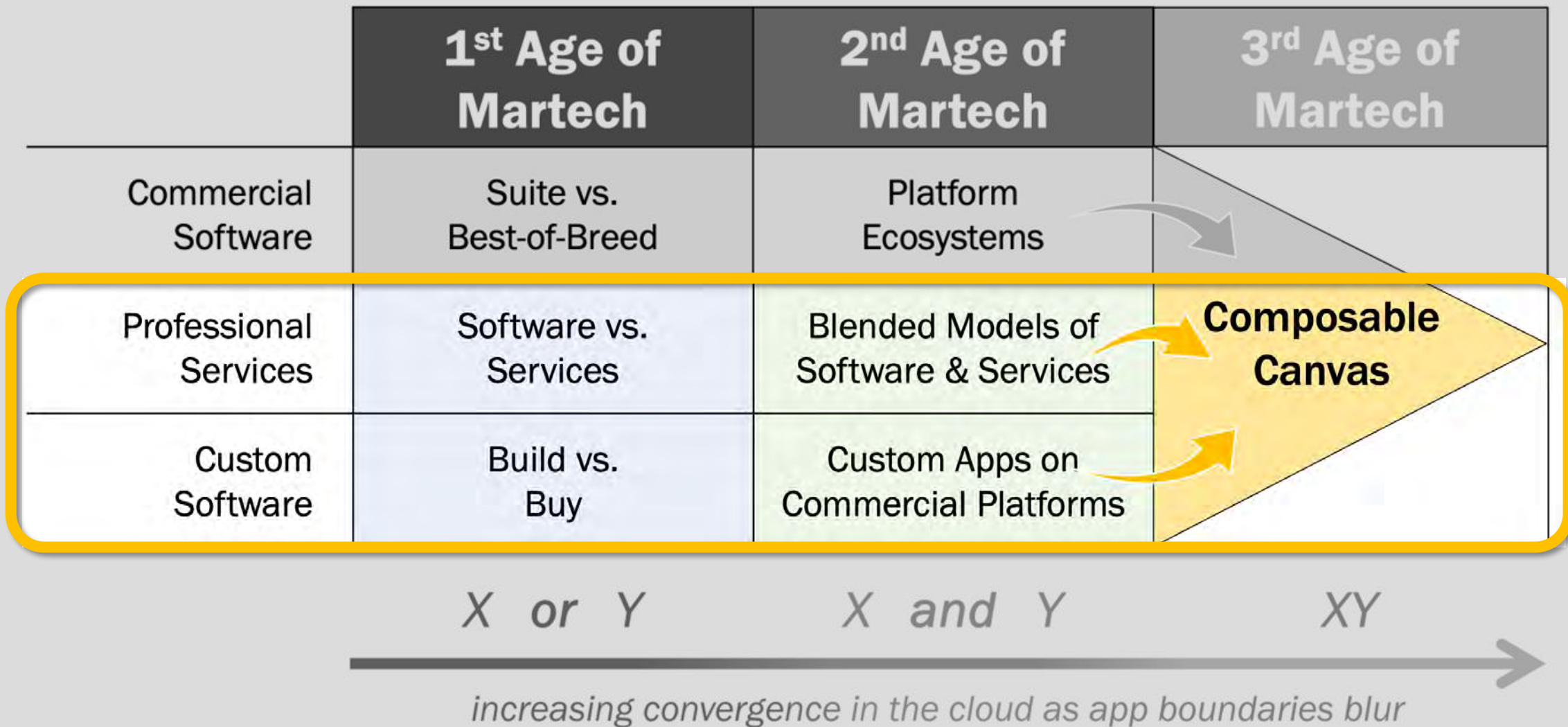
*compose  
an app*

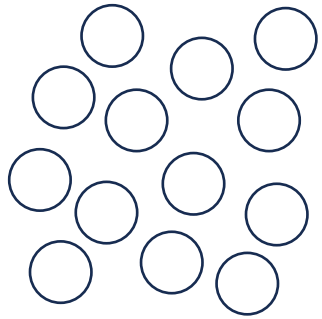
*flexibly assemble a software app from elements within a fixed framework*

*create  
an app*

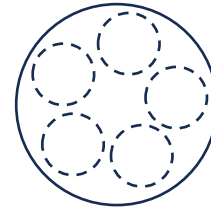
*design and build a software app fully tailored to your exact preferences*





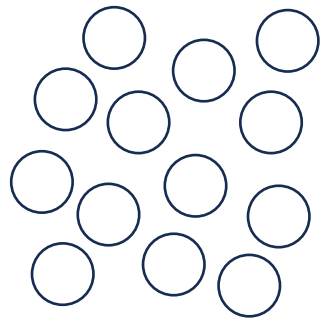


consolidate as a “suite”

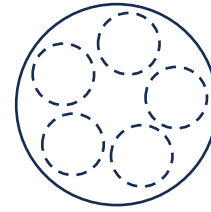


*attempts to tightly couple  
previously independent products  
– easily bogged down in tech debt*

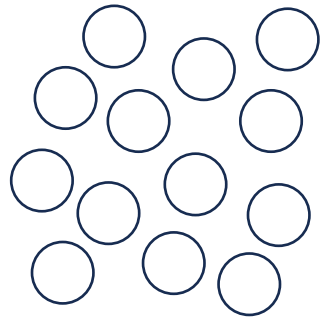




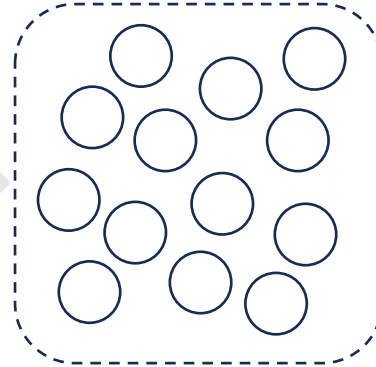
consolidate as a “suite”



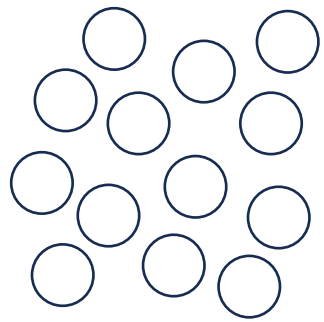
*attempts to tightly couple  
previously independent products  
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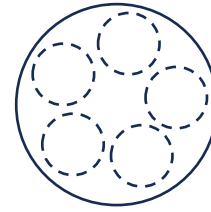
gather in a portfolio



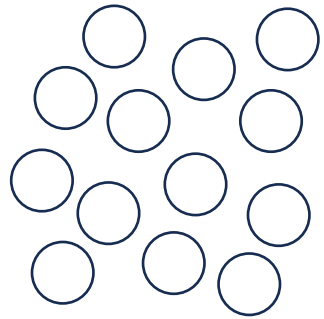
*collection of independent  
products with little to no common  
technical or business framework*



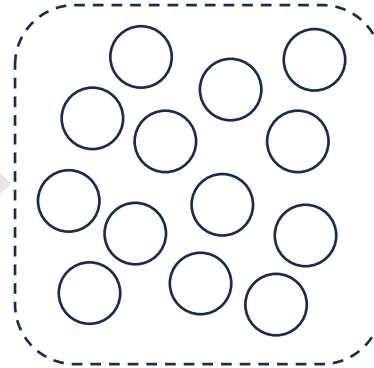
consolidate as a “suite”



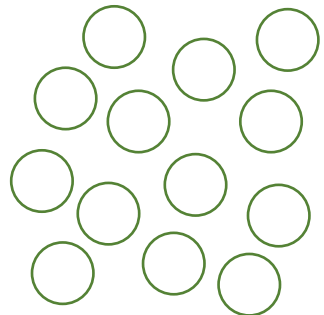
*attempts to tightly couple  
previously independent products  
– easily bogged down in tech debt*



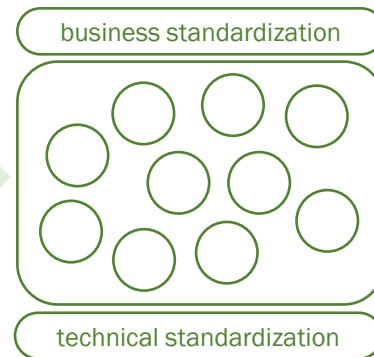
gather in a portfolio



*collection of independent  
products with little to no common  
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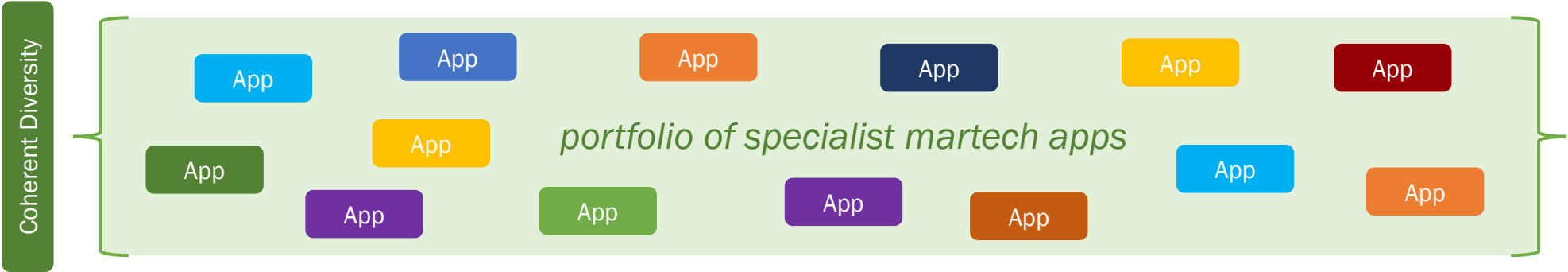


aggregate under a framework



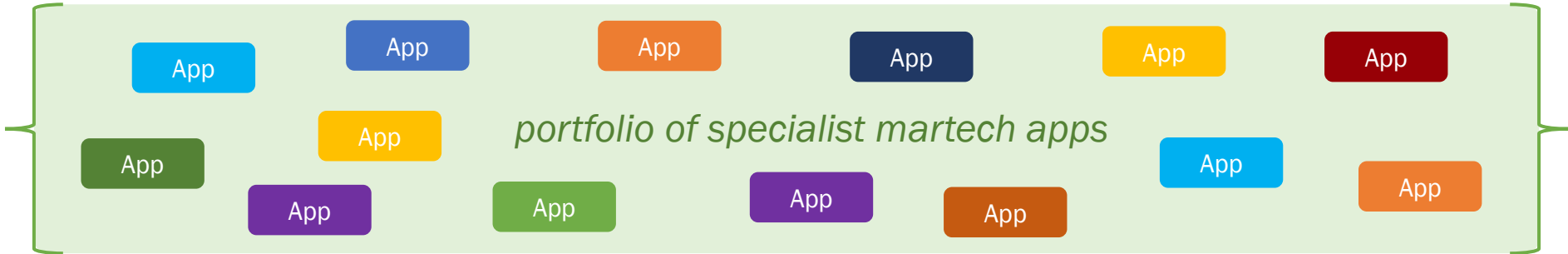
*independent products that are  
loosely-coupled with a common  
technical and business framework*

# Martech Aggregator Company

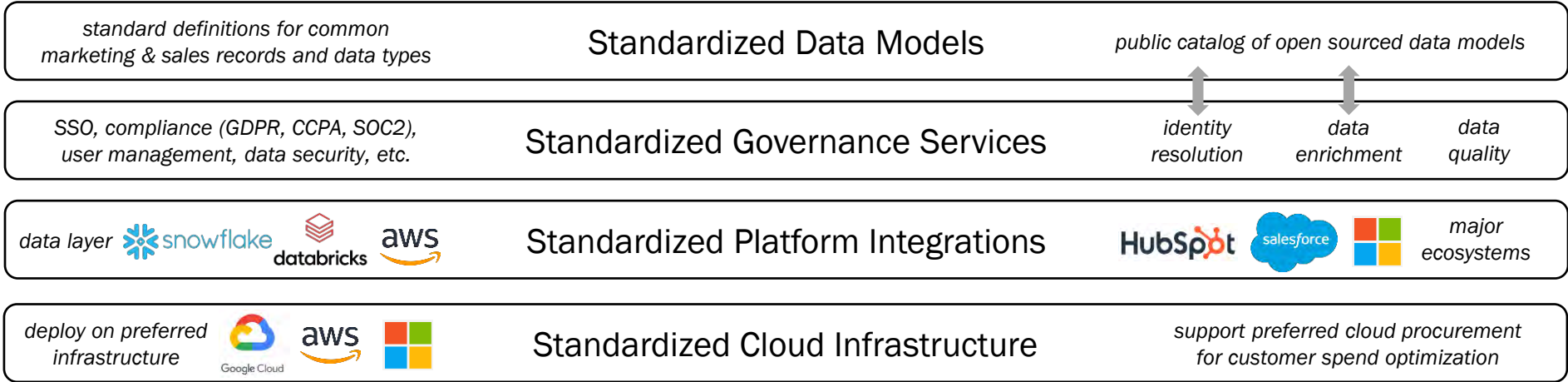


# Martech Aggregator Company

Coherent Diversity



Technical Aggregation





# Martech Aggregator Company

Business Aggregation

Unified Vision of a Continually-Evolving, Composable Software Environment

Unified Partner Program

Unified Education Program

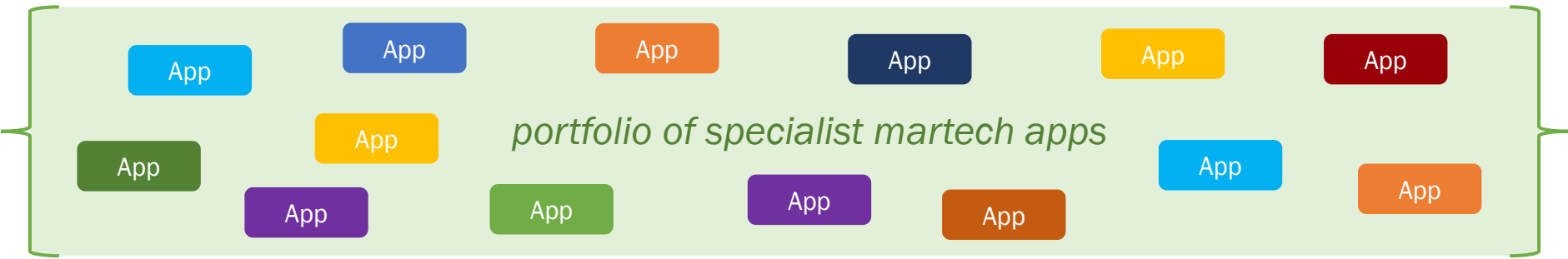
Unified Marketing

Unified Purchasing Process

Unified Contracts & Policies

Unified Discounting

Coherent Diversity



Technical Aggregation

standard definitions for common marketing & sales records and data types

**Standardized Data Models**

public catalog of open sourced data models

SSO, compliance (GDPR, CCPA, SOC2), user management, data security, etc.

