



Presents



BFSI TECH

SUMMIT & AWARDS 2022

Co-Presented by

PROHANCE

Hybrid Work Enablement Partner

Friday, 23rd September 2022

Taj land's End, Mumbai

Redefining the Future of BFSI with Technology

Platinum Partners

VELOX[®]

THINK CYBER SECURITY...THINK VELOX

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creating possibilities

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 QUALITYKIOSK
TECHNOLOGIES

Conceptualised by

UBS FORUMS

FEATURED SPEAKERS



Mohit Agarwal

Head - Digital & Technology,
Investment Banking

HDFC Bank



Ratan Kesh

EVP and Head - Retail
Operations and Service

Axis Bank



Balaji Rajagopalan

Bank Technology Group Head

ICICI Bank



Rakesh Chaudhry

Head - Digital Channels &
Operations, Global IT

SBI



Dr. Sourav Dutta

Executive Director & Head IT

IDBI Bank



Naveen Bachwani

Senior Director – Industry

Microsoft India



Monish B Vohra,

Executive Vice President &
Head Customer Services

**SBI Card and
Payment Services Ltd.**



N K Purohit

Chief Business Officer

SBI Securities



Amit Mahajan

VP – Digital Business
and Transformation,

Axis Bank



Saurabh Malhotra

Director & Head of Sales,
Business Applications

Microsoft India



Aabhinna Suresh Khare

CMO & CDO - Chief
Marketing & Digital Office

Bajaj Capital



Paresh Degaonkar

Director Business
Development

ProHance



Anik Chhabria

Vice President- Digital Ecosystem

HDFC ERGO General Insurance



KV Dipu

Senior President - Head
Operations & Customer Service

Bajaj Allianz General Insurance



Mahesh Agrawal

Head of Information
Management

SBI General Insurance



Dhruv Dhanraj Bahl

Chief Operating Officer

BharatPe



Harjiv Singh Rekhi

Vice President - Growth Office

ProHance



Dheepak Rajoo

SVP, Digital Banking Technology
PMO, HR Technology
IT Governance

RBL Bank



Sivakumar Nandipati

Chief Digital Officer

**Fedbank Financial
Services Ltd – Fedfina**



Varun Sridhar

Chief Executive Officer

Paytm Money



Kayzad Hiranank

Chief Operating Officer

Edelweiss Tokio Life Insurance



Kiran Kothari

Sales Leader Enterprise

Fivetran



Durgaprasad Swaminathan

EVP & Chief Information Officer

**Cholamandalam Investment
and Finance Company**



Suraj Shetty

Head Of Customer Experience,
Learning & Development

Kissh



Yashwanth Kumar

Account Executive,
Commercial

Fivetran



Vaibhav S J

Co-Founder & CEO

Easy Pay

Who Should Attend

CXO/ Director/ Head/ VP/ GM/ Specialist Of;

- ❖ IT/ Technology
- ❖ Digital
- ❖ Operations
- ❖ Customer Service
- ❖ Customer Experience
- ❖ Innovation
- ❖ Digital Transformation
- ❖ Online Business
- ❖ Business Transformation
- ❖ Strategy
- ❖ IT Security / Cyber Security
- ❖ Business Heads

Industry Segment

- ❖ Banking
- ❖ Insurance
- ❖ Fintech
- ❖ Financial Services
- ❖ Financial Institutions

No business is immune from today's rapid and relentless shifts in technology and customer expectations. The BFSI industry has been at the forefront of economic development in India. As the industry has evolved, so too have the challenges faced by the leaders. From keeping up with technological advances to maintaining customer experience, workflow efficiency, distribution model, business operations and so on.

As the sector continues to drive innovation, technology leaders find themselves looking for new ways to redefine their strategy comprehensively, outgrow competition and remain resilient. Customer-centric approaches, digitization, automation of processes and data security continue to be priority for leaders from the BFSI sector.

To be relevant and resilient, the BFSI organizations need to embrace emerging technologies to remain flexible to adopt disruptive business models to meet changing business requirements through various channels and get competitive advantage to compete further.

