

Thursday 1 June 2017 Sofitel Melbourne on Collins #MelbBanking

## AGENDA

8:30	Registration Starts	
9:20	Chairperson Welcome Address – Brad Howarth, Finance and Technology Journalist	
9:30	On-Stage Interview: Harnessing Customer Insights in a Digital World	Patrick McQuaid General Manager, Customer Data & Analytics, Marketing NAB
9:50	Cyber Security and Innovation	Jonathan Jackson Head of Technical Solutions & Cyber, APJ BlackBerry
10:10	IT Leaders Panel	Stuart Webb General Manager IT Strategy, Architecture & Security Medibank Lorna Heyward Chief Operating Officer Bank Australia Paul Dontschuk Head of Business Solutions and OCIO Latitude Financial Services Matt Lowth Chief Information Officer MLC Life Insurance Moderator: Brad Howarth, Finance and Technology Journalist
10:40	Morning Tea	
11:10	Aligning your Core Systems with Business Strategy – Agility in the Era of Digital Enterprise	Stella Thredgold Executive, Business Enablement Bendigo and Adelaide Bank
11:30	Keeping up with Market Changes and the Transformation of Financial Services	Mark Phillips, Country Manager ANZ, Box
11:50	How Cognitive Banking is Changing the Game on Personalisation for Customers	Jeremy Hubbard Head of Digital UBank
12:10	How Voice Biometrics Improves Security of Customers' Personal Data, Money and Payments	Mark Bramley Head of Business Management, Global RBWM Contact Centres HSBC
12:30	Networking Lunch	

## Streams Start

### STREAM A DIGITAL & CX

13:30	Transforming the Organisational Model to Deliver Winning Customer Experience within a Digital Economy Andy Weir, Executive General Manager Enterprise Services & Chief Information Officer, Bankwest	bankwest
13:50	Intelligent Disruption at the Speed of Light Nick Smith, Managing Director - ANZ, Informatica	informatica
14:10	Digital Leaders Panel Karen Davies, Former Director, Disruption & Innovation, Bupa Ellen Cresswell, Head of Digital Development, TAL Life Callum Tod, General Manager Digital Strategy, HESTA Moderator: Brad Howarth, Finance and Technology Journalist	TAL HESTA
14:40	Afternoon Tea & Networking	
15:10	On-Stage Interview: How Emerging Technology is Enhancing the In-Game Experience for Fans? Scott Jendra, Chief Information Officer, Australian Football League (AFL)	AFL
15:35	On-Stage Interview: Scoping the Next Frontier of Customer Channels within Financial Services Raghavendra Bhat, Head of Technology - Digital Channels, ANZ	ANZ
16:00	Networking Drinks + Canapes and Prize Giveaway	
17:00	Close of Conference	

### STREAM B BLOCKCHAIN & PAYMENTS

13:30	Chairperson Welcome Address – David Swan, Technology Reporter, The Australian	
13:40	How will Blockchain Transform Financial Services by 2020? Michael Eidel, EGM of Cash-flow and Transaction Services, CBA	
14:10	Achieving the Promise of Blockchain – Why the Technology is Worth the Hype Philippe Denis Head of Blockchain and DLT CIB Lab and Chief Digital Officer BNP Paribas Securities Services	BNP PARIBAS
14:40	Afternoon Tea & Networking	
15:10	Integrating Blockchain into Core Banking Platforms Dr Jason Potts Professor of Economics RMIT University	RMIT UNIVERSITY
15:35	The Role of Payments in a Cashless World – How NAB is Reimagining a Walletless and Driverless Future Mitchell Partoglou Head of Innovation Planning, NAB Labs NAB	nab
16:00	Networking Drinks + Canapes and Prize Giveaway	
17:00	Close of Conference	

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