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**

estpac



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

STEVIE-ANN DOVICO

Chief Information

Offiicer

Beyond Bank



HELEN LAU Head of Engineering Technology



ANDREW PALMER **Head of Personalisation & Digital**



SEAN O'MALLEY Group Executive



NICHOLAS PARFAIT Chief Information Officer



NEHA SAXENA Head of Technology

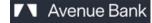
judobank



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
- GenAl 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

