

SESSIONS

ON-DEMAND CONTENT - 15/03/2021

FinovateEurope Digital

March 23-25, 2021
CET/GMT+1 Time Zone
Online virtual event

On-demand content goes live!

On demand

On-demand content will be available on Monday, March 15 through the event platform. Stay tuned!

Ready to Raise Money? Here's a Checklist

On demand
Startup Booster

Obviously you need a pitch. But you also need a strategy for finding the right partner at the right price and avoiding common pitfalls when meeting with investors.

Participants

Samarth Shekhar - Regional Manager EMEA, SixThirty Ventures

Stay tuned!

On demand
Demo Stage

On-demand content will be available on Monday, March 15 through the event platform. In the meantime, catch up on past demos in Finovate's [video archives](#).

Stay tuned!

On demand
25 in 5 - Rapid-fire Q&A with Demoers + Finovate Analysts

On-demand content will be available on Monday, March 15 through the event platform. Until then, catch up on past 25 in 5 sessions from [FinovateFall](#) and [FinovateWest](#).

Stay tuned!

On demand
Take 5 - Behind the Scenes with Speakers

On-demand content will be available on Monday, March 15 through the event platform. Until then, catch up on past Take 5 sessions from [FinovateFall](#) and [FinovateWest](#).

Stay tuned!

On demand
FI Confidential - Off the Record with FIs

On-demand content will be available on Monday, March 15 through the event platform. Until then, catch up on past FI Confidential sessions from [FinovateFall](#) and [FinovateWest](#).

Accelerating Growth

On demand
Startup Booster

Accelerators from across the Europe give insights into how working with an accelerator can kick start your growth.

Brand Origin Story Time

On demand
Startup Booster

One way to stand out from the crowd is with your startup story and brand. This session will help you establish a unique brand by creating your narrative, establishing your company's voice and tone, and learning what resonates with your audience.

Participants

Vidya Peters - CMO, Marqeta

Know Your Customer

On demand
Startup Booster

Knowing who you're selling to seems easy enough, but many startups get it wrong. Not only are the conversations crucial to product innovation, they may save you a pivot down the road. So how do you get to know your customer as you're just starting out?

Sales 101: How to Sell Even If You're Not a Salesperson

On demand
Startup Booster

Sales are critical to your startup. You get it. But what you may not realize is that everyone in your startup should have basic sales skills. If everyone is equipped to sell, your chances of success and opportunities for growth expand exponentially. Overcome your fears, learn the basics, and leave with some tips for your next call.

Essential Startup Advice

On demand
Startup Booster

While there's a lot of learning in experiencing successes and failures, maybe we can speed up some of your wins and help you avoid some losses with practical advice from a successful startup.

SCHEDULE

ON-DEMAND CONTENT - 15/03/2021

FinovateEurope Digital

March 23-25, 2021
CET/GMT+1 Time Zone
Online virtual event

TIME	25 IN 5 - RAPID-FIRE Q&A WITH DEMOERS + FINOVATE ANALYSTS	DEMO STAGE	FI CONFIDENTIAL - OFF THE RECORD WITH FIS	STARTUP BOOSTER	TAKE 5 - BEHIND THE SCENES WITH SPEAKERS
9:00AM	On demand - On-demand content goes live! On demand - Stay tuned!	On demand - On-demand content goes live! On demand - Stay tuned!	On demand - On-demand content goes live! On demand - Stay tuned!	On demand - On-demand content goes live! On demand - Ready to Raise Money? Here's a Checklist On demand - Accelerating Growth	On demand - On-demand content goes live! On demand - Stay tuned!
10:00AM				On demand - Brand Origin Story Time	
11:00AM				On demand - Know Your Customer	
12:00PM				On demand - Sales 101: How to Sell Even If You're Not a Salesperson On demand - Essential Startup Advice	

Opening remarks

9:00am - 9:05am

Opening Keynote: From 'nice to have' to 'essential: Leveraging how organisations view digital for long-lasting innovation

9:05am - 9:25am

- The pandemic has proven, once and for all, that the future is digital. How do you build on that proof of concept?
- Moving from the perception of digital being a nice to have to an essential, and the implications of forced adoption of digital channels.
- Leveraging that change in mood and opinion for long-lasting innovation and digitisation across your business.

