

bankinnovation-me.com

Summit Agenda

Day 1 - 17th September 2025

○ 08:00 - 09:00 WELCOME COFFEE & NETWORKING

O 09.00 - 09.30

Opening Remarks by Master of Ceremonies

Flo Akinbiyi, Official MC, Akinbiyi Group FZE



3 09:30 - 09:50

FEATURED FIRE-SIDE CHAT

RAKBANK and Infosys Finacle in Conversation on Next-Gen Banking

This session will explore the future of banking in the Middle East, focusing on the key forces reshaping the industry - from embedded finance and real-time payments to Al-powered experiences and digital-first ecosystems. Leaders from RAKBANK and Infosys Finacle will share their perspectives on how banks can reimagine customer engagement, unlock new revenue models, and build resilient, innovation-ready institutions for the decade ahead.

Saket Saith, Group Chief Technology and Data Officer, RAKBANK
Sriranga Sampathkumar, Head of Business, VP and General Manager - Middle East & Africa, Infosys Ltd



Establishing a Data-Driven Culture in Banks



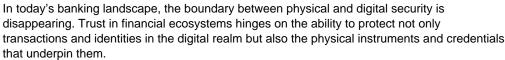
We outline how banks can transition from fragmented, siloed data environments to a truly datadriven culture that empowers AI, reduces risk, and enhances decision-making. It highlights industry trends, current challenges, governance imperatives, and a roadmap for embedding analytics into everyday banking operations. The central message: AI alone isn't enough. Trustworthy outcomes require the fusion of data, analytics, and governance.

- Bridging the Insight-to-Action Gap: Banks must move beyond dashboards to embed explainable, actionable insights directly into workflows for faster, context-driven decisions.
- Governance as the Trust Anchor: Strong governance ensures compliance, eliminates bias, and builds the credibility required for ethical AI adoption.
- Practical Roadmap to Maturity: From modernising data architecture to upskilling people, the presentation lays out a step-by-step approach to foster a resilient, datadriven banking culture.

Binnie Sharma, Principal Product Manager FinnOne Neo®, Nucleus Software Exports Limited

U 10:10 - 10:30

From Physical Security to Digital Trust: Safeguarding the Future of Financial Ecosystems



This session explores how expertise in security printing and authentication, traditionally focused on protecting physical assets like checks, payment cards, and secure documents - is now evolving to strengthen digital identity, fraud prevention, and secure transactions.

Dr. Michael Kivi, Director - Secure Identity Solutions, e7 Group

U 10:30 - 10:50

Salesforce Agentic AI for Financial Services

Discover how Salesforce Agentic AI is transforming Financial Services Cloud, empowering advisors and institutions to deliver personalised client experiences at scale.

Drew Seelig, Global Product Strategy, Financial Services, Salesforce





PANEL DISCUSSION

Navigating the Digital Frontier: Strategies for Banking Technology Leaders in a Rapidly Evolving Landscape

In today's competitive and technology-driven environment, heads of banking technology play a crucial role in driving digital transformation, implementing next-generation infrastructure, and innovating to meet the evolving expectations of customers. This discussion will focus on the strategic and operational priorities for technology leaders in banking, covering topics such as scaling digital platforms, enhancing cybersecurity, and utilising data for real-time decision-making. Industry leaders will provide insights on emerging technologies, managing regulatory challenges, and cultivating agile teams.