**Standardized Governance Services**

identity resolution    data enrichment    data quality

data layer

**Standardized Platform Integrations**

major ecosystems

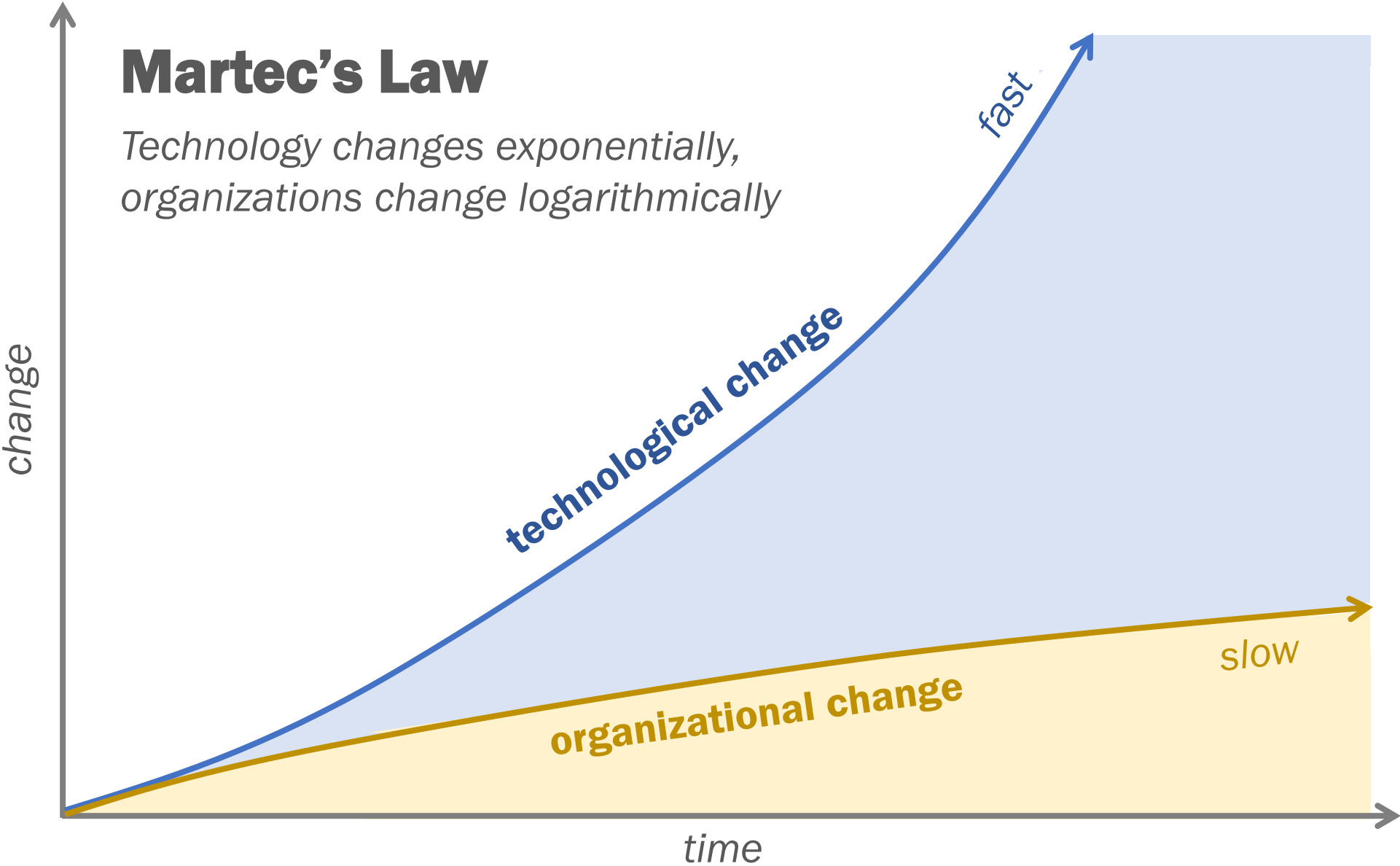
deploy on preferred infrastructure

**Standardized Cloud Infrastructure**

support preferred cloud procurement for customer spend optimization

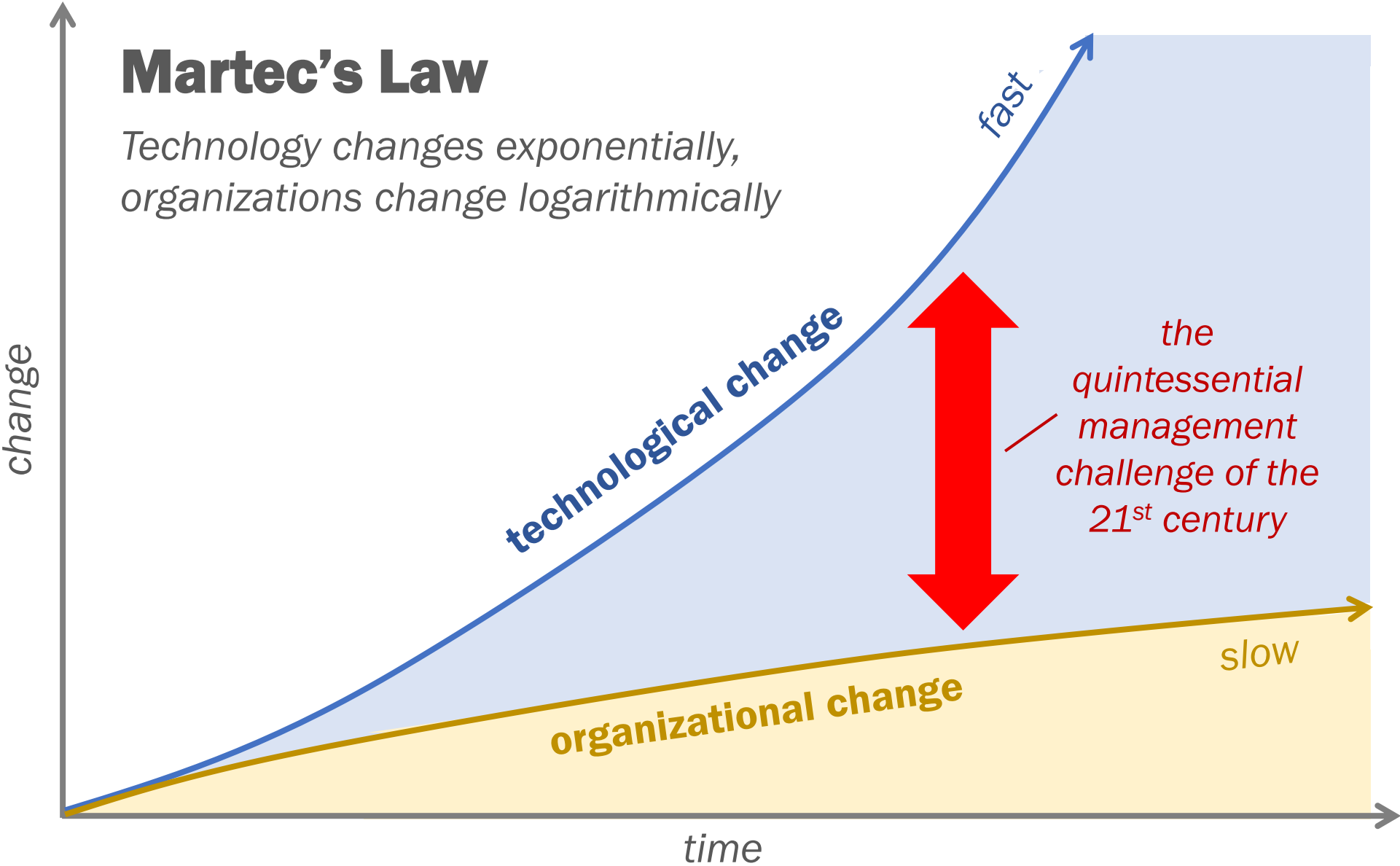
# Martec's Law

*Technology changes exponentially,  
organizations change logarithmically*



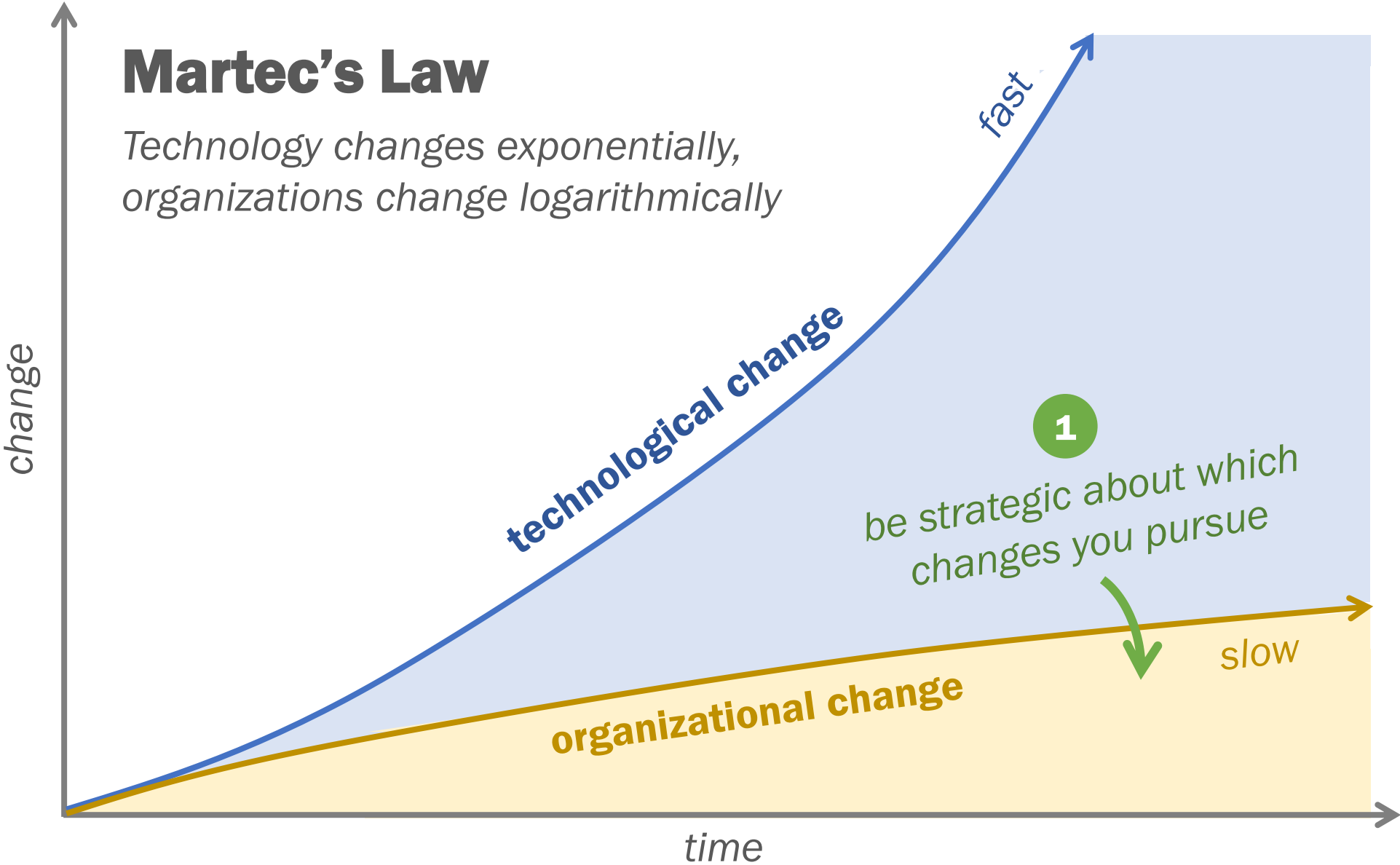
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*Technology changes exponentially,  
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# Martec's Law

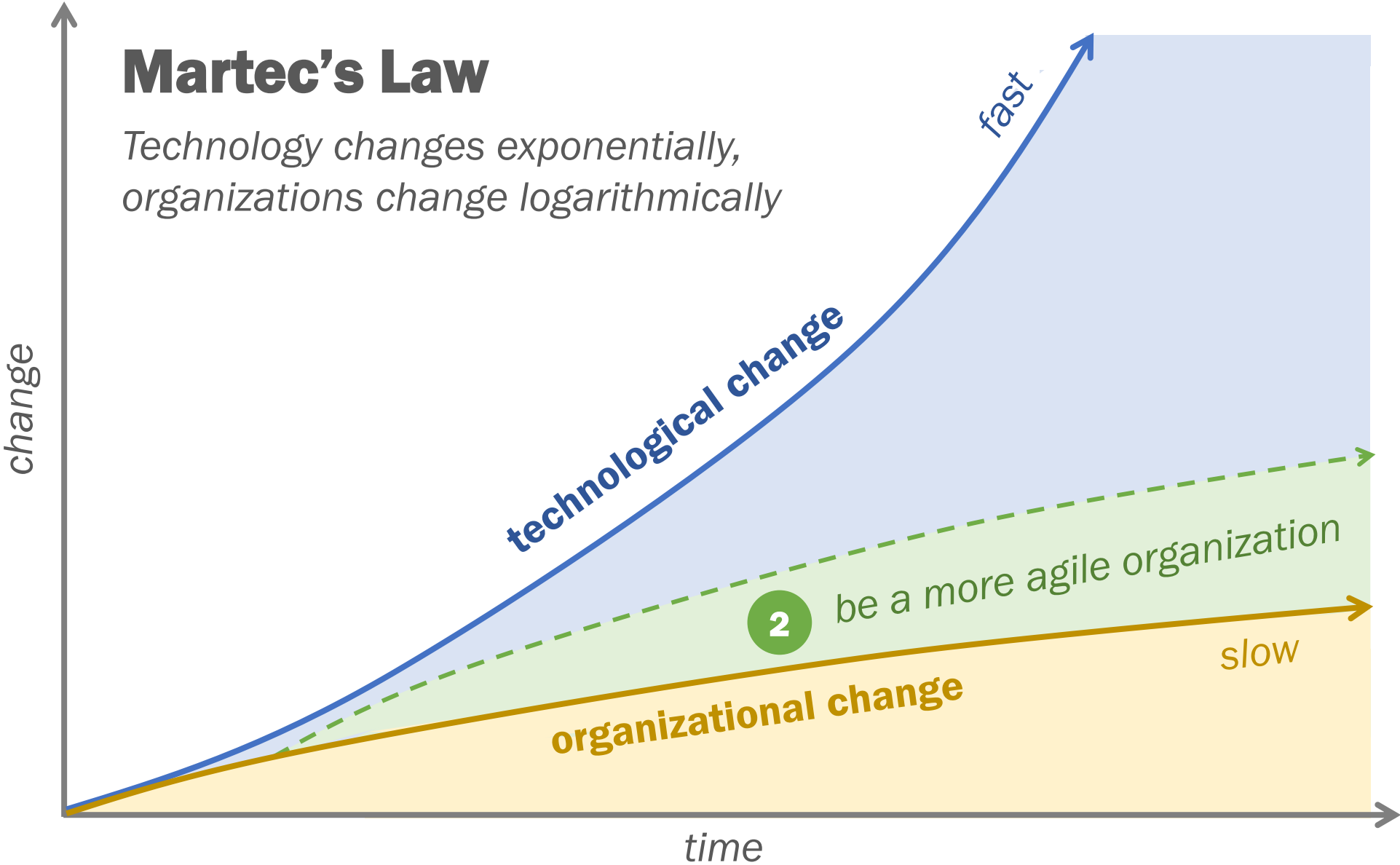
Technology changes exponentially,  
organizations change logarithmically





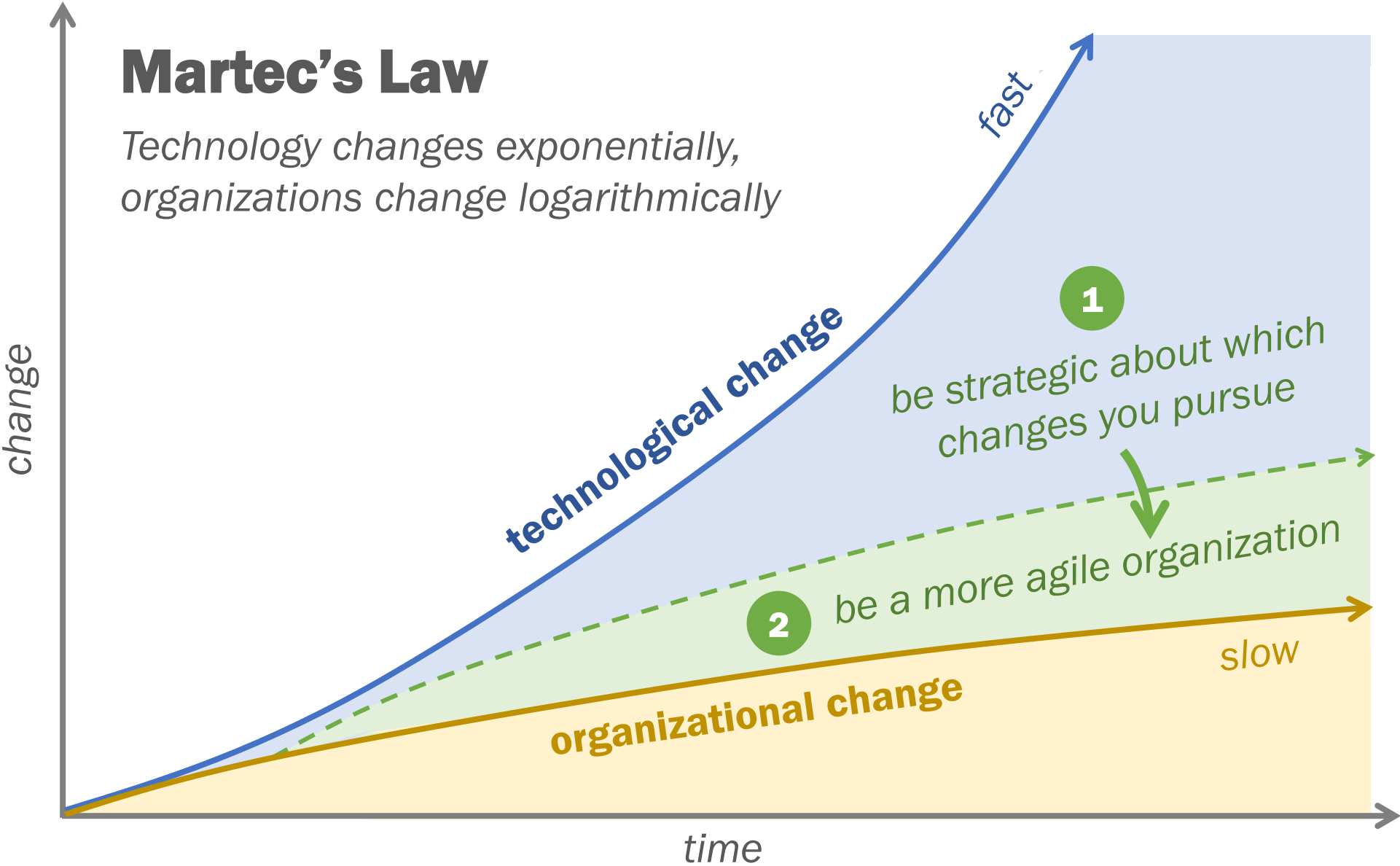
# Martec's Law

Technology changes exponentially,  
organizations change logarithmically



# Martec's Law

Technology changes exponentially,  
organizations change logarithmically



# Takeaways:

1. Martech isn't slowing down.
2. It's an ecosystem world.
3. Aggregation can be more powerful than consolidation.
4. Composability lets you craft more tailored solutions.
5. The opportunity is huge.



The background is a grayscale illustration of a large puzzle. In the center, two stylized human figures are shown from behind, reaching up to place a puzzle piece into a grid. The puzzle pieces are interconnected, and the overall scene is filled with faint, sketchy lines and shapes, suggesting a complex or interconnected system.

# Thank you!

*Subscribe at [chiefmartec.com](https://chiefmartec.com) for more #martech analysis*

The logo for ibexa, featuring the word "ibexa" in a lowercase, sans-serif font. The letters are colored in a gradient from red to purple.

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# Building the new Digital Experience **Champion**

Thanks to our 2025 sponsors!

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API PLATFORM



# Meet QNTM leaders!

Composability as identity!



