SESSIONS
DAY 1 - 26/10/2021

Dock Digital

26 - 27 October 2021
Virtual roundtable experience
BST/UTC+1

Welcome and scene setting

09:30 - 09:45

Participants

Tanya Andreasyan - Managing Director & Editor-in-Chief, FinTech Futures

At the helm

10:00 - 11:00
Leadership and Change Management

Genuine digital transformation goes far beyond technology, it requires the organisation to fundamentally rethink the existing operating model, truly understand and subscribe to the rationale for this monumental undertaking, and review the talent and capabilities enterprise-wide – from the board, to management, to the teams on the ground.

What do you – as a leader – need to be equipped to make all this happen? And what are the behavioural characteristics leaders of successful change projects display?

At the helm: Innovation culture

10:00 - 11:00
Digital Tech Innovations

Building the culture of innovation is crucial for any organisation that wants to stay relevant and succeed in today's fast-paced, fast-changing digital world – as operational and technological changes are now driven by a new mindset.

This round table will discuss the importance of moving beyond innovation to driving transformation and what this means in practical terms when overcoming the technical, operational and compliance challenges across the organisation, and how to achieve it.

We'll also be pondering the interconnectivity conundrum and finding the ways of solving the technical challenges associated with siloed operations.

At the Helm

10:00 - 11:00
Back Office Operations

With the core technology deeply embedded into the banks' operations over decades, the bankers know only too well that in many cases, it is not feasible or realistic to rip-and-replace everything or move everything to the cloud. And often, there is no real need to.

The discussion will focus on how to harness the power of the existing systems and processes, and augment the current approaches by deploying new technologies.

Networking Break

11:00 - 13:00

In the engine room

13:00 - 14:00
Leadership and Change Management

Strong and competent leadership is key to a successful digital transformation and adoption of new technologies. Researching and choosing the right solutions, bringing in the right talent, and understanding the short-term gains as well as long-term benefits of the specific technologies are paramount.

Without a clear digital strategy, you risk missing out on critical business advantages and falling behind more digitally progressive competitors.

This round table will explore some of the latest technologies, trends, and leadership leanings.

In the engine room: Low-code development

13:00 - 14:00
Digital Tech Innovations

Low-code development has become of much greater significance in the light of the current landscape. Exploring the emergence of low-code development and how it provides banks with the ability to create and roll out new services and user experiences without having to engage in long development projects. Who is doing what in the low-code space?

In the engine room

13:00 - 14:00
Back Office Operations

Replacing the key components of a bank's architecture – such as core banking systems – is often compared to changing the engine of an airplane in mid-flight.

Having witnessed the horror stories of rip-and-replace projects, banks are now opting for gradual renovation, componentising their IT set-up and replacing the elements progressively rather than in one go.

We'll be discussing the best practices of selecting the software and supplier, building a realistic roadmap, and future-proofing the architecture to the maximum extent it allows.

Networking Break

14:00 - 15:00

On the deck

15:00 - 16:00
Leadership and Change Management

Who and what is driving your organisation's transformation endeavours? Your customers and their experience should be at the top of that list!

Researching and understanding customer requirements and expectations and the applying the relevant technology is a crucial component of a successful digital transformation.

Digging much deeper than chatbots and brightly coloured cards, distinguishing between what is just a fad and what is genuinely beneficial and solves a problem, and truly delivering value to the customer and the organisation.

On the deck: Artificial intelligence (AI) and machine learning (ML)

15:00 - 16:00
Digital Tech Innovations

Artificial intelligence, machine learning, and robotic process automation – across front, middle and back office.

Use cases and their success (or the lack of).

What type of tech makes a good investment, beyond the hype?

On the deck

15:00 - 16:00
Back Office Operations

The banking landscape is changing rapidly, but the technical debt at banks is impeding progress and innovation. Protecting revenues whilst reducing technology costs and not forgetting to innovate in the process – is a complex challenge.

The round table will discuss the assessment of existing solutions and the adoption of new technologies and deployment approaches to deliver measurable value to the organisation.

Close of Day 1

16:00 - 16:05

SCHEDULE
DAY 1 - 26/10/2021

TIME	BACK OFFICE OPERATIONS	DIGITAL TECH INNOVATIONS	LEADERSHIP AND CHANGE MANAGEMENT
09:00	**09:30** - Welcome and scene setting	**09:30** - Welcome and scene setting	**09:30** - Welcome and scene setting
10:00	**10:00** - At the Helm	**10:00** - At the helm: Innovation culture	**10:00** - At the helm
11:00	**11:00** - Networking Break	**11:00** - Networking Break	**11:00** - Networking Break
12:00			
13:00	**13:00** - In the engine room	**13:00** - In the engine room: Low-code development	**13:00** - In the engine room
14:00	**14:00** - Networking Break	**14:00** - Networking Break	**14:00** - Networking Break
15:00	**15:00** - On the deck	**15:00** - On the deck: Artificial intelligence (AI) and machine learning (ML)	**15:00** - On the deck
16:00	**16:00** - Close of Day 1	**16:00** - Close of Day 1	**16:00** - Close of Day 1

SESSIONS
DAY 2 - 27/10/2021

Dock Digital

26 - 27 October 2021
Virtual roundtable experience
BST/UTC+1

Welcome and scene setting

09:30 - 09:45

Participants

Tanya Andreasyan - Managing Director & Editor-in-Chief, FinTech Futures

At the helm: Making digital delivery channels work for both the bank and the customer

10:00 - 11:00
Front Office

Costs, integration, innovative applications, and what to do with physical locations. Also, how to make the newer digital tech work with legacy systems already in place?