Dr. Jelena Janjusevic, Deputy Global Head of Accountancy, Economics and Finance, Edinburgh Business School, Heriot-Watt University Dubai

Ali Alqaraawi, Chief Operating Officer, Aljazira Capital - Saudi Arabia

Dr. Nasser S.Al-Azwani, Head, Information Technology, Alizz Islamic Bank - Oman

Jimmy Li, Chief Technology Officer, Zand

Manoj Bhojwani, Group Chief Information Officer, Abu Dhabi Islamic Bank (ADIB)

Rajesh Kumar Bhaskaran, Executive Director & Head - Core Technology Platforms, Emirates NBD

Shaarawy Mohamed, Chief Technology & Information Officer, First Abu Dhabi Bank Misr - Egypt















① 11:30 - 12:00 NETWORKING BREAK & VISIT TO INNOVATION LOUNGE

U 12:00 - 12:40

PANEL DISCUSSION

Transforming Financial Services: Al Use Cases in Banking Technology

Artificial Intelligence is transforming the banking industry by enabling institutions to streamline operations, enhance customer experiences, and improve decision-making processes. This panel discussion will delve into real-world AI applications across various banking functions, such as customer service, risk management, fraud detection, and personalised marketing. Industry experts will share insights on successful AI implementations, discuss ethical frameworks of AI, and explore the future of AI in banking.

Suraj Rajan, Industry Field CTO, Financial Services, Snowflake
Abdulla Al-Awadi, Chief Strategy Officer, Kuwait International Bank
Adil Belhouari, Senior Vice President/Head of Artificial Intelligence, Data Science & Analytics, Riyad Bank - Saudi Arabia
Archana Shetty, Vice President - IT Projects, QNB Group - Qatar
Dr. Muhammad Fathy, Banking Technology Expert, Egypt
Ferenc Böle, Head of IT, National Bank of Oman

Narinder Auluck, Chief Technology Officer, Invest Bank















FEATURED FIRE-SIDE CHAT

Unlocking Efficiency and Innovation: The Power of AI in Banking

Al is revolutionising the banking sector by automating repetitive, rule-based tasks. This automation results in significant cost savings, improved operational efficiency, and enhanced service delivery. This session will examine how Al is being implemented across different functions in banking, from back-office operations to customer-facing services. By doing so, financial institutions are able to improve accuracy, increase speed, and enhance customer satisfaction.







Deepa Arora, SVP - Head of Advanced Analytics, Digital Risk & Regulatory Journey, Mashreq Mohamed A Moniem, Regional Vice President Middle East, nCino Vladislavs Mironovs, Chief Digital Officer, Commercial Bank of Dubai

U 13:00 - 13:20

Data Chaos to Al Confidence: How Alteryx Powers Banking Transformation

Al promises transformative value, but poor data quality, siloed systems, and unmanaged risk often block success. In this session, discover how Alteryx enables financial services teams to prepare, govern, and operationalize Al-ready data. Learn practical approaches for reducing risk, accelerating compliance, and scaling innovation across critical banking functions.





3:20 - 13:40

The Global Power Play: Accelerate Banking Innovation with Global Teams

In today's rapidly evolving banking environment, achieving digital maturity is essential for sustained business success. Banks must invest in specialised domain and technology expertise, that creates agility and fosters innovation while optimising costs. Collaborating with the right global capability partner ensures that your strategy plays out well and you stay ahead of the competition.

In this session, we'll explore strategies for building high-value, global capability teams that deliver impactful results at speed thereby accelerating your organization's growth in the fast-paced, multi-disciplinary digital age. Additionally, we will examine best practices, dos and don'ts, and optimal engagement models for establishing the most effective global delivery centers aimed at maximising value and efficiency in your journey towards continued success.

Suhail Basit, Managing Director - Middle East, Synechron



PANEL DISCUSSION

Customer-Centric Banking – Empowering the Next Generation of Bankers through Technology

The future of banking revolves around creating customer-first experiences that are personalised, seamless, and intuitive. Technology plays a crucial role in this transformation, allowing banks to better understand and meet the evolving needs of digitally-savvy consumers. This discussion will focus on how emerging technologies—such as artificial intelligence (AI), big data, mobile banking, and automation—are empowering banks to deliver hyper-personalised services, enhance customer satisfaction, and improve overall engagement. Industry experts will discuss the impact of digital tools on reshaping customer relationships and how the next generation of bankers is adapting to this new landscape.