**Karl Fredrik Lund**  
CEO, QNTM



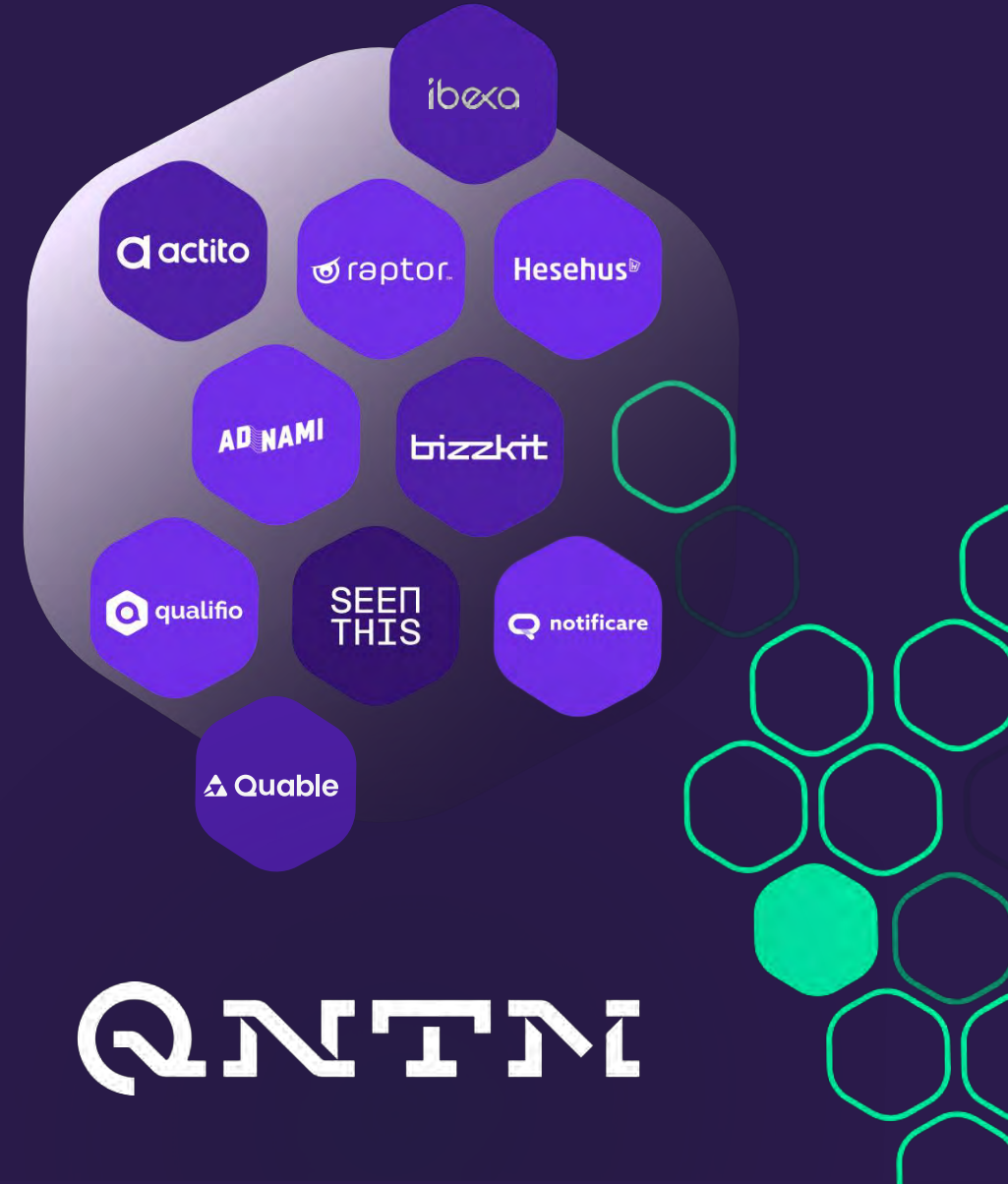
**Max Sihvonien**  
CCO, QNTM



**Ole Fredrik Ingier**  
Head of Strategy and M&A, QNTM



**Jean-Claude Pitcho**  
VP Global Sales, QNTM





**ibexa**

Summit 25

# The Future of DXPs

Redefining the Digital Experience Landscape

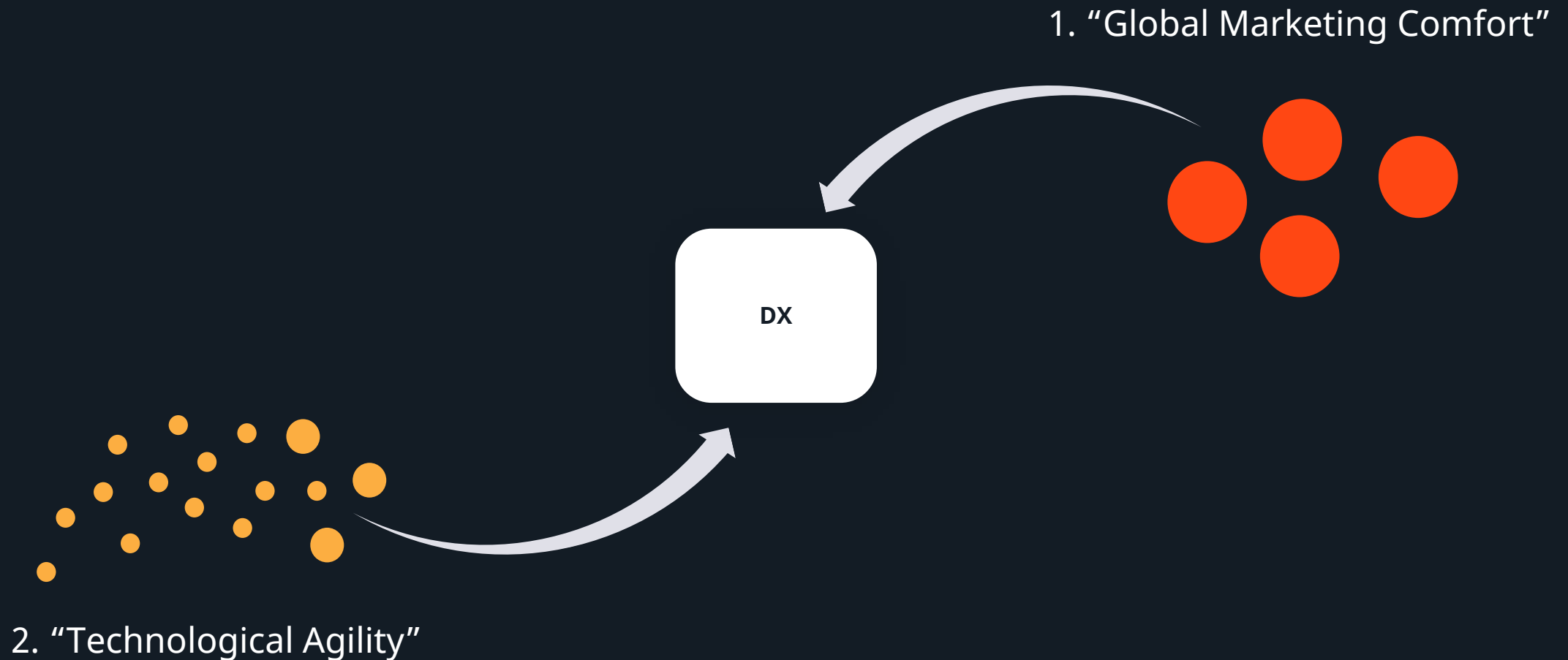
BERTRAND MAUGAIN, CEO AT IBEXA



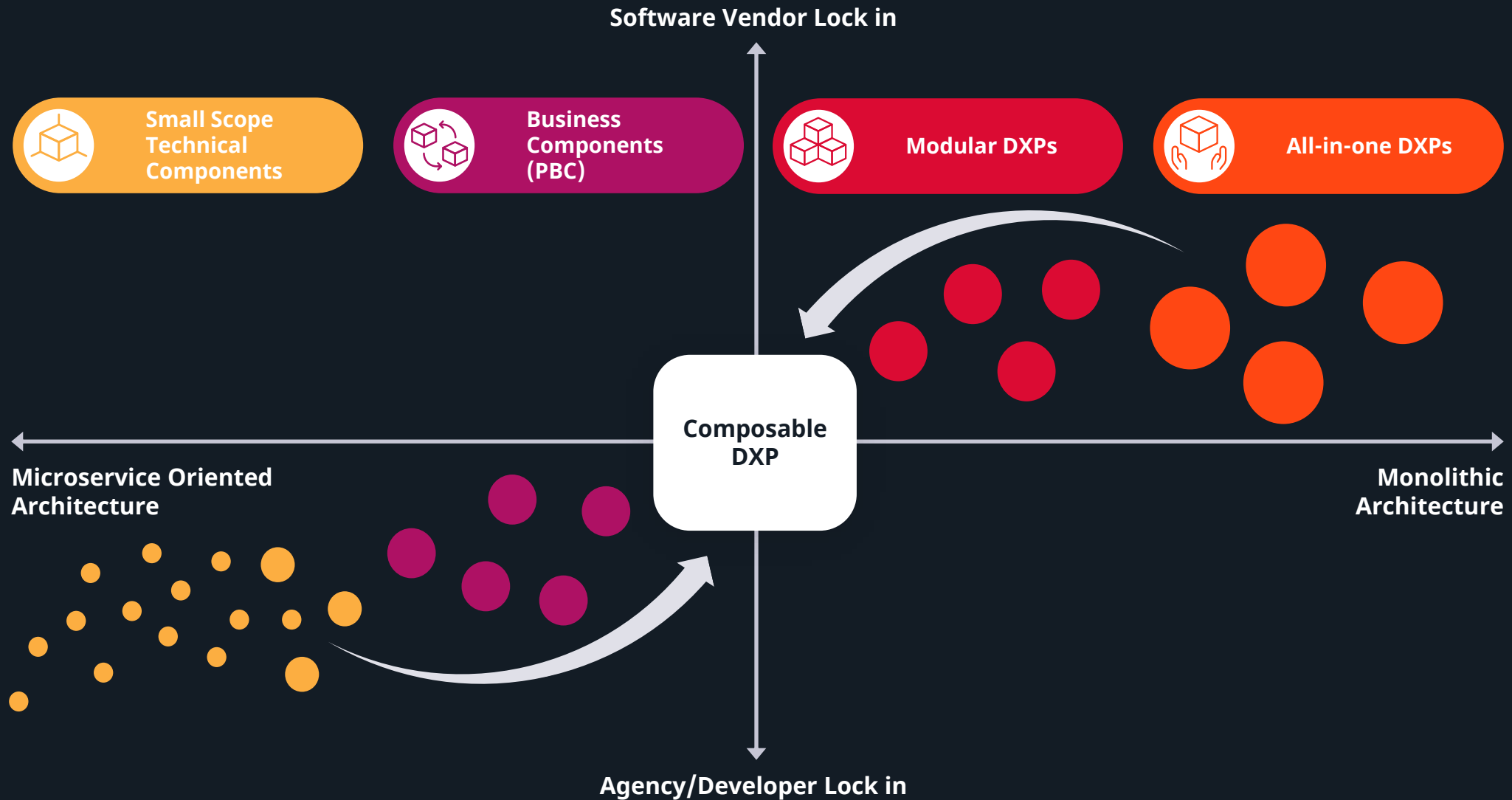
“

**The DX Space  
can be a  
nightmare to  
navigate**

# Two Driving Forces related to Digital Transformation (2015-2025)

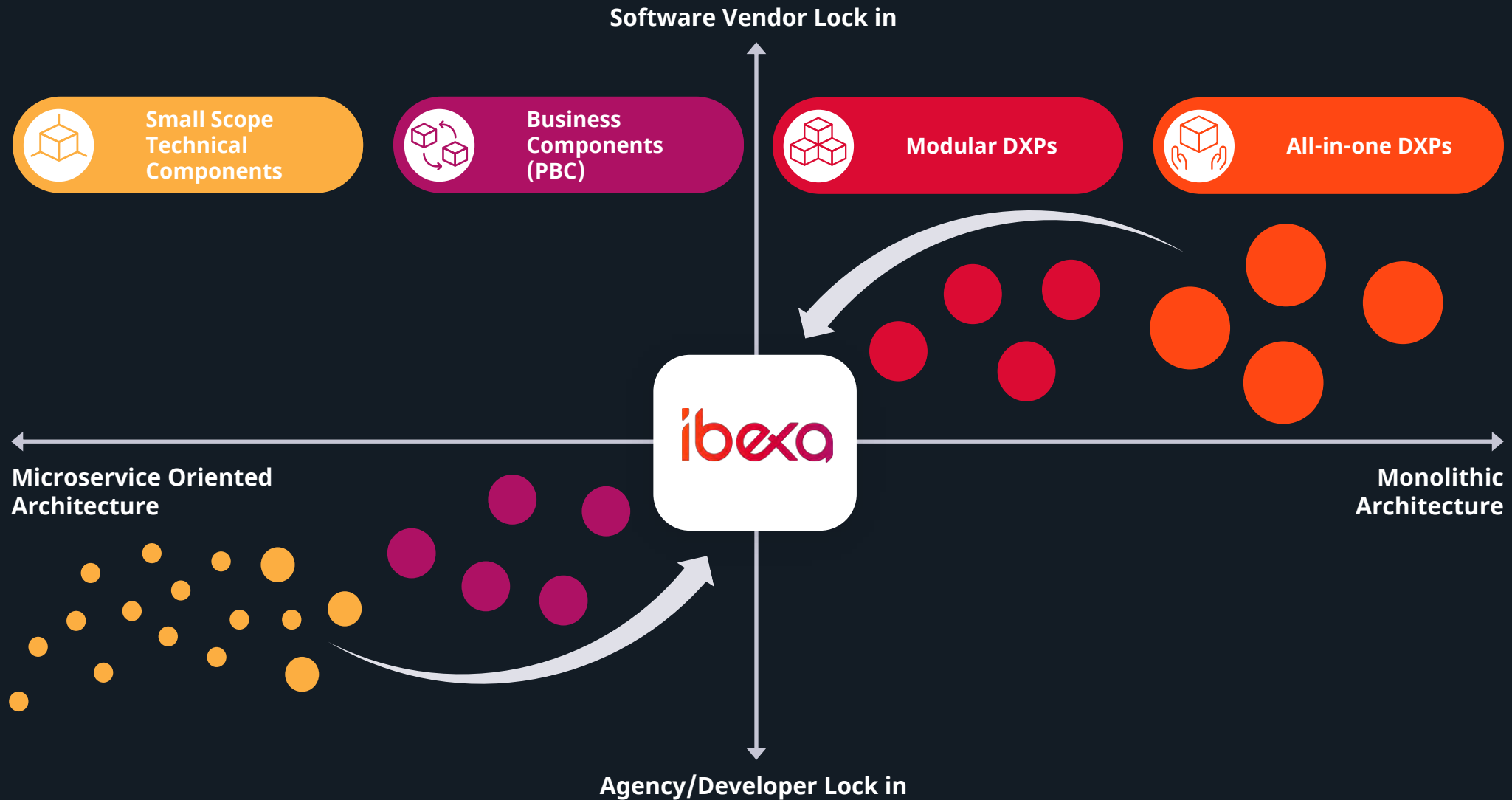


# “The Convergence of DXPs” (Ibexa, 2021)





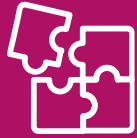
# A Modern Composable DXP



“

**The need for a  
Modern  
Composable  
DXP**

# Addressing the needs of the market



“ We need an API-first application that solves a specific problem and that we can both easily integrate in our current stack and interchange when we want”

Composable  
DXP



“ We need a unified and comprehensive solution for our business users handling local and global marketing operations”

# THE PROBLEM - Current Players can't satisfy both needs



SaaS Applications can not provide a comprehensive unified solution for business users and the current MACH fatigue proves the limits of this model (backend & frontend).

Composable  
DXP



The current DXP Players can not fulfil a component per component approach especially when they prioritize integration and rebranding.

# A Modern Composable DXP – “The Best of both worlds”

## Premium Integrations

### Separate Brands



Key Autonomous Applications to address the “per-component” Buying approach

ibexa



One Integrated Offering to address the Single Purchase Buying approach

### A DXP Brand

## Commercial Convenience



We believe that **every critical component** should serve its own purpose independently from the DXP.

