



Digital Banking Conference 2018

18th - 19th April 2018 - Conrad Dubai

Where global and regional banking leaders gather to discuss the opportunities and challenges of banking in the Digital Age.

Keynote Speakers

Meaghan Johnson - Customer Journey Expert
Alessandro Hatami - Managing Partner, The Pacemakers
Boye Ademola - Partner, KPMG

Event Chair

Brian Lande - Banking Expert, Berkeley Research Group

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EVENT CHAIR: Brian Lande, Banking Expert, Berkeley Research Group

9:00 – 9:30	REGISTRATION AND COFFEE
9:30 – 10:00	<p>OPENING REMARKS AND WELCOME ADDRESS <i>Fintan Byrne - CEO, CR2</i></p> <p>Welcome address and introduction, Fintan will highlight how CR2's knowledge and expertise of global and local market trends is helping banks define their digital direction.</p>
10:00 – 11:00	<p>THE IMPORTANCE OF MOBILE <i>KEYNOTE SPEAKER: Meaghan Johnson, Customer Journey Expert</i> <i>Joined by Patrick Simons, Head of Presales, CR2</i></p> <p>How an exceptional customer experience on mobile can connect you with your customers to increase engagement, loyalty and lifetime customer value.</p>
11:00 – 11:30	REFRESHMENT BREAK
11:30 – 12:15	<p>WINNING DIGITAL STRATEGIES <i>KEYNOTE SPEAKER: Boye Ademola - Partner, KPMG</i></p> <p>Navigating the Digital Transition. How do you engage customers and create stickiness for growth and customer acquisition?</p>
12:15 – 13:00	<p>OPPORTUNITIES AND RISKS OF PSD2 <i>Cormac Duncan - Head of Product Management, CR2</i> <i>David Cunningham - CEO, Priviti Group</i></p> <p>How the Open Banking Initiative and PSD2 have provided new opportunities in retail banking, but what are the risks for banks, and will there be implications for banks elsewhere?</p>
13:00 – 14:00	LUNCH BREAK
14:00 – 14:45	<p>SELF SERVICE AND AGENCY BANKING <i>Kieran Kilcullen - CR2</i> <i>Banking Presenters TBA</i></p> <p>An effective way to extend service to the financially excluded. The benefits and implications of Agency Banking in emerging/high population growth markets.</p>
14:45 – 15:15	<p>CREATING A DIGITAL PAYMENTS ECOSYSTEM <i>Yemiru Chanyalew - CEO, Fattan</i></p> <p>How banks can generate new revenue opportunities by embracing new payment solutions.</p>
15:15 – 15:45	REFRESHMENT BREAK
15:45 – 16:15	<p>PANEL DISCUSSION - DAY ONE SUMMARY <i>Brian Lande, Banking Expert, Berkeley Research Group, Chair</i></p> <p>Invited Panel to discuss key topics of the day.</p>
16:15 – 17:30	<p>1:1 MEETING OPPORTUNITIES AND NETWORKING</p> <p>Please contact marketing@cr2.com if you would like to arrange a one-to-one meeting with CR2's Executive Team, indicating if you would like to experience a demo of our mobile or ATM solutions.</p>
19:00	<p>GALA DINNER</p> <p>Atelier M Restaurant, Pier 7, Dubai Marina. Please gather in the lobby at 19:00 for bus departing to Atelier M.</p>

EVENT CHAIR: Brian Lande, Banking Expert, Berkeley Research Group

9:00 – 9:15	OPENING REMARKS AND WELCOME ADDRESS <i>Brian Lande, Banking Expert, Berkeley Research Group, Event Chair</i> Recap of Day 1 and Outline of Day 2 topics
9:15 – 10:15	ADAPTING TO COMPETE <i>KEYNOTE SPEAKER: Alessandro Hatami - Managing Partner, Forestreet</i> How banks can remain competitive in the face of new market entrants and the need to collaborate with FinTechs.
10:15 – 10:45	SERVICE DIFFERENTIATION <i>Meabh Maguire, Sales Manager, CR2</i> <i>Representative from Bank of Sharjah</i> Design, Build and Control specific use cases for your customer segments
10:45 – 11:00	REFRESHMENT BREAK
11:00 – 11:45	SMART ATM SERVICES <i>Ayman Basha - Regional Head of Sales, CNS</i> <i>Patrick Simons - Head of Presales, CR2</i> Unlocking the potential of Self Service with Smart ATM services.
11:45 – 12:15	GENERATING REAL REVENUE WITH DCC – CHALLENGES, BENEFITS AND VICTORIES <i>Greg Kane - Commercial Director, Monex</i> Revenue generation in action - No FX opportunity left behind.
12:15 – 12:45	ROUND TABLE DISCUSSION – EVENT SUMMARY <i>Chaired by Brian Lande, Banking Expert, Berkeley Research Group</i> Invited panel discussing some of the key topics discussed during the course of the event.
12:45 – 13:00	EVENT CLOSING ADDRESS <i>Fintan Byrne - CEO, CR2</i> Closing remarks and wrap up.
13:00 – 14:00	LUNCH AVAILABLE
14:30 – 17:30	1:1 MEETING OPPORTUNITIES AND NETWORKING Please contact marketing@cr2.com if you would like to arrange a one-to-one meeting with CR2's Executive Team, indicating if you would like to experience a demo of our mobile or ATM solutions.

