

DieboldNixdorf.com





Three Days, Endless Opportunities Caesars Palace

Las Vegas, Nevada | Sept 8-11, 2019

- Connect with top financial executives from North America, Latin America and Canada.
- Hear from fintech thought leaders on relevant topics from AI to APIs, Open Banking and so much more.
- Get insider access to Diebold Nixdorf experts in security, software, services and systems.

Sunday, September 8

12:00 p.m 5:00 p.m.	Onsite Registration
	Palace Ballroom Registration Desk
7:00 p.m 9:00 p.m.	Sunday Night Welcome Reception

Monday, September 9

- 8:00 a.m. 9:00 a.m. Breakfast and Exhibitor Showcase Palace Ballroom
- 9:00 a.m. 9:15 a.m. Welcome Palace Ballroom

9:15 a.m. - 11:30 a.m.

Gerrard Schmid President & Chief Executive Officer Diebold Nixdorf



Octavio Marquez Senior Vice President & Managing Director, Americas Diebold Nixdorf Built to Connect. Built for More. Palace Ballroom • DN Series Part One: The Time is NOW!

digital touchpoints.

Vista Cocktail Lounge at Caesars Palace

We've all witnessed the rapid evolution of consumer behavior over the past decade as smartphones have taken hold and omnichannel integration has moved from a "nice to have" to a "need to have." DN Series was designed to be more future-ready; we rethought the ATM from the ground up to create a solution that connects your bank's ecosystem of physical and

9:15 a.m. - 11:30 a.m.



Thomas Schulze Vice President Systems, Americas Diebold Nixdorf



Chase Andrews Vice President Americas Service Service Excellence & Analytics Diebold Nixdorf Built to Connect. Built for More. Palace Ballroom



Globally, cash use is growing—and that growth is expected to continue through 2022. As consumers weave between physical and digital currency and transactions, the ATM should be a critical component of your digital strategy. DN Series delivers a more personalized, integrated, available, efficient, futureready and secure solution that not only complements your branch and your brand, but serves AS the branch. In this session we'll explore all the ways DN Series offers MORE, and hear from our testing-lab partners, Banregio.

• DN Series Part Three: Connected Services for a Connected World

With more than 20 billion connected devices globally, connectivity is the norm. IoT technology is enabling transformative new approaches to service, as complex systems can now be designed with "talking" or "smart" IoT devices built right in. DN Series offers more integrated, connected services support that enables real-time sensor-based data transmission, dramatically reducing out-of-service rates and ensuring more availability. Learn more about how this new technology is driving increased uptime and making the ATM channel more agile and efficient.

Monday, September 9 (continued)

9:15 a.m. - 11:30 a.m.



Simon Powley Global Banking Advisor Banking Channel Transformation Diebold Nixdorf

11:30 a.m. - 1:00 p.m.

1:00 p.m. - 2:00 p.m.



Chase Andrews Vice President Americas Service Service Excellence & Analytics Diebold Nixdorf



Byron Mahoney Account Executive IoT Sales Microsoft

Built to Connect. Built for More. (Continued) Palace Ballroom

• DN Series Part Four: The Last Mile of Automation DN analysis has found that small- and mediumbusiness (SMB) transactions can account for up to 70% of all branch-based cash deposits. What is your financial institution doing to enable the last mile of automation for this important business segment? We'll explore how DN Series' modern capabilities can augment your retail distribution model and offer SMB clientele unexpected new transaction sets that are more

personalized, remove friction and deepen the relationship.

Lunch and Exhibitor Showcase

Breakout Sessions

• Connected Services Deep Dive Venice

From jet engines to elevators to the car you drive, complex systems are now delivered with "talking" or "smart" devices built right in. These smart devices and sensors are able to generate massive amounts of new data. Learn how we incorporated connected services into the DN Series to better understand individual device and overall system performance, predict issues before they happen and drive improved field-service performance.

1:00 p.m. - 2:00 p.m.



Simon Powley Global Banking Advisor Banking Channel Transformation Diebold Nixdorf



Buddy Bennett Chief Operating Officer Cyprus Credit Union



Hormuzd (Homi) Karkaria Vice President Software & Services Solutioning Diebold Nixdorf

Breakout Sessions (Continued)

 Rethink the Teller Function: Counter, Assisted, Video and More Emperors /

It's no secret that today's branch can't survive in tomorrow's ecosystem. Learn how financial institutions including Cyprus CU are rethinking the teller function to meet consumers' changing behavior and offer more personalized experiences, with insights and experiences from banks that have already begun the process of change.

