

12 - 15 APRIL 2011, HOTEL PALACE, BERLIN

EBUG ANNUAL CONFERENCE IN ASSOCIATION WITH ACE EMEA AGENDA



Financial Crime
Retail Back Office

Partnership in payments
12 April



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Location **Burgund I-III (2nd floor)**

8:00

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18:00

to

20:00

Registration

Registration, welcome drinks and networking

Partnership in payments

13 April



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Location	Bordeaux I - II (2nd floor) Plenary	Bordeaux I - II (2nd floor) EBUG Retail Payments & ACE Retail Back Office meeting	Kaminzimmer (4th floor) ACE Wholesale Payments meeting	Provence II (4th floor) ACE Financial Crime meeting
8:00	Breakfast / registration / exhibition			
8:45	Welcome and introduction Paul Thomalla, Senior VP EMEA, ACI joined by Tony Douglas, EBUG Chairman			
9:00	A view from the bridge An interview with Paul Thomalla, Senior VP EMEA, ACI			
9:15				
9:30				
9:45	Keynote address: The future of financial services Brett King, author of the bestselling book Bank 2.0 and strategic advisor to the global financial services sector			
10:00				
10:15				
10:30	Coffee - exhibition area			
10:45				
11:00	ACI global update Ralph Dangelmaier, President Global Markets and Services, ACI			
11:15	ACI product strategy and update Louis Blatt, Chief Product Officer, ACI			
11:30				
11:45	ACI services strategy and update Tom Houghton, Senior VP Global Professional Services, ACI			
12:00	Q&A			
12:15				
12:30	Lunch - Restaurant Bon Dia			
12:45	Dessert and coffee - exhibition area			
13:00				
13:15	Industry panel: Payment services and technology - making partnerships effective Kenneth Trickett, Global Head of Process and Project Management, BNP Paribas Fortis; Jeff Guthrie, Chief Operating Officer, Moneris Solutions Corporation; James Wallis, VP, Global Payments Industry, IBM; Bernard Delahaye, VP Strategy and Planning, ACI EMEA; Moderated by Gary Wright, Director, SEPA Consultancy			
13:30				
13:45				
14:00	Industry panel: Transaction banking services - today's strategies Gilbert Arira, Global Head of Cards, BNP Paribas Group; George Stein, Director Euro Services, VocaLink Steve Saltwick, Director of Global Vertical Solutions, HP; Barry Rhodes, Head of Transaction Banking, ACI EMEA Moderated by Gary Wright, Director, SEPA Consultancy			
14:15				
14:30				
14:45				
15:00	Coffee - exhibition area			
15:15				
15:30				
15:45				
16:00				
16:15				
16:30				
16:30	Q&A Ralph Dangelmaier, President Global Markets and Services; Paul Thomalla, Senior VP EMEA; Tom Houghton, Senior VP Global Professional Services; Louis Blatt, Chief Product Officer, ACI			
16:45				
17:00				
17:15	Summary and close: Paul Thomalla, Senior VP EMEA, ACI			
17:30				
	Free evening			

