

# Self-Service Banking 2018 Asia

 #SSBA18

Jakarta, Indonesia 21<sup>st</sup>-22<sup>nd</sup> March 2018

## Asia's leading conference on ATMs and self-service banking

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## DAY ONE – 21<sup>st</sup> MARCH 2018

8:00 Coffee and registration

9:00 Welcome and opening remarks

### Keynote addresses

#### Financial inclusion and digitalisation of retail payments – a central bank perspective

Bank Indonesia is central to improvements in financial inclusion in Indonesia, including the digitalisation of retail payments and access to cash services. Hear how partnerships with local banks, government bodies and other third parties have helped Bank Indonesia bring banking services to the country's unbanked population.

*Pungky Purnomo Wibowo, Director, Head of Electronic and Financial Inclusion, Bank Indonesia (Indonesia)*

#### Driving efficiency in self-service using cash recycling

With customers turning increasingly towards digital channels, how should banks view their physical self-service channels? Amid rising operational costs, is it wise to continue to expand ATM fleets? In this presentation, BCA will explore its self-service strategy and the successes of introducing recycling as a means of driving efficiency across the fleet.

*Elizabeth Ina Suwandi, General Manager and Head of Funding and Services Division, Bank Central Asia (Indonesia)*

#### From breaking through to breakthrough – the transformation story of self-service banking

Self-service plays a crucial role for banks, allowing customers to access banking services at their leisure. DBS Bank has undergone a massive transformation of its self-service banking (SSB) channel with the latest technological advancements and adoption of OEM strategy (Optimise-Eliminate-Migrate). Discover how DBS Bank is using self-service to improve customer service, reduce cost to serve and operational efficiency.

*Alok Kumar, Head of Services and Strategic Initiatives, Self-Service Banking, DBS Bank (Singapore)*

10:45 Coffee and exhibits open

### 11:30 Visionary self-service banking

#### Self-service banking for the corporate customer

The focus of self-service banking often falls on personal transactions, but what about corporate banking? How can banks ensure that their business customers have a credible, reliable self-service offering to complement, or replace, the teller counter? This presentation will share thoughts on how to deliver a complete service for all customer segments.

*Sanjeev Bhatti, Senior Product Manager, Corporate Product, Barclays (UK)*

#### Re-thinking the ATM for the next ten years

The ATM is a critically important tool for financial institutions. As its capabilities expand, the ATM is evolving into an automated, self-service banking centre functioning as a 'mini-branch' and a complement to mobile devices. This session will explore macroeconomic consumer payment trends, and the importance of the ATM to the future of retail banking.

#### ATM deployment in Indonesia – key challenges

The Indonesian ATM market is growing rapidly and faces multiple challenges as it attempts to meet the needs of both existing customers and the large unbanked population. This study from one of the country's leading banks looks at critical issues from an Indonesian perspective and addresses issues such as the economics of ATM deployment, site selection, communications, security and revenue generation.

12:45 Lunch and exhibits open

### 14:00 Optimising omnichannel delivery

#### A new era in ATM experience

With mobile services dominating the banking system, ATMs should be repositioned to harmonise with this transition by focusing on two concepts: customer experience and omnichannel interaction with mobile apps. This presentation lays out Garanti Bank's efforts with these approaches, and solutions to potential challenges.

*Burak Eder, ATM Channel Management Supervisor, Garanti Bank (Turkey)*

#### Customer-centred distribution design frameworks

This session will explore customer interactions within and outside of banking realms to optimise multichannel distribution design. Within this, the presentation will cover core banking data leverage, optimisation of multiple channels, and how to think in a futuristic way about designing the best distribution model for your business, based on your target market and segmentation.

*Aman Alagh, Head of Strategy and Transformation, Personal and Business Banking, Bankwest (Australia)*

#### Integrating channels for a holistic customer journey

Consumers today expect frictionless movement from one channel to the next. In order to achieve this, banks must revamp IT infrastructure, and create a holistic journey from mobile apps to online banking and physical self-service terminals. In this presentation, one of Indonesia's largest banks outlines its roadmap to omnichannel integration, including transactional capability and user interface.

