



2nd elets BFSI CTO SUMMIT

27th July 2017 | Vivanta By Taj- President, Mumbai

UNDERSTANDING TECHNOLOGICAL INNOVATIONS IN THE BANKING WORLD

The banking sector is undergoing a paradigm shift with the growing usage of technology in providing intensive solutions for increasing revenue, better customer experience, optimising cost structure and managing enterprise risk. India, in particular, has reported a lot of transformation in the banking domain in sync with the “Digital India” campaign. The year 2017 has brought in various technology-based innovations in the Indian banking sector. Unified Payments Interface (UPI) , Bharat Interface for Money (BHIM) app are among of such inventions.

In its effort to highlight the growing interface of technology in the banking sector, Elets Technomedia Pvt Ltd organised the '2nd BFSI CTO Summit' on July 27, 2017, in Mumbai.

The summit was an amalgamation of Chief Technology Officers, Chief Information Officers, Chief Information Security Officers and General Manager-Information Technology of the leading commercial banks across India, senior level executives, technology innovators and solution providers, who shared their expertise on the issues pertaining to the technological innovations adopted by the banks and financial institutions. The summit was inaugurated by Padma Jaiswal, Secretary, Department of Cooperation, NRI Affairs, Official Language, Labour and Employment, and Public Grievance, Government of Goa, Kaustubh Dhavse, Joint Secretary, Chief Minister Office and Officer on Special Duty to Chief Minister, Maharashtra and Shiv Kumar Bhasin, Chief Technology Officer, State Bank



INAUGURAL SESSION

IT AND ITS RISING SIGNIFICANCE IN MANAGING CASHLESS ECONOMY AND EMBRACING THE DIGITAL REVOLUTION

PADMA JAISWAL

Secretary
Department of Cooperation, NRI
Affairs, Official Language, Labour and
Employment, and Public Grievance,
Government of Goa

"The banking sector in India is changing rapidly due to technological advancements and global competitiveness. The digital wave is growing at a much faster pace than we expected it to be. We have now reached the third wave of the digital economy. The first wave was all about introduction to the Internet, the second wave comprised social media interaction and the third wave essentially deals with technologies like Artificial Intelligence, cloud computing and several others."



KAUSTUBH DHAVSE

Joint Secretary
Chief Minister Office and Officer
on Special Duty to Chief Minister,
Government of Maharashtra

"Inclusive, efficient and accountable technologies are the three pillars of governance. These assist the government to achieve success in attaining the infrastructural goals. On 20 November, 2014, the government had taken a crucial step of framing a comprehensive development technology strategy of the State. We laid a very robust plan for impacting technology prevailing in the State, to ensure a better synergy with citizens. The first major step initiated was Aaple Sarkar (your government) for delivering services."





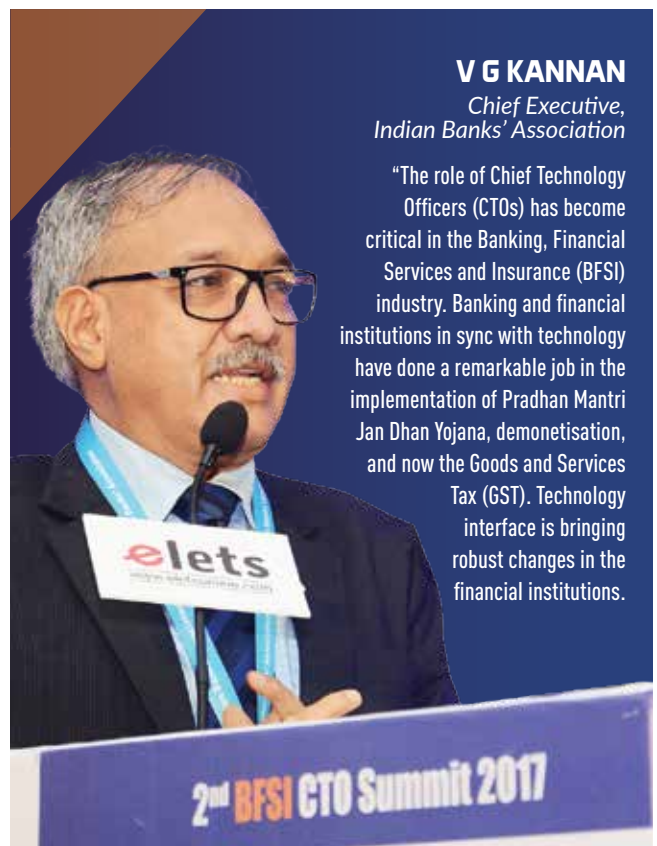
SHIV KUMAR BHASIN
 Chief Technology Officer
 State Bank of India

“The banking industry in India is rapidly upgrading in sync with technology. Banks are no longer limited to physical transactions and have now transformed completely into software based financial institutions. The banks have now become progressive and all the technology heads from various banks now look for platforms to exchange ideas and challenges.”