**The DXP is the orchestrator of the Experience Layer and must be the aggregator with Premium integrations.**

## SaaS vs PaaS ?



"An AI Orchestration Layer will replace SaaS Business Logics and UI"



"The Future of DXPs is SaaS"

**A mix of (vertical) SaaS Components & an AI-enabled orchestration layer (PaaS)**

# A Modern Composable DXP – Which Delivery Model?



“

**We need  
components that  
strengthen our  
value proposition**



# Our Mission

1

## Differentiation

### Tomorrow's main challenge

In a hyperdigitalized world overcrowded with AI, a simple digital presence is not enough

2

## Complex Businesses

### The most Exposed

Businesses with high-consideration products or a high level of complexity are the most vulnerable

3

## Self-Service Experiences

### New Customer Expectations

Customers want to autonomously enjoy deeper self-service experiences

# Embrace Your Complexity

# Ibexa's Value Proposition

## Hyper- Personalization

“A DXP with a CDP  
at its core”



#experimentation #perso #CDP

## Go-to-Market Accelerator

“A DXP with  
a strong PIM”



#globalization #PIM #CMS #combined

## Cohesive Marketing Platform

“A unified interface  
for Marketers”



#ui #unified #connect #hub

# Cohesive Marketing Platform

“A unified interface for Marketers”

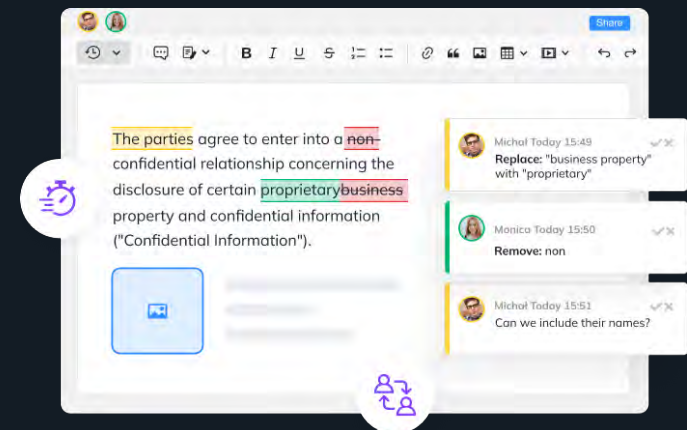
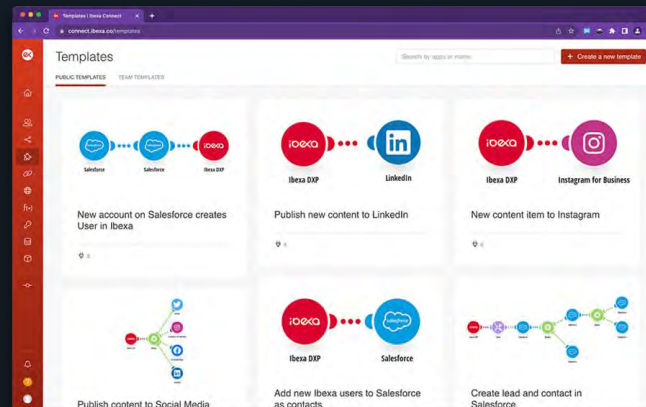


#ui #unified #connect #hub

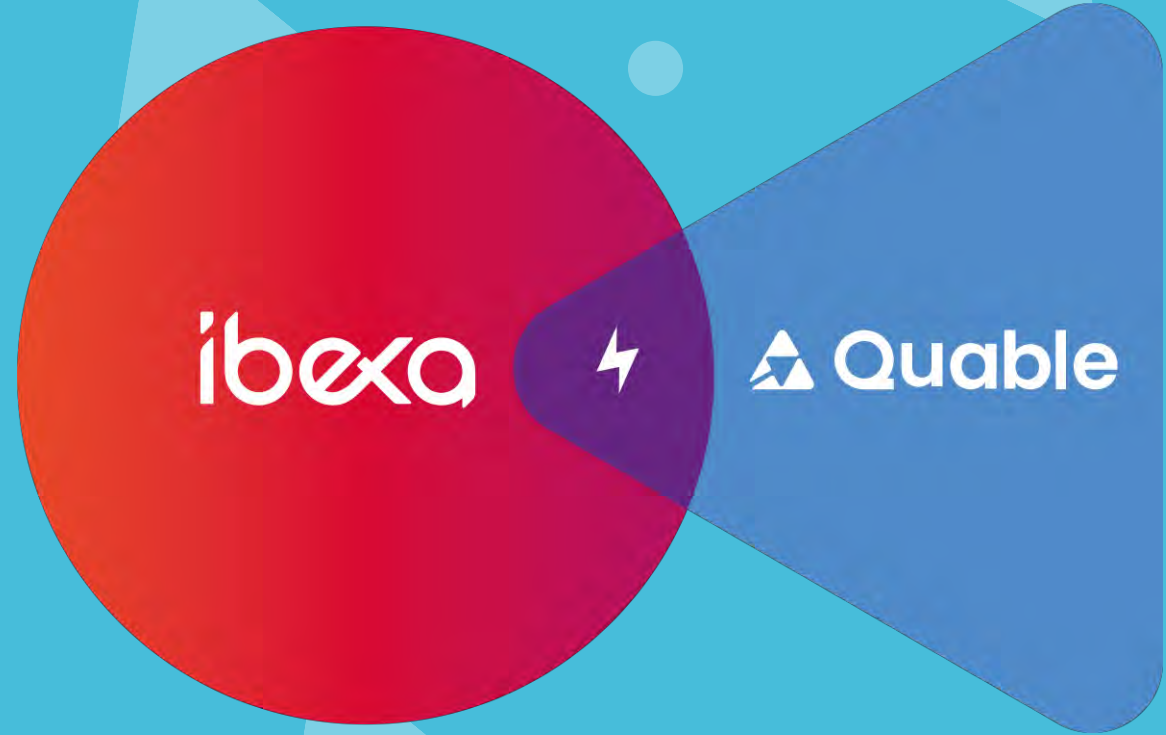
“The Cohesive Solution simplifying complex marketing operations”

# UI Obsession, AI Readiness & Collaboration

- Ibexa DXP will keep focusing on simplifying the complex marketing processes.
- A lot of focus is put towards UX/UI to improve the daily tasks efficiency. Ibexa DXP is AI-Enabled (AI Framework released)
- More dedication to Ibexa Connect being brought closer to the users, Dashboard improvements and experimentation capabilities will be added to the platform



# Welcome to Quable's team





# A Go-to-Market Accelerator

“A DXP with a Strong PIM”



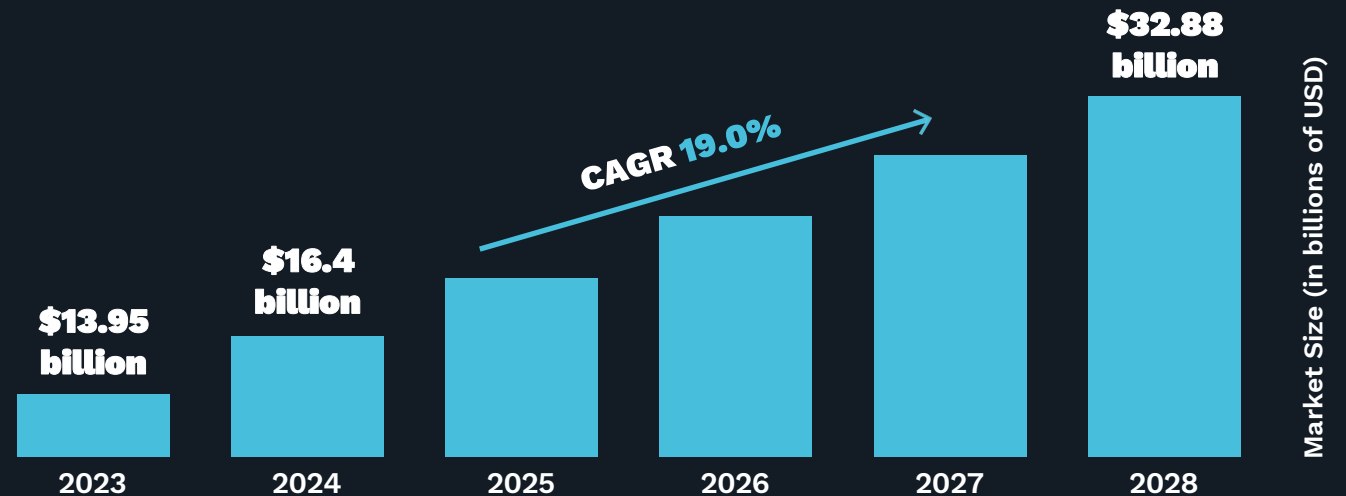
#globalization #PIM #CMS #combined



## Innovation > Integration

- Pure PIM Solution (Quable) vs Product Experience Layer (Ibexa)
- «Go Deeper» for Ibexa Clients
- «PIM-First» Projects with Quable
- Great complementarity

### Product Information Management Global Market Report 2024



Source: The Business Research Company



# Welcome to Raptor's team



# Hyper- personalization

“A DXP with a CDP at its  
core”



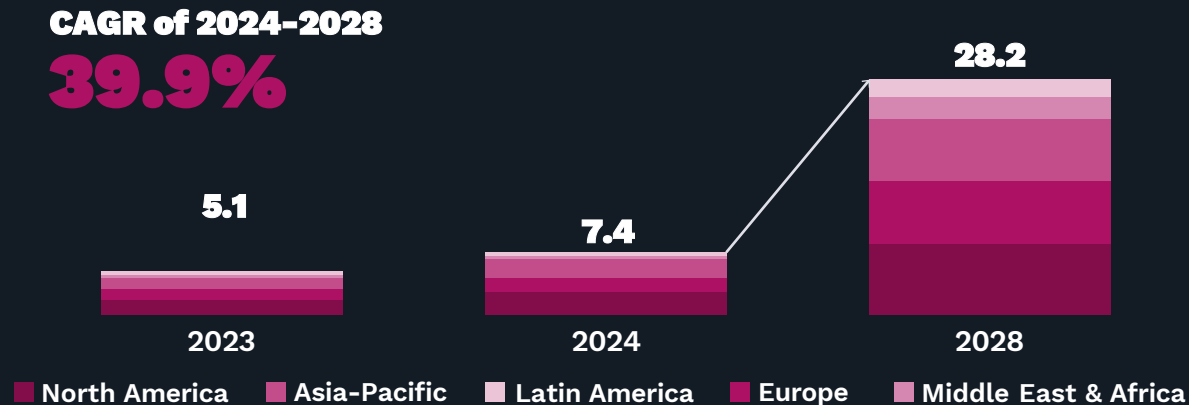
#experimentation #perso #CDP



## Innovation > Integration

- Make CDP a standard component in our DXP
- Segment-Awareness progressively across the platform

### Customer Data Platform Market Market Size, Market Dynamics & Ecosystem



**Hyper-  
Personalization**

**“A DXP with a CDP  
at its core”**

**Go-to-Market  
Accelerator**

**“A DXP with  
a strong PIM”**

**Cohesive  
Marketing Platform**

**“A unified interface  
for Marketers”**

# Building the new Digital Experience **Champion**





**Wrap Up**

# Two doors to composability

## **Standalone & Integrated**



A Modern Composable DXP  
is **SaaS/PaaS** and **AI-Enabled**

A Modern Composable DXP  
has a strong **PIM**

A Modern Composable DXP  
has a strong **CDP**

**100%**  
**Growth**



A Modern Composable DXP  
is an **Ecosystem**

The logo for ibexa, featuring the word "ibexa" in a lowercase, sans-serif font. The letters are colored in a gradient from red to purple.

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# Building the new Digital Experience **Champion**

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API PLATFORM





**ibexa**

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# Shaping the Future of Ibexa DXP

Key Announcements

KAMIL MADEJSKI, VP PRODUCT EXPERIENCE AT IBEXA  
SYLVAIN GUITTARD, PRODUCT MARKETING DIRECTOR AT IBEXA



# The future of DXP is a composable platform with built-in premium integrations

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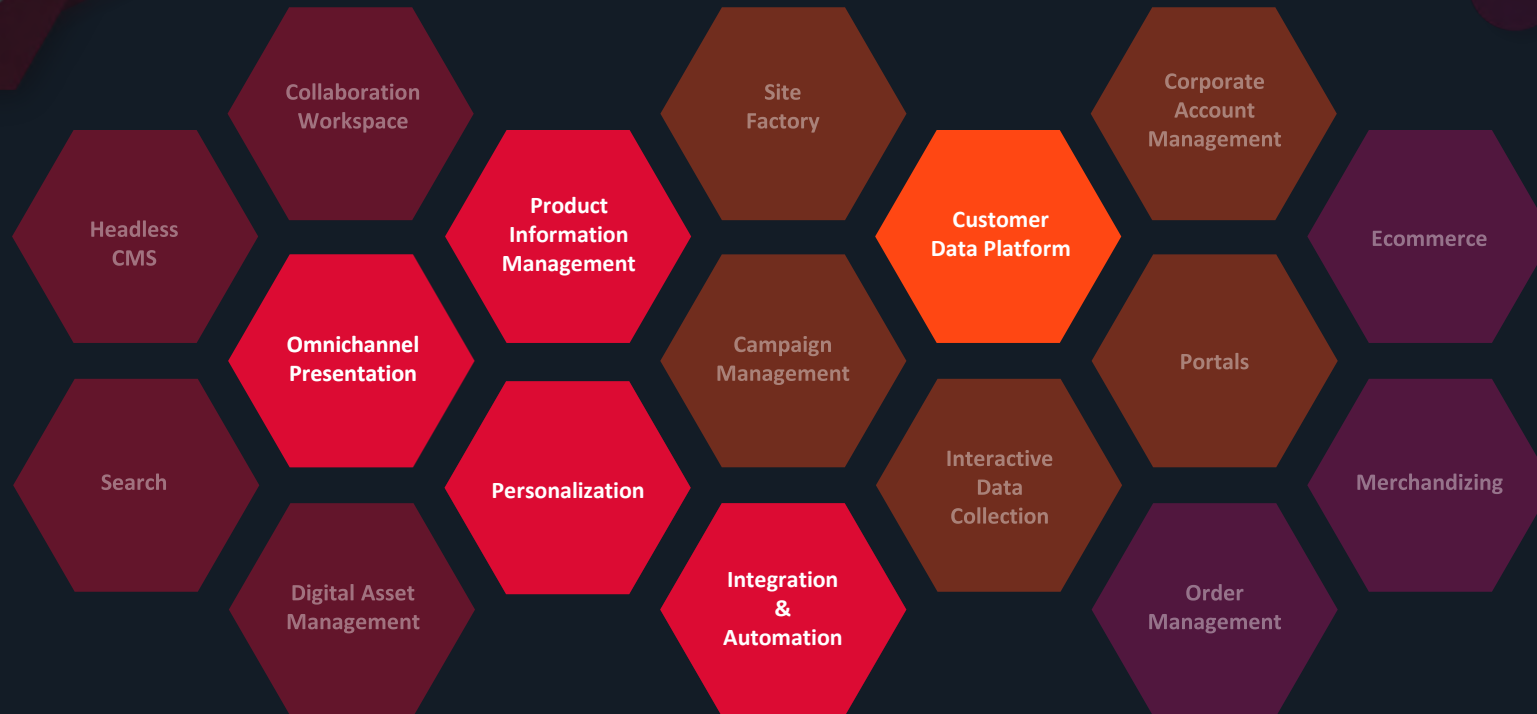
Ibexa  
Headless



Ibexa  
Experience



Ibexa  
Commerce



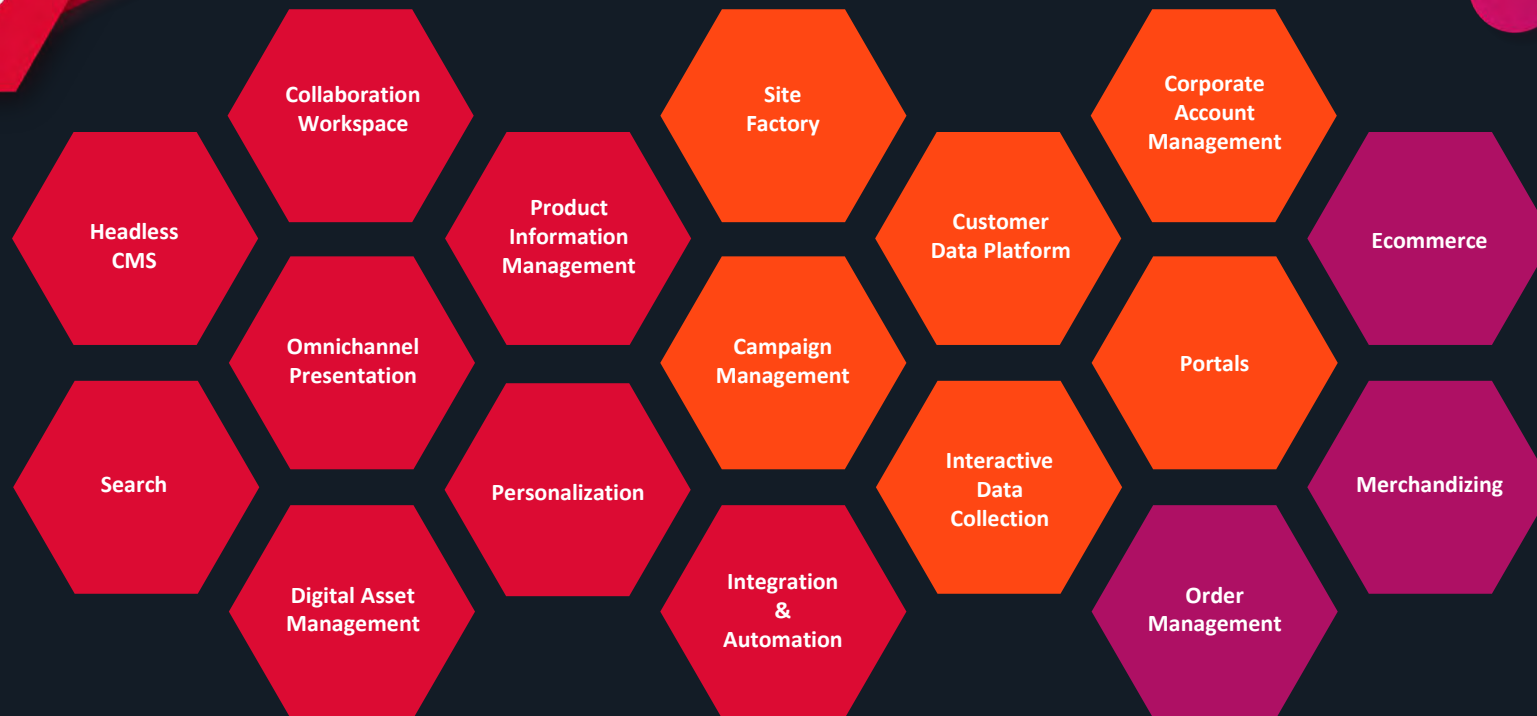
Ibexa  
Headless



Ibexa  
Experience



Ibexa  
Commerce



# The DXP of tomorrow

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#globalization #PIM #CMS #combined

## Cohesive Marketing Platform

“A unified interface  
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#ui #unified #connect #hub

# A Future-proof architecture for a competitive advantage

## For **Marketing and Product Teams**

- ▶ Consistent omnichannel experience
- ▶ Better product storytelling capabilities
- ▶ Faster time to market

## For **Integration Teams**

- ▶ Premium Connectors
- ▶ Lower cost of implementation
- ▶ Reduced development time





# What is Product Experience Layer?

The image displays a CMS interface for Helse Co. The interface is split into two main sections: a left-hand navigation panel and a right-hand content preview area.

