

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	The ACI Vision Louis Blatt Ph.D, Chief Product Officer, 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	Transforming for the Future: Payment Systems Infrastructure on IBM System z Kevin O'Reilly, Director, Worldwide STG Sales, ACI-IBM Alliance & John Quamina, Payment Sales Lead, North-East Europe, IBM

12:30-13:30	Lunch
13:30-14:15	<p>Earning Spending Projections (ESP) for BASE24-eps</p> <p>Jim Johnson, Founder & Chairman of the Standish Group</p>
14:15-15:00	<p>Customer Only Session and EBUG Q&A</p> <p>Open Discussion on Topical Issues, Including the Results of EBUG's Recent BASE24 Sunset Survey Facilitated by Tony Douglas, Chairman, EBUG</p>
15:00-15:30	Coffee
15:30-16:00	<p>Payments, Cost & Risk Reduction in Unprecedented Times</p> <p>Steve Saltwick, Director-Vertical Solutions, Business Critical Systems, HP</p>
16:00-16:30	<p>ACI Corporate Management Office & Key ACI Corporate Initiatives</p> <p>Bob Cronin, Vice-President, Corporate Management, ACI Worldwide</p>
16:30-17:00	<p>ACI General Q&A</p> <p>Your Opportunity to Question a Panel of ACI Senior Executives with Louis Blatt, Bob Cronin and Kay Williams, ACI Worldwide</p>
	FREE EVENING

Thursday 7th May

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	TRACK 1	TRACK 2
09:00-09:30	<p>Professional Services – What Can ACI Do to Help You?</p> <p>Dan James, Business Services Manager, ACI Worldwide</p>	<p>Securing & Monitoring BASE24 Systems for PCI Compliance</p> <p>Morné Conradie, XYPRO</p>
09:30-10:00	<p>Consumer Rights under the Payment Services Directive and the Challenge for Card Issuers</p> <p>Bob Lyddon, Lyddon Consulting Services</p>	<p>PCI Round Table – Your Challenges and Needs</p> <p>Panel Discussion with PCI Solution Providers</p>
10:00-10:30	Coffee	
	TRACK 1	TRACK 2
10:30-11:15	<p>Contactless & NFC Payments</p> <p>Dave Birch, Hyperion</p>	<p>Customer Case Study: Web Enabling BASE24 Functions</p> <p>Richard Gorman, Vocalink (10:30 – 11:00)</p> <hr/> <p>Customer Case Study: Reinventing and Automating Your BASE24 Life Cycle to Save Millions</p> <p>Jim Tomaney, Barclays (11:00 – 11:30)</p>

11:15-12:00	<p align="center">Mobile Banking</p> <p align="center">Alistair Gates, Edgar Dunn</p>	<p align="center">Customer Case Study: Key Refresh: Manage the BASE24-eps Key Database</p> <p align="center">Tom van Kuipers, ING (11:30 – 12:00)</p>
12:00-12:30	<p align="center">Migrating, Consolidating or Offloading Data to Heterogenous and Lower Cost Environments</p> <p align="center">Chris McAllister, GoldenGate</p>	<p align="center">Living with the Quantum-Enabled Future</p> <p align="center">Keith Harrison, HP Labs</p>
12:30-13:30	Lunch	
	TRACK 1	TRACK 2
13:30-14:00	<p align="center">ACI Fraud & Risk Solutions Update</p> <p align="center">Michelle Weatherhead, Business Solutions Manager, Fraud & Risk, ACI Worldwide</p>	<p align="center">Test Automation – A Bigger Bang for your Buck</p> <p align="center">Mike Wainwright, Ascert</p>
14:00-14:45	<p align="center">Building a Global Network</p> <p align="center">Paul Stanley, First Data International</p>	<p align="center">Customer Case Study: Running Hybrid BASE24 & BASE24-eps</p> <p align="center">Keith Draper, Barclaycard (14:00-14:30)</p>
		<p align="center">Customer Case Study: BASE24-eps Operations</p> <p align="center">Jason Brooks, Wincor-Nixdorf (14:30-15:00)</p>
14:45-15:30	<p align="center">Is Any Legacy an Option? Or, to borrow from Frankie Goes to Hollywood..‘When Two Tribes Go to War’</p> <p align="center">Richard Buckle, Goldengate & Former Director of Both ITUG and the IBM SHARE User Group</p>	<p align="center">Customer Case Study: Transaction Monitoring at HSBC</p> <p align="center">Steve Tanham, Insider Technologies (15:00-15:30)</p>
15:30-16:00	Coffee	

16:00-16:30	<p align="center">Protect Your Business – Secure Your NonStop Systems</p> <p align="center">Brad Poole, comForte</p>	
16:30-17:00	<p align="center">ACI Product Roadmap</p> <p align="center">Kay Williams, ACI Worldwide</p>	
17:00-17:30	<p align="center">ACI Product Q&A</p> <p align="center">An opportunity to put your product-related questions to senior ACI managers with Kay Williams and Steve Edward, ACI Worldwide</p>	
17:30-18:00	<p align="center">SPECIAL INTEREST GROUP</p> <p align="center">BASE24-eps Migration Round Table</p>	<p align="center">SPECIAL INTEREST GROUP</p> <p align="center">By Delegate Request</p>
19:00-19:30	<p align="center">COACHES LEAVE FOR THE GALA EVENT AT THE CITADEL VILLA DREVCICE (DRESS CODE INFORMAL)</p>	

Friday 8th May

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	ATM USER GROUP	POS USER GROUP
10:00-12:30	Industry Update Frederique Slevin, ACI Worldwide (10:00-10:15)	Industry Update & Trends Rich McCall, ACI Worldwide (10:00-10:15)
	Product Update & Futures for BASE24 and BASE24-eps Frederique Slevin, ACI Worldwide (10:15-11:15)	Terminal Management & PoS Channel Monitoring Keith Draper, Barclaycard (10.15-10.45)
	Self-Service Management Jackie Hall, NCR (11:15-11:45)	Product Update & Futures for BASE24 and BASE24-eps Rich McCall, ACI Worldwide (10:45-11:45)
	Radical Action on ATM Fraud Graham Mott, Link (11:45-12:15)	Merchant Retail & eCommerce Update Rich McCall, ACI Worldwide (11:45-12:00)
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	