What is best practice for the accessibility & availability of services – how many clicks before the service is delivered (and how to make it happen)?

What are the common thorny issues with customer/user experience (CX/UX) and how do various institutions solve them?

At the helm

10:00 - 11:00
Cloud

Strong and competent leadership is key to a successful digital transformation and adoption of cloud-based technologies. Researching and choosing the right cloud platform, bringing in the right talent, and understanding the short-term gains as well as long-term benefits of the cloud migration are paramount.

Without a clear cloud strategy, you risk missing out on critical business advantages and falling behind more digitally progressive competitors.

This roundtable will explore some of the latest cloud technologies, trends, and leadership leanings.

At the helm: All about data

10:00 - 11:00
Data, Cyber & Looking into the Future of Finance

A conversation about all things data and its management. How to make sense and use of structured and unstructured data.

Do data lakes work? What technologies are available and who's using what?

How to intelligently process the data and apply the results to the benefit of the organisation, and what the major pain-points are.

Networking Break

11:00 - 13:00

In the engine room: Digital identity & verification

13:00 - 14:00
Front Office

Covering a spectrum of digital identity advantages (and pain-points) – compliance & regulation, technology, biometrics, issue of trust, verification etc.

Remote/digital onboarding is the way forward – especially in the current climate – how to make it work, the investment and resource required, who's already doing it and how.

In the engine room

13:00 - 14:00
Cloud

What can be safely put in the cloud? What cloud approach is best – public or private? And how do you ensure compliance? Whilst there is now a widespread acceptance that cloud-based solutions are a must for business continuity and the benefits are manifold, the transformation process often proves to be challenging and more complex than originally envisaged.

We'll be discussing the best practices of selecting the right cloud software and supplier, building a compliant roadmap, and avoiding the – often hidden – pitfalls and rapids on the cloud transformation journey.

In the engine room: Cybersecurity / fraud protection

13:00 - 14:00
Data, Cyber & Looking into the Future of Finance

Protecting the organisation and customers. The latest technologies, regulation demands, reputational pressures – discussing the key issues facing the banking & financial services industry today and sharing best practices.

Networking Break

14:00 - 15:00

On the deck: Personalisation

15:00 - 16:00
Front Office

It's no longer about the product, it's all about the customer. Banks need to be asking "how can I understand what customers are trying to achieve, and help them achieve it?".

Investigating three crucial ways that banks can get back into the driving seat when it comes to customer experience and personalisation: understanding, embracing new tech, and realigning with collaboration.

On the deck

15:00 - 16:00
Cloud

Cloud solutions will continue to play a critical role in the financial services industry. Santander has already migrated 60% of its overall IT infrastructure to public and private clouds – AWS, Microsoft Azure and own servers – and plans to complete the project by 2023. Hana Financial Group has completed a huge migration of its mission-critical application, Hana Members (a digital lifestyle platform with more than 15 million members), to the public cloud with Oracle.

Equip yourself with knowledge to make your organisation truly cloud-ready (and even cloud-first) by learning from, and sharing, real-life examples of cloud transformations.

We'll be discussing the use cases, including the investment, process, implementation, change management, results, and lessons learnt.

On the deck: Embedded finance & super apps

15:00 - 16:00
Data, Cyber & Looking into the Future of Finance

Embedded finance is hailed as a game-changing opportunity for banks – but what does it mean in practice? Discussing the place of banks & financial institutions in the embedded finance ecosystem, how to achieve tangible results and favourable outcomes. Who is applying what strategies and technologies?

Look east for the rise of the super apps. What is a bank's role (e.g. becoming a super app itself or just being a utility in the chain), and how do you grapple with all the regulatory, compliance, integration and other issues? Who's done what and to what degrees of success?

Close of Dock Virtual 2021

16:00 - 16:05

SCHEDULE
DAY 2 - 27/10/2021

TIME	CLOUD	DATA, CYBER & LOOKING INTO THE FUTURE OF FINANCE	FRONT OFFICE
09:00	**09:30** - Welcome and scene setting	**09:30** - Welcome and scene setting	**09:30** - Welcome and scene setting
10:00	**10:00** - At the helm	**10:00** - At the helm: All about data	**10:00** - At the helm: Making digital delivery channels work for both the bank and the customer
11:00	**11:00** - Networking Break	**11:00** - Networking Break	**11:00** - Networking Break
12:00			
13:00	**13:00** - In the engine room	**13:00** - In the engine room: Cybersecurity / fraud protection	**13:00** - In the engine room: Digital identity & verification
14:00	**14:00** - Networking Break	**14:00** - Networking Break	**14:00** - Networking Break
15:00	**15:00** - On the deck	**15:00** - On the deck: Embedded finance & super apps	**15:00** - On the deck: Personalisation
16:00	**16:00** - Close of Dock Virtual 2021	**16:00** - Close of Dock Virtual 2021	**16:00** - Close of Dock Virtual 2021