K RAMACHANDRAN
 Senior Advisor-Banking Technology,
 Indian Banks' Association

“Demonetisation gave the thrust for expansion to the banking and financial sector. Banks have been having a healthy competition in adopting the latest technology in recent times. They are showing their eagerness to adopt technologies, namely, artificial intelligence, cloud computing, big data and analytics, Blockchain, etc. In terms of digital banking, especially in the last one year, several new implications such as transformation of mobile banking which is not just limited to transactions and remittance but also opening of fixed deposit and getting loans against them is also made possible.”



V G KANNAN
 Chief Executive,
 Indian Banks' Association

“The role of Chief Technology Officers (CTOs) has become critical in the Banking, Financial Services and Insurance (BFSI) industry. Banking and financial institutions in sync with technology have done a remarkable job in the implementation of Pradhan Mantri Jan Dhan Yojana, demonetisation, and now the Goods and Services Tax (GST). Technology interface is bringing robust changes in the financial institutions.

TECHNOLOGY PRESENTATION

Digital Lending Suite for Powering New Age Loan



ACHINTYA GUPTA

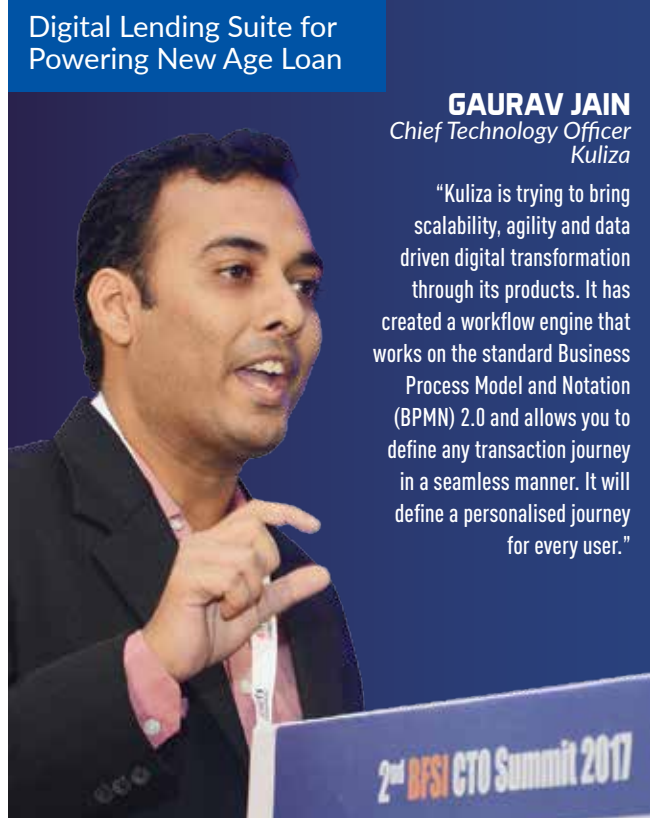
*Director- Sales & Marketing
Kuliza*

"Digital lending has become one of the important aspects of the BFSI industry lately. Majority of the institutions that are planning to register a 40-50 per cent growth in the revenue through digital channels have to roll out enroll in digital lending undoubtedly. It is necessary to sow the seeds of future in this regard to ensure fruitful results."

GAURAV JAIN

*Chief Technology Officer
Kuliza*

"Kuliza is trying to bring scalability, agility and data driven digital transformation through its products. It has created a workflow engine that works on the standard Business Process Model and Notation (BPMN) 2.0 and allows you to define any transaction journey in a seamless manner. It will define a personalised journey for every user."



