



Presents



CXO BFSI
AUTOMATION SUMMIT & AWARDS 2021
BFSI Excellence @ Speed of Innovation

Agenda

Thursday
28th October 2021
2pm -6:30pm

TIME		
2:00 - 2:10 PM	WELCOME NOTE: Anuj Singhal, Founder & MD, Techplus Media Group	
2:10 - 2:20 PM	OPENING KEYNOTE: Reimagining BFSI with Digital Opportunities and Innovation In a bid to maintain resilience and continuity, BFSI sector is re-strategizing and deploying advanced technologies. The ensuing digital transformation and innovation are re-imagining systems and processes which are integrated digitally to deliver extraordinary customer experience. This complete transformation is more beneficial in the long term, rather than just using disconnected technologies as and when required. The keynote will highlight the trends and opportunities that will drive the next wave of technological innovations in BFSI sector. It will also stress upon how enterprises can reinvent systems and processes across operations and customer service. <ul style="list-style-type: none">• Understanding the customer's journey and mapping it• Digital-first approach to shape business operating models• Bringing about a digital mindset change• Exploring futuristic innovation• Implementing interconnected digital technologies RAJENDRAN N, CEO, Indian Financial Technology & Allied Services (an RBI subsidiary)	
2:20 - 2:30 PM	INDUSTRY KEYNOTE: Banking on the Future: Keeping up with the Financial Landscape None of us knows for certain what the future will hold, but we all have a responsibility to be thinking about what's likely to happen, and to prepare for it. In the finance function, that means working now to get the right people and technology in place to take advantage of the inevitable disruption ahead. That's not likely to happen without a clear vision and strategy for finance in a digital world. This keynote will enlighten us on the strategy to prepare financial organizations for the future. <ul style="list-style-type: none">• Changing financial landscape and customer expectations• Setting priorities on customer experience and business values• Doubling down on business insights and services• Aligning new service delivery models• Opportunity to connect with new prospects and partners• Tech disruption to traditional processes/operations SANJIV BAJAJ, Joint Chairman and MD, Bajaj Capital	
2:30 - 2:45 PM	KEYNOTE: Improving Business Growth with AI-Powered Automation Organizations continuously search for the right tools to bolster productivity, support innovation, and compete in fluid marketplaces. Automation transforms work and simplifies how businesses operate. Artificial intelligence accelerates innovation by making every interaction, experience, and process more intelligent. AI-powered automation can help define your success, distinguish you from your competition, and bolster revenue growth. It can propel teams into a cycle of innovation that helps the business serve customers more efficiently. It can make information-centric jobs more productive for business, IT, and network operations—and within application and data flows. The key is to discover how processes run, decide what to automate, and continuously improve workflows in networks and processes from the center to the edge. RICHARD HEITMANN, Vice President, Automation GTM, IBM	
2:45 - 3:00 PM	ANALYST KEYNOTE: The Transformative Power of AI in Banking & Financial Services Artificial intelligence has the power to transform how banks do everything from interacting with customers to ensuring regulatory compliance. Yet despite the fact that AI holds massive potential benefits for banks, use of AI also comes with its share of challenges. It's important to be aware of both the possibilities and pitfalls if a bank intends to employ AI in its operations. This session will give some directives on the future of AI in BFSI <ul style="list-style-type: none">• Evolution of AI in BFSI and way ahead• Overview of use cases• Emerging problems, bias, way ahead - 2022 JASPREET SINGH, Partner and National Leader, Client & Markets (Technology and Transformation), Grant Thornton Bharat	
3:00-3:50 PM	PANEL DISCUSSION: Intelligent Automation Empowers Digital Transformation The banking and financial services sector is going through a course of disruption which marks the emergence of the banking sector's new gene: a mix of advances in business models, agile execution, and intelligent automation. Due to the heavy volume of data being shared today, integrating automated workflows and processes has become increasingly necessary in order to analyze and derive value from that data, and in a way that is as cost-effective as possible. If the BFSI has to drive efficiency and scale up on CX, it is imperative that they employ the use of intelligent automation. Intelligent automation uncovers new opportunities for a large-scale transformation and acts as a value driver for more ROI and impact. <ul style="list-style-type: none">• The need for intelligent automation (context, landscape, challenges, pressures on organizations)• Direct impact of intelligent automation as a key driver for ROI and digital transformation• Effective use cases Panelists: DIPU KV, President, Bajaj Alliance GIC PRASANNA LOHAR, Chief Innovation Officer, DCB Bank MADHUSUDAN WARRIER, CIO, NIIF Infrastructure Finance A SHIJU RAWTHER, Head - IT, SBI Mutual Fund - Dominic DOMINIC VIJAY KUMAR, VP & CTO, ART Housing Finance (India) Ltd MALCOLM ONG, IBM Automation Leader, IBM Asia Pacific Moderator: RAJEEV SEONI, Director, Digital Futurists Angels, and Former CIO, E&Y	
3:50 - 4:10 PM	CXO SPOTLIGHT: Innovations in Blockchain: Looking Ahead of Compliance As adoption of Blockchain technologies becomes more widespread, leaders in BFSI see Blockchain integrating with advanced technologies, such as artificial intelligence and 5G, which help grow the economy. The session will look into the future of Blockchain keeping compliance as a key consideration <ul style="list-style-type: none">• Innovations in Blockchain - Cross border payments• Web services - use and impact• Communication, Collaboration, Robotics and IoT DR. LOPA MUDRAA BASUU Cybersecurity Practitioner	TECH SPOTLIGHT: Building Cyber-Immunity with Right Prediction and Intelligence Capabilities CHRIS CONNELL, Deputy VP, Global Sales Network and Managing Director, APAC & Japan, Kaspersky