Mastermind Keynote

9:25am - 9:40am

Demo Session 1

9:40am - 10:30am

Six start-ups and established fintech companies have just 7 minutes to demo their latest solutions live. No slides or video are allowed! Finovate's competitive application process ensures only truly innovative companies make it to the stage. Demo categories could include:

- Payments
- Lending
- InsurTech
- InvesTech
- Blockchain
- AI & Machine Learning
- RegTech

Tuesday Networking Break 1

10:30am - 11:00am

Join this session's demoing companies for live chat and Q&A.

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

Mastermind Keynote

11:00am - 11:15am

Demo Session 2

11:15am - 12:15pm

Seven start-ups and established fintech companies have just 7 minutes to demo their latest solutions live. No slides or video are allowed! Finovate's competitive application process ensures only truly innovative companies make it to the stage. Demo categories could include:

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- Lending
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- Blockchain
- AI & Machine Learning
- RegTech

Tuesday Networking Break 2

12:15pm - 12:45pm

Lunch

12:45pm - 1:30pm

PANEL: A hybrid digital customer experience: Bringing the human element back into the digital

1:30pm - 2:00pm

Conference Content

- Moving from the fully-digital services that were necessary in 2020, how will we see the human touch be reintroduced into the conversation?
- What will customer communication in 2021 look like, as the value of human interaction increases and is allowed back into the equation, and what will services look like?
- What does best practice look like when it comes to blending face-to-face and virtual, and how can you make yourself as user-friendly and customer-focused as possible in your omnichannel offering?

ROUNDTABLE: Automation and back-end digital transformation

1:30pm - 2:00pm

Roundtable Discussions

- Exploring the technologies enabling back-end digital transformation, and how these are becoming more of a priority in the wake of COVID.
- With automation an ever-more attractive investment from an efficiency and business resilience perspective, what changes are organisations making?

INTERVIEW: Future operating models: How should your organisation look?

2:00pm - 2:10pm

Conference Content

- Exploring how one of the most cutting-edge organisations operates and does things differently.
- Gaining inspiration for how your organisational model could and should change.
- Hear from an institution that has gone through their transformation and how they did it.

ROUNDTABLE

2:00pm - 2:30pm

Roundtable Discussions

Tuesday Networking Break 3

2:10pm - 2:40pm

Conference Content

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

Tuesday Networking Break 3

2:30pm - 3:00pm

Roundtable Discussions

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

PANEL Open innovation and strategic partnerships

2:40pm - 3:10pm

Conference Content

- Examining the extent to which the pandemic has reinforced the importance of open innovation for digital transformation.
- How have strategic partnerships increased in importance, and how can they best be harnessed in turbulent times to increase efficiencies, better meet customer needs, and provide long-term value?

ROUNDTABLE: Modernising operating models

3:00pm - 3:40pm

Roundtable Discussions

How will organisations structure themselves and think about themselves in a world where you have far more AI, cloud and other technologies? Discuss what a modern financial services organisation should be, and how to integrate change.

INTERVIEW: Agility and partnerships to weather the storm

3:10pm - 3:20pm
Conference Content

- Agility and working quickly to adapt, change, and build better customer-facing solutions have proven key in the pandemic.
- How has this willingness to adapt and do things differently played out in practice, and how can seeking out agile new partnerships in uncertain times help sustain lasting change and success?

Tuesday Networking Break 4

3:20pm - 3:40pm
Conference Content

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

INTERVIEW - Payment transformation: Payments without limits

3:40pm - 3:50pm
Conference Content

Tuesday Networking Break 4

3:40pm - 4:00pm
Roundtable Discussions

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

PANEL: Digital engagement post-pandemic: New and changing customer behaviours

3:50pm - 4:20pm
Conference Content

- Exploring the shifts in customer behaviour during the pandemic that reinforced the need to engage customers more effectively.
- What lasting changes will this lead to with respect to radically shifting customer demands, and how can we meet their new and altering expectations?
- How do you understand the new and evolving needs of your customers, in order to better serve them?
- Capitalising on advances in digital onboarding and digital servicing to sustain lasting improvements in customer-centric services.

ROUNDTABLE: 'Necessity is the mother of invention': Where will COVID-propelled change be sustained, and how far will we revert back to past habits?