TECHNOLOGY PRESENTATION

Know-how: Intelligent Robotics Reshape and Transform Financial Processes



RAJESH AGARWAL

*Senior Vice President (SVP) and Head –
Process Engineering Cell (RPA Expert),
Datamatics Global Services Ltd*

"The current scenario looks very bullish. Robotics Process Automation (RPA) has emerged as a strong contender and it is indeed a game changer for the BFSI industry. We have already witnessed a growth of 63 per cent in 2016. It is noteworthy that Indian banks and financial institutions are way ahead than their counterpart in terms of technology adaptation."

PANEL DISCUSSION

Significance of IT in Paving Paradigm Shift in BFSI Industry



SUBRATA GUPTA

*Chief General Manager-IT
NABARD*

"Technology is going to bring a massive change in the way banking is done in India. Biometrics, cloud computing, Blockchain, etc, are some of the technologies that are going to set a trend in the banking industry. Mobile banking and Internet banking are going to take over and become the key drivers of change."

BUTCHI BABU BURRA

IT Advisor, Bank of India

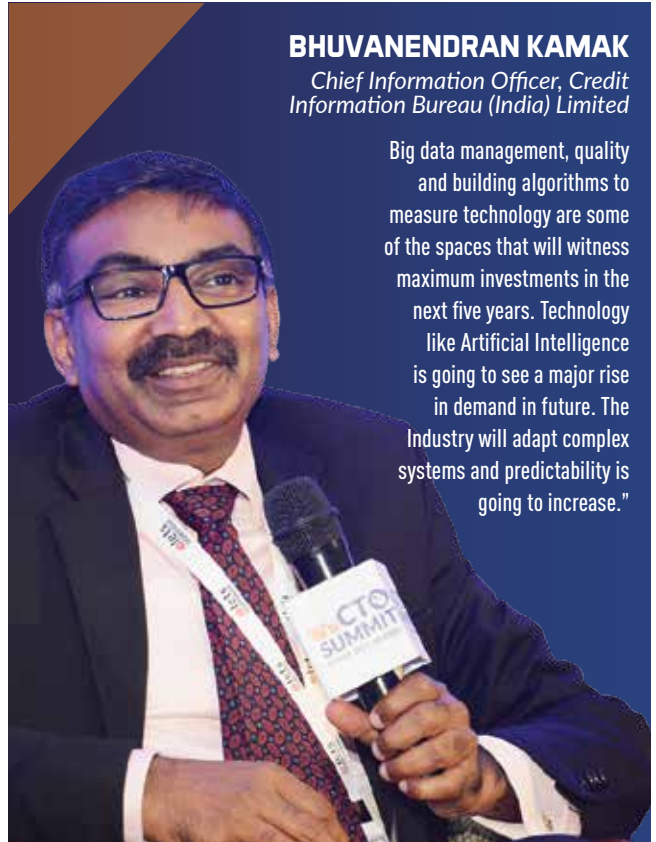
“Cloud computing is emerging as a game changer in the banking industry. Almost all key brands in the segment have adopted cloud. But there are few hesitations in terms of its implementations as far as hosting the cloud outside the country is concerned.”



BHUVANENDRAN KAMAK

Chief Information Officer, Credit Information Bureau (India) Limited

Big data management, quality and building algorithms to measure technology are some of the spaces that will witness maximum investments in the next five years. Technology like Artificial Intelligence is going to see a major rise in demand in future. The Industry will adapt complex systems and predictability is going to increase.”



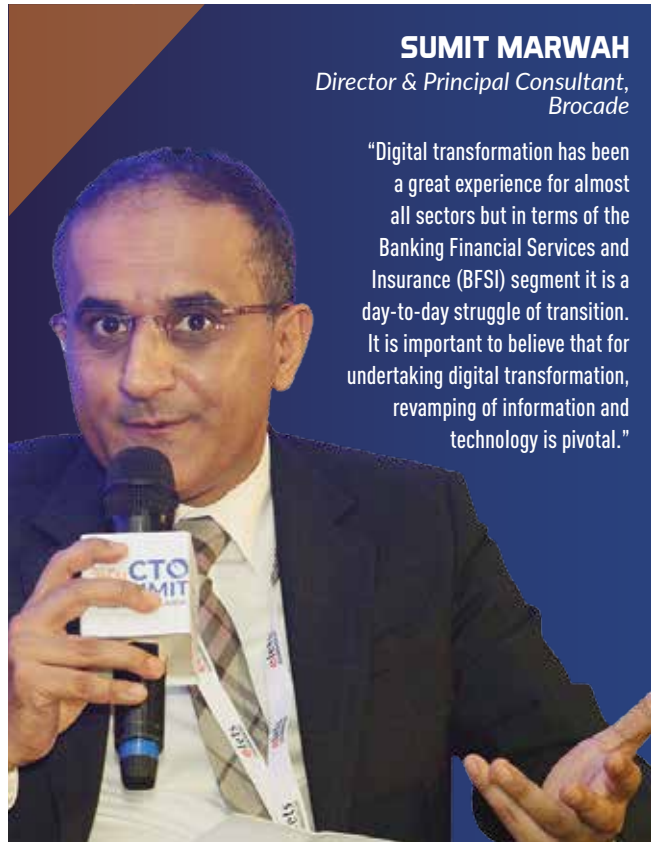
From Left To Right: Amit Vora, Direct-Risk Solutions-Crisil;Butchi Babu Burra,It Advisor, Bank Of India;Subrata Gupta,Chief General Manger-It-Nabard;Bhuvanendran Kamak,CIO, Credit Information Bureau (India) Ltd and Sumit Marwah,Director & Principal Consultant-Brocade during A Panel Discussion.