15:30 Coffee and exhibits open

### 16:15 The power of digital and software

#### What comes after digital transformation?

OCBC NISP has reinvented its banking processes, creating a digital self-service offering and overcoming numerous challenges. But what are the next steps? How should a bank stay relevant after the transformation process is complete? OCBC NISP will share tips on maintaining a cutting-edge digital strategy, including end-user experience and back office processes.

*Andreas Kurniawan, EVP, Retail Business Development, OCBC NISP (Indonesia)*

#### Using software to reinvent ATM functionality – over and over again

The ATM channel can be a hugely powerful tool, when wielded correctly. Adding the functionalities that your customers want is simple with the right software architecture, creating endless possibilities for cardless and contactless transactions, automated deposit, favourite transactions and more. Learn what this major Asian bank has achieved with ATM software.

#### ATM testing – stop the problem before it starts

This presentation will discuss the importance of ATM testing, and the available approaches. Testing can facilitate your software upgrade process, identifying and eliminating problems, bringing new facilities to your ATM fleet faster – and within budget. This large southeast Asian bank will discuss the results of its testing strategy.

17:30 Closing remarks and drinks reception – sponsored by:



## DAY TWO – 22<sup>nd</sup> MARCH 2018

8:00 Coffee and registration

### 9:00 Reinventing the bank branch

#### Transforming the bank branch with cash-recycling ATMs

Cash recycling is a key component of a streamlined branch cash management strategy, allowing banks to economise on manual cash handling and CIT visits. Maybank has rolled out cash-recycling ATMs across its branch network – attend this session to hear the key benefits, challenges faced, and lessons learned from this initiative.

*Jerome Hon, Group Chief Operations Officer, Maybank (Malaysia)*

#### Self-service and teller migration – an informed approach

Self-service can dramatically reduce branch costs, but is there a limit to the scope of automated transactions? Should banks aim to migrate all transactions to self-service, or are there any transactions which are better served at the teller counter? This case study will demonstrate the ways in which a large Malaysian bank has adopted a balanced approach to branch banking.

#### Teller automation – bringing a human touch to customer interactions

In this session, a major Asian bank will outline the ways in which automating teller transactions can vastly improve customer service in branches. Increased transaction speed and accuracy are obvious benefits, but what is even more important? Freeing branch staff to concentrate on what matters most – the customer.

10:45 Coffee and exhibits open

### 11:30 Securing and maximising the ATM channel

#### ATM card fraud and physical attacks – insight on the latest threats and defences

Join this presentation to hear an update on the latest fraud ATM techniques that are rapidly spreading to APAC, including "deep insert" skimming. Also hear about the worrying increase in the number of gas and solid explosive attacks and new ways criminals are trying to exploit the trust and security of the ATM channel.

*Mike van der Wal, Managing Director, APAC, TMD Security (Singapore)*

#### Introducing ink staining – a case study

Ink staining is widely recognised as one of the most powerful deterrents to a physical ATM attack, and new solutions are constantly evolving to meet industry needs. Find out how one bank implemented ink staining as a security measure, and see the successes of this operation in real terms.

#### Keeping cash flowing across the ATM network

This case study looks at how a major bank embarked on a journey to deliver a real-time ATM monitoring and workflow system, and further distinguished itself by implementing a cash forecasting and management tool. This is was multi-year process, redefining service delivery models and improving the customer experience.

12:45 Lunch and exhibits open

### 14:00 The future of self-service in Asia

#### Fintechs vs incumbent banks – who will win the customer's heart?

The dynamism of the fintech sector is often seen as a threat to the traditional retail banking model, but what can the two sectors learn from each other? This industry overview looks at the key areas in which fintech innovation can add value to the self-service channel, for financial institutions and customers alike.