• Evolving the Operational Model Emperors II

What would YOU do if you got to focus strictly on your top strategic priorities all day long, because your IT and operational challenges quit being so challenging? Learn best practices for modern banking, starting with how you can reallocate resources and leverage tools and partners to focus on your core competency: banking.

2:00 p.m. - 3:00 p.m.

Breakout Sessions (Repeated)

- Connected Services Deep Dive Venice
- Rethink the Teller Function: Counter, Assisted, Video and More Emperors /
- Evolving the Operational Model Emperors II

3:00 p.m. - 3:15 p.m.

Afternoon Break Palace Ballroom Foyer

Monday, September 9 (continued)

3:15 p.m. - 4:00 p.m.



Ben Hammersley Futurist, Technologist

4:00 p.m. - 5:15 p.m.

Culture Eats Prediction for Breakfast Palace Ballroom

Before you can focus on the future, it's worth exploring whether your organization is even working in the present. Noted futurist Ben Hammersley asks the question, *What year is it inside your company*?

Diamond Partner Panel Palace Ballroom

In this interactive panel session, our marquee partners will share the stage to discuss how their solutions and strategies align with financial industry trends and DN's roadmap: more integrated, with devices that enable better service delivery; more available, with optimized service capabilities that enhance the customer experience; and more efficient, with tools that enable you to achieve your customer-experience objectives.

Panelists:



Vanessa Foden Strategic Planner Retail Banking Hospitality & Education Intel



Steve Gilde Director of Global Product Marketing Paragon Application Systems



Ken Pedersen Business Development Director KICTeam



Shai Stern Co-Chairman & CEO CheckAlt



Bill Stutzman Director of Strategic Initiatives Ventus



Moderator: Scott Anderson Brand Evangelism Diebold Nixdorf

5:15 p.m 5:30 p.m.	Closing Announcements Palace Ballroom
5:30 p.m 7:30 p.m.	Exhibitor Showcase Cocktail Reception Palace Ballroom

Tuesday, September 10

Diebold Nixdorf

8:00 a.m 9:00 a.m.	Breakfast and Exhibitor Showcase
	Palace Ballroom
9:00 a.m 9:15 a.m.	Welcome Palace Ballroom
9:15 a.m 9:45 a.m.	Connected Commerce 2.0 Palace Ballroom
	There may be more payment options available today, but that doesn't mean any of the tried-and-true methods are disappearing. Consumers are seamlessly switching
Devon Watson Chief Marketing Officer	from channel to channel and brand to brand in the quest

are disappearing. Consumers are seamlessly switching from channel to channel and brand to brand in the quest to make banking and shopping as easy as possible. We'll discuss how the tides on the cashless craze are turning, leaving FIs with the challenge of succeeding in a connected commerce environment that necessitates a blend of physical and digital channels.

Tuesday, September 10 (continued)

9:45 a.m. - 10:30 a.m.



Alyson Clarke Principal Analyst Serving eBusiness & Channel Strategy Professionals Forrester

Why Digital and Physical Integration is Critical to Driving Customer Loyalty Palace Ballroom

Banks' digital strategies have gone too far. Firms continue to invest heavily in digital touchpoints, pushing customers to self-serve and away from human touchpoints. But guess what? This is not what customers want. And your websites, mobile websites, and apps are not making your customers more loyal. In fact it's making them think all banks are the basically the same.

In this session you will hear from Forrester's Alyson Clarke, Principal Analyst who will share with you how physical spaces like branches are important to driving customer loyalty for all customers, both young and old. And if you want to create long-term sustainable differentiation and customer loyalty—the sort that means you can charge more for your products—then integrating digital and physical touchpoints is critical.

10:30 a.m. - 11:30 a.m. Facebook's Latest Disruption: What is Libra, and How Will it Affect You? Palace Ballroom

In what may be one of the most disruptive payments moves of 2019, Facebook announced the formation of the Libra Association, a new global cryptocurrency built on blockchain. But will it displace traditional and digital payment methods in a meaningful way? In this session we will clarify key aspects of this initiative and discuss what it could mean to traditional providers of financial services.

Panelists:



Douglas Hartung Senior Director Business Development & Alliances Diebold Nixdorf



Richard Crone CEO & Founder Crone Consulting, LLC



Moderator: Heidi Liebenguth Managing Partner & Research Director Crone Consulting, LLC

11:30 a.m 12:30 p.m.	Lunch and Exhibitor Showcase Palace Ballroom
12:30 p.m 1:30 p.m.	Breakout Sessions

• Fireside Chat with First TN Bank: Growth Strategies and Operational Freedom Palace Ballroom

FIs are spending time and resources managing the day-to-day nuances of the self-service channel instead of cultivating relationships with consumers. Face-toface interactions are at a premium in today's digital universe, so it's critical to take advantage of these in-person moments when you have the opportunity. In this session, we will discuss the evolution from on-premise solutions to managed services and "as a service" solution offerings, including the benefits, challenges and future opportunities associated with each. You will hear firsthand from First Tennessee Bank how they grew their business and are consolidating their self-service fleet management.