AMIT VORA

Director-Risk Solutions, CRISIL

“The fundamental challenge for every bank in India and abroad is how to leverage technology to reinforce the fundamental task of a bank. It is important to observe that by embracing new forms of technology the fundamentals of banking are not compromised.”



SUMIT MARWAH

Director & Principal Consultant, Brocade

“Digital transformation has been a great experience for almost all sectors but in terms of the Banking Financial Services and Insurance (BFSI) segment it is a day-to-day struggle of transition. It is important to believe that for undertaking digital transformation, revamping of information and technology is pivotal.”

TECHNOLOGY PRESENTATION

Business Transformation with Cloud



A BALAKRISHNAN

Head-Enterprise Business, AISPL

“Technology is rebooting financial segment holistically. Be it in terms of authentication, Blockchain or Artificial Intelligence, the touch of technology is revamping everything. Banking is undergoing a lot of change that is beyond infrastructure upgradation, cloud and computing.”

TECHNOLOGY PRESENTATION

Bringing technology close to the Customer



RAMESH NARASIMHAN

Sales Director-Enterprise Business, Juniper

“We don't appreciate the changes technology has brought in the banking segment unless we experience it in our personal life. a bank has become an uncommon phenomenon. Digital banking has emerged as the new convenient option accepted by the majority.”

PANEL DISCUSSION

Evolution of BlockChain Technology in New-Age Banking



KANTHIMATHINATHAN RK
MD & CEO
Encore Theme

“Blockchain has gained a lot of importance in the banking sector and it is not perceived as a new concept anymore. It is predicted that this technology will change the businesses to be done in the future.”



PRASANNA LOHAR
Head-Innovation and Architecture
DCB Bank

“Blockchain has evolved massively in the past one year. With periodic improvements and upgradations, the technology is gaining momentum gradually. The collaboration with other premium banks will soon bring Blockchain into the mainstream.”



From Left To Right: Naimesh Shah, Head Innovatio-Emirates NBD; Sudin Baraodkar, Head Innovation, State Bank of India (SBI); Prasanna Lohar, Head Innovation and Archietecture-DCB Bank; Kanthimathina Than RK, MD & CEO-Encore Theme during a pannel discussion.



SUDIN BAROKAR

*Head Innovation
State Bank of India (SBI)*

"In 2017, SBI formed a Blockchain named BankChain that received support from more than 20 banks. Most of these banks are Indian. The idea is to bring all the banks together and give them nodes on the cloud to test and validate the pilots and then build up the apps, systems and the platforms so that the usage of Blockchain can be taken ahead."



NAIMISH SHAH

*Head Innovation
Emirates NBD*

"Blockchain has been a nascent technology and it has recently come through the maturity curve. The technology had now crossed that stage where the necessity to explain its significance is no more required. Now is the time when businesses see value in this. We did a cross-border remittance used case over Blockchain as the first example, where we eliminated the entire MT 103 and all transactions were simulated over the Blockchain."