Grace Saade, Senior Vice President Professional Services, Azentio
Ahmed Aideed, Manager - Digital Channels, Abu Dhabi Commercial Bank
Amna Ahmed Al Zubaidi, Head of Customer Experience - Retail, Bank Muscat - Oman
Dr. Emmanuel Manyonganise, Head of Customer Experience & Digital Transformation, Bank Albilad - Saudi Arabia
Ledi Lapaj, Director Customer Experience, Bank-al-Etihad - Jordan
Mais Kayed, Customer Experience and Service Excellence Head, Capital Bank of Jordan
Shoaib Rizvi, Group Head of Digital Products, Emirates NBD



14:20 - 15:20 LUNCH & VISIT TO THE INNOVATION LOUNGE

Day 2 - 18th September 2025

08:00 - 09:00

WELCOME COFFEE & NETWORKING

O 09:00 - 09:30

Opening Remarks by Master of Ceremonies

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© 09:30 - 09:50

CISO Role Rebooted

In today's dynamic and complex threat environment, Chief Information Security Officers (CISOs) face immense pressure to protect their organisations while simultaneously enabling business transformation. Gone are the days when cybersecurity could afford to operate as an isolated, rigid function, independent from business strategies. For modern organizations, cybersecurity must not only safeguard operations but foster the agility needed to adapt, grow, and innovate. Join Olivier in the discussion around embracing agility and resilience in the banking industry.

Olivier Busolini, Group Chief Information Security Officer, Mashreq





With banks increasingly depending on data for decision-making and business strategy, the integration of advanced data analytics and generative AI technologies is transforming how businesses operate. Data analytics offers tools to uncover insights from large datasets, while generative AI is changing the way companies innovate, personalise services, and solve problems. This session will examine the synergies between these technologies, their impact on business intelligence, and how they are reshaping data-driven decision-making in organizations.

Dongjun (DJ) Choi, Group Chief Customer Officer, RAKBANK





(10:10 - 10:30)

Future-Proof Finance: Practical Al Applications in Banking Technology

In this session, Ben Gamble, Field CTO at Ververica, will explore how banks can leverage Al for real-world impact today while preparing for the future. He will highlight concrete applications in areas such as real-time fraud detection, intelligent risk modeling, and hyper-personalised customer engagement. Attendees will gain insights into how AI can be integrated with streaming data platforms to enable faster, more adaptive decision-making without compromising compliance or trust.

Participants will walk away with a clear understanding of how to apply AI in banking technology with confidence, focusing on agility, governance, and long-term value creation. This talk will equip leaders with the tools to not only keep pace with disruption but to set the pace for the future of finance.

Ben Gamble, Director of Product Marketing, Ververica



① 10:30 - 10:50

CASE STUDY

Aligning Company Culture to Data Transformation

A Practical Case Study of Kuwait Credit Information Network Company (CINET)

Data transformation is not just about adopting new technologies; it is equally about reshaping mindsets, behaviors, and organizational values. Many financial institutions invest heavily in data platforms, AI, and analytics, but fail to achieve real impact because their company culture resists the change. Kuwait Credit Information Network Company (CINET) provides a compelling case of how aligning culture with a data-driven vision can accelerate transformation, create trust, and unlock new value in financial services.

Sarah Al Zaabi, Chief Human Resources Officer, Kuwait Credit Information Network Company (CINET) - Kuwait





PANEL DISCUSSION

Open Finance: Unlocking Innovation with Real-World Use Cases

This panel discussion will explore the transformative potential of Open Finance, which expands the principles of Open Banking to include a wider range of financial products and services, such as insurance, pensions, investments, and more. As financial data becomes increasingly accessible and interoperable, Open Finance is creating a more customer-centric, innovative, and inclusive financial ecosystem. Panellists will examine cases that showcase the real-world impact of Open Finance, highlighting how it enables personalised financial services, fosters competition, and lowers barriers for fintech startups. OneSpan will also focus on the security of open financing and unpack the how banks can protect themselves in the current market.

