

Wednesday, 19 July 2017 SKYCITY Convention Centre, Auckland #NZBanking

AGENDA

8:30 Registration & Networking

DIGITAL CX

9:10	Chairperson's Opening Remarks Richard Holstein, Master of Ceremonies	
9:20	Driving True Customer Innovation — the Customer-first Approach to Digital Banking Melissa Macfarlane, Chief Digital Officer, Westpac New Zealand	
9:40	Redefining Mobile Payments Uli Klink, Managing Director Australia & New Zealand, Bluechain	
10:00	On-stage Interview: Driving Integrated Analytics Transformation in the Customer-driven and Governed Economy Tina MacLean, GM Information and Insights, ANZ	
10:20	Banking the Customer Experience Dividend — Reaping the Rewards of Your CX Investments Dylan Marsh, Associate Director, Performance Consulting, KPMG New Zealand	
10:40	Morning Tea & Networking	
11:10	Working with the Regulator — the Fintech and Regtech Guide Garth Stanish, Director of Capital Markets (Chair of Innovation Strategy Group), Financial Markets Authority	

SECURITY

9:10	Chairperson's Opening Remarks David Johnston, Master of Ceremonies	
9:20	Achieving Security Resilience in the Digital Era Tony Arnold, Head of Technology & Information Security Risk, ANZ	
9:40	Six Things Major Organisations Didn't Pay Attention to: How to Reduce the Impact of a Cyber Breach Daniel Swan, Lead Solution Architect, New Zealand, Check Point Software Technologies	
10:00	The Reserve Bank, Cyber Security and the Regulatory Framework Toby Fiennes, Head of Prudential Supervision, Reserve Bank of New Zealand	
10:20	Pragmatic Strategies for Cyber Defence Michael Sentonas, Vice President, Technology Strategy, CrowdStrike	
10:40	Morning Tea & Networking	
11:10	Working Together to Combat Cyber Threats Mark Knowles, Director of Cyber Security & Risk, IAG New Zealand	

11:30	Interactive CXO Dialogue	Chris Robb Chief Information Officer AMP New Zealand 	David Cunningham Chief Executive The Co-operative Bank 	Carmen Casagrande Chief Information Officer Cigna New Zealand 	Jonathan Lee Chief Operating Officer Co-op Money NZ 	Moderator: Richard Holstein Master of Ceremonies
12:00	The Lost Digital CX Opportunity of Essential Communications	Adam Lowry , GM Digital Platforms & Products, Fuji Xerox Document Management Solutions 				
12:20	Reinventing Customer Relations and Technology Interfaces	Marie Collins , GM Technology & Support, TSB Bank 				
12:40	Networking Lunch					
13:40	Domino's Secret Recipe for Successful Disruption — Making Digital Transformation Sustainable and Profitable	Scott Bush , GM of New Zealand, Domino's Pizza 				
14:00	Data Driven Leadership — the Power of Data in Decision Making	Carol Chris , Managing Director, Equifax 				
14:20	Digital & Innovation Leaders Panel	Fiona Murphy Head of Digital and Self Service Channels Kiwibank 	Oliver Lynch Head of Customer Experience, Brand and Marketing Westpac New Zealand 	Lydia Zulkifli Head of Digital Strategy Heartland Bank 	Roxanne Salton Head of Digital Strategy & Delivery Mercury 	Greg Dickason CTO — International CoreLogic
		Moderator: Richard Holstein , Master of Ceremonies				
14:50	Putting the 'Tech' into Transactions — the Evolution of Blockchain Technologies	Daniel Parsons , Cloud Architect, Revera 				
15:00	Afternoon Tea & Networking					
15:30	Reimagining User and Customer Experiences in the Emergence of Automation and IoT	Gerben Otter , Chief Information Officer, Fonterra 				
15:50	Innovation in Banking — a Lawyer's Perspective	Andrew Dentice , Senior Associate, Hudson Gavin Martin 				
16:10	International Keynote: Being the First to Capitalise on an Emerging Market Demand	James Kresge , Head of Digital Commerce Engineering, Capital One (USA) 				
16:35	How AI Could Really Transform the User Experience	Nigel Butler , Country Head, Australia, Velocity Limited 				
16:50	Chairperson's Closing Remarks and Prize Giveaway	Richard Holstein , Master of Ceremonies				
16:55	Networking Drinks & Canapés					
17:40	Close of Conference					

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