



9th edition of BANKing TECH Summit 2015

'Banks taking a Quantum Leap through Digital'

Tuesday, 21 April 2015: Presidential Ballroom, Vivanta by Taj President, Cuffe Parade, Mumbai

Programme

0915 – 1000 hrs

Registration of Delegates

1000 – 1130 hrs **Inaugural Plenary**

Technology has taken mind bending leaps in its evolution over the past decade. Earlier, it was perceived as an expensive proposition which needed to be customised, it fulfilled only one objective at a time, one needed to network and synchronise it with various systems and processes at each step. Over time, technology has evolved to be the answer to all complex problems with well-integrated and embedded solutions for businesses. Technologies related to mobile, social, cloud and analytics are some of the leading innovations which are changing the face of banking. Businesses are considering leveraging technology to optimise their IT, transform business operations; monetise differentiated services and engage their channels and communities.

We welcome you to the 9th edition of the CII BANKing TECH Summit and hope that you will benefit from the various interactions and discussions that will take place today. The sessions have been designed to capture the industry trends and discuss the existing the challenges in the industry.

1000 – 1005 hrs	<i>Welcome and Introductory Remarks</i>	Sudhir Mehta Deputy Chairman, CII Western Region and Chairman & Managing Director Pinnacle Industries Ltd.
1005 – 1015 hrs	<i>The Summit & its Objectives</i>	Arun Jain Chairman – CII BANKing TECH Summit 2015 and Chairman & Managing Director, Intellect Design Arena Ltd. and Chairman, Polaris Consulting Services Ltd.
1015 – 1020 hrs		Release of CII – PwC Report
1020 – 1030 hrs	<i>Overview on the Report</i>	Arnab Basu Technology Leader PwC, India
1030 – 1045 hrs	<i>Special Address</i>	M S Raghavan Chairman & Managing Director IDBI Bank Ltd.
1045 – 1100 hrs	<i>Address by Guest of Honour</i>	A P Hota Managing Director & Chief Executive Officer National Payments Corporation of India
1100 – 1120 hrs	<i>Address by Chief Guest</i>	H R Khan Deputy Governor Reserve Bank of India
1120 – 1130 hrs	<i>Concluding Remarks</i>	Arun Jain
1130 – 1200 hrs	Tea / Coffee Break	



9th edition of BANKing TECH Summit 2015

'Banks taking a Quantum Leap through Digital'

Tuesday, 21 April 2015: Presidential Ballroom, Vivanta by Taj President, Cuffe Parade, Mumbai

1200 – 1300 hrs: Thought Leadership Interactive Roundtable:

'Banks taking a Quantum Leap through Digital'

Moderated by:

Faye D'Souza

Anchor and Editor – Personal Finance

ET Now

This roundtable discussion seeks to discuss the various areas and operations that technology has been embedded and presented the industry a whole new way of doing business whether it is operations to reduce cost, better compliance to manage risk, governance to manage data, developing insights into customer patterns etc. The banking industry is at a point of taking a huge leap forward with digital being the primary catalyst. Financial institutions appear to have suddenly become conscious of this new concept of being 'digital' and are a little wary of how to go about it. To some organizations it may merely imply automation of processes and systems, to others it may mean drawing some kind of analytics and insights of the multiple social media channels or on a larger scale it may mean thinking about a complete overhaul of the firm's strategy using digital media and solutions. This roundtable will bring various perspectives on the table to understand how digital solutions have helped or can help the banking industry going forward.

Arun Jain

Chairman – CII BANKing TECH Summit 2015 and
Chairman & Managing Director, Intellect Design Arena Ltd. and
Chairman, Polaris Consulting Services Ltd.

K Unnikrishnan

Deputy Chief Executive
Indian Banks' Association

Venkatramani Subramanian

Vice President and Industry Leader
Banking, Financial Services & Insurance (BFSI)
IBM India Pvt. Ltd.

Sameer Singh Jaini

Chief Technology Officer
Development Credit Bank Ltd.

Nehal Mehta

Director – Banking, Capital Markets & Retail
Microsoft Corporation India Ltd.

Aruna Rao

Executive Vice President &
Group Chief Technology Officer
Kotak Mahindra Group

Sujith Narayanan

Head of Industry – BFSI & Healthcare
Google India

Vivek Belgavi

Financial Services Technology Leader
PwC, India

1245 – 1300 hrs *Question & Answer*

1300 – 1400 hrs **Lunch**



9th edition of BANKing TECH Summit 2015

'Banks taking a Quantum Leap through Digital'

Tuesday, 21 April 2015: Presidential Ballroom, Vivanta by Taj President, Cuffe Parade, Mumbai

Plenary I: 1400 – 1510 hrs: 'Digital Revolution in banking': *Banking is customer-centric and industry players need to rethink their strategies on customer experience management to stay ahead of their game. Riding on the digital wave, banks need to engage continuously with customers in order to build loyalty and give them an enhanced banking experience. The role played by digital in each facet of banking is evolving rapidly and the industry needs to be on top of their game to stay ahead of competition. Customer analytics solutions will help provide insights relating to customer needs and preferences, consequently tailoring the product and service to his or her requirement. An important aspect in this case is to provide the customer with an enhanced experience. Thus banks are increasingly looking to leverage on big data to generate meaningful insights in real-time, tap the available opportunity leading to faster growth. This session will touch upon the customer analytics piece, the digitization of processes, how big data can be put to best use and lastly how Banks can adopt technological advancements through the Cloud platforms.*

1400 – 1405 hrs *Introduction by Session Chairman*

Arun Jain

Chairman – CII BANKing TECH Summit 2015 and
Chairman & Managing Director, Intellect Design Arena Ltd. and
Chairman, Polaris Consulting Services Ltd.

