

Cedar-IBSi Summit 2022

DIGITAL BANKING *and* **PAYMENTS** Summit

📅 03rd Nov 2022 📍 Shangri-La, Dubai

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AGENDA

08:30 - 09:30 AM	REGISTRATION AND BREAKFAST AT 9th FLOOR, JUNIOR BALLROOM
09:30 - 09:40 AM	WELCOME REMARKS Sanjiv Anand , Chairman, Cedar-IBSi Group
09:40 - 10:00 AM	DIGITAL BANKING & PAYMENTS MARKET OVERVIEW
10:00 - 10:30 AM	GLOBAL INDUSTRY BAROMETER IBSi SALES LEAGUE TABLE; DIGITAL BANKING & PAYMENTS
10:30 - 11:15 AM	PANEL #1 DIGITAL & NEXTGEN BANKING IN THE GCC What does the advent of digital imply to GCC banks and their customers from an institutional and individual standpoint? How is NextGen Banking unfolding in the region, and what does the future have in store from the perspectives of customer touchpoints and experience, products, processes, people, and technology? Sandeep Chouhan , Former Group COO, Abu Dhabi Islamic Bank Balaji Viswanathan , Managing Director & CEO, Expleo Solutions Ltd Ivan van Bladel , Director Partners & Alliances - MEA-APAC, Temenos V. Ramkumar , Senior Partner, Cedar
11:15 - 11:30 AM	COFFEE BREAK AND NETWORKING
11:30 - 12:15 PM	PANEL #2 B2B PAYMENTS & TRANSACTION BANKING B2B and cross-border payments necessitated by the emerging demands of transaction banking and supply chain financing have key implications on the digital and payments infrastructure. How are the GCC banks poised, and what emerging trends should one look out for? Anith Daniel , Head of Transaction Banking, Emirates NBD Hamayoun Khan , Head of Transaction Banking & Digital Services, Commercial Bank of Dubai Parag Ekbote , Head of Business Development, Corporate Banking MEA, Oracle Financial Services Vincenzo Casillo , Principal, Cedar
12:15 - 01:00 PM	PANEL #3 DRIVING INNOVATION IN THE DIGITAL ERA Digital banking has enabled new possibilities not only from a customer experience standpoint but also from improving efficiencies, enhancing controls and reducing cost structures. What are the learnings from global and regional experiences that are likely to pave the direction for the way forward? Arun Krishnan , SVP & Head of Engineering, Infosys Finacle Ian Hodges , Head of Retail, Al Masraf Srinivasan Sampath , Acting Group Chief Technology Officer, First Abu Dhabi Bank Vikram Krishna , Head of Marketing & Customer Experience, Emirates NBD Nikhil Gokhale , Head of Research, IBS Intelligence
01:00 - 02:00 PM	LUNCH AND NETWORKING
02:00 - 02:45 PM	PANEL #4 PAYMENTS, WALLETS & NPSS ROAD AHEAD The banking industry in the GCC has been evolving to meet the fast-changing customer needs for secure, real-time digital payments. For example, the National Payment Systems Strategy (NPSS) was developed in UAE to facilitate the gradual transition to a cashless economy. How would this impact banks and payment solution providers in the region? Dheeraj Ghai , Enterprise Payments, TCS BaNCS Nitin Bhargava , COO, Al Masraf (former CTO Mashreq) Pankaj Kundra , SVP and Group Head Partnerships, Acquiring, Network International Sean Langton , Group CIO, ADCB Pankul Verma , Principal, Cedar V. Ramkumar , Senior Partner, Cedar
02:45 - 03:15 PM	FIRESIDE CHAT DIGITAL ENABLEMENT LEVERAGING CLOUD Cloud is the foundation for digital transformation, enabling banks to increase efficiency in operational processes and improve customer service. How would cloud adoption drive digital banking transformation in the GCC? Noman Rasheed , Chief Information Officer, Dubai Islamic Bank Ammara Masood , CEO, NdcTech Chetan Parekh , Senior Partner, Cedar
03:15 - 03:45 PM	FIRESIDE CHAT REDEFINING CX IN NEW AGE DIGITAL BANKING Banks across the GCC are exploring ways of redesigning customer experience for seamless engagement. Banks are utilising UI/UX experts to design frictionless digital journeys to enhance customer experience. How can banks radically change CX in the digital world? Ahmad Mohd Abu Eideh , CEO, Invest Bank Murtaza Shaikhally , Associate Partner, Cedar
03:45 - 04:00 PM	CLOSING REMARKS
04:00 ONWARDS	WINE RECEPTION AND NETWORKING

SPEAKERS

WELCOME



Sanjiv Anand
Chairman
Cedar-IBSi Group

PANEL #1 | DIGITAL & NEXTGEN BANKING IN THE GCC



Sandeep Chouhan
Former Group COO
Abu Dhabi Islamic
Bank



Balaji Viswanathan
Managing Director
and CEO
Expleo Solutions Ltd



Ivan van Bladel
Director Partners &
Alliances - MEA-APAC
Temenos



V. Ramkumar
Senior Partner
Cedar
[MODERATOR]

PANEL #2 | B2B PAYMENTS & TRANSACTION BANKING



Anith Daniel
Head of Transaction
Banking
Emirates NBD



Hamayoun Khan
Head of Transaction
Banking & Digital
Services, Commercial
Bank of Dubai



