



Thursday 9 November 2017













Hilton Sydney



#SYDBanking

Day 1 Agenda







8:30	Registration Starts	
9:10	Chairperson's Opening Remarks – Beverley Head, Finance and Technology Journalist	
9:20	AI is the New UI: the Human Digital Connection	Jayne Opperman General Manager, Business Integration, Group Technology Westpac Group 
9:50	Performing Exponentially – In a Millennial, Mobile and Programmatic World	Rocky Scopelliti Global Industry Executive – Financial Services Telstra 
10:20	CXO Panel	Ben Tabell Chief Information Officer, HSBC Australia Philip Cussen Chief Technology Officer, Bank of Queensland Sheetal Patole Chief Data & Analytics Officer, Macquarie Group Jarrold Sawers Head Of Project Management Office & Strategic Delivery, AIA     Moderator: Andy McKechnie , General Manager - Major Accounts NSW, Telstra Enterprise, Telstra 
10:50	Morning Tea & Networking	
11:20	Building Australia's First 100% Digital Bank, Designed Entirely for Mobile	Eric Wilson Chief Executive Officer Xinja (Australia's First Neobank) 
11:45	Keynote Presentation	
12:10	Building the Transformation Roadmap to Create the Bank of the Future	Andy Weir Executive General Manager Enterprise Services and Chief Information Officer Bankwest 
12:30	How Voice Biometrics Improves Security of Customers' Personal Data, Money and Payments	
12:50	Networking Lunch	

Streams Start

BLOCKCHAIN & PAYMENTS

13:45	Chairperson's Opening Remarks	
13:50	The Internet of Value – Why Blockchain is a True Paradigm Shift Michael Eidel , Executive General Manager, Cash-flow & Transaction Services, Commonwealth Bank of Australia	
14:10	Beyond the Proof of Concept – Reaping the Benefits of Blockchain's Disruptive and Revolutionary Potential	
14:30	Turning Trust into Innovation – How BPAY is Disrupting the Digital Payment Landscape Keith Brown , General Manager - Product, Scheme and Business Development, The BPAY Group	
14:50	The Future of Payments – How the New Payments Platform will Support the Digital Economy Adrian Lovney , Chief Executive Officer, New Payment Platform Australia	
15:10	Afternoon Tea & Networking	
15:40	Keynote Presentation	
16:00	On-stage Interview: Resolving the Nexus between Innovation and Disruption – How Power Ledger is Cracking the Blockchain Code Dr Gemma Green , Co-founder & Chair, Power Ledger	
16:20	MarkLogic Presentation Ken Krupa , Chief Technology Officer, Enterprise, MarkLogic	
16:40	Creating Tomorrow's UBS – How Blockchain is Powering Innovation in Financial Services Duncan Earl , Executive Director – Technology, UBS	
17:00	Chairperson's Closing Remarks	
17:05	Networking Drinks at Zeta Bar	

CLOUD & DATA CENTRES

13:45	Chairperson's Opening Remarks	
13:50	How ASX is Future-proofing Cloud and Application Infrastructure Katherine Squire , General Manager Application Development and DevOps, ASX	
14:10	Keynote Presentation	
14:30	Big Data, Bigger Storage: Bankwest's Next-generation Data Centre Infrastructures Mike Laytham , General Manager - Head of Infrastructure and Security Operations, Bankwest	
14:50	Hitachi Presentation Todd Whaley , ANZ Services Director, Global Solutions Services, Hitachi Vantara	
15:10	Afternoon Tea & Networking	
15:40	Driving Business Innovation with Multi-Cloud Technology	
16:00	Real World Big Data Architectures: Increasing Business Value Through the Triple Play of Cloud, AI and Open Source Nicholas Tan , Chief Architect – Digital Services, Cloud & Cyber, NewsCorp	
16:20	Keynote Presentation	
16:40	International Keynote Presentation: Opening up the World of Banking – Adopting Open API with Data Policy in Check Greg Hawkins , Chief Technology Officer, Starling Bank (UK)	
17:00	Chairperson's Closing Remarks	
17:05	Networking Drinks at Zeta Bar	



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Day 2 Agenda

DIGITAL & CUSTOMER EXPERIENCE

8:30 Registration Starts

9:10 Chairperson's Opening Remarks – Murray Howe, Head of Industry Strategy, APAC, Adobe

9:20 Delivering Re-imagined, Digital Experiences Through Customer Journeys **Anne Bennett**
Executive General Manager Business Transformation
NAB

9:45 Adobe Presentation

10:10 Digital & CX Leaders Panel

Di Challenger General Manager of Global Transactional Solutions & Client Experience Westpac Group 	John Pillay Head of Home Ownership Transformation ANZ 	Andrew Murrell General Manager Digital & Direct Channels Bank of Queensland 	Anand Thomas Chief Customer Officer- Bancassurance, Digital & Direct Insurance MLC Insurance 	Dr Munib Karavdic Professor Creativity & Innovation UNSW
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Moderator: **Linda Stanojevic**, Global Chief Product Officer & Chief Marketing Officer,
Sandstone Technology

10:40 Morning Coffee / Tea Break

11:10 How RoboChat, Australia's First Virtual Agent for Home Loans, is Evolving **Lee Hatton**
Chief Executive Officer
UBank

11:30 Keynote Presentation

11:50 On-stage Interview: Repositioning and Capitalising on Branding and Marketing in the Digital Age **Craig Davis**
Co-founder & Chief Marketing Officer
Sendle

Murray Howe
Head of Industry Strategy, APAC
Adobe

12:10 Propelling the Future of Content Security in the Era of Cloud Computing **Joel de la Garza**
Chief Security Officer
Box

12:30 Networking Lunch

13:30 Engineering Digitality to Lead in the Future of Customer Service **Aniruddha Paul**
Chief Information Officer
ING

13:50 Keynote Presentation

14:10 On-stage Interview: Reconnecting with Customers Through Personalising Insurance **Tim Batten**
Chief Information Officer
MetLife

Murray Howe
Head of Industry Strategy, APAC
Adobe

14:30 Client Case Study Silver Sponsor Presentation

14:50 Afternoon Tea & Networking

15:20 Client Case Study Silver Sponsor Presentation

15:40 Digital Service Design – How BBVA Engages with Millennial Customers **Maria Jose Jorda Garcia**
Head of Customer Experience Transformation
BBVA (Spain)

16:00 Keynote Presentation

16:20 Enhancing the Customer Journey – A Twitter Experience **Suzy Nicoletti**
Managing Director
Twitter Australia

16:40 Chairperson's Closing Remarks

16:45 Networking Drinks

Lead Sponsor



Lead Digital CX Sponsor



Lead Blockchain Sponsor



Silver Sponsors



WiFi & Charging Station Sponsor



Exhibition Stand Sponsors



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