

DIGITAL BANKING SUMMIT VIC

DRIVING INNOVATION TO TRANSFORM DIGITAL BANKING

THURSDAY, 5TH SEPTEMBER, 2024

SOFITEL ON COLLINS,
MELBOURNE



SPEAKERS



Scott Wall
Chief Transformation Officer



Milda Vait
Director of Innovation & Strategic Initiatives



Nathalie Moss
Divisional Chief Information Officer



Colleen Pender
Head of Technology



Sean O'Donnell
Chief Digital & Technology Officer



Nicole Zeman
Executive Manager - Technology & Digital

KEY TOPICS

- Driving the Next Evolution in Banking: Trends, Collaborations & Disruptions
- What Should a Seamless Customer Experience Look Like in a Digital Age?
- Harnessing the Power of AI, Data & Automation for a Revolutionised Bank

WHO WILL ATTEND?

Chiefs/GMs/ Heads of:

- Technology
- Digital
- Data
- Transformation
- Strategy
- Operations

SUMMIT AGENDA

THURSDAY, 5TH SEPTEMBER

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS FROM CHAIRPERSON



9:10 ATTENDEE SPOTLIGHT Embracing Change & Overcoming Key Challenges in the Digital Era

9:40 PANEL DISCUSSION: DRIVING THE NEXT EVOLUTION IN BANKING: TRENDS, COLLABORATIONS & DISRUPTIONS

- Emerging trends in Banking
- How traditional banks and fintech startups are adapting to change and the potential disruptions they face
- Overcoming legacy systems by investing in the right technology
- Collaboration through APIs, Open Banking, Embedded Banking

Sean O'Donnell, Chief Digital & Transformation Officer, Defence Bank

Milda Vait, Director Innovation & Strategic Initiatives, ANZ

Scott Wall, Chief Transformation Officer, Bank Australia

10:20 CASE STUDY: HOW EMERGING TECHNOLOGIES & CONSUMER PREFERENCES ARE SHAPING THE LANDSCAPE OF DIGITAL PAYMENTS

10:50 SPEED NETWORKING

11:00 MORNING TEA & NETWORKING

11:30 PANEL DISCUSSION: HARNESSING THE POWER OF DATA, AI & AUTOMATION FOR A REVOLUTIONISED BANK

- How AI is driving innovation in digital banking products and services offered
- Harnessing the power of data analytics to inform strategic decision-making and operational efficiency
- How the automation of traditional banking processes leads to increased efficiency & cost savings

Colleen Pender, Head of Technology, NAB

Akshay Kumar, Principal Engineer - Cloud and Network Automation, CBA

Nathalie Moss, Divisional CIO, Bendigo & Adelaide Bank

12:10 CASE STUDY: REALISING GENAI'S FULL POTENTIAL THROUGH INTELLIGENT AUTOMATION

12:40 LUNCH & NETWORKING



1:20 INTERACTIVE WORKSHOPS

- Embracing a Data-Driven CX Strategy to Optimise Customer Growth
- Crafting Seamless Customer Journeys at Every Touchpoint
- Securing Digital Banking: The Role of Digital Identity & Access Management
- Transforming Bank Workflows: Leveraging Collaboration Tools for Enhanced Productivity
- AI-Powered Automation: Leveraging Machine Learning for Intelligent Banking Operations
- Securing the Network Perimeter: Strategies for Protecting Against Cyber Threats

2:00 PANEL DISCUSSION: WHAT SHOULD A SEAMLESS CUSTOMER EXPERIENCE LOOK LIKE IN A DIGITAL AGE?

- Successful omni-channel strategies for seamless interactions across multiple touchpoints
- Balancing digital innovation with a human-centric approach to maintain strong customer relationships
- Leveraging data & analytics to tailor digital banking experiences

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

Mark Levin, Senior Manager Technology User Experience, Macquarie

Nicole Zeman, Head of Technology & Digital, Westpac

2:40 AFTERNOON BREAK & NETWORKING

3:00 KEYNOTE: BECOMING A DISRUPTOR IN THE NON- BANK LENDING SPACE & WINNING MOST INNOVATIVE COMPANY AS A START UP - ATHENA'S JOURNEY

Michael Starkey, Founder & COO, Athena Home Loans

3:30 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

4:30 EVENT ENDS