1405 – 1420 hrs *Strengthening the Customer Engagement Matrix
using the Digital Platform*

Sunil Srivastava

Deputy Managing Director
(Corporate Strategy & New Businesses)
State Bank of India

1420 – 1440 hrs *Using Analytics to Unlock value including BIG Data*

M V K Mohan

Director Presales BFSI
SAP India Pvt. Ltd.

1440 – 1500 hrs *A Trusted Cloud for BFSI – How Indian Banks
can Adopt New Technology Advancements*

Tom Heerey

Director – Legal and Corporate Affairs
Microsoft India

1500 – 1510 hrs *Question & Answer followed by Concluding Remarks*

Arun Jain

1510 – 1530 hrs **Tea / Coffee Break**



9th edition of BANKing TECH Summit 2015

'Banks taking a Quantum Leap through Digital'

Tuesday, 21 April 2015: Presidential Ballroom, Vivanta by Taj President, Cuffe Parade, Mumbai

1530 – 1630 hrs: Panel Discussion:
'Payment Platforms and Disruptive Innovations'

Moderated by:
Swarup Choudhury
Managing Director
First Data India

The payments space is gearing up to offer multiple point-of-sale solutions and differentiated service offerings. Evaluating alternate channels of payment and upgradation or consolidation of their existing payment platforms is an area which is undergoing a significant change. Banks are aiming to provide their customers with convenience and ease of payment in the minimum possible time, hoping that this will also attract new customers into their banking foray. Riding on the wave of mobile banking and providing cost-effective and scalable digital solutions to address the payment concern is getting the attention of a lot of banks. This is not only leading to competition between banks but also with payment solution providers and telecom companies. This session will focus on the role which new payment banks can be expected to play in enhancing revenue streams and more importantly what are some of the payment solutions that can help the customers in rural and semi-urban areas.

Dr Deepak Phatak
Professor
Department of Science & Engineering
IIT, Mumbai

Hanuman Tripathi
Founder & Group Managing Director
Infrasoft Technologies Ltd.

Aspy Engineer
Senior President and
Country Head – ATM Management & Currency Chest
Yes Bank Ltd.

Royston Braganza
Chief Executive Officer
Grameen Capital India Ltd.

Rahul Joshi
Digital, Mobile Payments Leader
ICICI Bank Ltd.

Mihir Gandhi
Payments Transformation Leader
PwC, India

1615 – 1630 hrs *Question & Answer*

1630 – 1635 hrs **Change-over**



9th edition of BANKing TECH Summit 2015

'Banks taking a Quantum Leap through Digital'

Tuesday, 21 April 2015: Presidential Ballroom, Vivanta by Taj President, Cuffe Parade, Mumbai

Plenary II: 1635 – 1725 hrs: 'Shades of grey in Digital Banking': *This session includes topics like 'Risk of fraud and cyber security', 'Regulatory and Compliance related automated information exchange and required architecture'. Although technology and digital solutions have simplified many processes and brought forth multiple opportunities for growth, there is the downside of this which cannot be ignored. In order to protect customer data and confidentiality, the industry needs to put in place a framework which will detect and prevent fraud. Digital solution is gaining focus for banks in areas of regulatory compliance, fraud assessment and monitoring. This session will focus on understanding the various kinds of financial crime which can be mitigated using digital solutions and what measures and steps can be taken to mitigate fraud.*

1635 – 1645 hrs	<i>Introduction by Session Chairman</i>	Sriraman Jagannathan Chief Digital & Data Officer IDFC Ltd.
1645 – 1700 hrs	<i>Developing an Improved Architecture for Risk Management and Data Governance</i>	Govind Saxena Partner and Executive Vice President Business Head – iDigital Intellect Design Arena Ltd.
1700 – 1715 hrs	<i>Digital Banking; Flip Side Of</i>	Dr A S Ramasastrri Director Institute for Development & Research in Banking Technology (IDRBT)
1715 – 1725 hrs	<i>Question & Answer followed by Concluding Remarks</i>	Sriraman Jagannathan
1725 – 1730 hrs	Summit Wrap-up	Arun Jain Chairman – CII BANKing TECH Summit 2015 and Chairman & Managing Director, Intellect Design Arena Ltd. and Chairman, Polaris Consulting Services Ltd.