



2ND ANNUAL RETAIL BANKING TECHNOLOGY SUMMIT

ACHIEVING MOBILITY, FLEXIBILITY & SECURITY IN RETAIL BANKING

Pre-conference workshop: **28 June 2010** ■ Main conference: **29-30 June 2010** ■ Venue: **Rendezvous Hotel, Singapore**

Given the complexity of technological challenges in back-end systems and the variety of opportunities for future service channel innovations in retail banking, the CIO & CTO and his team will experience a very tight and demanding schedule to secure profitability and stability within the chosen architecture and strategy.

Join us to discuss key topics such as:

- **Building a secure infrastructure** and preventing fraud and identity fraud
- **Increasing business performance and reducing operation cost structures** (both IT and business)
- Examining the future of **mobile and internet banking**
- Encouraging the usage of **self-service banking**
- Building **improvements in operational risk management** practices

The retail banking technology market is set to grow at a CAGR of 3.5% from 2008 to 2013

-M2 Presswire

Hear from banking technology decision makers and experts including:

Paul Cobban
Managing Director,
Technology and
Operations
DBS

Michael K. M. Leung
Senior VP, CIO & Head of
Operations Planning and
Corporate Services
**China Construction
Bank (Asia)**

David Leach
Head of Security Risk
Group Information
Security
**Standard Chartered
Bank**

**Ramesh
Narayanaswamy**
Head of Technology
Solution Delivery - Retail
Banking
**Standard Chartered
Bank**

Pradeep V Kalra
CIO
SKS Microfinance Ltd

Ho Sin Kheong
Head, Information
Technology
RHB Banking Group

Grant Slender
Head of Technology
Strategy & Architecture
Bank of Queensland

Liew Min Chee
Head of Cryptography,
Emerging Markets
GRB Technology: Global
Information Security
Barclays

Asli Erginbas
SVP, Head Business
Intelligence CC - T&O -
EAS, **DBS**

Ritendra Banerjee
Senior Vice President
Maveric Systems

Simon Moorfield
CIO
GE Capital

Trent Youl
Chief Executive Officer
**FraudWatch
International**

Vivek Subramanyam
CEO
iCreate Software

Aniruddha Paul
Vice President – IT
Change Delivery
ING Vysya Bank Ltd

Hariharan Iyer
Head - Information
Security & Business
Continuity
Dubai Bank

Rajiv Yadav
Chief Operating Officer
**Vietnam International
Bank**

Join one or both our workshops to enhance your knowledge of the following:

Workshop A: 09.00-1230

Designing A New Launch Mobile Banking Solution

Lim Chin Wan
Head, eChannel Development,
AmBank (M) Berhad

Workshop B: 13.30-1700

Increasing Business Performance And Reducing Operation Costs With Business Process Management And SOA

Randall Duran
Adjunct Associate Professor, MITB (Financial Services)
SMU

Sponsors:



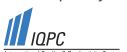
Media Partners:



Official Business Newspaper:



Researched & Developed By:





Dear Colleagues,

2010 represents a new decade of opportunity for retail banking. Progress on the IT front must be sustained and technology will play a fundamental role in helping retail banks make significant progress on the road to recovery. Many banks have already embarked on multi-year strategic technology initiatives that are already well under way. Opportunity can be found in adversity, and retail bankers that pursue cautious forward movement will be rewarded.

Asian banks have emerged from the recession in better shape than those from the West. There is no better time to upgrade core banking systems and build our capability to offer newer and more innovative banking solutions to meet the needs of tomorrow's customers. This will involve re-engineering the back and front end operations to offer mobility, flexibility and security to customers, while showing fiscal prudence.

This year, retail banks in Asia such as **DBS, RHB Banking Group, RBS, Barclays, China Construction Bank** and **Bank of Queensland**, just to name a few, will share their direction going forward, and will outline how they are using technology to provide a better banking experience for retail customers.

Don't miss the only event in Asia focused on retail banking technology and equip yourself with up-to-date information on the key technologies and strategies that will help you retain customers and ensure greater profitability in the new decade!

I look forward to meeting you in June!

Yours sincerely,

Ramesh Narayanaswamy
Head of Technology Solution Delivery - Retail Banking
Standard Chartered Group

Why you should attend...

IT will continue to play a key role in supporting the growth of the increasingly complex retail banking industry. Evolving business models will require banks to constantly innovate and provide the best fit technology with tangible business benefits.

