

FORRESTER FINANCIAL SERVICES SUMMIT 2018, MUMBAI INDIA

Emerging Technologies and The Future of Financial Services

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Agenda

Date: Wednesday, 10th October 2018

Time: 09:30 – 16:30 IST

Venue: [Trident, Bandra Kurla Mumbai](#)

Time	Session description
09:30 – 10:00	Registration And Light Breakfast
10:00 – 10:20	Welcome Opening & Future Of Financial Services Ashutosh Sharma , VP, Research Director, Forrester
10:20 – 10:40	Digital Transformation To AI Leslie Joseph , Principal Analyst, Forrester
10:40 – 11:00	Is BFSI Sector Ready for the Entry of Tech Giants like Amazon and Alibaba? Satish Meena , Senior Analyst, Forrester
11:00 – 11:20	Partner Sponsor session: Automation Anywhere <i>“Digital Workforce – A Game Changer for Financial Services”</i> Ganesh Thyagarajan , Global Director, Partner Success, Automation Anywhere
11:20 – 11:40	Morning Tea Break & Networking
11:40 – 12:00	Future-proof Your CX Measurement Amit Bhatia , Senior Analyst, Forrester
12:00 – 12:20	The Indian Consumer Tech Stack Vikram Sehgal , VP, Research Director, Forrester
12:20 – 12:40	Industry Case Study Mrutyunjay Mahapatra , MD & Chief Executive Officer, Syndicate Bank
12:40 – 13:00	Partner Sponsor session: Adobe Systems <i>“Take business agility and efficiency to the last mile!”</i> Guru Vaidya , Senior Solutions Consultant, Adobe Systems
13:00 – 13:45	Lunch and Networking
13:45 – 14:05	Industry Case Study: Re-imagining Banking in the Digital Era Madhivanan Balakrishnan , Chief Technology & Digital Officer, ICICI Bank
14:05 – 14:25	State Of Digital Banking Channels In India Arnav Gupta , Analyst, Forrester
14:25 – 15:05	Panel: Application Of Emerging Technologies In Financial Services – Hype or Reality Ashutosh Sharma , VP, Research Director, Forrester Akhil Handa , Head, Fintech & New Business Initiatives and Advisor to MD & CEO, Bank of Baroda Subhadra Vaidyanathan , Head, Digital Marketing and Analytics, HDFC Bank Aruna Rao , Chief Technology Officer, Kotak Mahindra Bank Parag Murudkar , Group Executive Vice President, Marketing, YES Bank

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15:05 – 15:20	Afternoon Tea Break & Networking
15:20 – 15:40	Revolutionise Digital Experiences With Emerging Technologies Oliwia Berdak , Principal Analyst, Forrester
15:40 – 16:30	Spotlight technologies jam and analysts Q&A All Forrester Analysts
16:30 – 16:35	Lucky Draw / Closing notes

DISCLAIMER: agenda is subject to change in prior to event.