**Left Panel (Navigation):**

- Content structure:** A sidebar menu with icons for Home, Media, Drafts, Forms, Calendar, Tags, and various utility icons (notifications, settings, etc.).
- Content tree:** A hierarchical tree view showing the site structure:
  - Helse Corp.
    - About us
      - Our Mission
    - Our Team
      - Theodore-Olson
      - Brianna-Campbell
      - Lauren-Rivera
    - Innovation
    - Message from CEO
    - Terms
    - Privacy
    - Cookies
    - Asset handling
    - Stores
    - Stories
    - Careers
    - News
    - Project Information

**Right Panel (Content Preview):**

- Header:** Helse Co. logo, navigation links (Products, Stories, Careers, News, About us), and a search bar.
- Main Content:**
  - Innovation:** A large section with the headline "Innovation" and the subtext "This is how we change the world. This is how we make everyone healthy." Below it is a "Read more" button.
  - Our Mission:** A small card with an image of two people.
  - Helse Corp Announces Strategic Move: Next Round of Public Stock Issuance:** A card with a stock market image.
  - Helse Corp Poised for Transformation: Surge in Next Year's Research Budget Unveiled:** A card with a laboratory image.
- Footer:** A section titled "How Wearable Technology is" with a partial image of a person's hands.





# Demo

# Product Experience Layer or PIM?

## Why choose? You have both!



**DON'T MISS**

**From Product to Omnichannel  
experience: the central role of PIM**

BAPTISTE LEGEAY, CRO & CO-FOUNDER AT QUABLE

# The DXP of tomorrow

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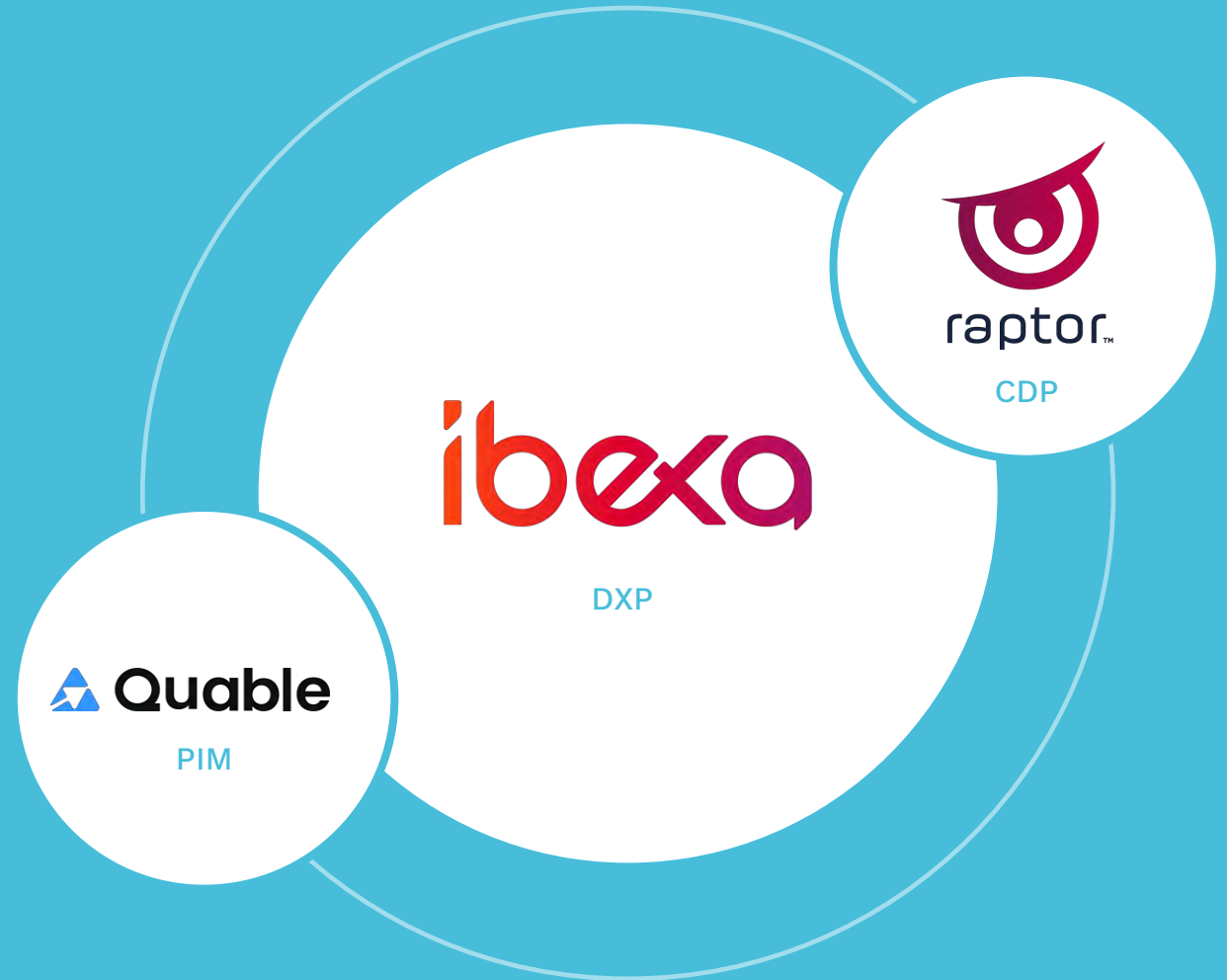
# Orchestrating Digital Intelligence

## For Marketing Teams and Editors

- ▶ 360° customer view across all touchpoints
- ▶ Unified customer segmentation
- ▶ Seamless content-to-commerce personalization

## For Integration Teams

- ▶ Premium Connectors
- ▶ Native Data Synchronization
- ▶ Unified customer data architecture



# Orchestrating Digital Intelligence

## For Marketing Teams and Editors

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- ▶ Unified customer data architecture





# Demo



Content structure

Media

Drafts

Forms

Calendar

Tags

Content tree

- Helse Corp.
  - About us
  - Stories
  - Careers
  - News
    - What You Need to Know A...
    - Helse Corp Strengthens F...
    - Helse Corp Announces Str...
    - Promising Strides in Stom...
    - Helse Corp Poised for Tra...
    - Anticipated Partnership w...
  - Project Information

Helse Co...

Landing page

Create content

Edit

Exit full view

# Innovation

This is how we change the world. This is how we make everyone healthy.

Read more



Our Mission

Helse Corp Announces Strategic Move: Next Round of Public Stock Issuance



Helse Corp Poised for Transformation: Surge in Next Year's Research Budget Unveiled



DON'T MISS

## From Data to Action: Strengthen Your Toolkit with a CDP and a Cross-Channel Personalization Layer

JAN SKOV, COO AT RAPTOR

Selected Exclusively For You

### How Wearable Technology is





# The DXP of tomorrow

## Hyper- Personalization

“A DXP with a CDP  
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#experimentation #perso #CDP

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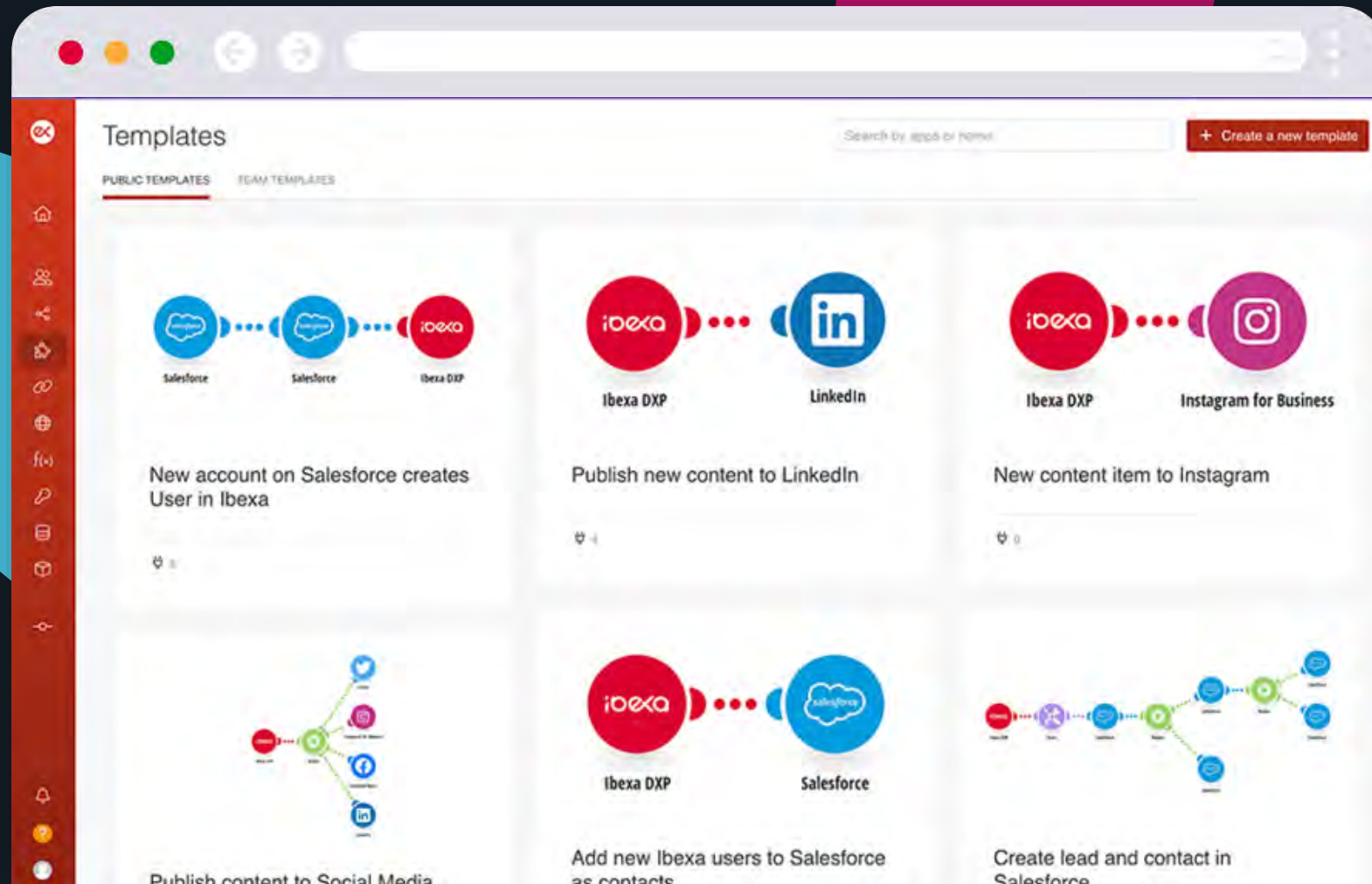
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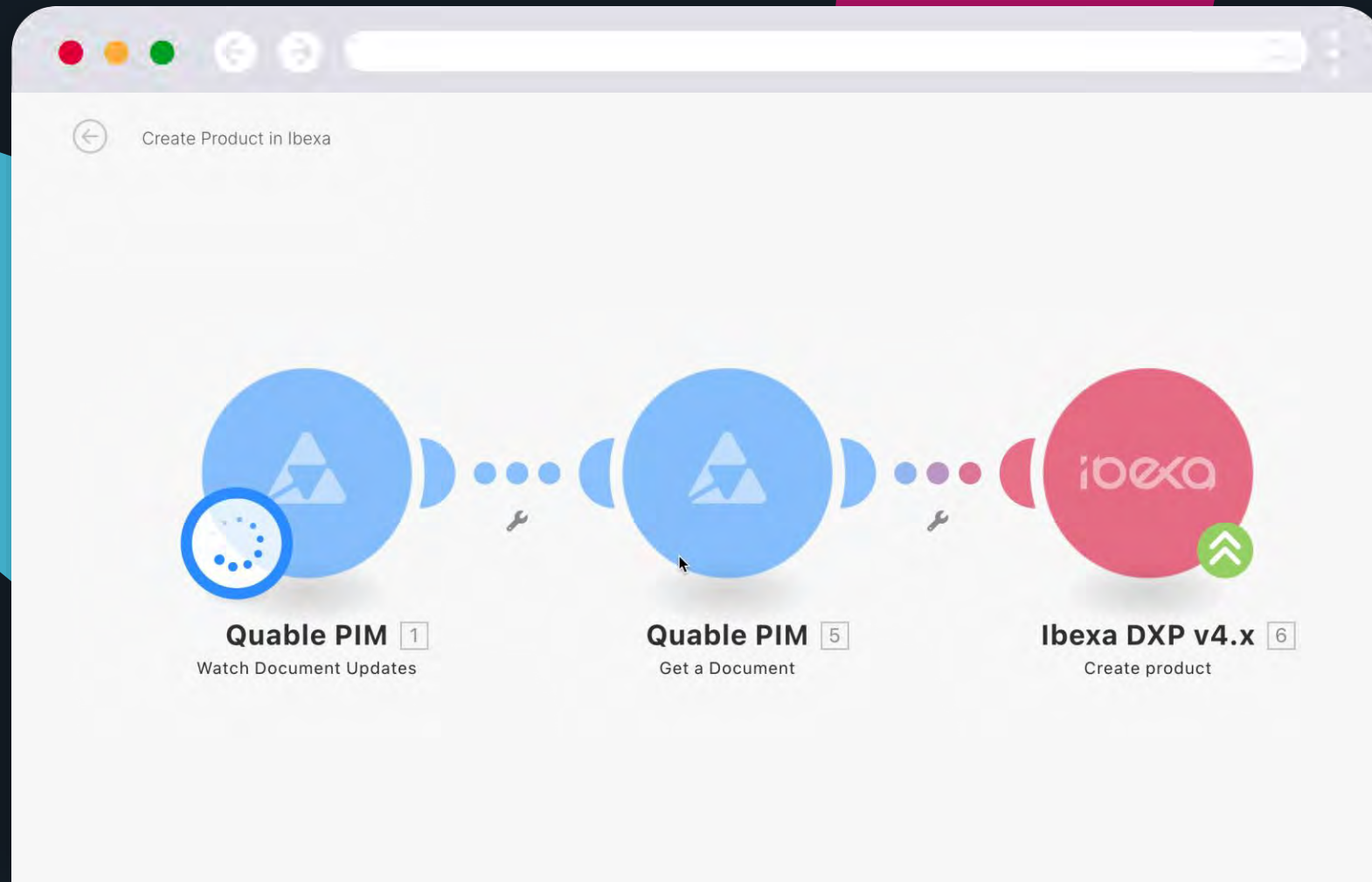


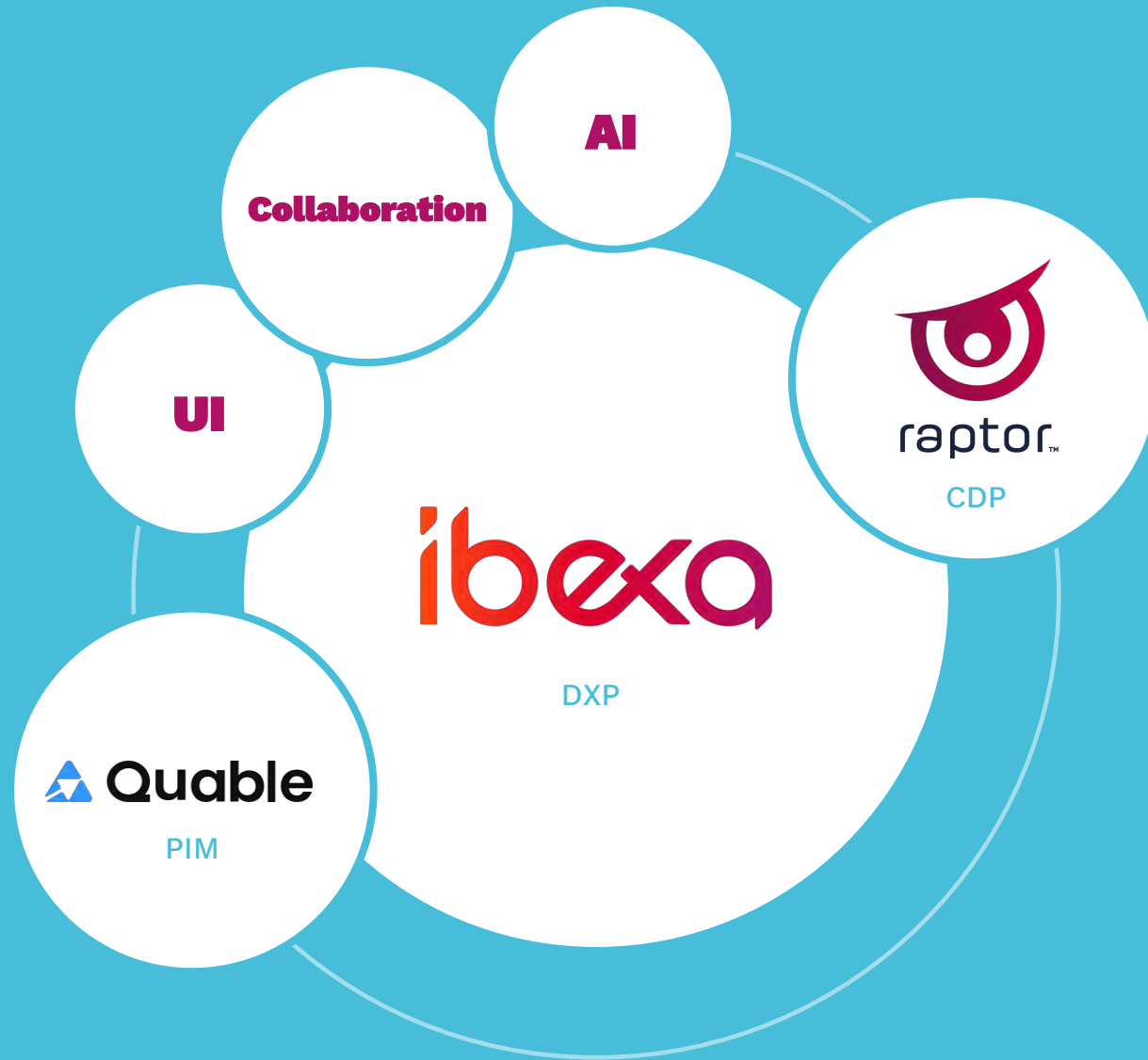
#ui #unified #connect #hub

# Ibexa Connect



# Quable available in Connect









**DON'T MISS**

**The Greatest Marketing Experience**

ARTUR WAWRZYNKIEWICZ, ENTERPRISE SOLUTION  
ARCHITECT AT IBEXA

# AI readiness, UI obsession & Collaboration



**DON'T MISS**

**Augmenting your Ibexa DXP Project with Private AI**

MATEUSZ BIENIEK, PRODUCT SUPPORT TEAM LEADER AT IBEXA





# Product Offering



raptor™

CDP

ibexa

DXP

An aerial photograph of a large crowd of people, seen from above, walking on a paved surface. The people are small and scattered across the frame. A large, semi-transparent yellow circle is overlaid on the center of the image, containing the text. The background is a mix of purple and blue tones.