The second annual **Retail Banking Technology Summit** brings together key speakers and knowledge:

- **Paul Cobban**, Managing Director, Technology and Operations, **DBS** will examine bank-wide transformation and its impact on technology
- **Grant Slender**, Head of Technology Strategy & Architecture, **Bank of Queensland** will share on streamlining banking systems and platforms
- **Michael K. M. Leung**, Senior VP, CIO & Head of Operations Planning and Corporate Services, **China Construction Bank (Asia)** will appraise IT portfolio management and governance in retail banking
- **Ramesh Narayanaswamy**, Head of Technology Solution Delivery - Retail Banking, **Standard Chartered Bank Group** will address the issue of managing legacy systems and learning how not to repeat past mistakes
- **Liew Min Chee**, Head of Cryptography, GRB Technology: Global Information Security, **Barclays** will explain how to build up fraud protection for the bank and the customer
- **Ho Sin Kheong**, Head, Information Technology, **RHB Banking Group** will describe how to make process innovation happen.

ABOUT FINANCE IQ

Finance
a division of IQPC



Based in Singapore, Finance IQ is a division of IQPC, the world's second largest business-to-business conference organizer. Our mission is to offer the Asia-Pacific region's best researched institutional finance conferences. We achieve this by recruiting unmatched speaking faculties and investing in audience development efforts to insure that each event attracts the right mix of buy-side and sell-side attendees. www.iqpc.com.sg/Finance.aspx

ABOUT IQPC



IQPC provides business executives around the world with tailored practical conferences, large scale events, topical seminars and in-house training programs, keeping them up-to-date with industry trends, technological developments and the regulatory landscape. IQPC's large scale conferences are market leading "must attend" events for their respective industries. IQPC produces more than 1,500 events annually around the world, and continues to grow. Founded in 1973, IQPC now has offices in major cities across six continents including: Berlin, Dubai, London, New York, Sao Paulo, Singapore, Stockholm, and Sydney. IQPC leverages a global research base of best practices to produce an unrivalled portfolio of conferences. www.iqpc.com.sg

CONFERENCE DAY 1 - Tuesday, 29 June 2010

08.15 **Registration and welcome coffee**

08:50 **Opening remarks from the chairman**

Aniruddha Paul

Vice President – IT Change Delivery
ING Vysya Bank Ltd

Retail Banking IT Strategy

09.00 **Examining bank-wide transformation: what is needed from technology?**

- The role of technology in a bank-wide transformation
- How does technology really add value to banking customers
- Applying transformation approaches to the technology department

Paul Cobban

Managing Director, Technology and Operations
DBS

09.40 **Business transformation in global retail banking operations and technology**

- Leveraging on technology to drive transformation
- Providing a clear differentiation in the banking market with better, more personalized customer service, greater customer convenience, innovative products and services, higher efficiency, lower cost of operations, and technology enabled aggressive growth
- Efficiently manage streamlined operations

Rajiv Yadav

Chief Operating Officer
Vietnam International Bank

10.20 **Speed networking session**

10.40 **Morning Break**

11.00 **IT portfolio management and governance in retail banking**

- Making IT portfolio management and governance a core responsibility
- Focusing on business value creation through portfolio management functions
- Safeguarding IT operations through an effective governance framework

Michael K. M. Leung

Senior VP, CIO & Head of Operations Planning and Corporate Services
China Construction Bank (Asia)

11.40 **Process innovation - how to make it happen**

- Examining breakthrough ideas for enriched customer experience
- Doing away with red tape and application forms
- Case study at RHB Bank on simplifying banking to enable instant loan approval and disbursement

Ho Sin Kheong

Head, Information Technology
RHB Banking Group

12.20 **Lunch**

13.20 **Streamlining banking systems and platforms**

- Gaining a single view of interactions and making the customer your centre of your banking business
- Introducing a common platform for all customer data and technology
- Finding new solutions and discarding legacy systems

Grant Slender

Head of Technology Strategy & Architecture
Bank of Queensland

14.00 **Prioritising technology strategy and delivering flexibility to customers and ultimate users of technology**

- Viewing technology strategy and planning as a principal consideration
- Examining what technology needs to deliver in order for self-help banking to become more popular
- The case to streamline technology for greater efficiency and do away with legacy systems

Mark N Grieves

Former Group Head of Experience

OCBC Bank

(Mr Grieves is in transition to a new job in a Singapore bank)

14.40 **Extracting economic value from data residing in banking systems**

- Mining data from core operational banking systems so as to drive up business value
- Understanding that economic value is a function of business value generated, cycle time value of such enabling solutions and the TCO to deploy these solutions
- Analysing the availability of packaged solutions that can deliver tangible RoI in significantly short lead times

Vivek Subramanyam

CEO

iCreate Software

15.00 **Afternoon networking break**

Mobile & Internet Banking

15.20 **Examining the future of mobile and internet banking**

- Trends in social media and next-generation online banking
- "The next big thing in mobile banking": differing views from banks and vendors
- Mobile NFC payments: is there a value in it for banks?
- Mobile B2X: the next mobile payment wave in international markets