4:00pm - 4:40pm
Roundtable Discussions

- The sheer pace and scale of digital transformation due to COVID has been immense, but how and where will we apply and sustain these changes?
- Exploring the lasting impact of the COVID crisis: what is transient, and what is more substantive and long-lasting in terms of adoption of digital technologies?
- What has changed across retail and corporate banking, and how have organisations re-oriented over these months?
- Where have we seen trends accelerated and, crucially, what do we expect to stay changed and continue changing?

SCHEDULE

CONFERENCE DAY 1 - 23/03/2021

FinovateEurope Digital

March 23-25, 2021
CET/GMT+1 Time Zone
Online virtual event

TIME	CONFERENCE CONTENT	ROUNDTABLE DISCUSSIONS
9:00AM	9:00am - Opening remarks 9:05am - Opening Keynote: From 'nice to have' to 'essential': Leveraging how organisations view digital for long-lasting innovation 9:25am - Mastermind Keynote 9:40am - Demo Session 1	9:00am - Opening remarks 9:05am - Opening Keynote: From 'nice to have' to 'essential': Leveraging how organisations view digital for long-lasting innovation 9:25am - Mastermind Keynote 9:40am - Demo Session 1
10:00AM	10:30am - Tuesday Networking Break 1	10:30am - Tuesday Networking Break 1
11:00AM	11:00am - Mastermind Keynote 11:15am - Demo Session 2	11:00am - Mastermind Keynote 11:15am - Demo Session 2
12:00PM	12:15pm - Tuesday Networking Break 2 12:45pm - Lunch	12:15pm - Tuesday Networking Break 2 12:45pm - Lunch
1:00PM	1:30pm - PANEL: A hybrid digital customer experience: Bringing the human element back into the digital	1:30pm - ROUNDTABLE: Automation and back-end digital transformation
2:00PM	2:00pm - INTERVIEW: Future operating models: How should your organisation look? 2:10pm - Tuesday Networking Break 3 2:40pm - PANEL Open innovation and strategic partnerships	2:00pm - ROUNDTABLE 2:30pm - Tuesday Networking Break 3
3:00PM	3:10pm - INTERVIEW: Agility and partnerships to weather the storm 3:20pm - Tuesday Networking Break 4 3:40pm - INTERVIEW - Payment transformation: Payments without limits 3:50pm - PANEL: Digital engagement post-pandemic: New and changing customer behaviours	3:00pm - ROUNDTABLE: Modernising operating models 3:40pm - Tuesday Networking Break 4
4:00PM		4:00pm - ROUNDTABLE: 'Necessity is the mother of invention': Where will COVID-propelled change be sustained, and how far will we revert back to past habits?

Opening remarks

9:00am - 9:05am

Opening Keynote: The Future of Work in the New Normal

9:05am - 9:25am

- The shift to reimagining the workplace is already underway: what are the opportunities and challenges that have arisen in terms of the working environment, both at an individual and institutional level?
- How do critical operations work when you're not in your traditional workplace, and what are the security and compliance repercussions to be aware of?
- What work patterns are people thinking about with regard to offices, and how should we be adapting to find the best way forward as the boundaries of your organisation blur?

Mastermind Keynote

9:25am - 9:40am

Demo Session 1

9:40am - 10:30am

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- Lending
- InsurTech
- InvesTech
- Blockchain
- AI & Machine Learning
- RegTech

Wednesday Networking Break 1

10:30am - 11:00am

Join this session's demoing companies for live chat and Q&A.

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

Mastermind Keynote

11:00am - 11:15am

Demo Session 2

11:15am - 12:15pm

Seven start-ups and established fintech companies have just 7 minutes to demo their latest solutions live. No slides or video are allowed! Finovate's competitive application process ensures only truly innovative companies make it to the stage. Demo categories could include:

- Payments
- Lending
- InsurTech
- InvesTech
- Blockchain
- AI & Machine Learning
- RegTech

Wednesday Networking Break 2

12:15pm - 12:45pm

Join this session's demoing companies for live chat and Q&A.

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

Lunch

12:45pm - 1:30pm

PANEL Adapting to change, and building for the long run: What comes next?