Venue

Conrad Dubai, Dubai

P.O. Box 115143, Sheikh Zayed Road, Dubai, U.A.E



OUR SPEAKERS



FINTAN BYRNE

Chief Executive Officer, CR2

Fintan joined CR2 in December 2016 as Chief Executive Officer. Bringing with him over 25 years of experience within the financial and technology sectors, Fintan's most recent position prior to CR2 was at MasterCard where he led the European team for MasterCard's Payment Gateway Business. Spanning his career, Fintan has held global leadership positions within organisations such as Transaction Network Services, NCR and Bank of Ireland.



MEAGHAN JOHNSON

Customer Journey Expert

Thought leader, Co-founder, Strategic Advisor and Research Guru, Meaghan helps banks and organisations evolve in the rapidly changing world of Digital Banking. With a deep knowledge of FinTech trends and the evolution of customer journeys, Meaghan supports banks and start-ups in their quest to deliver truly digital propositions through inspiring and informing. In her spare time, Meaghan enjoys baking and travelling, having visited 68 countries to date.



PATRICK SIMONS

Head of Presales, CR2

Patrick's career in financial services began with designing and implementing sophisticated marketing decision-support tools for the online market analysis and brokerage industry. Patrick then broadened his experience to include consultancy and knowledge transfer for IT systems and new technology. Patrick's role within CR2, as a Head of Presales, is focused on leading a team of senior consultants that continuously work closely with clients to ensure that they maximise on their investment, and are aware of the challenges and enablers associated with accelerating and sustaining digital transformation.



BOYE ADEMOLA

Partner, KPMG

Boye is Partner and Lead for Digital Transformation at KPMG. He is a member of the Global FinTech Steering Committee and has led technology and digital transformation projects across various countries. He is responsible for driving KPMG's digital agenda, the convener of the KPMG Digital Summit and author of the 'FinTech in Nigeria' and 'Leading through Digital' publications. He is a mentor at Africa FinTech Foundry (AFF), International Enterprise (IE) Singapore and Village Capital. He is represented on the Blockchain Committee of the Central Bank of Nigeria (CBN) and has featured on CNBC, Project Management Institute (PMI) and various media outlets on the subject.

OUR SPEAKERS



DAVE CUNNINGHAM

CEO, Priviti Group

Dave Cunningham is a serial entrepreneur on the forefront of innovation in FinTech and Cyber Security, and since 2016, has ran the Lean Startup Summit EMEA in London since 2016. He is also the co-founder of the Galway City Innovation District and the Innovating West Summit in Ireland. Dave is responsible for bringing Priviti, a dynamic consent management solution to power ecosystem innovation for financial institutions and payment service providers, to the market. Dave speaks on the emergence of the era of data sharing. Open banking and PSD2 are the first steps in bringing the promise of liberalised data, focused regulation and empowered customers. GDPR comes into effect on 25 May 2018 and affects all entities globally who have European customers, employees or hold personal data pertaining to European citizens. Dave sees the opening up of data as an opportunity and a risk, and outlines how to navigate these challenges that will enable the platform economy.



CORMAC DUNCAN

Head of Product Management, CR2

Cormac has almost 20 years of experience in the financial software space. He joined CR2 in 2000 as a software team leader and moved to Product Management in 2005. Prior to that, Cormac has worked in software fields as diverse as automated highways, kiosks and ticket machines, image analysis and the space industry.



KIERAN KILCULLEN

Chief Commercial Officer, CR2

Kieran has more than 25 years of experience in the banking software industry, working in organisations across the world, including Paris, Brussels, Bahrain, Dubai and Moscow. Kieran joined CR2 in 2004 from SmartStream Technologies where he was Regional Director for France and Benelux. Based in Paris, Kieran led and managed the organisation's subsidiaries in France, Luxembourg and Brussels, which included a portfolio of over 100 banking customers. Other organisations include Midas Kapiti International, and Kindle Banking Systems.



