



TECHNOLOGY & OPERATIONS



Understand How to Get More Out of Your Technology Vendors

Charlie Kelly, Partner, Remedy Consulting

Bank CEOs are constantly looking for ways to improve their business performance, customer satisfaction, and regulatory compliance. One of the key factors that can help you achieve these goals is your technology vendors. Technology vendors provide you with the software, hardware, and services that enable your bank to operate efficiently, securely, and innovatively. However, not all vendors are created equal, and not all vendor relationships are optimal. In this presentation, we will discuss how you can get more out of your technology vendors by understanding the landscape and following some best practices for vendor selection, management, and evaluation.

How can AI help my bank?

Larry Hall, Finlytica Corp.

AI offers tremendous potential for banks of all sizes. Unfortunately, community banks typically don't have the data and AI skills to take advantage of it. This educational session is designed to help community banks understand the opportunities presented by AI, the challenges involved in delivering AI to community banks, and the solutions available to help them jump-start their efforts and make the complexity of AI simple.

Your Bank Needs a Payments Strategy

Marisa Reynolds, SVP SVP Fintech & Vendor Relations & Operations Liaison, Genesys Technology Group

In today's digital age, financial institutions cannot afford to overlook the significance of developing a comprehensive payment strategy to stay competitive and meet customer expectations. This session serves as a wake-up call for financial institutions to assess their current payment landscape, recognize the importance of a well-defined payment strategy, and adapt to the evolving customer expectations and technological advancements in the industry.

Forging Strong Security Leadership: A Top-Down Approach

Mishaal Khan, Solutions Architect, Mindsight

Building a resilient security posture begins with effective leadership. This talk dives into the essential steps for developing robust security leadership within your organization. We'll explore the key attributes and skills that security leaders need to cultivate, from strategic thinking and communication to crisis management and team empowerment. Attendees will gain practical insights into fostering a security consciousness and accountability culture by drawing on real-world examples and best practices. By the end of this session, you'll be equipped with actionable strategies to nurture and elevate security leaders who can confidently guide your organization through today's complex threat landscape. Join us in the pursuit of a stronger, more secure future.

The Top 6 Controls to Reduce Your Risk of a Cyber Incident

Nick Podhradsky, Executive Vice President, SBS CyberSecurity

Gone are the days of only having to worry about a "virus" getting onto your network and causing a few minor issues. Today's cyber-attacks are completely automated on the front-end, meaning getting access to your network has never been easier. Hackers tend to live in a network undetected for long periods of time, studying your environment and crafting a plan to achieve their objective, which is typically to steal money, data, or both. Then, to cover their tracks, the hacker will launch ransomware on your network as they leave, creating a whole new set of problems. How do you identify that an attack like this is occurring BEFORE it's too late? Alternatively, how can you prepare your organization to investigate what really happened when an attack does occur? This presentation will use an example of a real-world attack to walk you through the different steps a modern attack entails, show you how to prepare in advance to detect an attack at different stages, and make sure you're logging the right information to properly investigate what happened if an attack does occur.

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