1:30pm - 2:00pm
Conference Content

- As the dust somewhat begins to settle, what do you need to prioritise, and how do you need to adapt and rephrase the conversation into opportunities?
- From the initial 'shock and short-term survival phase', organisations are now beginning to make long-term decisions around digital spend even after the crisis ends - where are organisations looking in terms of technological investment?
- Understanding the learnings so far by different business and technology areas in financial services, and what your digital priorities should be moving forward.

ROUNDTABLE Infrastructure, risk and security in the new normal

1:30pm - 2:10pm
Roundtable Discussions

Considering risk in new and different ways in the shift to home working - what do you need to be concerned with when it comes to security and cloud infrastructure?

The power of cloud to increase resilience, as well as to enhance collaboration and connectivity.

The new security threats to be aware of due to remote access and working, and how best to mitigate these using AI and analytics

INTERVIEW Closing the gap and future-proofing your business: Building your institutional resilience

2:00pm - 2:10pm
Conference Content

- With COVID having proven the value in being able to scale and adapt using technology to build resilience, how is this impacting post-COVID organisational change?
- What investments should you be looking to make to close the gap that may have opened up as a result of the past year, and where should you prioritise building resilience?

Wednesday Networking Break 3

2:10pm - 2:30pm
Conference Content

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

Wednesday Networking Break 3

2:10pm - 2:30pm
Roundtable Discussions

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

PANEL The shift to digital and contactless payments: A fully cashless future?

2:30pm - 3:00pm
Conference Content

- Examining the huge and necessary acceleration in adoption of digital and contactless payments due to the pandemic.
- How has COVID proved a catalyst to moving towards a cashless society, and where in Europe should we be looking for lasting change?
- With the virus staying on banknotes for a period of time, what are the prospects for this changing consumer habits around cash permanently?

ROUNDTABLE Customer advisory functions: Moving financial advice and wealth management online

2:30pm - 3:10pm
Roundtable Discussions

Financial advisory and wealth management are high-complexity, high-trust jobs previously very much done in person - how did these transactions shift in response to the move online, and where will they stay digital?

INTERVIEW Catering to the newly-vulnerable

3:00pm - 3:10pm
Conference Content

- Exploring the wave of customers who have become vulnerable due to COVID, and determining how to prepare and cater to their needs.
- How do you use digital innovation to respond to this mass of suddenly and newly vulnerable people?

Wednesday Networking Break 4

3:10pm - 3:30pm
Conference Content

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

Wednesday Networking Break 4

3:10pm - 3:30pm
Roundtable Discussions

Visit sponsor profiles to access assets and request a meeting

1-to-1 meetings (prescheduled or in real time)

INTERVIEW Getting your approach to innovation right

3:30pm - 3:40pm
Conference Content

- Reimagining innovation, and how the needle has moved in the past year
- Monetising and maximising the power of innovation
- Becoming more open and collaborative as an organisation with your culture of innovation.

ROUNDTABLE Bringing mobile front and centre again

3:30pm - 4:05pm
Roundtable Discussions

With people using multiple platforms to access services throughout COVID, web and mobile propositions have been brought front and centre once again. Where are we seeing innovation in these areas, who are the frontrunners in this new wave, and what does the future look like?

PANEL Branchless banking and digital inclusion

3:40pm - 4:05pm
Conference Content

One debate that has re-emerged on the back of COVID, as banks became 100% digital, surrounds the death of the branch. Against this backdrop our panel asks: is branchless banking now an inevitability?

What are the implications for financial and digital inclusion, and how do we avoid risking leaving the digitally excluded behind?

