



2nd annual  
**DIGITAL TRANSFORMATION**  
**IN BANKING SUMMIT** AUG | 25 | 2022 | SINGAPORE

**APAC**

100% In Person

\*\*\*\*\* VENUE - NATIONAL GALLERY, SINGAPORE \*\*\*\*\*



OBTAIN LATEST INSIGHTS FROM **20** LEADING INDUSTRY EXPERTS



**Manu Rajan**  
Division CEO  
**Wing Bank**



**Peter Hoogervorst**  
Managing Director - Transaction Banking  
**Crédit Agricole**



**Murli Adury**  
Managing Director, Affluent Segments Propositions  
**Standard Chartered**



**Deepak Sharma**  
President & Chief Digital Officer  
**Kotak Mahindra Bank**



**Ashley Diffey**  
Head of APAC & Japan  
**Ping Identity**



**Arjun Chib**  
Global Head- Consumer, Private and BB Hubs Client Onboarding  
**Standard Chartered**



**Victor Alexiev**  
Global Head of Venture Incubation  
**Citi**



**Ismamuradi Abdul Kadir**  
Chief Information Security Officer  
**Bank Muamalat**



**Sigrid Rouam**  
Global Head of Data Science & Analytics  
**Credit Suisse**



**Luis Carlos Cruz**  
SVP, Head of Infrastructure - BigData  
**DBS**



**Deepak Mathur**  
Executive Director, Group Technology & Operations  
**UOB**



**Rochak Agrawal**  
Executive Director, Global Risk & Program Manager  
**UBS**



**Miles Jack**  
Senior Director, Business Development  
**TSYS**



**Girish Pandit**  
Head Of Business Solutions- APAC  
**Deutsche Bank**



**Patrycja Wisniewska**  
Innovation Lead & Venture Builder  
**ING**



**Dr Dennis Khoo**  
Managing Partner  
**All Digital future LLP**



**Carolyn Chin-Parry**  
Digital Innovation Leader  
**PwC**



**James Cook**  
VP Sales APAC  
**Entrust**



**Steve Dillon**  
Head of APAC Architecture  
**Ping Identity**



**Gaurav Zutshi**  
Executive Director Payments  
**J.P. Morgan**

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# Welcome

Dear Colleagues,

In order to remain relevant in the world that operates digitally, it has become imperative for today's banks to beat the competition by switching from their age-old legacy systems to more robust, efficient, and modernized platforms. Most of the leading banks are investing heavily in digital technologies (including AI, Automation, Cloud computing, Data Analytics, blockchains, DevOps, and much more) to reap their benefits and stay competitive in the business but how do the smaller banks embrace this new shift.

In 2019, Kinfos Events observed a deep surge of interest in 'Digital Transformation' in the banking sector and launched a focused global conference series on the 'Digital Transformation for the Banking' sector. It's proudly organized in Europe, Asia Pacific, and the Americas. Therefore, we are excited to announce the return of our In-Person conference from the third quarter "Digital Transformation in Banking (APAC) Summit" in Singapore.

Here we strive to share region-specific insights and best practices, live rollouts, latest case studies, and common challenges of implementing digital transformation. It offers an excellent opportunity to connect with key industry stakeholders and decision-makers.

A very warm welcome!

**Parry Batta**  
Conference Director  
Email: [parry@kinfos.co.uk](mailto:parry@kinfos.co.uk)



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At Ping Identity, we believe in making digital experiences both secure and seamless for all users, without compromise. That's digital freedom. We let enterprises combine our best-in-class identity solutions with third-party services they already use to remove passwords, prevent fraud, support Zero Trust, or anything in between. This can be accomplished through a simple drag-and-drop canvas. That's why more than half of the Fortune 100 choose Ping Identity to protect digital interactions from their users while making experiences frictionless.

Headquartered in Denver, Colorado, Ping Identity also has offices across the world including Austin, Bangalore, Boston, Edinburgh, Israel, London, Melbourne, Paris, and Vancouver. [www.pingidentity.com](http://www.pingidentity.com)

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Entrust enables security with a greater level of trust, in every interaction and everywhere enterprises, people, and data move. Our identity solutions enable the trusted access needed to keep commerce, citizens, and data moving safely. Our payment solutions enable the secure transactions and payment products that are the lifeblood of global commerce. Our data protection solutions keep enterprises, consumers, governments, citizens, and their data secure, in motion and at rest, with high assurance security through trusted identities, applied cryptography, PKI, and advanced technology. [www.entrust.com](http://www.entrust.com)

