

AGENDA

Day 1		
9:45 a.m.	Welcome Remarks	
9:50 a.m.	[PANEL] Forging Ahead: Accelerating Transformation to Capture Rebounding Opportunities	
10:30 a.m.	[PRESENTATION] How New Rules of Digital Engagement Will Revolutionize the Way We Connect with Our Customers	
	Improving CX through Efficient Integration of OE Metrics	Pioneering in Technology Deployment and Partnerships
11:00 a.m.	[KEYNOTE] Decoding a CDO's Dilemma: Balancing between Siloed Operations vs. Unified Approach	[KEYNOTE] Creating Winning Collaboration with Data Owning Digital Enterprises: How CDOs can Leverage on New EcoSystems
11:20 a.m.	[PRESENTATION] AI and Machine Learning as Cost Effective CX Tools	[PRESENTATION] Enhancing Enterprise's Business Agility: Efficient Microservice Architectures and API Management
11:40 a.m.	[PANEL] Experience Design: Aligning Digital Experiences Across Business Units and Touch Points	[PANEL] Partner with, Invest in, or Acquire: The Ideal Collaboration Model with Start-ups
12:10 p.m.		[PRESENTATION] Leveraging Smart Contract to Streamline Administration
12:20 p.m.		[PRESENTATION] Ensuring Consistent User Experiences with Multiexperience Development Platforms (MXDP)
12:30 p.m.		[PANEL] Upcoming Technologies Influencing CDO's Function: Gearing Up for the Impact of 5G Rollout and Blockchain
12:40 p.m.	[FIRESIDE CHAT] Revolutionizing the CX in the healthcare Industry: A Digital Success Story	

AN EXPERIENCE FROM



Day 2		
9:45 a.m.	Welcome Remarks	
9:50 a.m.	[KEYNOTE] Digital Transformation Sharpens Your Skills in Turning Enemies to Advocates – See How It’s Done!	
10:10 a.m.	[PRESENTATION] Hybrid Cloud: The Inseparable Solution for Digital Solutioneering	
10:30 a.m.	[PANEL] What Worked for Us: Overcoming the Perennial Challenge of Creating Innovation-Centric Approach	
	Mastering Monetizing Strategies and Business Model Innovation for Quantifiable Successes	Leading the Competition in Capabilities and Compliance in the Evolving BFSI Sector
11:20 a.m.	[FIRESIDE CHAT] Digital Monetization as a KPI: What are the Metrics for Determining Success?	[CASE STUDY] Innovating to Disrupt Financial Services: Staying Ahead of the Competition in Payments and Transactions
11:40 a.m.		[CASE STUDY] How are APIs and Digitalization Changing the Rules of Engagement in the Insurance Industry?
11:50 a.m.	[PRESENTATION] Turning Data into Actionable Insights: The Next Stage of Predictive Analytics	
12:00 p.m.		

12:10 p.m.	[PANEL] Business Model Innovation: Enhancing Value Proposition and Optimizing Operation Models for Post-Pandemic Competitive Advantages	[PRESENTATION] Streamlining Onboarding Experiences while Enhancing Compliance with eKYC
12:20 p.m.		[CASE STUDY] Launching First-to-Market Products and Services to Satisfy Customer Demand and Market Developments amid COVID-19 - Tricor Group
12:40 p.m.		[CASE STUDY] Governance and Compliance Challenges in Digital Transformation: How do the C-suites Plan and Implement a Comprehensive Framework to Stay Compliant