Neil Katkov

Senior Vice President, Head of Asia
Celent Research

16.00 **Mobile banking: technology strategy and delivery approaches**

- Achieving the most from multi-channel customer relationship management
- Mobile banking choices and challenges
- Creating and implementing a mobile service delivery road map

Randall Duran

Adjunct Associate Professor, MITB (Financial Services)
SMU

16.40 **Managing growth and profitability by investing in the right technology**

- How technology can make us resilient and agile in the face of the ever-changing economic climate
- Leveraging on mobility, flexibility and security to improve the customer experience
- Reducing costs via streamlining operations

Panelists:

Paul Cobban

Managing Director, Technology and Operations
DBS

Grant Slender

Head of Technology Strategy & Architecture
Bank of Queensland

Rajiv Yadav

Chief Operating Officer
Vietnam International Bank

17.20 **Chairman's summary and end of day 1**

CONFERENCE DAY 2 - Wednesday, 30 June 2010

08.15 **Registration and welcome coffee**

08:50 **Opening remarks from the chairman**

Ramesh Narayanaswamy

Head of Technology Solution Delivery - Retail Banking
Standard Chartered Bank Malaysia

Retail Banking Security

09.00 **Building up fraud protection for the bank and the customer**

- Fraud trends in recent years
- Ensuring highest standards of authentication and fraud prevention
- Comparing top-level identification benchmarks such as biometrics and voice-recognition technology

Liew Min Chee

Head of Cryptography, Emerging Markets
GRB Technology: Global Information Security
Barclays

09.40 **The global phishing threat landscape - Combating phishing trends through preventative best practices**

- Examining global phishing trends and techniques
- A criminal's perspective: How to get the most out of phishing
- Best practices to prevent and mitigate the risk of phishing

Trent Youl

Chief Executive Officer
FraudWatch International

10.20 **Morning Networking Break**

10.40 **Fuelling customer confidence through fraud prevention: getting consumers interested in and aware of internet security**

- Examining the threat to fear landscape, is the customer security focus the same as before?
- Building customer trust and evaluating attributes such as consumer's love affair with electronic channels
- Maximizing security success by offering reliable information and addressing adaptation issues

Hariharan Iyer

Head - Information Security & Business Continuity
Dubai Bank

11.20 **Combining conventional products with protection against identity theft and fraud**

- Increasing consumer awareness of internet fraud and educating them on tell-tale signs
- Balancing the need for authentication and ease of use for customers
- Ensuring you and your service providers maintain a robust infrastructure that deters fraud

Pradeep V Kalra

CIO
SKS Microfinance Ltd

12.00 **Networking Lunch**

13.00 **Improving IT security using risk assessment methodologies**

- How to get more out of your risk management
- Learning the advantages of implementing risk management into your IT security processes
- Learning how identifying IT security risks early would help your organization

David Leach

Head of Security Risk, Group Information Security
Standard Chartered Bank

Technology Deployment Moving Forward

14:00 **FI 2.0: The new age Test CoE**

- Defining the new age Test Centres of Excellence in light of Bank 2.0, and Web 2.0
- What will it take to make it work?
- Highlighting potential targeted benefits, both in terms of delivering business as usual, and in realising transformation solutions

Ritendra Banerjee

Senior Vice President
Maveric Systems

14.40 **Which technologies will allow banks a real competitive advantage in the next decade?**

- How far technology has changed the contours of many banking functions such as asset transformation, risk monitoring and liquidity management over the years
- How customized technology need to be for different banks back end operations
- Examining how the regulatory environment affects technology differentiation

Panelists:

Simon Moorfield

CIO
GE Capital

Liew Min Chee

Head of Cryptography, Emerging Markets
GRB Technology: Global Information Security
Barclays

Asli Erginbas

SVP, Head Business Intelligence CC - T&O - EAS,
DBS

15.40 **Enterprise data warehousing in retail banking in the future**

- Integrating customer, operational and financial data from major business systems into a centralized data warehouse
- Getting a single view of the business to provide enterprise intelligence for enhanced operations and management.
- Supporting existing and future applications throughout the bank

Asli Erginbas

SVP, Head Business Intelligence CC - T&O - EAS, **DBS**

15.20 **Afternoon networking break**

Technology Essentials

16.20 **Managing legacy systems and learning how not to repeat past mistakes**

- How to transit from old systems to new systems smoothly
- Making sure replacement projects are successful
- Documenting the requirements and know-how for future users

Ramesh Narayanaswamy

Head of Technology Solution Delivery - Retail Banking
Standard Chartered Bank Malaysia

17.00 **Increasing business performance and reducing operation cost structures (both IT and business)**