Join us for this BFSI Tech Summit & Awards 2022 and explore what improvements can be made to your current business processes to become customer centric while investing on technologies to make them highly accurate, speedy and responsive

Why you Should Attend

- Creating flexible and agile processes with new age technologies to delight customers
- Explore what's disrupting BFSI? Trends and strategies to transform
- Right technology adaptation & implementation – Identifying the right technology at the right time for the right business process.
- Unleash the potential of technologies like Blockchain, RPA & AI, Cloud Computing, Conversational AI etc. in overall BFSI Transformation
- How to leverage technology as a differentiator to create unique business value
- Roadmap to build agile, resilient and compliant cyber defence strategy for today's world
- Strategic roadmap to ensure optimal utilization of digital assets & technologies
- Learn from Leaders; Insights from top industry leaders on successful transformation



BFSI TECH

SUMMIT & AWARDS 2022

BFSI TECH LEADERSHIP AWARDS 2022

Get Recognized for your Path Breaking Achievements in BFSI Transformation!

These award recognize and highlights the path breaking achievements of the Leaders from Indian BFSI sector, who have demonstrated out of the box initiatives in technological transformation and leadership.

This unique opportunity will also help you to increase your brand's presence among the top professionals in the Indian banking, financial and insurance sector

Organizational Categories

- ◆ BFSI Innovator of the Year
- ◆ Best use of Technology in Customer Service and onboarding
- ◆ Best Digital Customer Experience
- ◆ Innovation in Customer Experience/ Engagement
- ◆ Best use of technology in Backend Operations
- ◆ Operations excellence initiative of the year
- ◆ Digital Initiative of the Year
- ◆ Cyber Security Initiative of the Year
- ◆ Innovation in Data-Management
- ◆ Best Digital bank of the Year
- ◆ Best Digital Insurer of the year
- ◆ Most Innovative Fintech of the Year
- ◆ Best Banking Tech of the Year
- ◆ Best Marketing Initiative of the Year
- ◆ BFSI Brand with Most Admired Services
- ◆ BFSI Brand with Best Technology Orientation
- ◆ Best Product Innovation in BFSI
- ◆ Innovative Start-up of the Year in BFSI

Leadership Categories

- ◆ Innovator of the Year
- ◆ Emerging Leader in BFSI
- ◆ Women Achiever of the Year
- ◆ CXO of the Year
- ◆ BFSI Leader of the year

Award Nomination Process

Step 1: Select Award Category

Step 2: Fill the nomination form

Step 3: Submit case study or white paper in any format and any size stating your key achievements along with the form

The case study or white paper will be forwarded to the Jury for selection. The stronger the Case Study, better the chance of winning!!

Award Results will be declared one week prior to the event & selected winners will be informed accordingly.



BFSI TECH

SUMMIT & AWARDS 2022



Presenting Partner



Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more. Microsoft set up its India operations in 1990. Today, Microsoft entities in India have over 16,000 employees, engaged in sales and marketing, research, development and customer services and support, across 11 Indian cities – Ahmedabad, Bengaluru, Chennai, New Delhi, Gurugram, Hyderabad, Kochi, Kolkata, Mumbai, Noida and Pune. Microsoft offers its global cloud services from local data centers to accelerate digital transformation across Indian startups, businesses, and government organizations.

Co-Presenting Partner



Hybrid Work Enablement Partner

ProHance is an Enterprise-Grade Operations Enablement & Analytics Platform that provides insights for smarter decisions in complex, distributed and hybrid workforce. ProHance offers best-in-market analytics with real-time view combined with customizable smart reporting & dashboards. Enables organisations to become more agile and achieve operating goals. Provide leaders with data and analytics, allowing them to manage their distributed teams effectively and ensuring key operations metrics are met.

With 250,000+ users across 24 countries - ProHance is being fast-accepted as a critical enabler for organizations to build workforce that is connected, visible,

Platinum Partner



THINK CYBER SECURITY...THINK VELOX

Velox is a next-generation company, developing Information Technology Security Solutions and has experience of more than 10 years. Velox is a pioneer of the Indian IT Infra Monitoring and Cyber Security domain. We develop Information Technology Security Solutions and have been in the industry throughout the last decade. Velox has a range of world-class products that meet International Standards in terms of quality and delivery. We offer our solutions, to many industries such as the BFSI sector, Telecom, Health Care, Manufacturing, and Industrial Automation Systems.

