



Customer Engagement Summit Sydney

Agenda 25 February, 2020



Time	Session	Speakers
8:00 AM	Registration and Networking Breakfast in the Innovation Hub	
9:00 AM	Welcome and Introduction	Mick Evans , Country Manager, ANZ, Pega
9:05 AM	Responsible AI	Rob Walker , Vice President, Decision Management & Analytics Marketing & Analytics, Pega
9:35 AM	Up, up, and Away: Unleashing the Superpowers of Pega Infinity	Luie Matthee , Senior Solutions Consultant, Pega Eloise Forbes , Senior Solutions Consultant, Pega
10:05 AM	Premier Partner Presentation	Amit Bansal , Managing Director, Analytics Delivery Lead APAC & Artificial Intelligence Delivery Leader, Accenture
10:35 AM	Networking Break in the Innovation Hub and Spotlight Talks	
	Partner Spotlight Talks <i>All Partner Spotlights take place during the networking break.</i>	
	Partner Spotlight 10:45 AM – 10:55 AM	
	Partner Spotlight 11:00 AM – 11:10 AM	
11:15 AM	Client Presentation: IP Australia	Adrian Jacobs , Senior Director of Business Engagement & Systems, IP Australia
11:45 AM	Client Presentation: ASB Bank, New Zealand	Barry Coughlan , Head of Automation at ASB Bank, New Zealand
12:15 PM	What is Your Digital Business Model? Four Ways to Make Money in the Digital Era	Peter Weill , Chairman, Center for Information Systems Research (MIT CISR) & Senior Research Scientist, MIT Sloan School of Management
12:50 PM	Client Presentation: Commonwealth Bank of Australia	Andrew McMullan , Chief Analytics Officer, Commonwealth Bank of Australia
1:15 PM	Close & Wrap Up	Mick Evans , Country Manager, ANZ, Pega
1:20 PM	Networking Lunch Reception in the Innovation Hub	

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