



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	<b>Jayne Opperman</b> General Manager, Business Integration, Group Technology <b>Westpac Group</b> 
9:50	Performing Exponentially – In a Millennial, Mobile and Programmatic World	<b>Rocky Scopelliti</b> Global Industry Executive – Financial Services <b>Telstra</b> 
10:20	CXO Panel 	<b>Ben Tabell</b> Chief Information Officer <b>HSBC Australia</b>  <b>Philip Cussen</b> Chief Technology Officer <b>Bank of Queensland</b>  <b>Sheetal Patole</b> Chief Data & Analytics Officer <b>Macquarie Group</b>  <b>Chelsy Snell</b> Chief Technology & Projects Officer <b>AIA</b> 
10:50	Morning Tea & Networking	
11:20	Building Australia's First 100% Digital Bank, Designed Entirely for Mobile	<b>Eric Wilson</b> Chief Executive Officer <b>Xinja (Australia's First Neobank)</b> 
11:45	Keynote Presentation	
12:10	Building the Transformation Roadmap to Create the Bank of the Future	<b>Andy Weir</b> Executive General Manager Enterprise Services and Chief Information Officer <b>Bankwest</b> 
12:30	Keynote Presentation	
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	<b>Michael Eidel</b> , Executive General Manager, Cash-flow & Transaction Services, Commonwealth Bank of Australia 
14:10	Microsoft Presentation	
14:30	Keynote Presentation	
14:50	The Future of Payments – How the New Payments Platform will Support the Digital Economy	<b>Adrian Lovney</b> , 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	<b>Dr Jemma Green</b> , Co-founder & Chair, Power Ledger 
16:20	Keynote Presentation	
16:40	Creating Tomorrow's UBS – How Blockchain is Powering Innovation in Financial Services	<b>Duncan Earl</b> , 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	<b>Katherine Squire</b> , General Manager Application Development and DevOps, ASX 
14:10	Keynote Presentation	
14:30	Big Data, Bigger Storage: Bankwest's Next-generation Data Centre Infrastructures	<b>Mike Laytham</b> , General Manager - Head of Infrastructure and Security Operations, Bankwest 
14:50	Keynote Presentation	
15:10	Afternoon Tea & Networking	
15:40	Keynote Presentation	
16:00	Real World Big Data Architectures: Increasing Business Value Through the Triple Play of Cloud, AI and Open Source	<b>Nicholas Tan</b> , 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	<b>Greg Hawkins</b> , 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

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



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 Digital is the Enabler, Customer is the Future of Banking

**Tanya Smith**  
Managing Director Customer Franchise  
Citi



12:10 Keynote Presentation

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



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

**Suzu Nicoletti**  
Managing Director  
Twitter Australia



16:40 Chairperson's Closing Remarks

16:45 Networking Drinks

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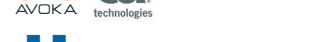
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