SCHEDULE

CONFERENCE DAY 2 - 24/03/2021

FinovateEurope Digital

March 23-25, 2021
CET/GMT+1 Time Zone
Online virtual event

TIME	CONFERENCE CONTENT	ROUNDTABLE DISCUSSIONS
9:00AM	9:00am - Opening remarks 9:05am - Opening Keynote: The Future of Work in the New Normal 9:25am - Mastermind Keynote 9:40am - Demo Session 1	9:00am - Opening remarks 9:05am - Opening Keynote: The Future of Work in the New Normal 9:25am - Mastermind Keynote 9:40am - Demo Session 1
10:00AM	10:30am - Wednesday Networking Break 1	10:30am - Wednesday Networking Break 1
11:00AM	11:00am - Mastermind Keynote 11:15am - Demo Session 2	11:00am - Mastermind Keynote 11:15am - Demo Session 2
12:00PM	12:15pm - Wednesday Networking Break 2 12:45pm - Lunch	12:15pm - Wednesday Networking Break 2 12:45pm - Lunch
1:00PM	1:30pm - PANEL Adapting to change, and building for the long run: What comes next?	1:30pm - ROUNDTABLE Infrastructure, risk and security in the new normal
2:00PM	2:00pm - INTERVIEW Closing the gap and future-proofing your business: Building your institutional resilience 2:10pm - Wednesday Networking Break 3 2:30pm - PANEL The shift to digital and contactless payments: A fully cashless future?	2:10pm - Wednesday Networking Break 3 2:30pm - ROUNDTABLE Customer advisory functions: Moving financial advice and wealth management online
3:00PM	3:00pm - INTERVIEW Catering to the newly-vulnerable 3:10pm - Wednesday Networking Break 4 3:30pm - INTERVIEW Getting your approach to innovation right 3:40pm - PANEL Branchless banking and digital inclusion	3:10pm - Wednesday Networking Break 4 3:30pm - ROUNDTABLE Bringing mobile front and centre again

Opening remarks

9:00am - 9:05am

Analyst All Stars

9:05am - 9:30am

Mastermind Keynote

9:30am - 9:45am

ROUNDTABLE Concentration and consolidation: Are we entering a new phase of fintech?

9:45am - 10:25am
Roundtable Discussions

From many boom years in the fintech scene, the likelihood of recession and increased caution look set to usher in a downturn. This roundtable will explore the anticipated implications for fintechs, challenger banks and incumbents alike, allowing you to navigate the uncertain waters that lie ahead and take advantage of the pockets of opportunity?

- Fintechs - with investors becoming more careful, and a number of fintechs with similar value propositions in the market, what is the outlook and how can you compete?
 - Challenger banks and the move to incumbent status and profitability: How can challengers engender trust and showcase new services and propositions? How are the business models changing, and will we see an increased focus on lending? What does consolidation look like
 - Incumbents: With efforts to reduce costs, what implications will this have for consolidation, branchless banking, and investment in technologies to increase efficiencies?
-

ROUNDTABLE Change and opportunity

10:25am - 11:05am
Roundtable Discussions

Exploring where organisations have identified where opportunities have changed already and pivoted from old to new, and hearing from some of the providers and fintechs who believe they've latched onto an opportunity.

ROUNDTABLE

11:05am - 11:45am
Roundtable Discussions

ROUNDTABLE

11:45am - 12:25pm
Roundtable Discussions

Lunch

12:25pm - 12:55pm
Roundtable Discussions

Mastermind Keynote

12:55pm - 1:10pm

VC PANEL: Investment trends, and the impact of COVID on innovation and start-up activity

1:10pm - 1:50pm

- Examining the impact on different sectors and how fintech is developing and pivoting.
 - How did VCs navigate the pandemic: what kinds of investments were they making at which stages?
 - How are CVCs approaching innovation, who are they working with, and what learnings have they had?
 - Exploring the shifts in investment strategies and in the types of companies seeing investment.
 - Collaboration and partnership to be a valued contributor and player in the new normal.
 - Looking at different business models and technologies to redesign and redevelop the most relevant value proposition.
-

Thursday Networking Break 2

1:50pm - 3:25pm

Join this session's demoing companies for live chat and Q&A.

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1-to-1 meetings (prescheduled or in real time)

SCHEDULE

CONFERENCE DAY 3 - 25/03/2021

FinovateEurope Digital

March 23-25, 2021
CET/GMT+1 Time Zone
Online virtual event

TIME	ROUNDTABLE DISCUSSIONS
9:00AM	9:00am - Opening remarks 9:05am - Analyst All Stars 9:30am - Mastermind Keynote 9:45am - ROUNDTABLE Concentration and consolidation: Are we entering a new phase of fintech?
10:00AM	10:25am - ROUNDTABLE Change and opportunity
11:00AM	11:05am - ROUNDTABLE 11:45am - ROUNDTABLE
12:00PM	12:25pm - Lunch 12:55pm - Mastermind Keynote
1:00PM	1:10pm - VC PANEL: Investment trends, and the impact of COVID on innovation and start-up activity 1:50pm - Thursday Networking Break 2