With Velox's subsidiary in the United States of America, and presence in 7 countries and 3 continents and counting, also including our adoption of international standards and regulation, with ISO 9001:2015, 20000 & 27001 and PA-DSS global certifications for our operations, Velox is set for global domination.

Gold Partner



Kissflow is a work platform that applies both the low-code and no-code paradigms to the full spectrum of work management. It lets IT and business users use the same platform to build interconnecting, simple and sophisticated apps, processes, and boards.

Hundreds of global brands such as Airbus, Pepsi, McDermott, Comcast and Danone rely on Kissflow to simplify their work.

Kissflow has been featured and recognized as an industry leader by Gartner, Forrester, and G2.

Since 2004, Kissflow has been a leader in empowering citizen development and helping business users create their own solutions on a safe and secure platform.

Gold Partner



Fivetran redefined the data pipeline. Shaped by the needs of analysts, our fully managed pipelines enable data-driven decisions company-wide by delivering ready-to-query data into your cloud warehouse. We're focused, transparent and trusted by businesses that embrace agile analytics.

Exhibit Partner



creating possibilities

Ahana Systems & Solutions is a Digital Transformation and IT Infrastructure Management Services provider based out of Bengaluru, India. The company provides the latest offerings in Cloud, RPA, DB & EDW, BI & Analytics, and Application Development to some of the largest and most respected enterprises across industry sectors such as Banking & Financial Services, Logistics, IoT/Telematics and Manufacturing etc.

Our 100-plus roster of customers draw on our deep domain expertise, skilled resource base, and proven partnership with Industry best technology providers such as Microsoft, AWS, Digital Ocean, NetMagic, SAP, UiPath, Checkpoint, FortiGate, etc. to deliver and support their future-focused business solutions.

Exhibit Partner



A Division of Subex

IDcentral is a division of Subex that offers next-generation comprehensive onboarding solutions. Our vision is to push the boundaries of digital inclusion through user-friendly, secure, and cost-efficient onboarding. We help people and businesses build authentic relationships by ensuring that both parties are who they claim to be and can be trusted. We provide the following services for Identity verification and proofing:

- Identity Verification Solution Suite
- AML/ CFT Solution
- Government DB Check

Leveraging advanced technology including AI, biometrics, machine learning, liveness detection, and automation, IDcentral helps financial institutions fight fraud and financial crime, onboard good customers faster, and meet regulatory compliance including V-CIP-based KYC, AML, and GDPR. Our solutions can be customized as per the unique requirement of a particular industry or company. IDcentral's solutions are used by leading companies in the financial services, banks, lending institutions, NBFC, Crypto Exchanges, sharing economy, retail, travel, telecom, and online gaming sectors.

Award Partner



QualityKiosk Technologies is a pioneer in Performance Engineering. We are Digital Quality Engineering partners for some of the largest Banking, Financial Services, Telecom, and Automobile companies. Founded in the year 2000 by IIT-Kanpur graduates, we offer Enterprise Digital Quality Assurance solutions for Banking, Financial Services, Insurance, Retail, e-Commerce, Government, Automotive, and Telecom industries.

Intelligent Business Automation, DevOps, and Customer Experience are some of the key areas where we work with our partners to deliver Digital Quality Assurance. We at QualityKiosk counts more than 50 of the Fortune 100 companies of India and 18 of the global Fortune 500 companies as our clients. With 150+ customers from various verticals, our clients include Reliance Industries, Reliance Jio, Toyota, HDFC Bank, ICICI Bank, SBI, Kotak Bank, DBS, Citibank, Prudential, BTPN Bank, Manulife, AIA, UAE Government – Ministry of Finance, Tata Group, Government of India (GSTN, NPCI), Vodafone and others.

CONFERENCE AGENDA

08.30 Registration and morning refreshments

09:00 Ice Breaker Session

09.20 Keynote Address:
Future of BFSI: Embracing Digitization

- Visualizing the future of BFSI industry
- Fintech Disruption Of The BFSI Industry
- What's disrupting BFSI? Trends and Strategies
- Change in customer Buying behaviour post-Covid
- Role of new age technologies in changing business needs
- Getting ready for Digital business
- Where the industry is heading?

