

Tuesday 5th May

16:00-19:00	CONFERENCE REGISTRATION
19:00-20:30	EBUG WELCOME RECEPTION AND VENDOR EXHIBITION

Wednesday 6th May

08:00-09:00	REGISTRATION
09:00-09:30	'Transforming for the Future' Tony Douglas, Chairman, EBUG & Steve Wright, President EMEA, ACI Worldwide
09:30-10:30	ACI Payment Engine Strategy and Roadmap ACI Worldwide
10:30-11:00	Coffee
11:00-12:00	KEYNOTE SPEAKER Trends & Expectations in the Payments Industry Charles Bryant, Senior Advisor Euro Banking Association & Former Secretary General of the European Payments Council
12:00-12:30	IBM Presents
12:30-13:30	Lunch

13:30-14:15	Earning Spending Projections (ESP) for BASE24-eps Jim Johnson, Founder & Chairman of the Standish Group
14:15-15:00	Customer Only Session and EBUG Q&A Facilitated by Tony Douglas, Chairman, EBUG
15:00-15:30	Coffee
15:30-16:00	HP Presents
16:00-16:30	ACI Corporate Management Office & Implementation Services Bob Cronin, ACI Worldwide
16:30-17:00	ACI General Q&A
	FREE EVENING

Thursday 7th May

Thursday 7 th May		
	TRACK 1	TRACK 2
09:00-09:30	Gold Sponsor	Gold Sponsor
09:30-10:00	<p style="text-align: center;">Consumer Rights under the Payment Services Directive and the Challenge for Card Issuers</p> <p style="text-align: center;">Bob Lyddon, Lyddon Consulting Services</p>	<p style="text-align: center;">Cheap 'n Cheerful – Protecting the Future with Quantum Key Cryptography</p> <p style="text-align: center;">Keith Harrison, HP Labs</p>
10:00-10:30	Coffee	
	TRACK 1	TRACK 2
10:30-11:15	<p style="text-align: center;">Contactless & NFC Payments</p> <p style="text-align: center;">Dave Birch, Hyperion</p>	<p style="text-align: center;">Customer Case Study</p> <p style="text-align: center;">3D Secure Internet Acquiring</p> <p style="text-align: center;">Vera Lusic, PBZCard (10:30 – 11:00)</p>
		<p style="text-align: center;">Customer Case Study</p> <p style="text-align: center;">Reinventing and Automating Your BASE24 Life Cycle to Save Millions</p> <p style="text-align: center;">Jim Tomaney, Barclays (11:00 – 11:30)</p>

11:15-12:00	<p>Mobile Banking</p> <p>Edgar Dunn</p>	<p>Customer Case Study</p> <p>Key Refresh: Manage the BASE24-eps Key Database</p> <p>Tom van Kuipers, ING (11:30 – 12:00)</p>
12:00-12:30	GoldenGate Presents	XYPRO Presents
12:30-13:30	Lunch	
	TRACK 1	TRACK 2
13:30-14:00	<p>ACI Fraud & Risk Solutions Update</p> <p>Dave Frost, ACI Worldwide</p>	Ascort Presents
14:00-14:45	<p>Building a Global Network</p> <p>Paul Stanley, First Data International</p>	<p>Customer Case Study</p> <p>Running Hybrid BASE24-Classic & BASE24-eps</p> <p>Keith Draper, Barclaycard (14:00-14:30)</p>
		<p>Customer Case Study</p> <p>BASE24-eps Operations</p> <p>Jason Brooks, Wincor-Nixdorf (14:30-15:00)</p>
14:45-15:30	<p>Is Any Legacy an Option? Or, to borrow from Frankie Goes to Hollywood..‘When Two Tribes Go to War’</p> <p>Richard Buckle, Goldengate & Former Director of Both ITUG and the IBM SHARE User Group</p>	<p>Customer Case Study</p> <p>BASE24-eps Performance</p> <p>Visa Europe (15:00-15:30)</p>
15:30-16:00	Coffee	

16:00-16:30	comForte Presents	
16:30-17:00	ACI Product Roadmap	
17:00-17:30	ACI Product Q&A An opportunity to put your product-related questions to a team of senior ACI managers.	
17:30-18:00	SPECIAL INTEREST GROUP BASE24-eps Migration Round Table	SPECIAL INTEREST GROUP By Delegate Request
19:00-19:30	COACHES LEAVE FOR THE GALA EVENT AT THE CITADEL VILLA DREVCICE (DRESS CODE INFORMAL)	

Friday 8th May

	ATM USER GROUP	POS USER GROUP
10:00-12:30	Industry Update Frederique Slevin, ACI Worldwide (10:00-10:15)	ACI Product Update Rich McCall, ACI Worldwide (10:00-10:15)
	Product Update & Futures for BASE24 Classic and BASE24-eps Frederique Slevin, ACI Worldwide (10:15-11:15)	Product Update & Futures for BASE24 Classic and BASE24-eps Rich McCall, ACI Worldwide (10.15-11.15)
	Airline Tickets at ATMS PBZCard (11:15-11:45)	Merchant Retail & eCommerce Update Rich McCall, ACI Worldwide (11:15-11:30)
	Radical Action on ATM Fraud Graham Mott, Link (11:45-12:15)	Terminal Management & PoS Channel Monitoring Keith Draper, Barclaycard (11:30-12:00)
Q&A/Discussion..... (12:15-12:30)Q&A/Discussion..... (12:00-12:30)
12:30-13:00	EBUG Business with Tony Douglas, EBUG Chairman ACE Update from Michele Schwappach, ACE Chairperson Conference Close	
13:00-14:00	Lunch	