# CDP for Everyone

# Ibexa DXP Product Offering

Ibexa  
Headless



Ibexa  
Experience



Ibexa  
Commerce




5M records included

CDP



5 scenarios included

Connect



**So how does the future  
look exactly?**

**SHORT-TERM**

Up to 6 months

**MID-TERM**

6-12 months

**LONG-TERM**

12-18 months



- Discounts enhancements
- Image suggestions using AI
- Segment REST API
- Design System
- Integrated help
- SSO
- Integrated Recommendations

- Searchable Page Builder blocks
- Price history
- Edit orders
- Design System
- Interactive walk-through
- Product analytics integration

- Product relations
- Content variations
- Content completeness configuration & overview
- Drafts in Content tree
- QNTM Connect in DXP
- Multiple shopping lists
- Unlimited languages

- Real-time collaboration in Page Builder
- Channels & markets
- Extended Content Types definition
- Edit/create multiple translations
- Powerful federated search
- Asynchronous operations
- Layout Builder
- Commerce Dashboard



- SSO
- Integration with DXP (phase I)
- Enhance products with marketing content from DXP
- Quable UI improvements

- Calculated attributes
- Quable UI improvements
- Product stats in DXP Dashboard

- Integration with DXP (phase II)
- Quality score



- SSO
- Integrated Recommendation in DXP
- Recommendation strategies for DXP Commerce
- Audience look-up API

UX/UI



**DON'T MISS**

**Ibexa DXP: Deep dive in the Product roadmap for 2025**

RADOSŁAW ZEP,  
DIRECTOR, PRODUCT MANAGEMENT AT IBEXA



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**ibexa**

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# The sound of Tomorrow

Improved digital efficiency at Native Instruments

MARC EILHARD, ENGINEERING MANAGER AT NATIVE INSTRUMENTS



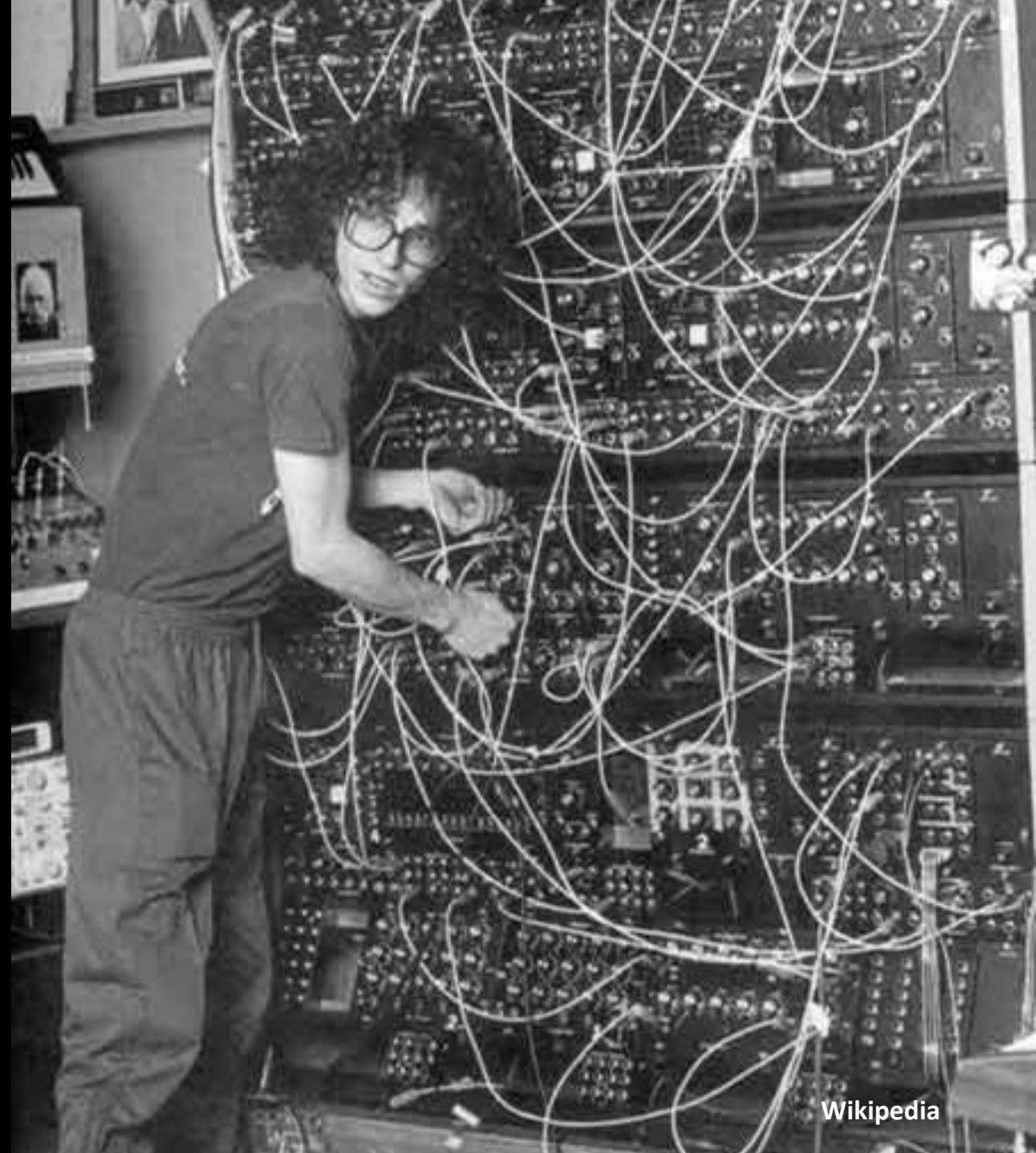
# NATIVE INSTRUMENTS <sup>NI</sup>







Founded on the idea your computer could be the most flexible, powerful music-making device out there, Native Instruments has been working with technology to maximise the sonic potential of creators everywhere since 1996.

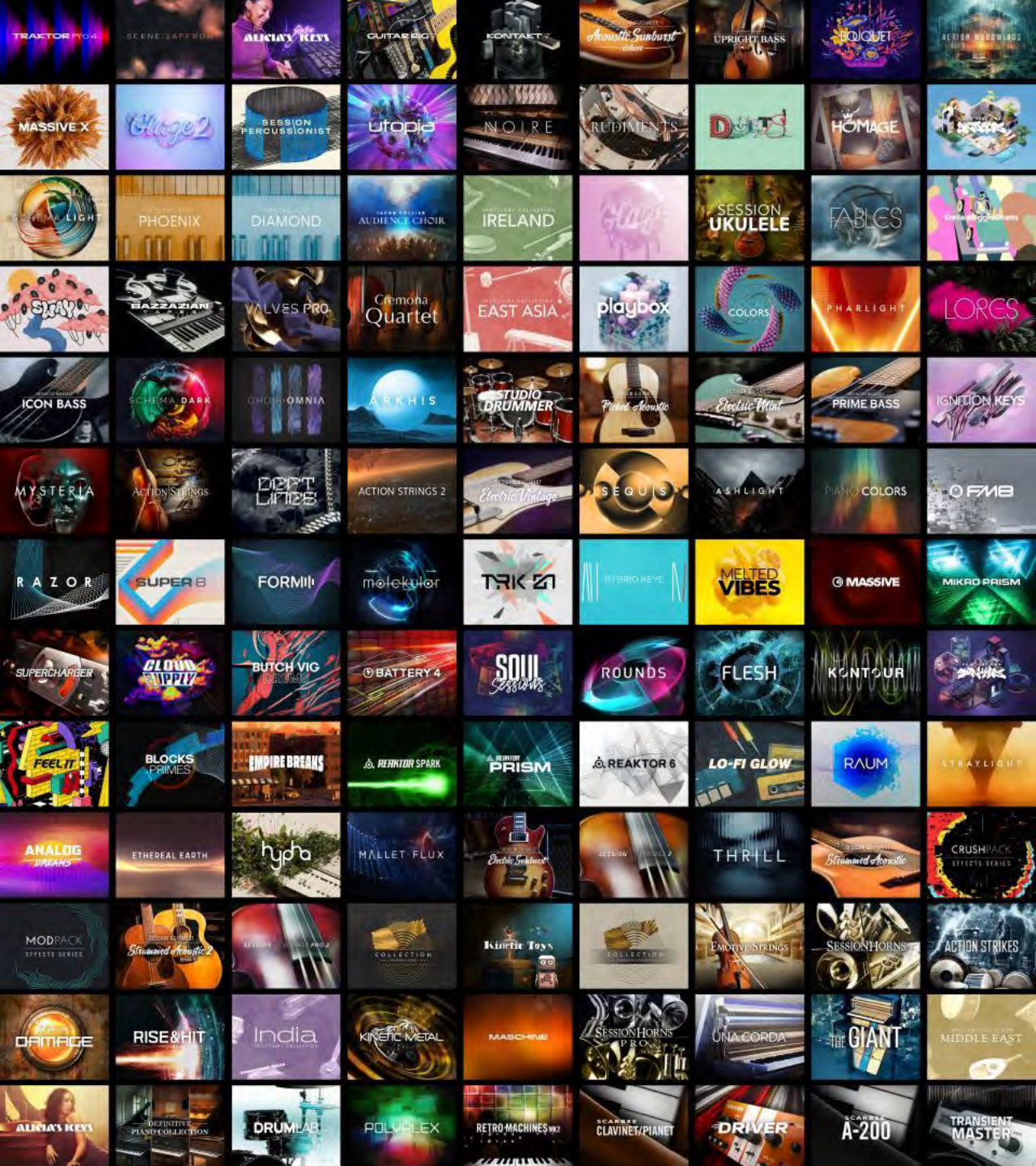


- 
- 1996 Generator
  - 2001 FM7
  - 2001 Absynth
  - 2001 Traktor
  - 2002 Kontakt
  - 2003 Komplete
  - 2004 Guitar Rig
  - 2006 Massive
  - 2009 Maschine
  - 2014 Kontrol Keyboards
  - 2019 Massive X
  - 2020 Maschine+
  - 2023 iZotope & Plugin Alliance

Whether it was Traktor for DJing, Kontakt for sampling, or Massive for synthesis, NI has been a forerunner in taking music production from costly analog studios into bedrooms and personal computers – natively.

After joining forces with fellow sonic adventurers iZotope and Plugin Alliance in 2023, NI has grown to become one of the largest and most influential music technology companies around the globe.





At the heart of an extensive product ecosystem with over 600 products, today we provide innovative tools for every stage of the creative process.

Whether you're a composer, sound designer, audio engineer or DJ, whatever kind of sound you can imagine, there's a way to make it with NI.



With over 40 dedicated promotions and over 110 product releases across multiple brands per year, NI is a powerhouse in the music technology landscape.

40

promotions / year

110

product releases / year

10M

unique page views / month





Magento™

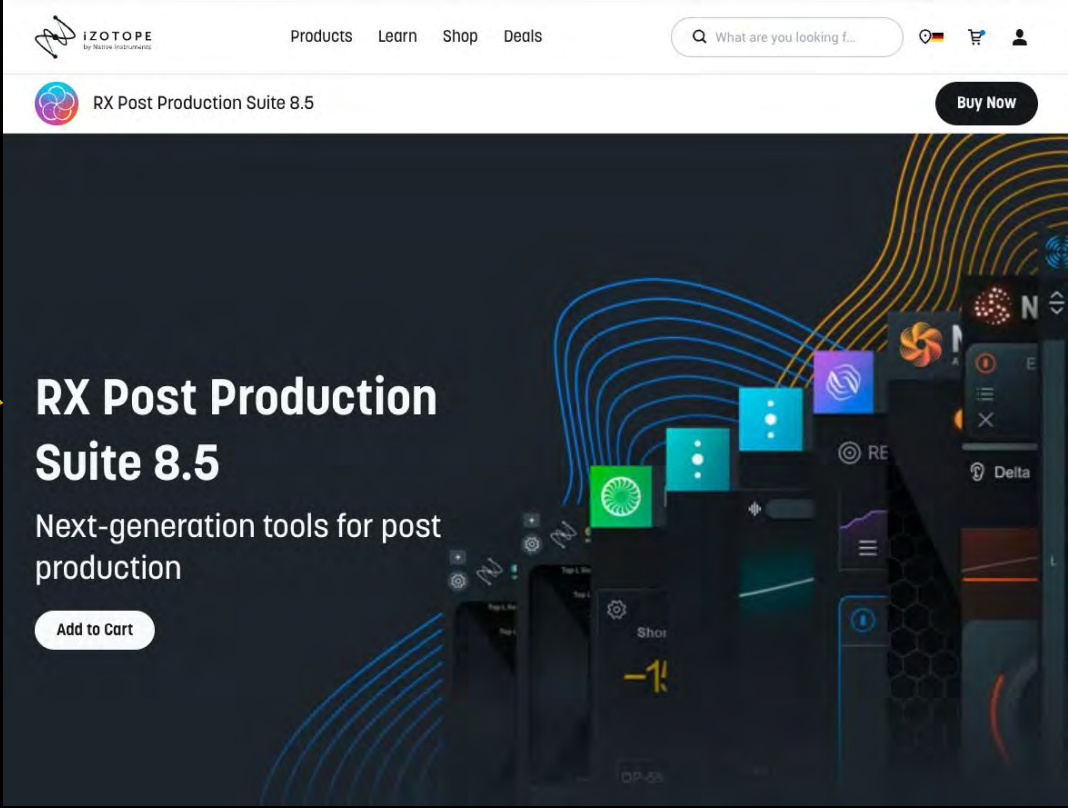
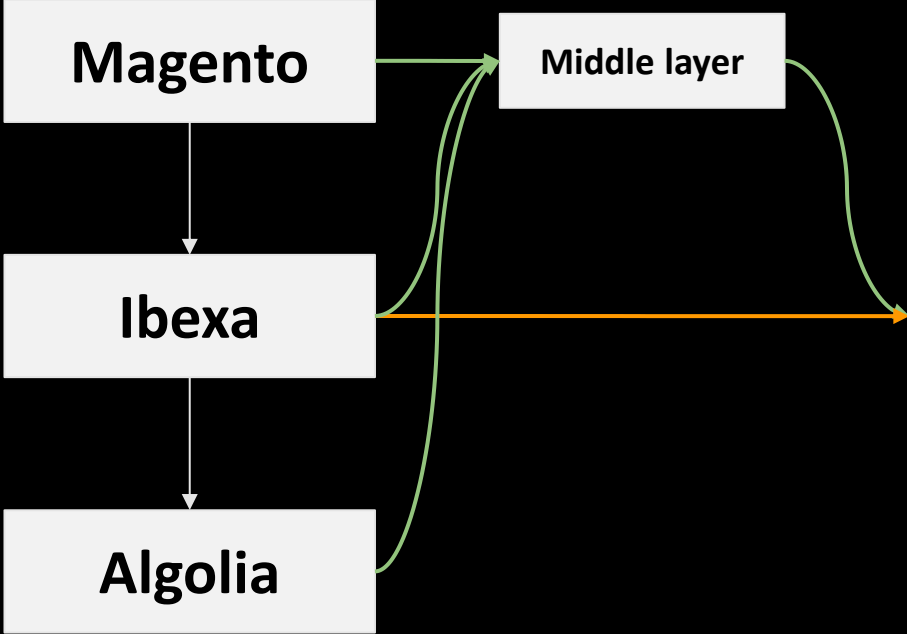
ibexa

PART OF QNTN



algolia







# New Year, New Sound

Make your resolutions real with essential effects and tools.