Ratan Kesh, EVP and Head - Retail Operations and Service, Axis Bank

09:40 Microsoft PoV: Enabling BFSI with the Technology Edge

Naveen Bachwani, Senior Director – Industry, Microsoft India

10: 10 Defining BFSI Strategy _ Accelerating the innovation agenda for BFSI

- Roadmap to cope up with the shifts in the dynamic market environment
- The winds of change in BFSI
- Reimagining core operations, maximize cross-functional synergies and improve key indicators.
- Gain maximum value out of your existing business model
- How technology is reshaping the Industry
- Evolution of new distribution channels for customer acquisition
- Creating flexible and agile processes to delight customers

N K Purohit, Chief Business Officer, SBI Securities

10:30 Re-imagining Technology for a sustainable Hybrid work-force

Harjiv Singh Rekhi, Vice President - Growth Office, ProHance

10:50 Tech Innovation_ Keeping up with Latest Technologies to transform & innovate

Technologies like AI, ML analytics and complete use of data can help provide your organization with the insight and agility they need to get a competitive edge in today's saturated market

In this session, explore strategic roadmap to leverage technologies for effective data analysis, decision making, business Intelligence & Hyperintelligence solutions to reduce costs, drive revenue, enrich the customer experience, and manage risk and regulatory requirements.

11:10 Why BFSIs need viable data strategy more than ever

The more volatile the economy, the more valuable data becomes. Companies are striving for a viable data strategy that works now and is also future-ready. In this session, we'll demonstrate how companies have successfully modernized their data stack resulting in better results, a data-first culture and greater capabilities for the future. With macro-economic headwinds approaching, it's now more important than ever to take control of your data strategy.

- Future-ready data strategy for BFSI sector
- Modernising data stack
- Market economic outlook

Kiran Kothari, Sales Leader Enterprise, Fivetrans

Yashwanth Kumar, Account Executive, Commercial, Fivetrans

11: 30 Networking and Refreshment break

11.50 BFSI Revolution with RPA & AI

- Discover the benefits of intelligent automation for BFSI operations
- Improve customer experience with help from RPA bots
- RPA and AI: Strategic roadmap to improve efficiency & effectiveness
- Intelligent chatbots - onboarding new workforce
- Aligning Human with machine ; Unlock the true potential of new age technologies
- Unleashing AI for Improved CX in BFSI

Monish B Vohra, Executive Vice President & Head Customer Services, SBI Card and Payment Services Ltd.

12.10 Partner Session – Velox

12.30 Accelerating the Business Performance through Right Technology Adaptation & Implementation

It is mandatory for the organizational culture to change to undergo a successful transformation.

This session would highlight how to adopt & implement right technology at the right place to deliver greater business value.

- Identifying the right technology at the right time for the right business process.
- Need to predefine your business requirements.
- Changing the culture to be more collaborative
- Empowering your workforce to be digital ready
- Strategies for developing employees for future technology disruption
- Effective change management for successful transformation
- Major success and Failure factors

Aabhinna Suresh Khare, CMO & CDO - Chief Marketing & Digital Office, Bajaj Capital

12.50 Partner Session - Kissflow

13.10 Panel Discussion 1 :=
Creating New Business Value with Technology for BFSI ; Redefining the future

- Best strategies for customer acquisition in BFSI; Chanel – Choice - Convenience
- Key challenges aligned with customer acquisition/ Customer experience/ Customer service
- Leveraging technology as a Differentiator to get competitive advantage; strategic roadmap
- Secret of Success: defining best channel strategy to accelerate growth
- Lessons and perspectives from transformational digital leaders for successful customer acquisition & services
- Redefining customer service tactics with technologies to ensure long term relationships
- Digital Transformation journey overview

Panel Moderator:-

Monish B Vohra, Executive Vice President & Head Customer Services, SBI Card and Payment Services Ltd.