- Becoming more customer-focused, increasing profitability, enhancing agility, reducing total ownership cost and reducing power uses
- Exploring how technology can enable transactions to operate on a cross-border basis
- Achieving regulatory compliance at the lowest risk and cost

Aniruddha Paul

Vice President - IT Change Delivery
ING Vysya Bank Ltd

17.40 **Chairman's closing remarks and end of day 2**



PRE-CONFERENCE WORKSHOPS

Monday, 28 June 2010

Workshop A 09.00am-12.30pm

Designing A New Launch Mobile Banking Solution

- Determining the requirements and parameters of the technology support needed
- Upgrading the existing mobile solution with minimal disruption
- Using a menu-driven system that is not telco-dependent
- Designing a security system that is more user-friendly so that customers need not remember short codes and perform complicated steps
- Keeping the cost of usage low
- Offering other value-added services

Lim Chin Wan

Head, eChannel Development
AmBank (M) Berhad

Lim Chin Wan is currently the Head, eChannel Planning & Development at AmBank (M) Berhad in Malaysia. AmBank has recently launched their mobile banking application which is at the moment No.1 in Malaysia and has recently won the Red Herring Global 100 Award

Workshop B 1.30pm-5.00pm

Increasing Business Performance And Reducing Operation Costs With Business Process Management And SOA

- Identifying and prioritizing opportunities
- Strategies for reducing process cycle time
- BPM and SOA tools and technologies
- Getting around legacy system limitations
- Achieving quick gains using agile delivery methods
- Using process execution information to support continuous improvement
- Case study examples

Randall Duran

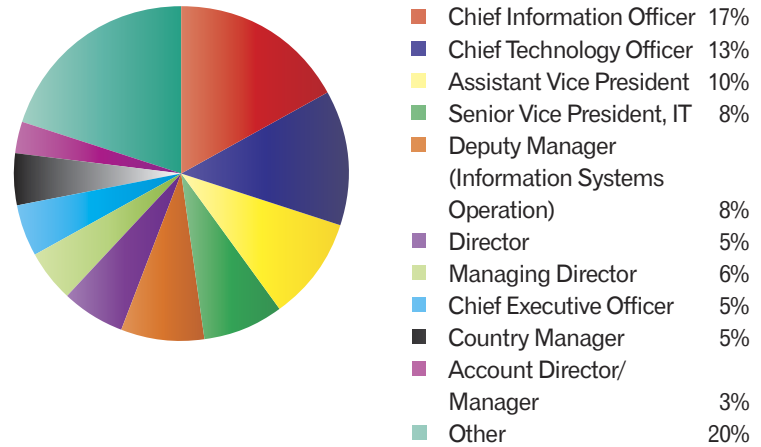
Adjunct Associate Professor
MITB (Financial Services)
SMU

Randal Duran is an adjunct associate professor at the Singapore Management University teaching graduate courses on banking solutions and architecture. His current interest is on using innovative technologies to improve wholesale and retail banking processes.



2008 Retail Banking Conference

Breakdown of delegates by Job Function



SPONSORSHIP AND EXHIBITION OPPORTUNITIES ARE STILL OPEN!

The second annual **Retail Banking Technology Summit** is the only event in the Asia Pacific region focused on retail banking technology! This event will provide you with an ideal platform to showcase your company's retail banking solutions and technologies to key technology decision makers in the region.

Attend this summit to understand the specific business areas where retail banks will be investing in 2010. The **Retail Banking Technology Summit** will attract the most active players in the market, giving you access to your target audience, and the opportunity to strengthen your market share.

Sponsoring this event will position your company as a thought-leader, and will provide a hard-to-achieve blend of branding, positioning, association, and face-to-face interaction with the people/customers that matter. We offer various sponsorship and branding opportunities at our conference:

- Luncheon sponsorship
- Exhibitor
- Registration sponsor
- Lanyard sponsor
- Chairing of the summit
- Leading a workshop
- Leading a presentation during the summit
- Associate sponsorship
- Evening social events and many more...

Our aim is to ensure that you not only meet but exceed your objectives at this event. **To find out more, please call +65 6722 9388 or email enquiry@iqpc.com.sg**

About Our Sponsor



BANKING INTELLISENSE™

iCreate is a 'BI-for-Banking' specialist and BizScore is iCreate's Reporting, BI, Analytics, Per-

formance Management solution featuring preconfigured data-adaptors that integrate with standard core-banking-systems, pre-built operational and analytical reports, ability to apply predictive analytics, converting insights to actions by defining KPIs and a guaranteed solution in 1/5th the time at the lowest TCO. Banks can become BI-functional within 100 days, with solutions in areas such as Customer Intelligence, Risk and Compliance.