#### The evolution and future of the Indonesian ATM market

Indonesia has long been one of the largest ATM markets in southeast Asia. This presentation will highlight how the ATM sector has grown in recent years, discuss recent innovations and look at how the market is likely to develop over the next few years.

*McKinsey & Co (Indonesia)*

#### Research-based insights on ATMs in southeast Asia

Southeast Asia is one of the world's most dynamic and fast-growing ATM markets, with huge potential for further ATM deployment and greater use of the latest ATM technologies. This presentation draws on RBR's extensive global research to highlight both the opportunities available and the challenges banks are facing.

*Emily Beeby, Senior Research Analyst, RBR (UK)*

15:30 Closing remarks

To book online and to see the latest version of the speaker programme, please visit:

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## Delegate fees

Retail bank / IAD employee £1,000  
 Standard rate £1,400

Registration includes access to the full conference, the exhibition hall, all food and beverages served during the two-day event, including the drinks reception at the end of day one, and copies of presentations after the event.

For information on exhibition and sponsorship opportunities, please visit [www.rbrlondon.com/ssba](http://www.rbrlondon.com/ssba)

## Registration

To register online: [www.rbrlondon.com/ssba](http://www.rbrlondon.com/ssba)

## Hotel

Shangri-La Hotel, Jakarta, Indonesia  
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Preferential rates are available at the Shangri-La Hotel (from \$190 excl. VAT). Book online using group booking code 'RBR200318': [www.shangri-la.com/jakarta](http://www.shangri-la.com/jakarta)

## Speakers and exhibitors

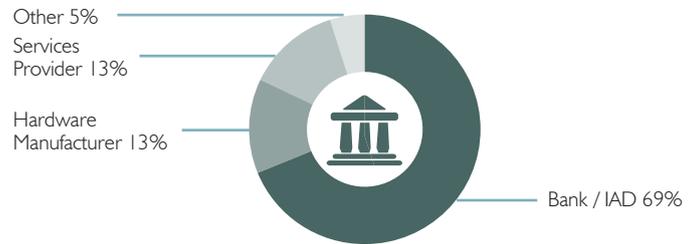
Confirmed speakers and exhibitors include:

Abloy • Bank Indonesia • Bankwest • Barclays • BCA • CPI • Datastrip • DBS Bank • Diebold Nixdorf • dormakaba • Emerico • Evolis • FEXCO • FIS Global • Fiserv • GarantiBank • Glory • IBM • KALATM Software • Maybank • McKinsey & Co • Nautilus Hyosung • NCR • Novus Technologies • Oberthur Cash Protection • OCBC NISP • RBR • S2 I sec • Sargent and Greenleaf • Spinnaker • TMD Security

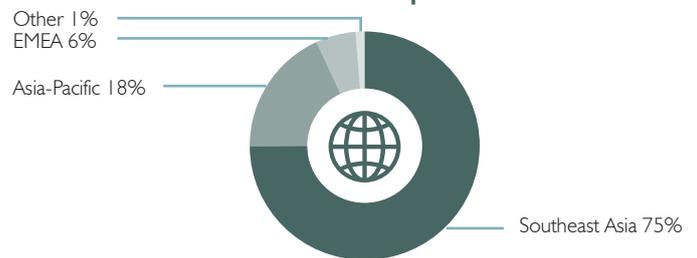
## Attendee demographics

391 delegates representing 136 organisations from 25 countries attended *Self-Service Banking Asia 2017* in Manila.

### Strong bank attendance



### Solid international representation



## Conference organiser

*Self-Service Banking Asia 2018* is organised by RBR.

RBR is a leading research and consulting firm specialised in the areas of retail and banking automation, cards and payments. Based in London, RBR serves clients across more than 100 countries worldwide through premium research reports, consulting, newsletters (*Banking Automation Bulletin*) and conferences.



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