

TENTATIVE CONFERENCE PROGRAM

08:30 – 09:15	Welcome Refreshment and Showcase Visit
09:15 – 09:45	<p>Opening Keynote: Thriving in the Age of Digital Banking</p> <p>The rapid rate of industry transformation from multichannel to omni-channel banking has opened the door for competition from telcos, technology companies, and startups. Neal Cross will be sharing from his valuable experience on the new paradigm shift that banks are trying to manage the transition to omni-channel banking. In this session, the speaker will share fresh insights on:</p> <ul style="list-style-type: none"> • Mega-trends of Digital Intelligence, Internet of Things and Wearable Technology • How technology affects banking channels over the next decade • Creating disruption in the omni-channel • Enhancing digital interactivity within branch <p>Vishal Dalal Associate Partner McKinsey & Company</p>
09:45 – 10:30	<p>CxO Insights Panel One: Creating a 360° Customer Experience with Innovative Value Propositions and Technologies</p> <p>Customers no longer limit their purchases to financial services. With the rise of mobile communications, social media, and online communities, transactions between businesses and consumers have grown far more complex. The relationship itself is up for sale, and financial institutions' fortunes are tied directly to their ability to manage those relationships to customers' satisfaction. It is essential for FSI to provide customers with a 360° Experience across channels.</p> <ul style="list-style-type: none"> • Formulating a holistic omni-channel strategy: challenges and best practice • Seamlessly integrating different channels (mobile, web, social networks, physical stores...) and enhance customer experience • Enhancing online and mobile experience with innovative value propositions and technologies • Leveraging data and analytics for customer-centricity and innovation <p>Panel Chair: Bob Hayward, ASPAC CIO Advisory Centre of Excellence, KPMG</p> <p>Executive Panelists: Prashant Agarwal, Director, Edge (Group Innovation), AIA Arron Holmes, Director Information Technology and Change Management, Aviva Asia Namrata Jolly, Regional Head - Digital Customer Experience - Asia Pacific, Citibank Rob Findlay, SVP, Customer Experience, DBS Bank David Ong, Executive Director, Head of Business Insights, UBS</p>

<p>10:30 –11:00</p>	<p>Keynote 1: Enabling Business Agility and Stability with DevOps</p> <p>IT leaders from financial institutions today are experiencing increased demand for faster application development and delivery. This demand is driven by pressure from internal users who want their products to get out to the market faster, as well as consumers who want to access them easily and reliably with any of their devices.</p> <p>In this session, we look at how DevOps can enable financial institutions to cope with the above demands and share how Red Hat can be your partner in this DevOps journey.</p> <p>Vishal Ghariwala Middleware Business Unit Manager Red Hat Asia Pacific</p>
<p>11:00 –11:30</p>	<p>Keynote 2: Security vs. Enablement: Mobile Data Access for Today’s Financial Services Industry</p> <p>Anytime, anywhere mobile access to financial data is a required capability in today’s fast-paced financial services industry, yet security, audit and data breach concerns remain a challenge to all players within this highly data-sensitive market. To stay competitive, financial institutions require seamless mobile access to enable employees while also protecting sensitive customer data.</p> <p>AirWatch by VMware invites attendees to learn about today’s mobility challenges within the finance industry and how to implement mobility initiatives throughout your organization to enable employees while also protecting sensitive data. We will also explore strategies and best practices around mobile device, application, email, content and browsing man.</p> <p>Constantine Kipnis Senior Enterprise Account Executive AirWatch by VMware</p>
<p>11:30 – 11:45</p>	<p>Morning Networking Coffee Break</p>
<p>11:45 – 12:15</p>	<p>Keynote 3: Intelligence in In-bound Data</p> <p>Organisations are always on the lookout for an operational tool that caters to the evolving needs of data acquisition and content driven processes. This is a gap that needs to be filled to sustain the competitive advantage of the business.</p> <p>In this session, we look into how eFLOW fits into the equation and remain an essential part of this evolution.</p> <p>Goh Wei Hao APACJ Head, Technical Account Manager Top Image Systems</p>

<p>12:15 – 13:00</p>	<p>CxO Insights Panel Two: Exploring the Future of FSI Innovations</p> <p>During the panel discussion, the moderator and panelists will discuss with us some winning approaches in a new generation of financial services. The following topics will be covered:</p> <ul style="list-style-type: none"> • Propositions for capturing new customer segments and serving them rapidly • How digitization can quickly increase revenue and enable cost reduction • Managing multiple channels and the cross-channel customer experience in the new digital environment • Organizational changes that can help break barriers and rally institutions for digital transformation <p>Panel Chair: Fred Giron, VP, Research Director, Forrester</p> <p>Executive Panelists: Biren Kundalia, Regional CTO, AIG Asia Pacific Ratikant Sahu, Head, Digital Delivery (APEA), ANZ Singapore Shashank Tripathi, Head, Digital Experience, Group Integrated Distribution, Standard Chartered Bank Ben Soppitt, VP, Emerging Products & Innovation, South East Asia, India & South Asia, Visa</p>
<p>13:00 – 14:00</p>	<p>Executive Luncheon Roundtables</p>
<p>14:00 – 14:45</p>	<p>Keynote 4: The Future Of The Branch: Why A Digital Revolution Is Needed</p> <p>Branches are no longer at the heart of customers' relationships with banks. The rise of online and mobile banking means there are fewer people going into the branch for transactional purposes than ever before. But when it comes to buying a product and seeking advice, many consumers still want to visit a branch and have a human interaction. The branch is far from dead, but a digital revolution is needed.</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Why Banks' Own Strategies Are Killing The Branch • Why The Branch Needs A Digital Revolution • How Innovative Companies Using Digital To Transform The Branch <p>Fred Giron VP, Research Director Forrester</p>
<p>14:45 – 15:00</p>	<p>Afternoon Networking Coffee Break</p>

<p>15:00 – 15:50</p>	<p>CxO Insights Panel Three: Security Risk in 2015: Managing Security and Privacy in the Digital Age</p> <p>Session discovery:</p> <ul style="list-style-type: none"> • The Current and Upcoming Technology Trends impacting Security and Privacy • How securities priorities in the FSI industry are being changed by emerging security environments like mobility, cloud and social • Defending the enterprise from a new breed of sophisticated threats • Best practices and lesson learnt in managing security and privacy in the Digital Age • Cultivating security awareness within the organization <p>Panel Chair: Daryl Pereira, Partner, KPMG</p> <p>Executive Panelists: Marcus Tu, Regional Business Information Security Officer (APAC), AIG APAC Holdings Chia Ling Koh, Technology & Intellectual Property Lawyer, ATMD Bird & Bird Patrick Fok, Managing Director - Asia Pacific Investment Services Senior Information Risk Officer, BNY Mellon Peter Britten, APAC CISO, APAC Head of Technology Risk & Control, Corporate & Institutional Banking, RBS</p>
<p>15:50</p>	<p>End of Conference</p>

*** This agenda is subject to change without prior notice. ***