

RBR presents

2017 Self-Service Banking Asia

(formerly 'Southeast Asia ATMs')

 #SSBAsia

Manila, Philippines 22nd-23rd March 2017

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EVENTS

DAY ONE – 22nd MARCH 2017

8:00 Coffee and registration

9:00 Welcome and opening remarks

Keynote addresses

The role of self-service in financial inclusion

The Philippines has a large unbanked population, and the years to come will see an increasing number of people entering the banking system. Self-service banking technology – from ATMs to branch kiosks and customer devices – will be hugely instrumental in engaging these new customers and providing the right services across the country.

Melchor T. Plabasan, Head of Core Information Technology Specialist Group, Bangko Sentral ng Pilipinas (Philippines)

Best practices for ATM operational efficiency – a global overview

The ATM channel, when correctly managed, is not only a powerful tool for your customers but can also be a key revenue stream for your bank. Optimum operational efficiency will not only improve end-user experience, but also protect profit margins. This presentation will explore the successes of a large Spanish bank with global outreach.

Antonio Encinar Arroyo, Global ATM Manager, Retail and Commercial Banking Division, Santander Group (Spain)

Self-service terminal strategy – a bane or boon for banks?

With the changing landscape in banking and self-service, as well as rising operational cost, should banks continue to expand their physical self-service channels? This presentation will look at how a major Malaysian bank handles the challenges and is redefining strategies whilst continuing to remain relevant to customers.

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

10:45 Coffee and exhibits open

11:30 The evolution of self-service banking

The dilemma of digital transformation for a challenger bank

In this session, OCBC NISP will share its journey towards the digital transformation of the bank. Moving from the SME segment to the retail consumer segment and developing its digital self-service offering, OCBC NISP faced several challenges, including extreme competition from incumbent banks, increasing regulatory constraints and minimal resources.

Andreas Kurniawan, Executive Vice President, Retail Business Development, OCBC NISP (Indonesia)

ATM deployment in the Philippines – key obstacles and how to overcome them

The Philippines is one of the world's fastest-growing ATM markets and as banks expand their networks they face a variety of challenges. This study from one of the country's largest banks examines common obstacles to ATM deployment, from economics to security and revenue to logistics, and makes recommendations on how to address them.

Building branch transformation from the customer up

Although branch transactions are decreasing, the branch remains a key element in banks' overall branding and business strategy, and an important channel for building customer relationships. This bank is on a journey towards becoming customer-centric, transforming its branches using technology and innovation as the enablers.

12:45 Lunch

14:00 Using technology to streamline branch processes

Omnichannel integration – creating a digital bank

Today's consumer wants to transact across multiple channels: on their mobile phone, their tablet, and at home on their computer. Integrating these channels seamlessly is vital for providing the best possible "frictionless" experience for the customer. In this session, a major Philippine bank explores its approach to omnichannel strategy.

Paolo J. Baltao, Head of EON Banking Group, UnionBank of the Philippines (Philippines)

Maximising customer interaction using teller automation

Branch staff are integral to customer retention and driving new business opportunities; clients prize human interaction at their bank above all. Automating cash transactions at the teller counter has enabled this large Asian bank to leverage staff time, build meaningful relationships with customers and minimise labour-intensive, low-value activity.

The journey to cash recycling

Cash recycling, already a major phenomenon in Asian markets such as Japan and South Korea, is beginning to take hold in the rest of the region. This session will examine the key issues, successes and lessons from a large-scale rollout of recycling ATMs, and highlights best practice for banks in Southeast Asia.

15:30 Coffee and exhibits open

16:15 ATM software – new horizons for the network

ATM logical security – adapting to new threats

In the past few years, the threat to ATM software has changed from perceived to actual, with the means also becoming defined rather than suspected. This major Malaysian bank has recognised the need to change its model for ATM security; this presentation will articulate what will change, and why.

Carlos Sahuquillo Pascual, Security Consultant, Secure e-Solutions, GMV (Spain), and customer bank

Beyond cash – pushing the limits of ATM functionality

The ATM channel can provide your customers with much more than basic cash withdrawals. Using next-generation ATM software, you can extend the functionality of your network to provide services that add meaning for customers and value for your bank.

ATM software to bridge the divide between physical and digital

The banking experience is being redefined, creating a variety of challenges across the industry. ATM software can bridge the gap between physical and digital channels, to enhance omnichannel profitability and provide an orchestrated experience for the customer.

17:30 Closing remarks and drinks reception

DAY TWO – 23rd MARCH 2017

8:00 Coffee and registration

9:00 ATM optimisation and cash management

Keeping cash flowing using forecasting tools

A combination of real-time ATM monitoring, workflow systems and cash forecasting tools can maintain around-the-clock availability at even the most heavily used networks. This case study will examine the multi-pronged strategy put in place and the overall impact on uptime and customer experience.

How to prioritise costs and benefits with outsourced ATM monitoring

What goes on behind the scenes of the ATM, although invisible to the customer, is just as crucial to customer experience. In this session, hear how a large Asian bank outsourced ATM driving and monitoring in order to provide a seamless user experience, with alerts, pentesting and end-to-end support.

