

The Brewery, Chiswell St, London EC1. 4th June 2009

08:30	Registration
09:30	<p>Sponsor keynote presentation: <i>Phil Hussey, Banking Industry Leader for IBM's Strategic Value Creation Team in Northern Europe</i></p> <p>The current economic situation is driving new behaviours in financial institutions. Drawing on a wealth of client experience Phil will explore how organisations are turning to outsourcing to deliver business value and how the concept of value itself varies according to client circumstances.</p>
10:00	<p>Panel: Cost reduction, creating strategic value, managing outsourcing models, risks and locations</p> <ul style="list-style-type: none"> - Just as firms were beginning to look more strategically at outsourcing as a value creator rather than a pure cost reduction exercise, the crisis hit - and now again it's all about cost. But as banks become surer of survival over the next year, are long-term value creation and game-changing restructuring back on the agenda? What shape will this take? - Joint ventures, co-sourcing and staff augmentation, managed service models, hybrid models, captives, virtual captives and offshore third-party relationships - how are the benefits and challenges associated with each of these approaches changing? - Location risk and opportunities - what geopolitical and economic trends are driving the development of new and existing offshore centres? What are the pros and cons of different locations? <p>Participants:</p> <ul style="list-style-type: none"> • Jessica Douglas, Value Creation Team for Banking and Financial Markets, IBM • Adam Williams, offshore-delivery, Morgan Stanley • Paris Hoodfar, offshore-delivery, Morgan Stanley • Mohit Joshi, global head of sales, banking and capital markets, Infosys • Moderator - Nigel Roxburgh of the National Outsourcing Association
11:00	Coffee
11:45	<p>Keynote presentation: BPO Trends in Capital Markets: Philippe Robeyns, Head of Société Generale Securities Services – Clearing Services</p>
12:15	<p>Panel: Outsourcing trends in global transaction banking</p> <ul style="list-style-type: none"> - Opportunities and challenges in payments outsourcing after Sepa and the Payments Services Directive - Global trade and cash management provision in a worldwide economy in transition - White labelling and independent providers – different emerging models for transaction banking outsourcing <p>Participants:</p> <ul style="list-style-type: none"> • Colin Digby, Director - Wholesale Solutions Global Transaction Banking, Deutsche Bank • Jeff McEldowney, Global Head FI Outsourcing solutions, ABN AMRO Bank • Paul Nixon, Senior Product Manager, Financial Institutions, Global Payments and Cash Management, Europe, HSBC Bank • Moderator - Gareth Lodge, regional research leader, European Banking & Payments, TowerGroup
13:15	Lunch
14:30	Close