Kelli Baker Electronic Banking Manager First Horizon Bank



Brendan Thorpe Global Software Engagement Manager Diebold Nixdorf



Jeremiah Stephenson AVP ATM Projects & Digital Strategy First Tennessee Bank



Moderator: Heather Gibbins Vice President North America Solutions Diebold Nixdorf



Go Beyond Omnichannel Emperors I

Vynamic[™] Transaction Engine is the foundation for an entirely new experience in your branch and at the ATM. Learn how new software solutions that build on the power of Transaction Engine will impact not only customer experience but your entire business and its operations.

Tuesday, September 10 (continued)

12:30 p.m. - 1:30 p.m.



David Ober Global Software Domain Lead Diebold Nixdorf



Brian Sullivan Vice President Platform & Quality Engineering Everi



Markus Doeinghaus Global Domain Lead Banking Software Diebold Nixdorf



Ben Wallace CEO Summit Technology

n. Breakout Sessions (Continued)

• Optimize the ATM Cost Model Emperors II

Reducing costs is a key strategic initiative for nearly every FI. How can you maximize your savings when you're constantly faced with implementing new technology? With our partner Everi, we'll explore new avenues for structuring your ATM TCO to be more efficient, including the "as a Service" model and cash cycle optimization techniques.

• A Journey for ONE Tarranto

Are you engaging with your consumers in the most personalized way possible? Learn how you can drive deeper connections and increased loyalty by harnessing new technologies including machine learning and cloud-based data.

12:30 p.m. -1:30 p.m.



Jeff Bender Vice President Digital Solutions Diebold Nixdorf

1:30 p.m. - 2:30 p.m.

Breakout Sessions (Continued)



Digital-first rarely means digital-only. Your consumers enjoy using a mix of channels—so ensure you're delivering a highly unified experience across your entire ecosystem. In this session you'll hear firsthand how Vynamic Digital transforms CX.

Breakout Sessions (Repeated)

- Fireside Chat with First TN Bank: Growth Strategies and Operational Freedom Palace Ballroom
- Go Beyond Omnichannel Emperors I
- Optimize the ATM Cost Model Emperors II
- A Journey for ONE Tarranto
- Embrace the Digital-First Consumer Venice
- 2:30 p.m. -3:00 p.m. Networking Break and Exhibitor Showcase Palace Ballroom
- 3:00 p.m. 4:00 p.m. Breakou
 - Breakout Sessions (Repeated)
 - Fireside Chat with First TN Bank: Growth Strategies and Operational Freedom Palace Ballroom
 - Go Beyond Omnichannel
 Emperors I
 - Optimize the ATM Cost Model Emperors II
 - A Journey for ONE Tarranto

Advisory Session (Invite-Only) Venice

Tuesday, September 10 (continued)

4:00 p.m. - 4:45 p.m.

Changing the Way People Bank Palace Ballroom

Do you see your ATM fleet as a digital channel? Maybe you should. In this fireside chat with Banco Popular de Puerto Rico, our banking evangelist will explore how the financial institution has used its self-service channel to enable new digital innovations for its customers and power more integrated, personalized experiences.

Panelists:









Moderator:

Scott Anderson

Brand Evangelism

Diebold Nixdorf

Jeff Bender Vice President, **Digital Solutions** Diebold Nixdorf

Moisés Peña Reyes Digital Banking Vice President Banco Popular

Heidi Liebenguth Managing Partner & Research Director Crone Consulting, LLC

4:45 p.m 5:00 p.m.	Closing Announcements Palace Ballroom
5:00 p.m 6:30 p.m.	Evening Break
6:30 p.m 9:30 p.m.	Connect at Intersect

OMNIA at Caesars Palace

Wednesday, September 11

8:00 a.m9:00 a.m.	Breakfast and Exhibitor Showcase
	Palace Ballroom

9:00 a.m. - 9:15 a.m.

Welcome Palace Ballroom



Panelists:

DN Fireside Chat and Q & A with DN Leadership Palace Ballroom

Your opportunity to hear firsthand from Diebold Nixdorf executives.



Octavio Marguez Senior Vice President & Managing Director, Americas Diebold Nixdorf

10:15 a.m. - 10:30 a.m.

10:30 a.m. - 11:15 a.m.



