




**Monday 23<sup>rd</sup> September**

09:00-10:00	<b>REGISTRATION</b>
10:00-10:15	<b>WELCOME TO THE EBUG KNOWLEDGE FORUM</b> <i>David Smith, HP (Enterprise Services), EBUG Chairman</i>
10:15-11:00	<b>KEYNOTE ADDRESS</b> <b><i>A CIO's Perspective – How Social, Mobile, Analytics &amp; Cloud are Transforming Business</i></b> <i>Jeanette Horan, Global CIO, IBM</i>
11:00-11:30	<b>Coffee Break</b>
11:30-12:15	<b><i>The Mobile Wave: The World Has Changed</i></b> <i>Roy Vella, Managing Director, Vella Ventures Ltd</i>
12:15-12:45	<b><i>The Future of Computing</i></b> <i>Gordon Hughes, Global Sales Director, Intel Corporation</i>
12:45-13:15	<b><i>The Payments Market: Huge, Yet Still Growing, Profitable – What's Not to Like? But What Does it Actually Take To <u>Win</u> In This Market?</i></b> <i>Dave McLeod, EMEA Sales Director - Payments, HP</i>

13:15-14:15	Lunch in the Great Hall	
	MARKET INTELLIGENCE TRACK	BREAK-OUT TRACK
14:15-14:45	<p><b>Will Web Thinking Bring True Innovation To Banking?</b> Aden Davies, Social Technologies Specialist, HSBC</p>	<p><b>BPC Customer Case Study</b> <b>The Challenges of a Multi-Country Rollout</b> Andrej Eichler, CEO, MBU, Erste Group Bank AG (14:15-15:00)</p>
14:45-15:45	<p><b>Short Presentations from New Innovators</b> Grant Wyatt, Ixaris Gerard Vos, Spectrum Cathy Bracewell, Aconite</p>	<p><b>Lusis Customer Case Study</b> <b>Successfully Migrating BASE24: TANGO Migration Project – The Facts</b> Chris Nolte, CTO, BankservAfrica (15:00-15:45)</p>
15:45-16:15	Coffee Break	
16:15-17:00	<p><b>Short Presentations from New Innovators, contd.</b> David Smith, Auriga</p>	<p><b>Alaric Customer Case Study</b> <b>Cuscal 2013 Migration – Fifty Shades of Success</b> Terry Hannah, Head of Solution Delivery, Cuscal</p>
	<p><b>INNOVATION PANEL SESSION – What’s Noise? What’s Real?</b> Moderated by John Rozek, Director, Polar Moment</p>	
17:05-17:45	<p><b>EBUG User Group Session</b> Facilitated by EBUG</p>	
17:45-20:00	<p><b>Drinks Reception in the Great Hall – Sponsored by</b> </p>	

**Tuesday 24<sup>th</sup> September**

	<b>MARKET INTELLIGENCE TRACK</b>	<b>BREAK-OUT TRACK</b>	
09:15-10:00	<b>Future Technology Trends in Payments</b> <i>Andrew Vorster, VP Technology R&amp;D, Visa Europe</i>	<b>Compass Plus Customer Case Study</b> <b>Competing with International Payment Networks.</b> <b>SwitchMaster: A Case Study in Innovation</b> <i>Alexey Parshin, Payments Services Development Director, SwitchMaster</i>	
10:00-10:30	<b>Coffee Break</b>		
	<b>MARKET INTELLIGENCE TRACK</b>	<b>BASE24 &amp; BASE24-eps TRACK</b>	<b>POSTILION TRACK</b>
10:30-11:00	<b>The Future of EMV</b> <i>Kevin Emery, EMV Product Deployment Manager, Discover Financial Services</i>	<b>The Analysts' View of ACI</b> <i>Adrian Hausser, CEO, PayX International</i>	
11:00-11:30	<b>Some Challenging &amp; Innovative Case Studies</b> <i>John Doyle, Business Development Manager, FSS Technologies</i>	<b>GEO Blocking in BASE24</b> <i>Rinus Zeldenthuis, Solution Designer, ABN Amro</i>	<b>Postilion SDK</b> <i>Dave Glass, Director, Electrum Payments</i>
11:30-12:00	<b>Growing East to West: Which Standards Work Best?</b> <i>Jeremy Abbott, Senior Market Representative, UnionPay International</i>	<b>The Verizon 2012 Data Breach Investigations Report: Lessons Learned for Running BASE24 Securely</b> <i>Thomas Burg, CTO, comForte</i>	<b>Replatforming Postilion</b> <i>John Rozek, Director, Polar Moment</i>
12:00-12:30	<b>What's Driving Payments?</b> <i>Adrian Voak, Manager, Solutions Consultancy, Verifone</i>	<b>BASE24/BASE24-eps Round Table</b> <i>Facilitated by EBUG</i>	<b>Postilion Round Table</b> <i>Facilitated by EBUG</i>
12:30-13:30	<b>Lunch in the Great Hall</b>		

	<b>MARKET INTELLIGENCE TRACK</b>	<b>ATM &amp; SELF-SERVICE TRACK</b>	<b>RETAILER &amp; POS TRACK</b>
13:30-14:00	<b>Decisions, Decisions....</b> Steve Lomax, Director, Mimir Payments	<b>ATM Innovation</b> David Smith, Business Development Director, Auriga SpA	<b>Contactless</b> Mike Everton, IT Foundation Project Manager, Marks & Spencer
14:00-14:30	<b>Opportunities in Mobile Retail</b> Glyn Lewis, Chairman, Infraxis AG	<b>Innovation in a Legacy Payment Environment</b> Anton Godfrey, Global Self-Service Architect, HSBC	<b>Engaging the Mobile Consumer</b> Jon Worley, Director of Customer Loyalty, The Logic Group
14:30-15:00	<b>Building Payments Infrastructure for Tomorrow</b> Adrian Hausser, CEO, PayX International	<b>The Delusion of System Availability Reports</b> Jim Tomaney, Consultant, Q-ATM	<b>Working Together to Prevent Fraud</b> Jackie Barwell, Head of Fraud Products, ReD Worldwide
15:00-15:30	<b>PANEL SESSION: What's Happening and How Do We Address the Issues?</b> Brendan Thorpe, Wincor-Nixdorf, Adrian Hausser, PayX & Steve Lomax, Mimir Payments	<b>Contactless &amp; Mobile Technologies in the ATM Environment</b> Wolfgang Braunwieser, Managing Director, SBS Salzburg	<b>DCC: The Benefits &amp; Challenges to Merchants &amp; Acquiring institutions</b> Greg Kane, Commercial Director, Monex
15:30-16:00	<b>Coffee Break</b>		
16:00-16:30	<b>Technical Deployment of Mobile Payments in Nigeria</b> Ifeolowa Oluyemi, Consultant, QBS Ltd	<b>Latest Security Trends – Protecting HP NonStop and BASE24 from Today's Threats</b> Ian Pearce, EMEA Support Manager, Xypro	
16:30-17:00	<b>Operational Cryptography, A Year On</b> Jason Brooks, Director, J-Sec Consultancy	<b>EPS – Is It Better than Classic? First Data's Experience</b> Richard Pitt, EMEA Product Director, First Data	
17:05-17:30	<b>CONFERENCE CLOSE</b> David Smith, HP (Enterprise Services), EBUG Chairman		