4:10-5:10 PM	CXO ROUND TABLE: Transform Security for Business Agility The roundtable will get leading CXOs from BFSI to come together to share their insights on how the pandemic necessitated acceleration in SX for the decision-makers in BFSI, and what were the new challenges that had to be faced and circumvented in the face of changing dynamic such as remote work, increased volumes of digital transactions etc. <ul style="list-style-type: none">• Drive towards digital transformation gathers momentum• Time for organizations to evaluate their security strategies• Understanding SX: Integration of security into all areas of digital technology• Fundamental changes to how security is architected, deployed, and operated Panelists: VINIT SINHA, Director, Cybersecurity, South Asia, Mastercard ANAND AGGARWAL, CIO, Assets Care & Reconstruction Enterprise ASHTON D'CRUZ, Director, CISO & Head, CC&S Governance, NatWest Markets VENKATESWARAN TR, CISO, Punjab National Bank FAL GHANCHIA, CISO, DSP Mutual Fund DEEPAK KALAMBKAR, VP, Infosec, Safexpay Moderator: PATRICK PITCHAPPA, Director, Information Security & Risk, Alshaya Group	CXO ROUNDTABLE: Reinventing Customer Engagement and Resource Utilization with Business Automation As technology moves ahead, the need for business process automation is also increasing at a great pace. While various organizations are still trying to adapt to automation, the opportunity offers the leverage of increased efficiency, reduced cost, and better productivity. With business process automation, one can ensure optimum resource utilization and get the best and most profitable outcome. A study by McKinsey denotes that 45 percent of current paid activities can be automated by the available technology, which is equivalent to \$2 trillion in total annual wages. Join the Expert Roundtable to discuss why business automation matters, how you can put it to work in your organization and what the future looks like. <ul style="list-style-type: none">• Challenges in traditional business processes• Automation opportunities across the business value chain• How business automation improves efficiency and productivity?• Creating an operational backbone for automation• How to leverage on automation to achieve strategic business outcomes?• What the future holds for automation? Panelists: GAURAV CHAUDHRI, CTO, Reliance General Insurance ANANTH SUBRAMANIAN, EVP and Head IT, Kotak Mahindra Asset Management JITENDRA PANCHAL, Vice President - IT, CDSL India NILESH SANGOI, Chief Information Officer, Fincare Small Finance Bank PINKES AMBVAT, CIO & Director of IT at CRIF India JITENDRA AGRAWAL, EVP, Business & Service Excellence, HDFC Life MADHU MUNSHI MALHOTRA, CTO, Edelweiss General Insurance Company SRINIVASA RAO MUPPANENI, Group CIO - Telangana State Cooperative Banks SIDDHESH NAIK, Country Leader, Data, AI & Automation, Technology Sales, IBM India/South Asia Moderator: ASHWIN KHORANA, Banking Innovator, Independent IT Advisor
5:10-5:40 PM	FIRESIDE CHAT: Data as the Currency for Financial Organizations to Accelerate Digital Transformation Some of the most critical challenges that hinder the digital transformation goals of banking and financial organizations are centered around efficiency and accessibility of data across various functions. Organizations are exploring quick ways to keep the business and innovation going by adopting next-generation technologies to propel their growth post-pandemic. But getting there is not that easy – it can take time and cause business disruption. This Fireside Chat will discuss about how to establish an enterprise data management layer to accelerate digital transformation. <ul style="list-style-type: none">• The pandemic challenges facing financial services firms• What do they need to do now to adapt their firms to the new normal?• How can they use data to guide their transition?• How enterprise data management helps accelerate the transition?	FIRESIDE CHAT: Redefining Digital Strategies in the BFSI Sector As the BFSI sector continues to drive innovation, this Fireside Chat will evaluate how BFSI leaders are looking for new ways to define their digital transformation strategy comprehensively, outgrow competition and stay relevant in today's highly competitive environment. <ul style="list-style-type: none">• Lending market sentiments• Milestones in SME Lending• Changing outlook towards CX, technology and digital transformation• Accelerating innovation, tech adoption in BFSI• Partnership Priorities JAYA JANARDANAN, COO, IndoStar Capital Finance
5:40-6:10 PM	MASTER CLASS: Hyperautomation - Use cases, Challenges in NSE How digital technologies at NSE could be critical for India's economic growth? Shiv Bhasin, Group Chief Technology and Operations Officer, NSE	FIRESIDE CHAT: Criticality of Collaborative Work Management The wholesale transition to new ways of working means that our reliance on long-established, locally deployed software and applications can no longer deliver the digital dexterity and efficiency required in a world where teams might not be co-located, and where collaborating across functions, disciplines, and regions is the norm. In this scenario, Collaborative Work Management becomes more crucial than ever. This fireside chat will showcase how to conquer common workplace challenges and optimize productivity, transparency, and collaboration with Collaborative Work Management solutions. <ul style="list-style-type: none">• How to manage projects, operations and unstructured work• Communication platform to discuss issues and challenges faced to complete work• 360° visibility on effort and outcomes• Customized tools (dashboards, workflows, request forms, and more) for teams• Tracking team productivity ANKUR BHALOTIA, Technology Specialist, Citrix Systems
6:10 - 6:30 PM	AWARD CEREMONY: CXO BFSI Tech Champion Awards; CXO Fintech Innovation Awards; CXO BFSI Women Achievers Awards	
6:30 PM Onwards	CLOSING REMARKS	