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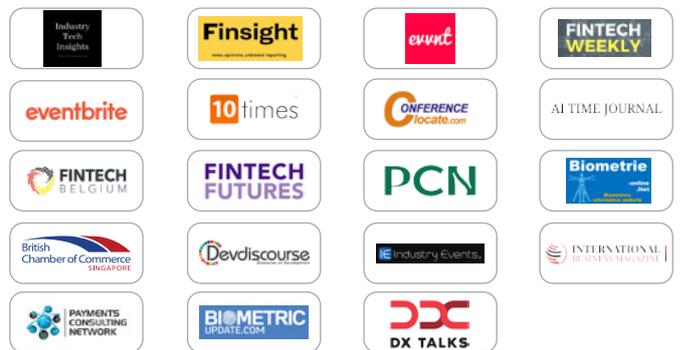


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## MEDIA PARTNERS



08:45 Registration & Morning Networking

09:00 Conference Chair's Opening Remarks

Carolyn Chin-Parry | Digital Innovation Leader | **PwC (conf. chairperson)**

**SESSION 1**

09:05 Ice breaker session

09:10 Morning Power Hour Session

Main themes for the discussion –

- Digital Transformation: What is the current state of play?
- An evolving digital banking landscape in the last 12 months.
- Rise of FinTechs, Challenger Banks, Shifting consumer preferences fueled by the pandemic
- Impact of the pandemic on customer behaviors, user adoption, and newer use cases
- Behavioral Analytics for creating increased customer engagement and mitigating fraud
- How are new regulations helping the challenger banks expand services, and tapping new markets?
- Creating a holistic transformation spanning multiple layers of the organization.
- Building a Robust, Real-time, and Intelligent Automated Customer Experiences
- How AI & Machine Learning can help fight Money Laundering menace?
- How are technologies such as biometrics & blockchain driving advances in digital identity?
- What is the significance of digital identity in the context of swifter on boarding?
- Increase security and fraud detection across your hybrid enterprise
- Provide customers with secure and seamless experiences
- Building Data Protection, Privacy, and Identity into Banking
- The Benefits of Adopting an Identity Governance Approach
- Leveraging AI to make better investment decisions and manage customers' wealth portfolios
- How should banks balance convenience with the necessary privacy and security controls of their digital experience to earn the trust of their users?
- How can banks take advantage of automation and orchestration to build digital customer experiences?

Murli Adury | MD Global Head Affluent Segments Propositions | **Standard Chartered**

Dr Dennis Khoo | Managing Partner | **AI Digital future LLP**

Deepak Sharma | President & Chief Digital Officer | **Kotak Mahindra Bank**

Steve Dillon | Head of APAC Architecture | **Ping Identity**

Carolyn Chin-Parry | Digital Innovation Leader | **PwC (Moderator)**

10:10 Customer Identity Unlocks Innovative Digital Transformation

Preferences, convenience, and a global pandemic have driven more customers to use online and mobile platforms to bank and manage their money. Keeping up with this digital demand will open up new security challenges to overcome, but also presents a new opportunity to enhance the experience to boost engagement and loyalty.....

In this session, Ping Identity will take a closer look at the role customer identity plays in how banks and other financial institutions can build, test and optimize digital experiences that will drive business value while enhancing the security of every interaction.

Ashley Diffey | Head of APAC & Japan | **Ping Identity (Title Sponsor)**

10:35 Banking in Digital World - Are we future ready?

- Evolution of Digital Transformation
- Bank 2.0 Yesterday vs. Bank 3.0 Today
- Essential Steps for Digital Transformation

Arjun Chib | Global Head- Consumer, Private & BB Hubs Client Onboarding | **Standard Chartered**

10:55 Digital transformation - the Wing Story

How a company started out as a third party payment processor, and failed in its first attempt turned itself around to transform the digital payments market in Cambodia.

Manu Rajan | Division CEO | **Wing Bank**

11:15 Mastering Digital-First Customer Experience with Seamless Payment & Identity Innovations

- Banking fraud has people concerned. Are you putting their minds at ease?
- Most consumers trust usernames & passwords to securely validate payments? A false sense of security?
- Accelerating Digital Transformation with Cloud-based Identity solutions.

James Cook | VP Sales APAC | **Entrust (Gold Sponsor)**

11:35 Networking & Coffee Break (25 mins)

**SESSION 2**

12:00 Industrialising innovation through Venture Building

- Leveraging digital technologies to accelerate new product development
- Winning workflow strategies in product development Industrialising innovation through Venture Building
- Building a Kick-Ass team from the Ground up Innovation management: from ideation to implementation
- Industrialising innovation through Venture Building

Victor Alexiev | Global Head of Venture Incubation | **Citi**

12:20 Neuro By Design in Digital Transformation

- Neurotechnology has the potential to impact human rights such as privacy, freedom of thought, the right to mental integrity, the freedom from discrimination, the right to a fair trial, or the principle against self-incrimination.....
- In this session, we will be hearing a keynote speech from Luis C Cruz , SVP, Head of Infrastructure about design principles & the harsh truths of digital transformation in Neurorights.