PANEL DISCUSSION

Leveraging Cloud for BFSI Sector



S R MEENA

*General Manager and CIO
Bank of India*

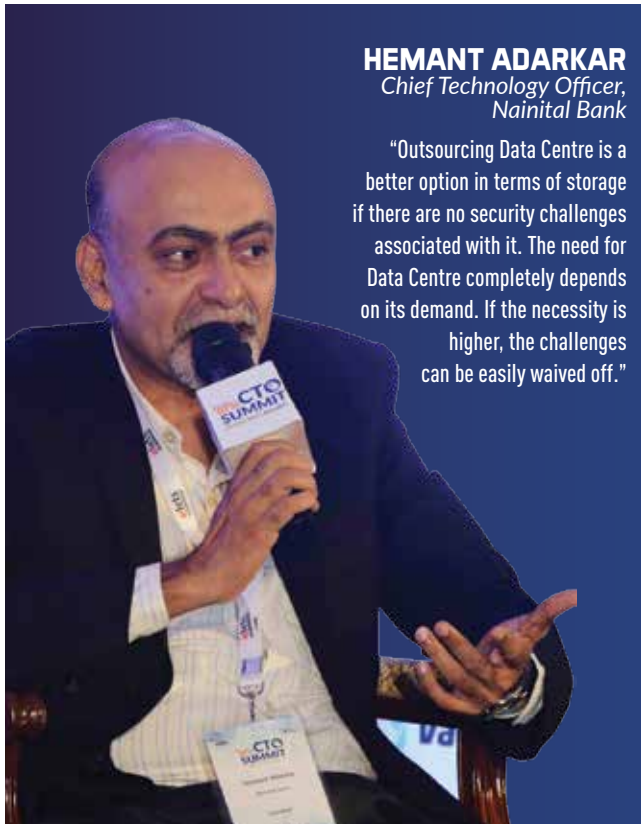
"The Centre is boosting the concept of digitisation and financial inclusion exponentially. In order to achieve these two aspects, it is important to attain financial literacy. In addition to this, security within the transactions is important."



JOHNSON JOSE

*Chief Technology Officer
Federal Bank*

"Our bank started experimenting on cloud nearly two years ago. The major constraint we faced was locating the Data Centre close to our location. Outsourcing the technology is good but availability of Data Centre in the vicinity is desirable."



HEMANT ADARKAR
 Chief Technology Officer,
 Nainital Bank

“Outsourcing Data Centre is a better option in terms of storage if there are no security challenges associated with it. The need for Data Centre completely depends on its demand. If the necessity is higher, the challenges can be easily waived off.”



ROHIT KILAM
 Head - Technology & Digital
 Aditya Birla Financial Services

“We are a financial service firm that has emerged out of cloud. The advantage for us was that we were able to ramp up fast. We are experimenting on a lot of things at a very minimal cost.”



From Left To Right: Zulkernain Kanjariwala, Head, IT-Doha Bank; Rohit Kilam, Head, Technology & Digital Aditya Birla Financial Services; SR Meena, General Manager and CIO- Bank of India; Johnson Jose, CTO- Federal Bank and Hemant Adarkar, CTO-Nainital Bank during a panel discussion.

TECHNOLOGY PRESENTATION

The First Line of Defense

ZULKERNAIN KANJARIWALA

Head - IT
Doha Bank

"Majority of the banks are putting their non critical information on cloud that is not associated with the customers. Our focus is different to this. We are putting our customer-based information on cloud to test the level of scalability and liability."



SANJIV DAS

Business Manager
Display Material & Solutions Division
3M

"97 per cent population in the United States owns a computer, smartphone, tablets etc. They evidently take their gadgets out and work on them connecting to various networks. This exposes their data to a higher security risk. Cloud has a greater role to play in this regard. It offers safe storage and makes customers' lives easy."



