

# DIGITAL BANKING SUMMIT VIC

DRIVING INNOVATION TO TRANSFORM BANKING

THURSDAY, 5TH SEPTEMBER, 2024

SOFITEL ON COLLINS,  
MELBOURNE



## SPEAKERS



Scott Wall

Chief Transformation Officer



Milda Vait

Director of Innovation & Strategic Initiatives



Nathalie Moss

Chief Information Officer



Colleen Pender

Head of Technology



Commonwealth Bank of Australia

Akshay Kumar

Principal Engineer - Cloud and Network Automation



Xi Liang

Head of AI & Data Product

## 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

#FOREFRONTEVENTS

# SUMMIT AGENDA

THURSDAY, 5TH SEPTEMBER

## 8:30 REGISTRATION, COFFEE & NETWORKING

### 9:00 WELCOME REMARKS FROM CHAIRPERSON

Leann Jones, CEO, Nimo Industries



### 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

Moderator: Peter Jones, Chief Operating Officer, Nimo Industries

### 10:20 CASE STUDY: HOW TO STOP HALLUCINATING AND START CREATING VALUE THROUGH GENAI + RAG PLATFORMS

Matthew Oostveen, Chief Technology Officer APJ, Pure Storage

## 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, CIO, Bendigo & Adelaide Bank

XI Liang, Head of AI & Data Product, Judo Bank

Moderator: Pascal Allix, VP Financial Services, Appian

### 12:10 CASE STUDY: DATA MANAGEMENT - THE BACKBONE TO YOUR AI JOURNEY

Julian Badell, Head of Solutions ANZ, Lenovo

## 12:40 LUNCH & NETWORKING



### 1:20 INTERACTIVE WORKSHOPS

- Leveraging the Transformative Impact AI will have on the Banking Sector
- Transforming CX & Enhancing Productivity in the Ongoing Digital Transformation Journey
- Creating Value with RAG in the Era of AI
- Crafting Seamless Customer Journeys at Every Touchpoint
- Data and AI in Banking: Unlocking Practical Value Beyond the Hype

### 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

Imogen Thorn, Head of Marketing, Retail Products, Bank of Queensland

Moderator: Chris Pacey, Head of Customer Advocacy, NAB

### 2:40 CASE STUDY: GENERATIVE AI: THE NEXT FRONTIER IN BANKING EFFICIENCY & PERSONALISATION

Michael Hou, Senior Solution Architect, Rackspace Technology

## 3:10 AFTERNOON BREAK & NETWORKING

### 3:30 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

## 4:00 CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

## 5:00 EVENT ENDS