Brian Adam Pratama, Product Marketing Manager Mobile Security & Authentication, OneSpan Amr Mohamed Naguib, Head of Innovation & Digital Solutions, Abu Dhabi Commercial Bank - Egypt Devendra Kumar, Head of Digital Channels - Global Transaction Banking, Mashreq Erkal Hascan, Head of Digital Banking, Sohar International - Oman Islam Nabil Awad, Manager Solutions Architecture - Digital Group, Banque Saudi Fransi - Saudi Arabia Mangesh Jadhav, Head of Platform and Core Banking, Emirates NBD Muzammil Riyaz, Senior Information Security Manager, ruya















O 11:30 - 12:00 NETWORKING BREAK & VISIT TO INNOVATION LOUNGE

U 12:00 - 12:40

PANEL DISCUSSION

Establishing a Data-Driven Culture in Banks: Transforming Insights into Action

Banks are facing increasing competition and evolving customer expectations, making it crucial to establish a data-driven culture. This approach fosters innovation, improves decision-making, and maintains a competitive edge. This panel discussion will focus on the key steps necessary to cultivate a data-driven culture within a bank. Experts will address how banks can overcome common challenges and risks in data adoption, ensure alignment between data teams and business units, and integrate data into everyday decision-making processes.

Amna Al-Balushi, Chief Information Security Officer, Bank Nizwa - Oman Dr. Haidar Almohri, Acting Chief Data and Innovation Officer, Gulf Bank - Kuwait Dr. Jihad Al Wahshi, Head of Data Management, Central Bank of Oman Gyan Prakash Srivastava, Group Head of Data Analytics and Al, Mashreq Mehbob Uddin Ahmed, Group DPO and Al Governance, QNB Group - Qatar Nadeem Khitan, Chief Consumer Banking Officer, Capital Bank of Jordan













O 12:40 - 13:00

Empowering Banks with Secure, Compliant, and Automated IT Management

This session will explore how ManageEngine's integrated IT management solutions empower banking institutions to automate critical IT operations, enforce security best practices, and stay audit-ready across all touchpoints. From unified endpoint management and real-time threat detection to compliance reporting and service automation, discover how ManageEngine helps banks build resilient, secure, and future-ready IT environments.



Praneeth Vanteru, Technical Consultant, ManageEngine

Redefining Banking In The Digital Era: Insights From Malta's Transformation Journey

This presentation offers an in-depth exploration of Malta's evolving banking ecosystem, spotlighting its transformation into a dynamic and innovation-driven financial services hub within the EU and Mediterranean region.







13:20 - 14:00

PANEL DISCUSSION

Transforming Workplace Culture: Empowering Bank Staff for Innovation and Growth in the Digital Age

This panel discussion highlights the pivotal role of cultural transformation in building a workplace that drives innovation, collaboration, and inclusivity within the banking sector. As technology reshapes the industry, fostering a supportive and future-ready environment for staff is essential to success. The session will explore practical strategies to inspire change, align employees with digital objectives, and create a culture where everyone can thrive.

Professor Fiona Robson, Head of the School of Social Sciences and Edinburgh Business School, Heriot-Watt University Dubai -UK

Jyoti Ranjan, Head of Business Banking, Ajman Bank

 $Saad\ Farooq,\ \mathsf{Head}\ \mathsf{of}\ \mathsf{COO}\ \mathsf{Transformation},\ \mathsf{SAB}\ \mathsf{-}\ \mathsf{Saudi}\ \mathsf{Arabia}$

Sarah Al Zaabi, Chief Human Resources Officer, Kuwait Credit Information Network Company (CINET) - Kuwait

 $Tamer\ Abou\ Zaid,\ {\tt Senior\ Director\ -\ Head\ of\ IT\ Delivery,\ SCB\ Bank\ -\ Egypt}$

Yousuf Al-Araimi, Assistant General Manager - Head of Human Capital, Oman Housing Bank



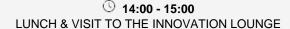












An Event by:

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