

THE DIGITAL BANKING SUMMIT 2024

DRIVING INNOVATION TO TRANSFORM DIGITAL BANKING



WEDNESDAY 29TH MAY
THE FULLERTON HOTEL, SYDNEY

SPEAKERS



BERNARD SALT
Columnist, Advisor,
Media Commentator



MIRANDA RATAJSKI
Chief Information Officer -
Group Business Units



MAIA GORGILADZE 
Deputy Chief Digital Officer
World's Best Digital Bank 2022



ANDREW BRYDON
Executive Chief
Engineer



ALENA JANG CROUCHER
Head of Customer Lifecycle
Management



HELEN LAU
Head of Engineering Technology



ANDREW PALMER
Head of Personalisation &
Digital



SEAN O'MALLEY
Group Executive



STEVIE-ANN DOVICO
Chief Information
Officer



NICHOLAS PARFAIT
Chief Information
Officer



NEHA SAXENA
Head of Technology



SIMON BEITZ
Chief Executive
Officer



KEY TOPICS

- Crafting seamless customer experience through personalisation & next-gen payments
- Reimagining your application strategy for better user experience
- Harnessing the power of AI, data & automation for a revolutionised digital Bank
- Elevating performance through platform engineering, cloud innovations & FinOps

8:30 REGISTRATION, COFFEE & NETWORKING

9:10 WELCOME REMARKS

9:20 KEYNOTE PANEL: EXPLORING THE INTERSECTION OF GLOBAL DYNAMICS, MACRO-ECONOMIC SHIFTS & THE FUTURE OF BANKING

Bernard Salt, Executive Director, the Demographics Group & Columnist, The Australian

Simon Beitz, Founder and CEO, Alex Bank

Sean O'Malley, Group Executive, AMP Bank

Miranda Ratajski, Chief Information Officer, Group Business Units, Westpac

10:00 KEYNOTE PANEL: C-SUITE PRIORITIES: DRIVING THE NEXT EVOLUTION IN BANKING

Nicolas Parfait, Chief Information Officer, Avenue Bank

Stevie-Ann Dovico, Chief Information Officer, Beyond Bank Australia

Mike Allen, Chief Operating Officer, NAB

10:40 DIGITAL BANKING IN 2030: ROADMAP FOR SUCCESS

11:10 SPEED NETWORKING

11:20 MORNING TEA & NETWORKING

EXPERIENCE

11:50 PANEL DISCUSSION: CRAFTING SEAMLESS CUSTOMER EXPERIENCE THROUGH PERSONALISATION

Simon Burt, Head of Digital Customer Experience & Innovation, NGM Group

Alena Jang Croucher, Head of Customer Lifecycle Management, HSBC

Felicity Clark, Head of Customer Experience & Strategy, IMB Bank

Andrew Palmer, Head of Personalisation & Digital, ANZ

Jordan Harris, Head of Innovation, Experian

Moderator: Adam Gulden, Regional Sales Director, Moneythor

12:30 EMPOWERING OUTCOMES BY REALISING GENAI'S FULL POTENTIAL THROUGH INTELLIGENT AUTOMATION

Andrew Shipton, Senior Sales Engineer, Tungsten Automation

1:00 LUNCH & NETWORKING

1:40 INTERACTIVE WORKSHOPS

- Leveraging intelligent automation to translate to seamless CX
- Voice analytics in digital banking: Enhancing CX & compliance
- Improving CX & Operational efficiency using AI & ML
- GenAI use cases: Accelerating time-to-value for customers & employees
- Chatbots & Self Service vs human connection

2:20 PANEL DISCUSSION: REIMAGINING YOUR APPLICATION STRATEGY FOR BETTER USER EXPERIENCE

Jaime Chia, Director of Application Support, RBC Capital Markets

Lyndall Bushell, Chief Information Officer, Police Bank

Neha Saxena, Head of Technology, Judo Bank

3:30 DIGITAL TRUST: BANKING CUSTOMERS EXPECTATIONS IN 2024

Jo Haanstra, CEO, Atomic.io

Andrea Peters, Consultant

TECHNOLOGY

11:50 PANEL DISCUSSION: HARNESSING THE POWER OF AI, DATA & AUTOMATION FOR A REVOLUTIONISED BANK

Aleena Delore, Head of Data & Analytics, NGM Group

Matt Cammack, Chief Data Officer, Great Southern Bank

Jason Perkins, Head of Data Architecture, Technology Strategy & Architecture, Westpac

Tim Roberts, Lean Sigma Black Belt, HSBC

Moderator: Richard Shanahan, Chief Solutions Officer, Tiimely

12:30 STRENGTHENING DIGITAL BANKING INFRASTRUCTURE AGAINST EMERGING CYBER THREATS

1:00 LUNCH & NETWORKING

1:40 INTERACTIVE WORKSHOPS

- Cyber Security
- Legacy system modernisation
- Accelerating your cloud-first strategy
- Getting started with platform engineering
- Unpacking a world class DevOps strategy

2:20 PANEL DISCUSSION: ELEVATING PERFORMANCE THROUGH PLATFORM ENGINEERING, CLOUD INNOVATION & FINOPS

Andrew Brydon, Executive Chief Engineer, NAB

Helen Lau, Head of Engineering Technology, CBA

Moderator: Malcolm Macnaughton, Head of Financial Services Sales - APAC, Amdocs

3:30 DATA-DRIVEN TRANSFORMATION: REVOLUTIONIZING THE FUTURE OF DIGITAL BANKING

4:00 AFTERNOON TEA & NETWORKING

4:20 KEYNOTE: WINNING WORLD'S BEST DIGITAL BANK 2022

Maia Gorgiladze, Deputy Chief Digital Officer, Bank of Georgia

4:50 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

5:00 EVENT ENDS