YEMIRU CHANYALEW

CEO, Fettan

With a diverse entrepreneurial background in technology, Yemiru has more than 27 years of experience of leading and pioneering a range of initiatives in the USA and Africa, he has led large-scale projects with major banks in the US, as well as start-up banks in Africa. Yemiru is currently CEO of Fettan. Fettan is a large scale private POS terminal network, incorporating mobile phones and smart payment tokens, and supports bank acquiring and value-added products, such as 'Digital Content' delivery as well as customised business solutions.

OUR SPEAKERS



ALESSANDRO HATAMI

Managing Partner, The Pacemakers

Alessandro Hatami is Managing Partner of The Pacemakers, who provide advice to executive teams on selecting the right partners to turn digital strategies into commercial success. Previously, Alessandro was COO Digital Banking at Lloyds Banking Group, MD of PayPoint.net, Director Large Merchant Services at PayPal & European Marketing Director at GE Capital. Alessandro is a mentor of several FinTech start-ups working with Techstars, Seedcamp and Startupbootcamp. Alessandro is also an investor in several early stage companies. Alessandro lives in London with his wife and two daughters. He collects African tribal art, is a keen cook and spends most of his Saturday mornings learning to play the piano.



MEABH MAGUIRE

Regional Commercial Director, CR2

Meabh has more than 15 years of experience in the banking software industry. She joined CR2 from Ireland's international trade office, Enterprise Ireland, where she was responsible for helping Irish companies in the financial software space find a route to market in the Middle East. Meabh manages CR2's strategic customers in Asia, Middle East, CIS and East Africa. She is also responsible for Sales across these territories. Meabh loves people, yoga and being a new mum to her 10 month old daughter, Croia.



AYMAN BASHA

Regional Head of Sales and Business Development, CNS

Ayman is a results-driven professional with a solid, verifiable career track record for successfully propelling IT industry leaders through start-up ventures and high-growth cycles. With more than 20 years of experience, Ayman has delivered record-breaking revenue and profit gains within highly competitive regional markets. Ayman is currently working as Sales and Business Development Director with CNS for the entire business activities across all business domains. Ayman is a banking industry expert for electronic channels/payments and leading digital transformation initiatives working with CNS for more than 12 years. Graduated from Suez Canal University in 1994 and completed his MBA from Atlanta University in 2012. In his spare time Ayman enjoys fishing and playing tennis.

OUR SPEAKERS



GREG KANE

Commercial Director, Monex Financial Services

Greg has worked in ATM and POS acquiring and payment processing for more than 20 years. He has worked in acquiring and non-card payments in over 60 countries. His global implementation and consulting experience gives him a hands-on understanding of the needs and expectations of specialist providers - the key to successful and profitable business relationships. Greg joined Monex Financial Services in 2011, in the role of Commercial Director. He is an honours graduate of Trinity College Dublin and lives between Dublin and Dubai. He is a regular speaker and participant at global financial industry events.



EVENT CHAIR: BRIAN LANDE

Banking Expert, Berkeley Research Group

Brian has thirty years of experience as both a senior executive and a consultant to banks and insurance firms in many markets. He is advisor to the boards and/or management of financial institutions on strategy, digital transformation, innovation, operating models and partnering/alliances. He has industry background as a senior executive in retail banking in Ireland and the United Kingdom. Brian was Co-Founder of a banking outsourcing business, which focused on regulated activities and remediation. He is also Co-Founder of a FinTech firm, which seeks to connect capital and expertise to a marketplace of energy efficiency opportunities. Brian is Leader of the BRG FinTech practice and advisor and mentor to a range of FinTech clients looking to scale internationally and to partner with established players in the financial sector. Named to Forbes list of America's Best Management Consulting Firms in 2017, Berkeley Research Group is headquartered in Silicon Valley, California, with offices across the United States and in Asia, Australia, Canada, Latin America, the Middle East and the United Kingdom.



About CR2:

CR2 is at the forefront of the digital banking revolution, consistently delivering on the needs of end users, embracing next-gen technologies and digital disruptions that are enabling new experiences in the omnichannel digital banking market – Mobile, Internet and ATM. Our maturity and experience has enriched our product, providing a depth and breadth of functionality that is unrivalled in the market. With deployments in over 100 banks in 60 countries worldwide, CR2 enables banks achieve digital transformation and deliver a consistent, cross-channel, exceptional user experience. CR2 has regional offices located in Dublin, Dubai, Amman, Bangalore and Perth with additional presence in London, Moscow, Lagos and Johannesburg.

To find out more about CR2, please visit: www.cr2.com or follow us on LinkedIn and Twitter.

Book a Meeting:

To book a meeting with the CR2 executive team, experience a demo of CR2's ATM or mobile banking solutions, please get in touch with our CR2 staff or email marketing@cr2.com