Panel Members:-

Anik Chhabria, Vice President- Digital Ecosystem, HDFC ERGO General Insurance

Saurabh Malhotra, Director & Head of Sales, Business Applications, Microsoft India

Amit Mahajan, VP – Digital Business and Transformation, Axis Bank

13:50 Networking Lunch

CONFERENCE AGENDA

14:30 Redefining the Future of BFSI with the Power of Cloud Computing

- Cloud adaptation for digital Transformation
- How is the cloud transforming the banking & financial industry
- Challenges in Cloud migration
- Why hybrid cloud has potential in the BFSI sector

14:40 Mitigating Cyber and Digital Risk : Securing your business model

- Building agile, resilient and compliant cyber defence strategy for today's world
- Data security- Where is it & who is accessing it?
- Assessing and mitigating risk aligned with digitally disrupted business models
- Building security transformation in cloud ready environment with zero trust architecture
- Imminent trends and challenges in cybersecurity
- Cyber Security & Data Protection in the digital era
- Creating adaptable, agile systems to take on cyber attacks

Dr. Sourav Dutta, Executive Director & Head IT, IDBI Bank

15:00 Strategic Blueprint to Realign Customer Service Strategy with Conversational AI

- Ways to improve customer engagement, experience, revenues, and profitability with digitization
- Relationship management through seamless Customer Service
- Transforming communication channels to reach & serve customers in real time
- Leveraging tools like chatbots, Conversational AI & other digital channels more effectively in request management, customer onboarding process etc

KV Dipu, Senior President - Head Operations & Customer Service, Bajaj Allianz General Insurance

15:20 Data Driven CX for Higher ROI ; Hyper-personalization using data, analytics and AI

Hyper-personalization is at the forefront of the digital transformation of the customer journey. Data, analytics, and AI are essential tools in crafting a hyper-personalized strategy that will allow brands to forge deeper bonds with customers and excel in the marketplace.

- Embedding advanced analytics and AI throughout the customer's journey
- Using Predictive Analytics for predicting customer preferences to develop tailored products or pricing.
- Focusing on the right data to help you achieve specific marketing goals.
- Making personalization real-time through AI and ML
- Visual AI, Augmented reality: Future of hyper-Personalization

Mahesh Agrawal , Head of Information Management SBI General Insurance

15:40 Panel Discussion :- Decoding the Fintech Revolution : Unleashing the True Potential

In this session, examine the most revolutionary, industry-changing financial products that are shaping what comes next. Hear from India's fintech leaders breaking new ground and old rules.

- How fintech will shape up India's new economy.
- Future opportunities & roadblocks for Fintech
- New Ways To Collaborate To Scale Your Fintech's Journey
- How Regulations Will Redefine Indian Fintech
- Success stories & Learnings
- Strategic roadmap for FinTech success

Panel Moderator:-

Mohit Agarwal, Head - Digital & Technology, Investment Banking, HDFC Bank

Panel Members :-

Varun Sridhar, Chief Executive Officer, Paytm Money

Vaibhav S J, Co-Founder & CEO, Easy Pay

Dhruv Dhanraj Bahl, Chief Operating Officer, BharatPe

Suraj Shetty, Head Of Customer Experience, Learning & Development, Kissht

16:10 Networking and Refreshment break

16:30 Future of Wealth Management in India

- Shifting demographics
- Implications of these changes
- How the broking industry is tackling these changes

Varun Sridhar, Chief Executive Officer, Paytm Money

16:50 Passion in Action: Reimagining the BFSI Experience for 2030 Learning from the Business Enablers: Stories On Successful CX Transformations

"People Forget Facts, But Remember Experiences And Stories" This session would have the thought leaders from BFSI industry coming together to share their success stories on business transformation

Crafting Connected Experiences for digital world _ Transforming Customer Experience

- What is next in Customer experience?
- Optimal Utilization of digital assets & Technologies to delight the customers
- Rethinking strategies for reaching, engaging and retaining digital native customers
- Crafting & executing seamless customer experience with technology
- Delivering Better CX with predictive analytics

Kayzad Hiranek, Chief Operating Officer, Edelweiss Tokio Life Insurance

Dr. Sourav Dutta, Executive Director & Head IT, IDBI Bank

Mahesh Agrawal , Head of Information Management SBI General Insurance

Ratan Kesh, EVP and Head - Retail Operations and Service Axis Bank

KV Dipu, Senior President - Head Operations & Customer Service, Bajaj Allianz General Insurance

Sivakumar Nandipati, Chief Digital Officer

Fedbank Financial Services Ltd – Fedfina

17:30 BFSI Tech Awards 2022

Recognizing excellence in BFSI Industry

17:45 Closing of Conference