Shop now



**\$49**

Sign in to see all discount and upgrade options



## Dive into Neutron 5

Bring out the best in your mix with a flexible, fully-equipped suite of intelligent tools

Thank you!

21

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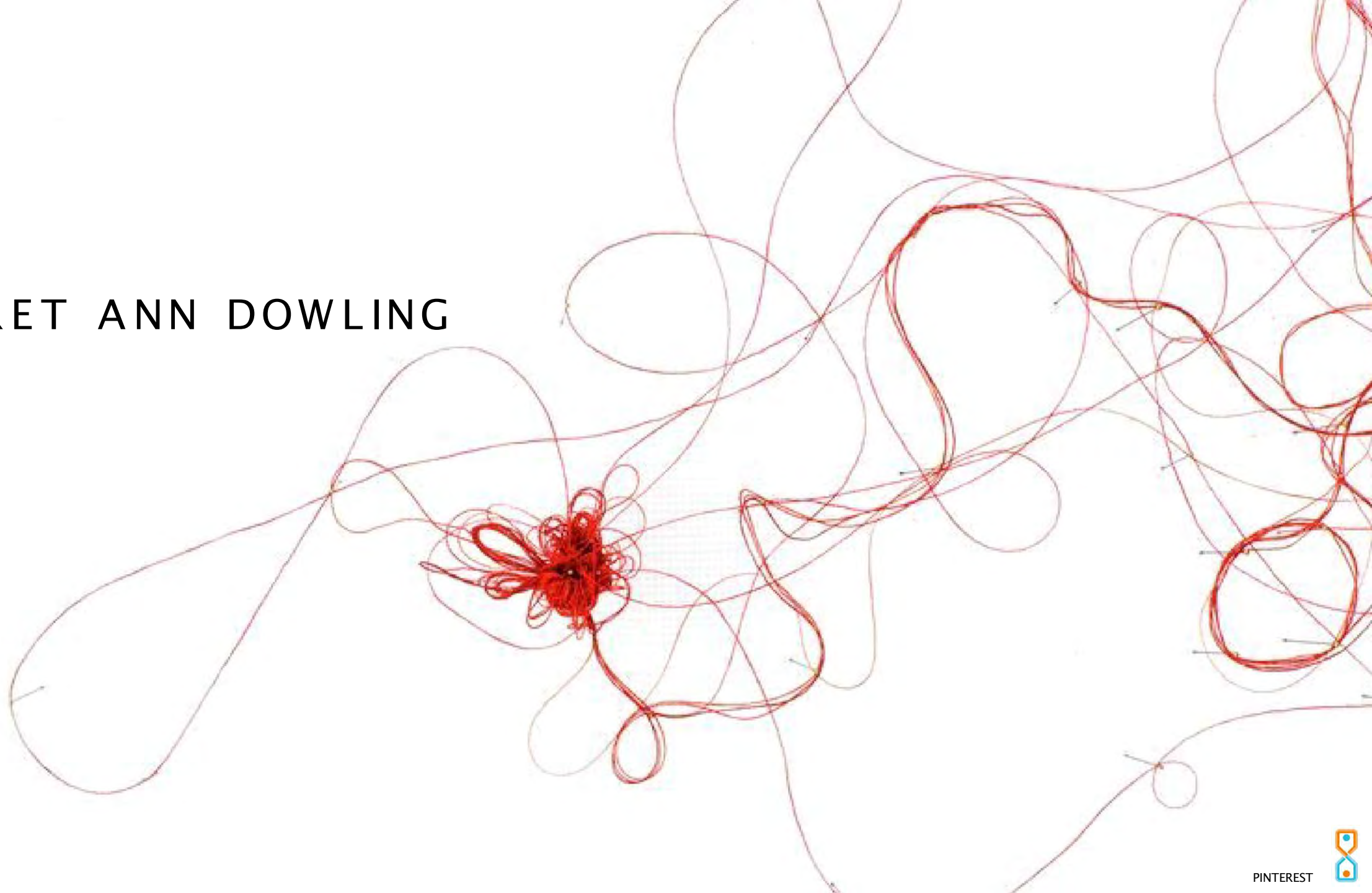
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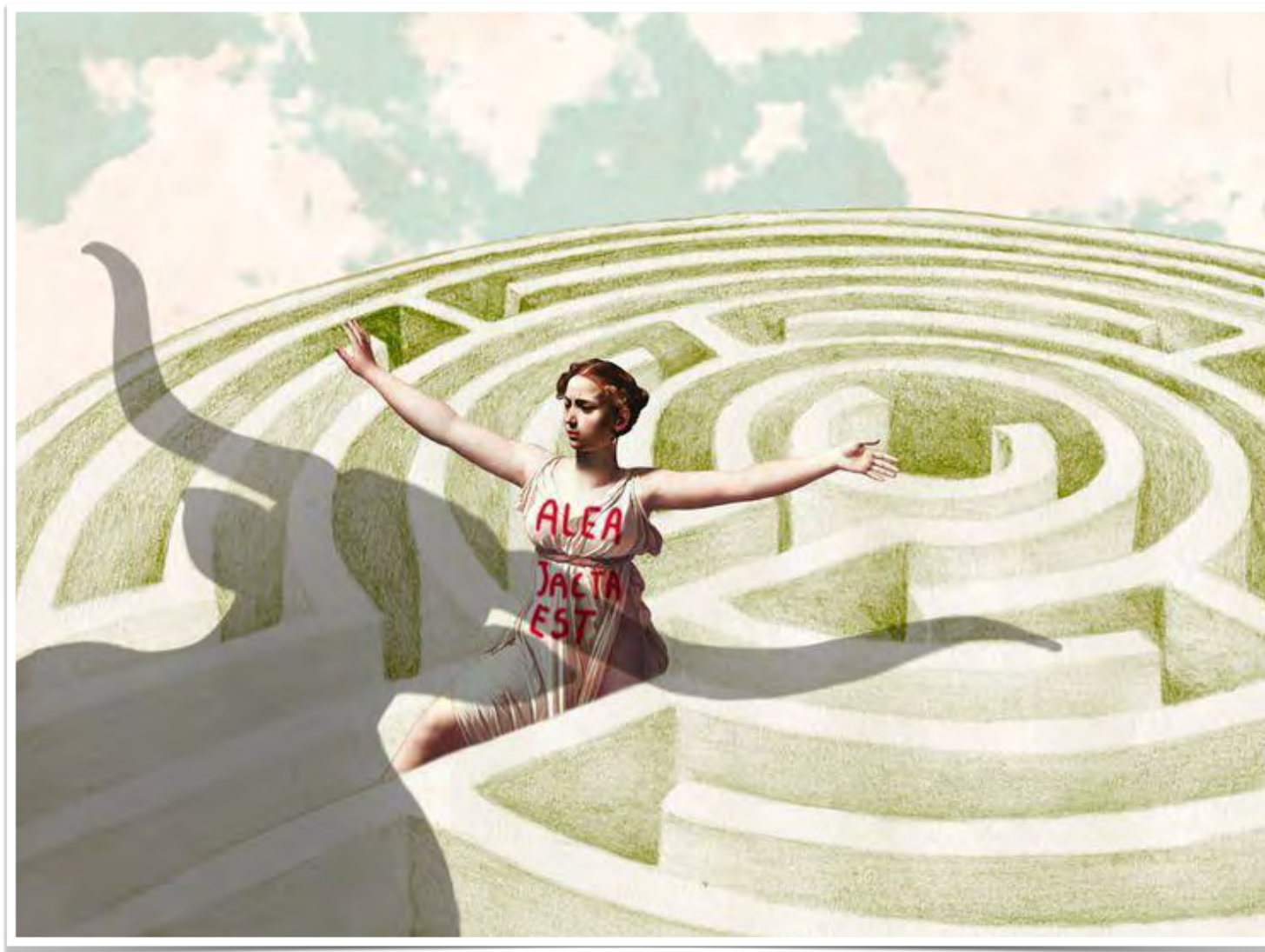
# Trust, Authenticity & the future of Content in the age of AI

MARGARET ANN DOWLING, FOUNDER, CREATE AND TRANSLATE.ORG



MARGARET ANN DOWLING





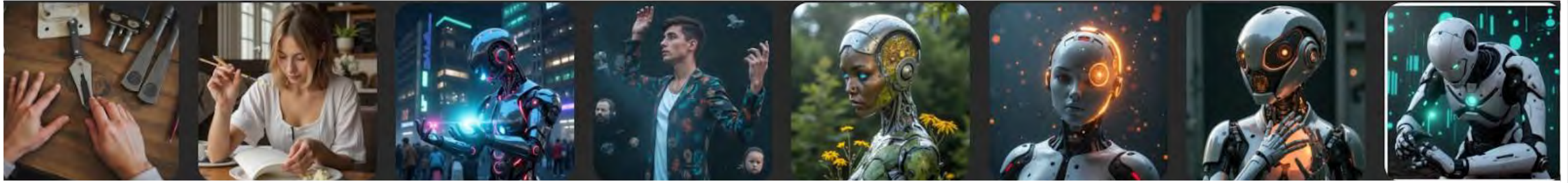
# "Trust, Authenticity & The Future of Content in the Age of AI"

Publishers, Editors, Writers and Journalists have been helping audiences to navigate the world around them since the advent of the Gutenberg Press in the 1500s. In some cases this promise is symbolised by a unique identifier which is akin to a Universal Symbol of quality, Trust & Authenticity – a promise to help them travel in their minds to places they may never get to in their lifetimes.



As we move forward into this Agentic AI enables fast moving multimodal Reality – it's good to pause for thought. To think about our Mission Vision and Values as companies, to reflect on Dual Use in technology and to explore some of the themes which will shape our content drive future. Lets begin ...







# THE NEW PARADIGM

“We are in an era where AI can generate content in seconds. From emails to entire novels, AI tools like ChatGPT have become integral to our workflows. But this raises a critical question: how do we ensure that content remains trustworthy and authentic? The distinction between authentic and automated content will define how we consume and create in the future.”





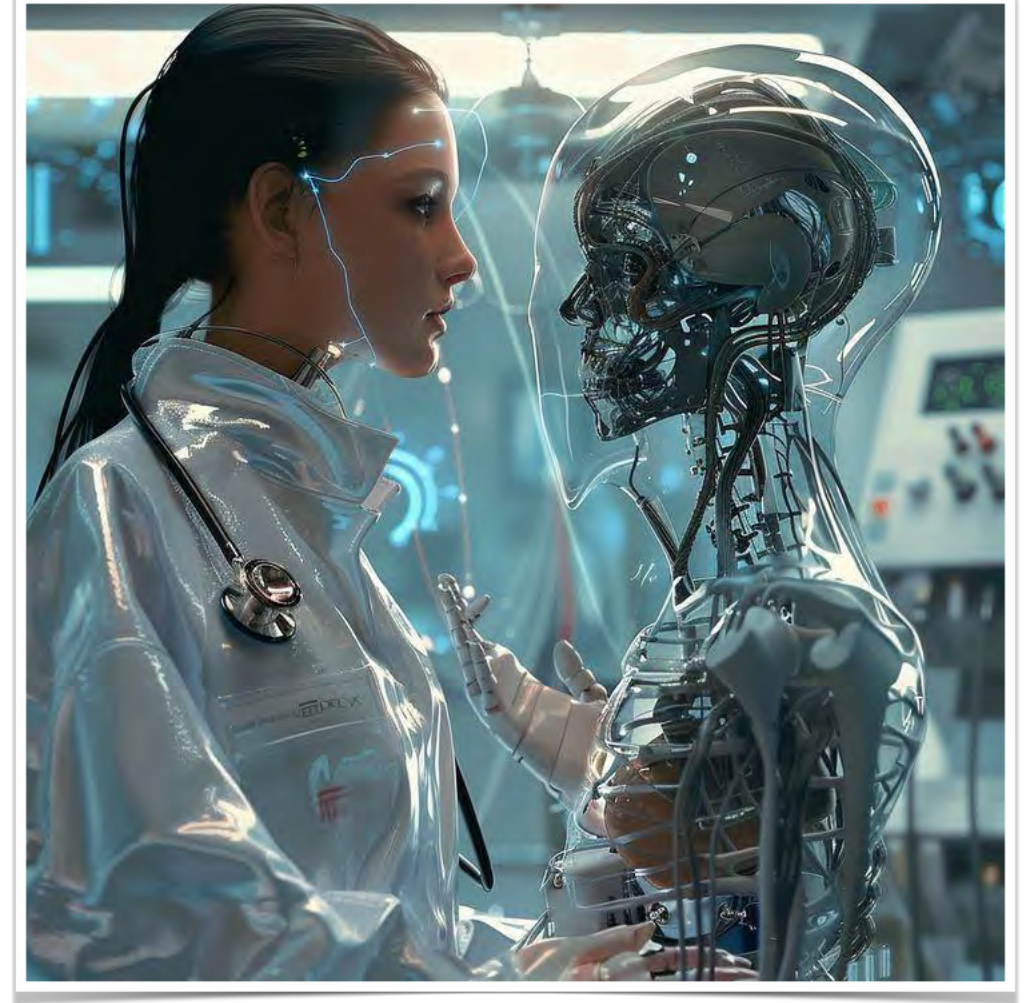


# THE HUMAN ELEMENT IN AI CONTENT

- Real-world comparison of authentic vs. automated content.
- Emotional markers, cultural nuance, and human experience define authenticity.

“What differentiates engaging human narratives from technically perfect AI-generated pieces? Often, it’s the emotional markers and lived experiences embedded in human stories. Antonio Damasio spoke to the subject of conscious and unconscious Somatic markers and their impact on our judgment. The Somatic Marker Hypothesis should be considered when we want to broaden our understanding of the impact on our impression management and internal sentiments of our engaged audience (Bechara, Antoine, and Antonio R. Damasio. 2005)

I believe this to be the fundamental pivot point when it comes to Trust & Authenticity.



# AUTHENTIC V AUTOMATED CONTENT

The anthropomorphisation of AI– imbuing it with human attributes, values and capacity for moral judgements is an abdication of responsibility.

**Bezos indicated that decision making is about defining if a question requires a Type 1 or Type 2 decision :**

Type 1 being a one way door decision \_ typically being irreversible and often having unknown consequences– these should be slowed down and considered carefully.

Type 2 decisions are easily reversible and can be made and reversed quickly without major impact.

For example Soul Machines is a groundbreaking company which allows you to harness the power of AI to create astonishing life like digital humans. These Avatars are powered by advanced Neural Networks that can interact with user real time displaying human-like emotions and responses <https://www.soulmachines.com/>



# TRUST IN AI CONTENT

“Trust is the cornerstone of content. But how do we trust AI-generated content? AI, despite its capabilities, can be biased or misinformed. Transparency and ethical guidelines are non-negotiable to ensure that AI-generated content doesn't undermine credibility”

We must establish frameworks to hold the users of AI accountable. AI systems are powerful but imperfect. From biases to factual inaccuracies, these challenges underscore the importance of transparency and ethical use. Without these, we risk eroding trust.

\*EU AI Regulation, GDPR and Human in the loop decision making to handle the Challenge of misinformation, biases, and lack of accountability.

Stress the fundamental importance of transparency.

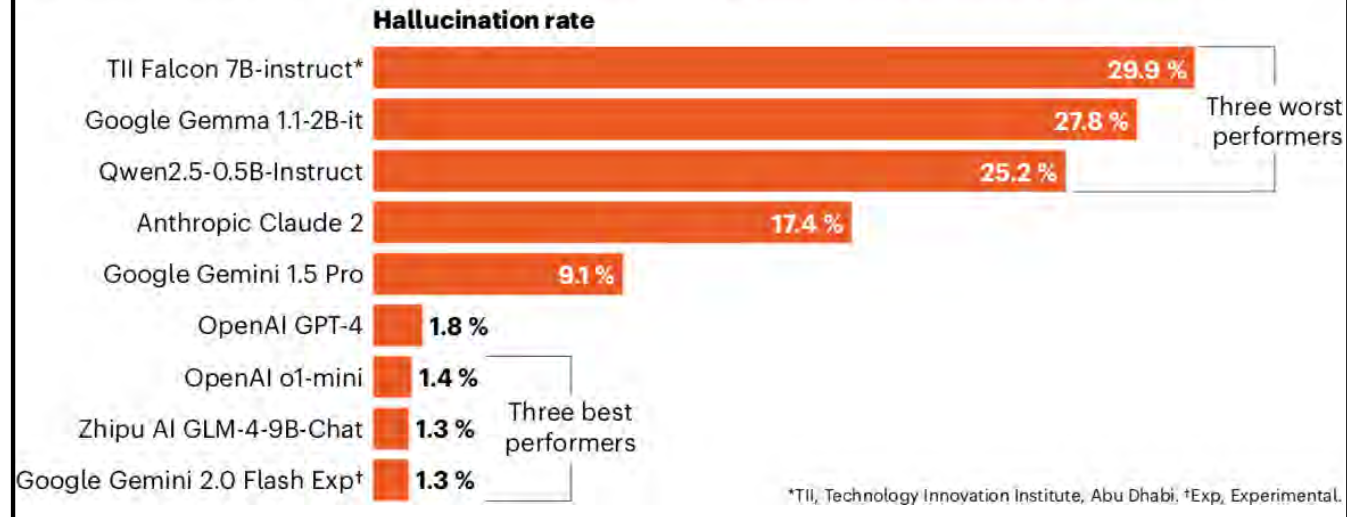




# THE BIGGEST BULLSHITTERS

## THE BIGGEST BULLSHITTERS

Vectara's Hallucination Leaderboard grades large language models (LLMs) on the specific task of summarizing a provided document, by tracking how many details they make up. Those that performed best (having the lowest hallucination rates) and worst (highest rates) are shown, along with the rates of selected well-known LLMs.