Parag Ekbote
Head - Business Dev,
Corporate Banking
MEA, Oracle Financial
Services



Vincenzo Casillo
Principal
Cedar
[MODERATOR]

PANEL #3 | DRIVING INNOVATION IN THE DIGITAL ERA



Arun Krishnan
SVP & Head of
Engineering
Infosys Finacle



Ian Hodges
Head of Retail
Banking
Al Masraf



**Srinivasan
Sampath**
Acting Group CTO
First Abu Dhabi
Bank



Vikram Krishna
Head of Marketing
and Customer
Experience
Emirates NBD



Nikhil Gokhale
Head of Research
IBS Intelligence
[MODERATOR]

PANEL #4 | PAYMENTS, WALLETS & NPSS | ROAD AHEAD



Dheeraj Ghai
Enterprise
Payments
TCS BaNCS



Nitin Bhargava
COO,
Al Masraf
(former CTO
Mashreq)



Pankaj Kundra
SVP and Group
Head Partnerships,
Acquiring
Network
International



Sean Langton
Group CIO
ADCB



Pankul Verma
Principal
Cedar
[CO-MODERATOR]



V. Ramkumar
Senior Partner
Cedar
[CO-MODERATOR]

FIRESIDE CHAT | DIGITAL ENABLEMENT LEVERAGING CLOUD



Noman Rasheed
CIO
Dubai Islamic
Bank



Ammara Masood
CEO
NdcTech



Chetan Parekh
Senior Partner
Cedar
[MODERATOR]



**Ahmad Mohd
Abu Eideh**
CEO
Invest Bank



Murtaza Shaikhally
Associate Partner
Cedar
[MODERATOR]

FIRESIDE CHAT | REDEFINING CX IN NEW AGE DIGITAL BANKING

The model of Banking in the GCC is changing

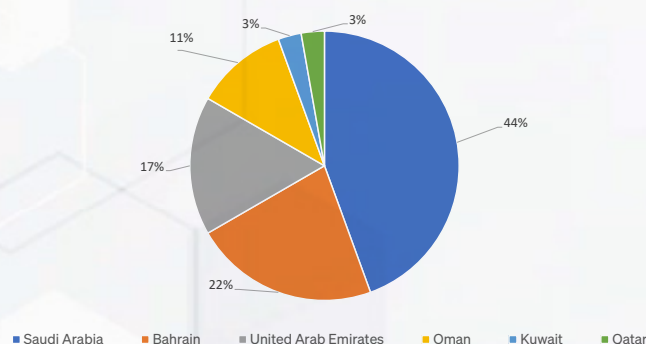
Digitisation in banks has become more of a necessity rather than a preference. Banks must embrace digitisation and update their technology infrastructure to remain competitive in today's environment. The reasons are multi-fold: improve banking efficiency, attract and retain new customers, improve analytics, launch innovative services, and enhance product customisation, amongst others. New technologies such as advanced analytics, cloud computing, microservices, and open APIs are lowering the barriers to entry in the Transaction Banking space. To keep up with the rapid changes, banks must build systems that are agile, scalable, and able to meet changing customer demands.

The Cedar-IBSi Summit looks to explore the above, with perspectives drawn from industry experts across global banks and technology players on a wide range of topics, including NextGen Banking, Transaction Banking, B2B Payments, Customer Experience, Cloud, and more.

Quick Overview

The total transaction value in the Digital Payments segment is projected to reach USD 92 bn in 2022. The market's largest segment is Digital Commerce, with a projected total transaction value of USD 54 bn in 2022. Saudi Arabia and UAE have accounted for two-thirds of the digital banking deals in the past two years.

Digital Banking Deals by Country in the GCC



Source: Statista, IBSi SalesVision

Growth of Digital Payments in the GCC



About Cedar

Cedar is a global strategy consulting, research, and analytics firm with a 35-year track record and clients across multiple industry sectors. Since 1985, our teams have assisted clients in areas of strategy, process innovation, strategic human capital, and business technology, among others, with a strong focus on the Financial Services sector. As a full-suite management consulting firm, Cedar assists clients across these areas in an integrated fashion – from strategy formulation, to execution, and implementation.

About IBS Intelligence

Established in 1991, UK-headquartered IBS Intelligence (IBSi) is the world's only pure-play Financial Technology (traditional and new-age) research, advisory, and media firm, with a global coverage, and a 360° portfolio of intelligence offerings. For over 30 years, IBSi's expert teams have delivered independent, in-depth, actionable insights, with a laser focus on everything Financial Technology, to the global banking, consulting, technology, and institutional investor world. As an Analyst firm, we take pride in covering 400+ FinTech vendors in-depth globally – the largest by any global research firm in this space. IBSi's iconic annual Sales League Table has been the industry-acknowledged barometer of global Financial Technology vendor performance for 20+ years, covering 100+ leading technology participants from 150+ countries, across 20 system types. Every year.