Simplifying back-office cash management with automation

Counting cash is often a laborious and tedious end-of-day task for branch staff. Automating this process with technological solutions and improved platforms has allowed this major European bank to redistribute staff, enhance customer service and cut branch overheads. Hear how it overcame the daunting challenge of back office automation.

10:45 Coffee and exhibits open

11:30 Securing the ATM with the latest technology

Biometrics at the ATM – secure and convenient authentication

Biometrics is uniquely capable of delivering convenient and trusted authentication. Only biometrics can provide assurance of "who" is transacting while delivering quick and easy account access to bank customers – with the touch of a finger! Learn how to eliminate challenges related to ID theft, fraudulent transactions, PIN renewals and performance-related problems.

Sujan Parthasaradhi, Director of Biometric Applications, APAC, HID Global (USA)

ATM security – insight on latest attacks and defences

Join this presentation to hear an update on the latest fraud ATM techniques that are rapidly spreading to APAC such as "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)

The journey to EMV compliance in the Philippines

The move to EMV remains one of the key issues in the ATM industry in many parts of the world, with implications for security and cost at the forefront of deployers' minds. This presentation will examine how ENCASH, the first IAD in the Philippines, approached EMV migration, while maintaining a focus on bringing ATM services to rural communities.

Eric J. Severino, CEO, ENCASH (Philippines)

13:15 Lunch

14:30 International perspectives and ATM best practice

Reaching new and existing customers using self-service technology

Ensuring customers have access to cash, and other financial services, is crucial in a developing and vibrant market such as the Philippines. Self-service strategies can be used to reach existing account holders, as well as to attract new customers to your bank. Hear how a large Philippine bank has achieved just that.

Randolph L. Montesa, First Vice President and Head, Card and Electronic Banking Group, Land Bank of the Philippines (Philippines)

Cash management in crisis – experience from India

The decision to withdraw INR 500 and INR 1,000 notes at the end of 2016 caused panic among consumers. For ATM deployers, this meant long queues, shortages of cash and rising tempers: learn from the experiences of a large Indian bank in meeting the challenges of the 2016 decision.

Forecasting the future for ATMs in Southeast Asia

Southeast Asia is one of the world's fastest-growing ATM regions. RBR's analysis draws upon extensive global research to highlight the current state of affairs, and what the future has in store for the region, considering drivers at both a national and an international level.

Emily Beeby, Senior Research Analyst, RBR (UK)

16:00 Closing remarks

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

www.rbrlondon.com/ssbasia

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EVENTS

Delegate fees

Retail bank employee £600
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/events/ssbasia

Registration

To register online: www.rbrlondon.com/events/ssbasia

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Preferential rates are available at the Makati Shangri-La Hotel (from PHP 9,000 excl. VAT). For more information and to book online, please visit: www.rbrlondon.com/events/ssbasia

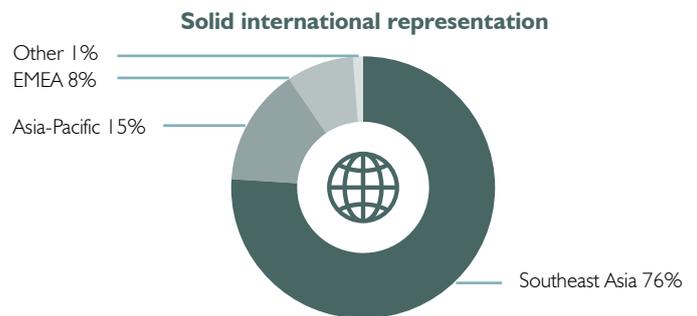
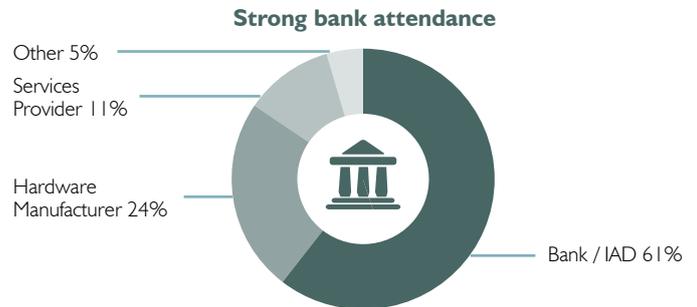
Speakers and exhibitors

Confirmed speakers and exhibitors include:

ARCA • Bangko Sentral ng Pilipinas • CPI • Diebold Nixdorf • dormakaba • ENCASH • FEXCO • FIS Global • Fiserv • Glory Global Solutions • GMV • HID Global • KAL ATM Software • Land Bank of the Philippines • Maybank • NCR • OCBC NISP • OKI • Santander • Sargent and Greenleaf • TMD Security • UnionBank of the Philippines

Attendee demographics

398 executives, representing 115 organisations from 27 countries attended the 2016 event in Bangkok.



Conference organiser

Self-Service Banking Asia 2017 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.