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Location	Bordeaux I (2nd floor) EBUG Retail Payments meeting - technical track	Bordeaux II (2nd floor) EBUG Retail Payments meeting - business track	Provence III (4th floor) ACE Retail Back Office meeting	Provence II (4th floor) ACE Financial Crime meeting
8:00	Breakfast / registration / exhibition			
9:00			User group meeting and Q&A Facilitated by: Chris Pascoulis, Ph.D, Solutions Lead, ACI EMEA	Multi-dimensional fraud analytics: next generation financial crime prevention Gregg Brett, VP of Global Strategic Partners, Opera Solutions
9:15	EBUG customer-only session Facilitated by Tony Douglas, EBUG Chairman			
9:30				
9:45				
10:00	Operate solutions update Ken Scudder, VP and Product Line Manager, Payment Infrastructure and Tools, ACI	Developments in ATM fraud Graham Mott, Head of Development, LINK		Joined up approach to fighting financial crime with ACI Peter Braun, Advisor to the Chairman, OTP National Savings and Commercial Bank
10:15				
10:30				
10:45	The ACI/IBM Alliance, another year building momentum Ray Caradine, IBM Global Payments Executive	Investment opportunities in card issuing and acquiring Peter Jones, Managing Director, PSE Consulting		ACI product roadmap Michael Nordmeyer, Senior Business Analyst, ACI
11:00				
11:15	Coffee - exhibition area			
11:30				
11:45	Mobile payments - there are many ways to skin a cat Marcus Nasarek, Bundesverband Deutscher Banken	Solutions for growth - ACI Acquirer and ACI Proactive Risk Manager - a customer perspective Jeff Guthrie, Chief Operating Officer, Moneris Solutions Corporation	Please join the session: Solutions for growth - ACI Acquirer and ACI Proactive Risk Manager - a customer perspective by Jeff Guthrie, Chief Operating Officer, Moneris Solutions Corporation in Bordeaux I	
12:00	HP/ACI: 30+ years of customer success continues David Mcleod, Sales Director, Financial Services Industry, HP			
12:15				
12:30				
12:45	Lunch - Restaurant Bon Dia			
13:00	Dessert and coffee - exhibition area			
13:15				
13:30	How to beat stress at work Martin Travers, Senior Consultant, Ascert	Status and progress of EAPS Pascal Dufour, Program Manager, Euro Alliance of Payment Schemes		ACI Proactive Risk Manager 8.0 - tracking the migration from version 7.1 to 8.0 Michael Nordmeyer, Senior Business Analyst, ACI
13:45				
14:00	BASE24-eps migration with ASSET Bilal Faour, Project Manager, National Bank of Kuwait	Regional payment integration initiatives Joleen Young, Head of Regulatory Governance and Payments, Standard Bank		
14:15				
14:30	Porting BASE24 from S-Series to HP Blades Keith Draper, Senior Solutions Architect, Barclaycard			
14:45				
15:00	Interactive session: BASE24 migration planning Facilitated by Keith Draper, Barclaycard and Richard Gorman, Development Manager, VocaLink	A view on the future of schemes, switches and processors within SEPA Carmen Carnero Silvo, Deputy Managing Director, Sermepa		Business services managing financial crime needs Bob Mackman, Head of Business Services and David Divitt, Senior Fraud Consultant, ACI EMEA
15:15				
15:30				
15:45	Coffee - exhibition area			
16:00				
16:15	Interactive session: Operational issues Jason Brooks, Head of Production Support, Wincor-Nixdorf and Karl Brown, Senior Product Manager, ACI	Do banks already have the payments infrastructure to support mobile? Gareth Ellis, Solutions Consultant, ACI EMEA		ACI Case Manager Andy Morris, Solutions Lead, ACI EMEA
16:30				
16:45				
17:00				
17:15	ACI Q&A - Your opportunity to question a panel of ACI Senior Executives: Paul Thomalla, Senior VP EMEA; Mike Pottinger, VP EMEA Services; and Bernard Delahaye, VP Strategy and Planning, ACI EMEA		Free time	User group exchange Facilitated by David Divitt, Senior Fraud Consultant, ACI EMEA
17:30				
18:30 to 19:00	Close			
19:15 to 23:00	Coaches depart for Meilenwerk			
	Gala dinner			

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Location	Bordeaux I (2nd floor) EBUG ATM User Group	Bordeaux II (2nd floor) EBUG POS User Group	Provence III (4th floor) ACE Retail Back Office meeting	Provence II (4th floor) ACE Financial Crime meeting
9:00				
9:15	Exhibition			
9:30				
9:45	Industry highlights and product update for BASE24 and BASE24-eps Frederique Slevin, Lead Product Manager, Manage Retail, ACI	New universal PoS standards William Vanobberghen, Secretary-General, EPASOrg	Retail Back Office product strategy update John Leake, Director Product Line Manager, ACI	Wholesale fraud and risk David Divitt, Senior Fraud Consultant, ACI EMEA
10:00		The EPAS acquirer protocol - ISO 20022 CAPE Louis Jenny, Senior Consultant, EPASOrg	Exploiting channel innovation and new technologies, contactless, mobile etc David Thomas Worthington, Principal Consultant, Payments & Chip Technology, Bell ID	
10:15				
10:30	Automated ATM testing Anton Godfrey, Lead Development Specialist, HSBC	Navigating the maze: regulation, interchange, price unbundling, MSCs Peter Jones, Managing Director, PSE Consulting		Operate, Prognosis and ASSET Andy Morris, Solutions Lead, ACI EMEA
10:45				
11:00				
11:15	Coffee - exhibition area			
11:30				
11:45	Biometrics in the banking industry Dr. Waldemar Grudzien, Director, Association of German Banks	Industry highlights and product update for BASE24 and BASE24-eps Frederique Slevin, Lead Product Manager, Manage Retail, ACI	Moneris case study: an ACI perspective Mitch Armstrong, Business Solution Sales Manager, ACI EMEA	
12:00			The integrated ACI Retail Payments solution Chris Pascoulis, Ph.D, Solutions Lead, ACI EMEA	ACI next generation financial crime capability solutions José Badía, Senior Product Manager, ACI EMEA
12:15	Biometrics: follow-up discussion Facilitated by Richard Gorman, Development Manager, VocaLink			
12:30				
12:45	EBUG business with Tony Douglas, EBUG Chairman ACE update from Rich Rosales, ACE President		Roundtable: Where next for the card business Chris Pascoulis, Ph.D, Solutions Lead, ACI EMEA	
13:00				
13:15	Conference close			
13:30	Lunch - Restaurant Bon Dia			
13:45				



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