Source: Vectara (<https://go.nature.com/4GPQ>)

<https://github.com/vectara/hallucination-leaderboard>



# THE FUTURE OF CREATIVITY

- The Source Material Crisis
- The Illusion of Human Creativity
- The Creative Process Parallel
- IP and Authorship





# MULTI AGENT REALITY

How do you integrate all these elements into one process which reflects your Mission Vision and Values– maintaining authenticity and trust ...The Challenge of the Universal AI Myth

## The Specialised Agent Ecosystem

- Research Agents
- Content Creation Agents
- Visual Content Agents
- Distribution Agents

"Success lies not in finding the perfect AI, but in orchestrating the right combination of specialized tools."



# AI SINGULARITY

“The concept of AI singularity—where AI surpasses human intelligence—sounds like science fiction, but it’s a real concern. What happens when AI makes decisions beyond human understanding? This is why ethical AI development is critical. It’s not just about smarter algorithms but responsible deployment.”

Risks of a Major wave of disempowerment and dependency coming on which will make us more vulnerable to misinformation and manipulation

Luzia Jarovsky Linked in TopVoice in AI 2023





# POWER OF EXPLAINABILITY

Explainability is key to trusting AI. If we don't understand how AI makes decisions, we can't predict or control its actions.

By developing better visualization tools, we can demystify AI processes and ensure that its decisions align with human values.”

Importance of Dual Use Horizon scanning Content Strategy and the use of AI belongs on the Board room



# THE ROLE OF GLOBAL GOVERNANCE

“AI is a global challenge that requires global solutions. Just as the Geneva Conventions set rules for warfare, we need international agreements for AI governance. Regulatory frameworks must balance innovation with safety to prevent misuse and ensure equitable outcomes.”

<https://www.europarl.europa.eu/topics/en/article/20230601STO93804/eu-ai-act-first-regulation-on-artificial-intelligence>



# PROTECTING AUTHENTICITY

“Maintaining authenticity in an AI-driven world requires proactive measures. We can prioritize human creativity, clearly label AI-generated content, and ensure ethical practices in content creation.

These steps can preserve trust and authenticity.”

- Emphasis Human creativity
- Label AI generated content
- Ethically use AI



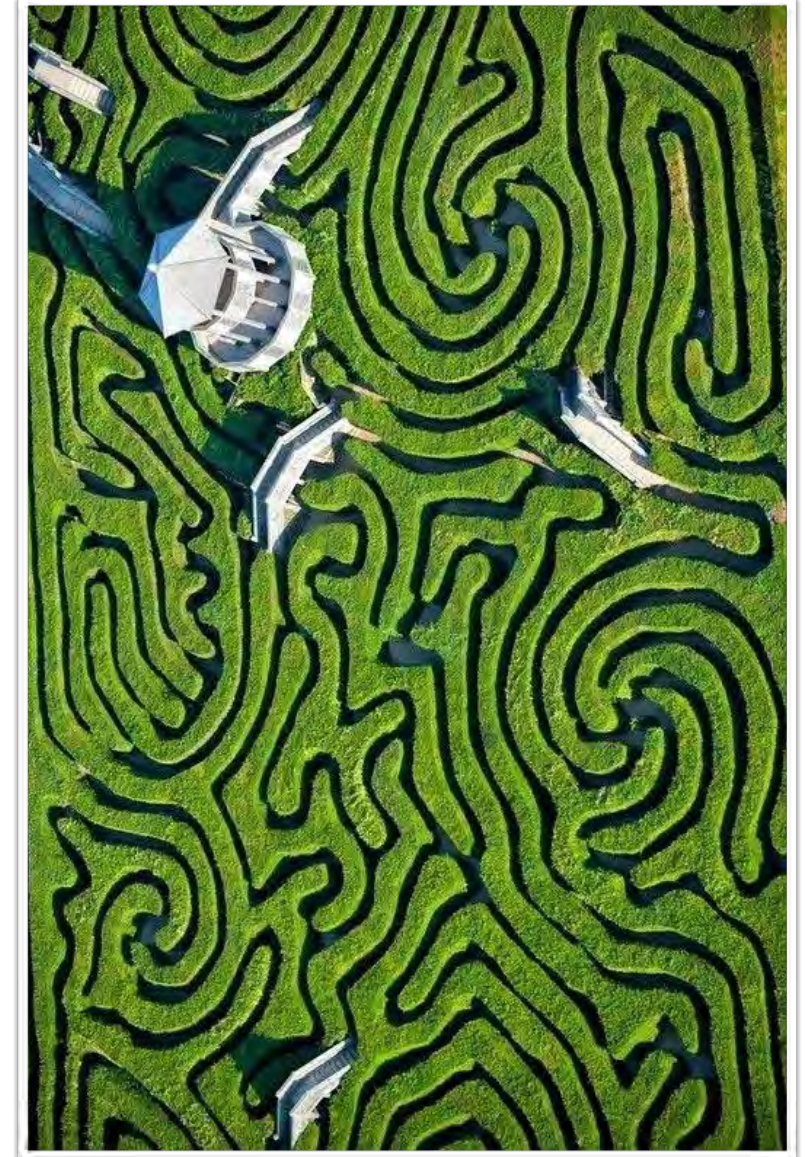


# BUILDING TRUST IN THE AGE OF AI

- Transparency with Trust Framework Components
- Clear lines of accountability to the Board room and Risk Management protocols
- Ethical practices with adjustment protocols and affective Governance
- Engaging stakeholders: governments, businesses & individuals

“Trust in AI isn’t just a technical issue—it’s societal. We need transparency, accountability, and ethics at every level. From policymakers to developers and end-users, everyone has a role in building trust in the AI era.”

Key Message: "Trust isn't given, it's earned through consistent transparency and authentic human oversight."



# THE PATH FORWARD : ROLE Evolution with new creative Frontiers.

## TYPE 1 IRREVERSIBLE DECISION :

- Improved explainability
- Global frameworks.
- Individual action.

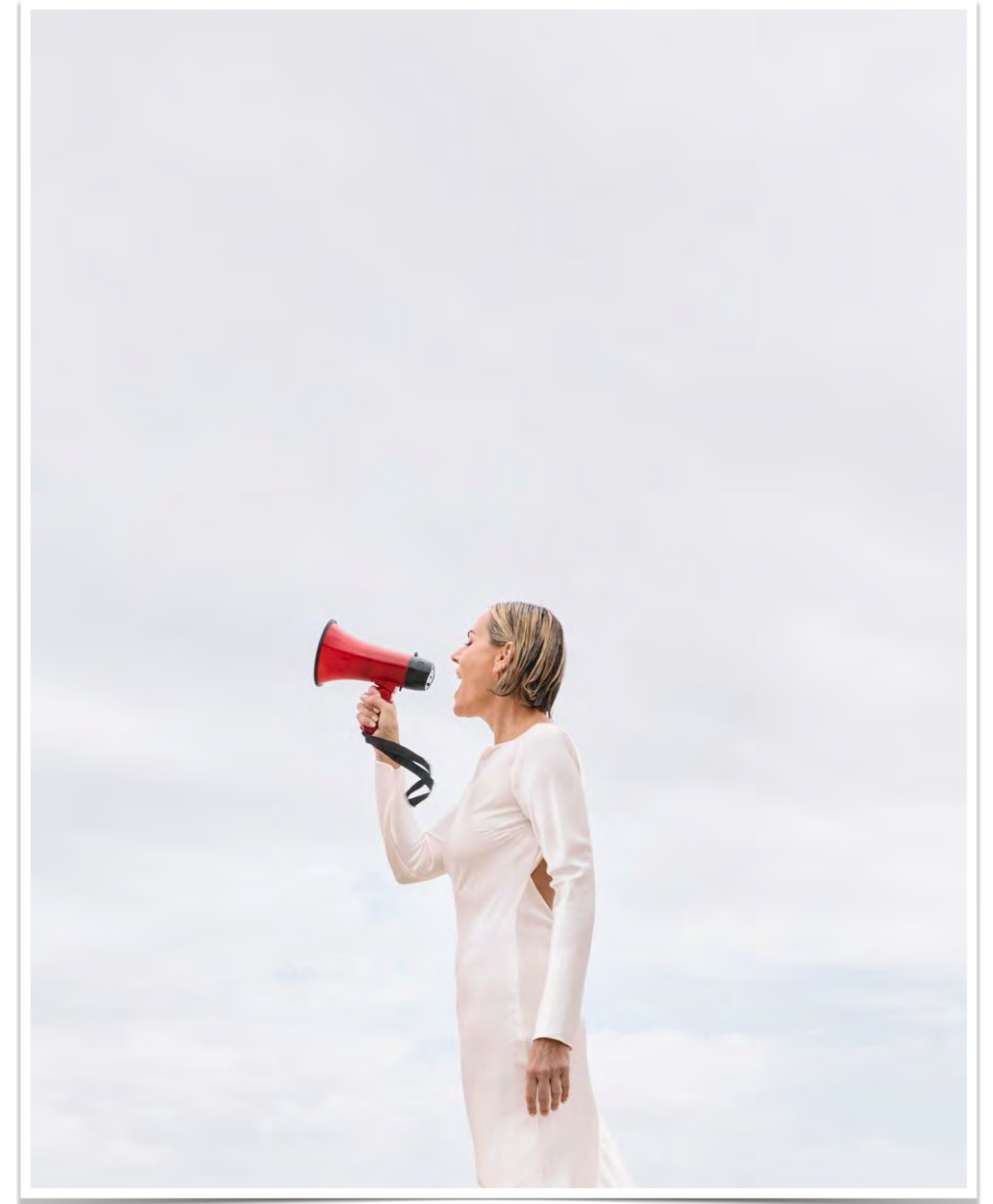
“The path forward is clear: delay AI singularity through explainability, governance, and collective action. It’s not about stopping AI but guiding its development responsibly.”



# TAKE AWAY AND CALL TO ACTION

- Authenticity and trust are non-negotiable.
- The risks of AI require immediate action.
- The future of content relies on human-AI collaboration.
- Educate yourself on AI ethics.
- Advocate for transparent practices.
- Embrace responsible AI tools.

“In summary, trust and authenticity are central to our AI-driven future. While AI poses risks, it also offers incredible opportunities. By acting now, we can ensure a collaborative and responsible future. Learn about AI ethics, push for transparency, and use AI responsibly. Together, we can shape a future that values trust and authenticity.”





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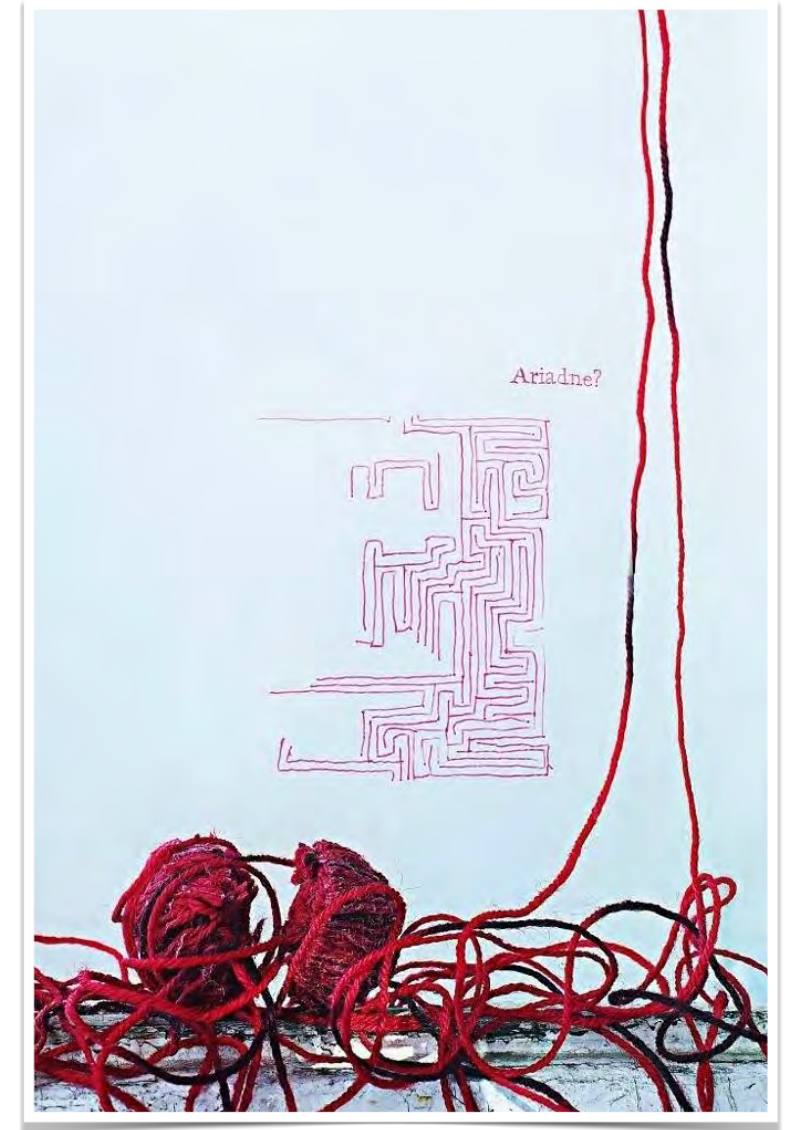
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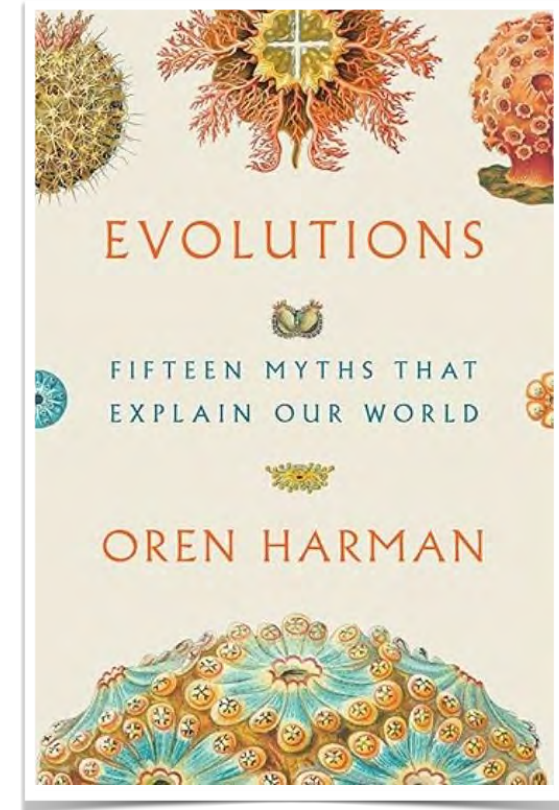
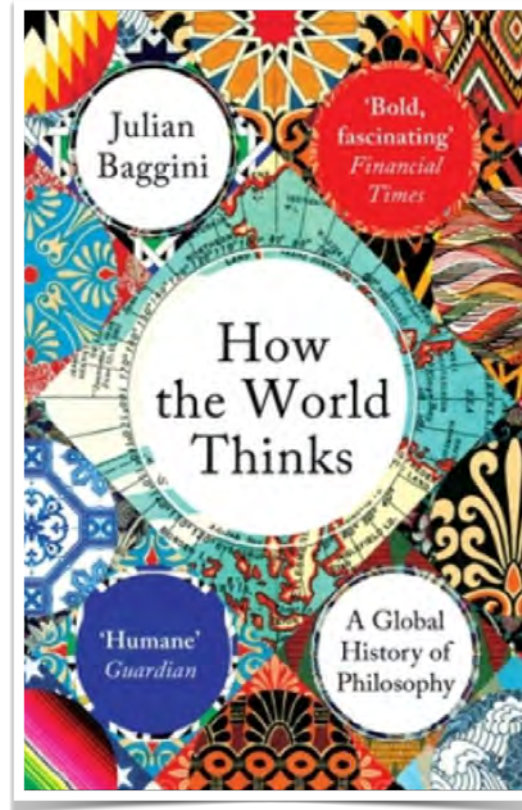
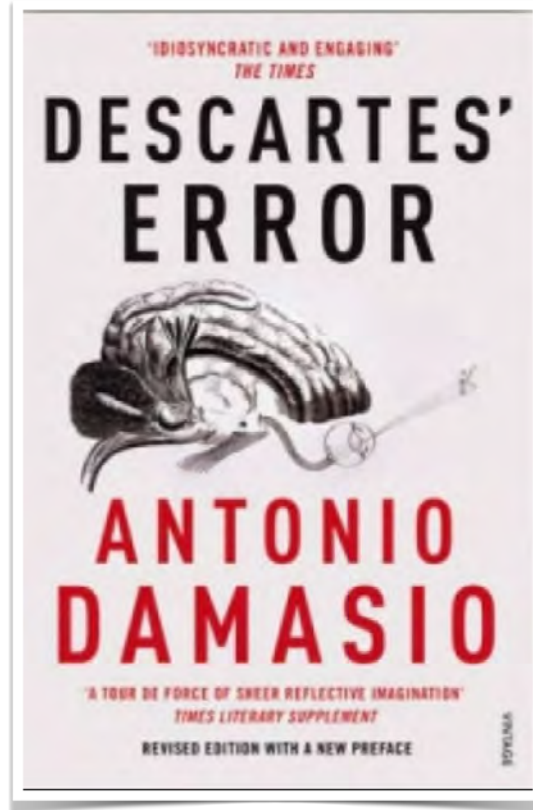
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The logo for ibexa, featuring the word "ibexa" in a lowercase, sans-serif font. The letters are colored in a gradient from red to purple.

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