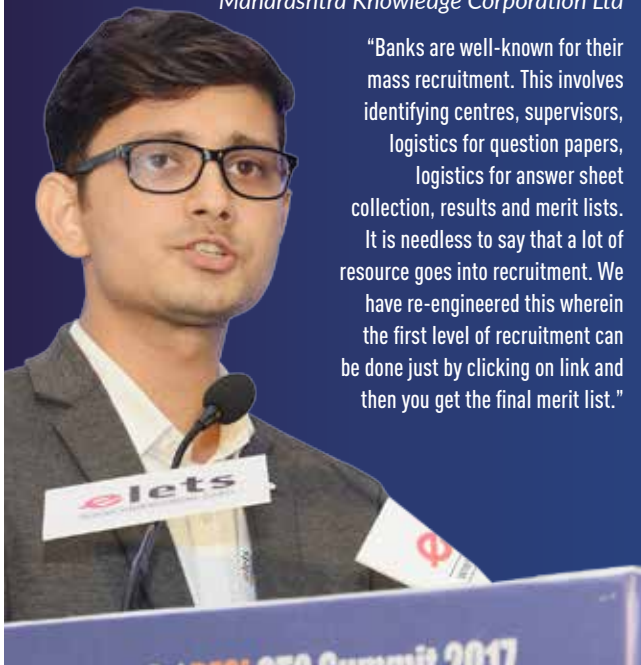
TECHNOLOGY PRESENTATION

Bridging the Divides:
Innovations for Masses

HITESH JOSHI

Product Manager
Maharashtra Knowledge Corporation Ltd

"Banks are well-known for their mass recruitment. This involves identifying centres, supervisors, logistics for question papers, logistics for answer sheet collection, results and merit lists. It is needless to say that a lot of resource goes into recruitment. We have re-engineered this wherein the first level of recruitment can be done just by clicking on link and then you get the final merit list."



PANEL DISCUSSION

Building Safe and Secure Banking in Digital Era with Excellent Customer

DEEPAK SHARMA

Chief Digital Officer
Kotak Mahindra Bank

"Safety is the fare basis of trust for the existence of banking industry. Offering new technologies is important but safety assurance is the priority of the sector. It is certainly a balancing act between upgradation and customer satisfaction."





MANNAN GODIL

*Chief Information Security Officer
Edelweiss Financial Services Limited*

“Customer satisfaction in terms of secured transactions is something that has to be seal- proofed. The expectation in this regard is higher therefore the results should also be meeting the demands. The breach can happen in a fraction of seconds but the damage of reputation sustains for a longer time.”



RAJNISH KHARE

*Head – Digital Transformation
Social Business and New Media
and Mobility Banking, HDFC Bank*

“All transactions performed in the banking sector cannot be secured. The risk of safety breach may be minimal but it has its existence in the banking domain. Technology is getting upgraded to meet up such challenges and minimise customers' exposure to malware infestation.”



SV SUNDER KRISHNAN

*Chief Risk Officer
Reliance Nippon Life Insurance
Company Limited*

“The challenges and opportunities across BFSI sector are similar. We all deal with issues pertaining to data duplicacy, realtime customer experience, clear gratification of customers' demands, and several others. The need of the customers in the recent times is very challenging to meet.”

PANEL DISCUSSION

Financial Technology with Robust Payment System: Need of Hour for Banks, Financial Services and Insurance Providers



SUJATHA MOHAN

*Head-Digital & New
Initiative, RBL Bank*

“The banking sector in India has witnessed a lot of changes lately and majority of these changes are accredited to the dynamically modifying payments system. Demonetisation drive has played an important role in boosting the growth of digital payments.”



BHASKAR JUTTI
*Chief Information Officer,
 SBI Life Insurance (SBI)*

“SBI Life Insurance does not accept cash payments. It has tied up with the payments banks for completing cashless transactions. We have a wide range of payment options for convenience of our customers.”



SURESH A SHAN
*Head-Innovation & Future
 Technology, Mahindra & Mahindra
 Financial Services Ltd*

“Digitisation has emerged as a mandate for all the players in the banking industry. But before ensuring the same there is a need to provide better infrastructural facilities. Power disruption hinders the growth of digital transactions the most.”



LALIT POPLI
*Head-IT
 ICICI Prudential Asset
 Management Company*

“Demonetisation gave rise to a lot of asset management options in the country. The drive had a lot of positive effect on the banking sector but every innovation comes with a price. So, we all took the challenges in a positive way and paved the way for the innovation for a brighter future.”



SHASHANK SHEKHAR
*Head - IT Management,
 DCB Bank*

“Unified Payments Interface (UPI) is one of the major game changers in the payments and it will continue to offer greater innovations in the future. It was primarily introduced to counter the e-wallets. While e-wallets made money transfers easy, UPI made it convenient for the customers to transfer money from one bank to another at a single platform.”

GLIMPSSES OF AWARDS



GLIMPSES OF EXPO




THANK YOU PARTNERS

FOR MAKING

2nd elets BFSI CTO SUMMIT

27 July 2017, Mumbai

A GRAND SUCCESS

<p>Robotics Partner</p> 	<p>Cloud Partner</p> 	<p>Banking Technology Services Partner</p> 	<p>Digital Transformation Partner</p> 
<p>ICT Partner</p> 	<p>Associate Partners</p>     		

Exhibitors

