

# 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



**MATT CAMMACK**  
Chief Data Officer



**SEAN O'MALLEY**  
Group Executive



**LYNDALL BUSHELL**  
Chief Information  
Officer



**NICOLAS PARFAIT**  
Chief Information  
Officer



**NEHA SAXENA**  
Head of Technology



**SIMON BEITZ**  
Chief Executive  
Officer



## KEY TOPICS

- Crafting seamless customer experience through personalisation
- 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 FROM CHAIRPERSON**

**Leann Jones, CEO**

**Peter Jones, Chief Operating Officer, Nimo Industries**

**9:20 DELEGATE SPOTLIGHT**

**9:30 KEYNOTE PANEL: EXPLORING THE INTERSECTION OF GLOBAL DYNAMICS, MACRO-ECONOMIC SHIFTS & THE NEXT EVOLUTION 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**

**Mike Allen, Chief Operating Officer, NAB Private Wealth**

**Moderator: Leann Jones, CEO, Nimo Industries**

**10:30 MORNING TEA & NETWORKING**

## EXPERIENCE

**11:10 PANEL DISCUSSION: CRAFTING A SEAMLESS CUSTOMER EXPERIENCE THROUGH PERSONALISATION**

**Alena Jang Croucher, Head of Customer Lifecycle Management, HSBC**

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

**Jordan Harris, Head of Innovation, Experian**

**Paula Hayes, Chief Growth & Experience Officer, QBank**

**Moderator: Adam Gulden, Regional Sales Director, Moneythor**

**11:50 EMPOWERING OUTCOMES BY REALISING GENAI'S FULL POTENTIAL THROUGH INTELLIGENT AUTOMATION**

**Andrew Shipton, Senior Sales Engineer, Tungsten Automation**

**12:20 LUNCH & NETWORKING**

**1:10 INTERACTIVE WORKSHOPS**

- Growth strategies for the next evolution of lending-collaborations, challenges & opportunities
- Improving CX & Operational efficiency using AI & ML
- Gen AI use cases: Accelerating time-to-value for customers & employees
- Strategies & tools to deliver an excellent user experience

**1:50 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**

**Moderator: Felicity Clark, Head of Customer Experience & Strategy, IMB Bank**

**2:30 DIGITAL TRUST: BANKING CUSTOMERS EXPECTATIONS IN 2024**

**Jo Haanstra, CEO, Atomic io**

**Andrea Peters, Consultant**

## TECHNOLOGY

**11:10 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, Process Excellence Lead, HSBC**

**Moderator: Richard Shanahan, Chief Solutions Officer, Tiimely**

**11:50 LEVERAGING THE TRANSFORMATIVE IMPACT AI WILL HAVE ON THE BANKING SECTOR**

**Julian Badell, Solutions Lead, Lenovo**

**David Mellers, FSI Lead, Intel Corporation**

**12:20 LUNCH & NETWORKING**

**1:10 INTERACTIVE WORKSHOPS**

- Supercharging AI – from the pocket to the cloud
- InterOperability for coreless banking
- Mastering cyber resiliency & disaster recovery in digital banking
- Leveraging data & analytics to transform digital banking

**1:50 PANEL DISCUSSION: ELEVATING PERFORMANCE THROUGH PLATFORM ENGINEERING, CLOUD INNOVATION & FINOPS**

**Andrew Brydon, Executive Chief Engineer, NAB**

**Helen Lau, Head of Engineering Technology, CBA**

**Nicolas Parfait, CIO, Avenue Bank**

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

**2:30 GENERATIVE AI: THE NEXT FRONTIER IN BANKING EFFICIENCY & PERSONALISATION**

**Pedram Pourashraf, Principal Consultant, Rackspace Technology**

**3:00 AFTERNOON BREAK & NETWORKING**

**3:20 KEYNOTE: WINNING WORLD'S BEST DIGITAL BANK**

**Maia Gorgiladze, Deputy Chief Digital Officer, Bank of Georgia**

**3:50 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS**

**4:50 EVENT ENDS**