Luis Carlos Cruz | SVP, Head of Infrastructure - BigData | **DBS**

12:40 Building blocks for analytics driven, real time digital marketing in banking

The keynote will discuss common challenges in campaign management practices today in banks; talk about building blocks that banks should invest in that allow algorithm driven, real time, personalized marketing offers using first party customer data

Deepak Mathur | Executive Director, Group Technology & Operations | **UOB**

13:00 Networking Lunch Break ( 60 mins)

**SESSION 3**

14:00 Afternoon Power Panel

- How banks can use data science to enable better decisions?
- Preparing future workforce, how to groom the next generation talent
- What obstacles prevent banks from deploying AI capabilities at scale?
- How banks can meet the AI challenge?
- Alleviated potential of AI & Automation in banking
- How mature is AI adoption in Financial services?
- What might the AI bank of the future look like?
- Why incumbent banks must adopt an "AI-first" strategy to stay competitive
- How AI can support banks in Risk Management & Prediction in lending out loans?
- Distinctive Omnichannel experience: Using Voice Analytics and AI/ML-based algorithms
- Comprehensive approaches to deploying AI across the front to the back office
- Current Payments Landscape in APAC
- How pandemic has acted as a catalyst for strong uptake of digital payments, and BNPL arrangements?
- Customers are embracing virtual banking as banking habits evolve and technology development advances.
- Cybersecurity and onboarding; acceptance and presentment of ids. (KYC).
- Automating key encryption with containers
- Digital Payments for enterprise/corporate clients

Patrycja Wisniewska | Innovation Lead & Venture Builder | **ING**

Sigrird Rouam | Global Head of Data Science & Analytics | **Credit Suisse**

James Cook | VP Sales APAC | **Entrust**

Gaurav Zutshi | Executive Director Payments | **J.P. Morgan**

Carolyn Chin-Parry | Digital Innovation Leader | **PwC (Moderator)**

14:45 Treasury Automation Leveraging Digital Capabilities

- Streamlining treasury workflow and automating manual processes, to save time and support business scale
- Why Immediate settlement and auto reconciliation solutions are so critical for businesses increasing sales via digital channels?
- Latest on domestic and cross-currency instant payments & ISO 20022 standardization Treasury
- Automation Leveraging Digital Capabilities

Peter Hoogervorst | MD- Transaction Banking | **Credit Agricole**

15:05 Building a Strong Cybersecurity Foundation

- What is the cyber threat landscape in APAC?
- Mitigating cyber risk through AI & Automation
- How do banks leverage technology to deal with raising Ransomware attacks?
- Actionable insights on securing hybrid, multi-cloud environments for cloud security

Ismamuradi Abdul Kadir | Chief Information Security Officer | **Bank Muamalat**

15:25 Role of Risk Management in Digital Transformation

- Managing risks induced by digital transformation
- How to balance customer's expectations & risks?
- Data encryption and data archiving challenges

Rochak Agrawal | Executive Director, Global Risk | **UBS**

15:45 Networking & Coffee Break (25 mins)

**SESSION 4**

16:10 'Answering the demands of today's digital economy'

In this session, there will be an introduction to TSYS and their Payment Stack along with a short video

Miles Jack | Senior Director , Business Development | **TSYS**

16:20 DLT in Capital Market : Experimentation to Commercialisation, Revolution to Evolution

- Moving from Experimentation to Commercialization
- Using DLT to enhance efficiencies, reduce operating costs, and create new business models
- Automating or eliminating manual processes such as data reconciliations
- New collaborative ways of thinking for transforming markets at scale

Girish Pandit | Head Of Business Solutions- APAC | **Deutsche Bank**

16:40 Conference Chair - Closing Remarks

Carolyn Chin-Parry | Digital Innovation Leader | **PwC (conf. chairperson)**

Conference Ends

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# EXPERIENCE

# A BETTER EXPERIENCE



**41%**

Shop daily or weekly via mobile or smartphone



**82%**

Use digital payments



**30%**

Checked their bank account using a smart home speaker

Is your bottom line being hurt by bad customer experiences? Don't panic. Ping is here to help. We can help you identify threats in real time ensuring every customer interaction is secure without creating transactional friction that scares customers away.

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