Scott Anderson Brand Evangelism Diebold Nixdorf

11:15 a.m. - 12:00 p.m.



Juergen Kisters Vice President Global Banking Marketing Diebold Nixdorf



Norbert Knievel Head of Banking Thought Leadership Diebold Nixdorf



Mike Massey Michele Riley Vice President Vice President Americas Services Professional Diebold Nixdorf Services & Software Diebold Nixdorf

Moderator: **Devon Watson** Chief Marketing Officer Diebold Nixdorf

Morning Break Palace Ballroom Foyer

Open Banking: What Can we Learn from Europe's Digital Tsunami That's Headed for us? Palace Ballroom

Is your consumer yours alone? It's a matter of time; your share of wallet with that consumer will become subject to "open" view with concepts such as open banking and open payments. The open banking tsunami that's taken over Europe is headed for the rest of the globe. Ignore it and you could lose more than just share of wallet—you could lose relevance with your key customer segments. Get tangible approaches to developing a readiness strategy.

Self-Service Reloaded: Move from 'Cost of Doing Business' to 'Strategic Return'

Palace Ballroom

The ATM paradigm has shifted-what was once a "cash and dash" machine has become a strategic tool in banks' engagement arsenals. This session encourages you to look at ROI in new ways and see the self-service value prop through a new lens. You'll come away with real-world customer examples and advice on how to enable more holistic solutions

Wednesday, September 11 (continued)

12:00 p.m. - 1:00 p.m.

Lunch and Exhibitor Showcase Palace Ballroom

1:00 p.m. - 1:45 p.m Peer-to-Peer Roundtables



& Alliances Diebold Nixdorf

Douglas Hartung Senior Director

Business Development

Neo Banks

Tarranto Will neobanks become competitors—and how can regionals compete?



• Cash Recycling in the USA: Why Now? Emperors I

What's the business case for implementing recycling in your ATM network—and how can you identify where it makes the most sense?

Head of Banking Thought Leadership Diebold Nixdorf

Norbert Knievel



Thomas Schulze Vice President Systems, Americas Diebold Nixdorf



Heather Gibbins

North America Solutions Diebold Nixdorf

Vice President

Personalization at the ATM

Emperors II Is the ATM network a service for your members/ customers, or are you trying to find an additional source of revenue?

1:00 p.m. - 1:45 p.m



Scott Anderson Brand Evangelism Diebold Nixdorf

1:45 p.m. - 3:15 p.m.

Security Panel

2-4 years?

Palace Ballroom

Cloud Services

Venice

If there's one session you simply can't afford to miss, it's this one. Our top security experts along with US Secret Service and NCFTA will share news and the latest insights from the front lines of fraud, and evaluate new options available to FIs that want to protect not only their ATM fleets but their entire network.

What do you expect to migrate to the cloud in the next

Panelists:



Stefan Harris Vice President. Information Technology, Vantage West Credit Union

Not Pictured:

Tiffany McLee Intelligence Analyst NCFTA

Greg Naranjo Miami Electronic Crimes Task Force

3:15 p.m. - 3:30 p.m.

Closing Announcements Palace Ballroom



Moderator: B. Scott Harroff Chief Information Security Architect; Solution Manager Security & Fraud Diebold Nixdorf

Greaa Smith Vice President of ATM Services U.S. Bank

Brian Sullivan Vice President Platform &

Peer-to-Peer Roundtables (Continued)

Quality Engineering Everi

US Secret Service



Scott Anderson Brand Evangelism Diebold Nixdorf



Chase Andrews Vice President Americas Service Service Excellence & Analytics Diebold Nixdorf

Based in Canada, Scott Anderson is a Connected Commerce storyteller and Brand Evangelist for Banking at Diebold Nixdorf. Scott joined the company in November 2000 and was focused on banking software sales through 2007. He later transitioned into product management and global consulting services taking a thought leadership role on branch transformation initiatives within the organization.

Prior to starting his new role within marketing, Scott provided global solution consulting and sales support for banking software as part of a Global Engagement team. Prior to his roles within Diebold Nixdorf, Scott spent 12 years across various branch, call center, product and retail distribution strategy roles at a top chartered bank in Canada.

Scott holds an Honors Bachelor of Science degree from Trent University and a Bachelor of Education from Queen's University.





Kelli Baker Electronic Banking Manager First Horizon Bank



Jeff Bender Vice President Digital Solutions Diebold Nixdorf



Buddy Bennett Chief Operating Officer Cyprus Credit Union

Kelli started her career at First Horizon 22 years ago as a part-time teller and has served in many different roles and capacities, including management positions in Financial Center Services, Regional Sales, Retail Audit and Retail Support Services. As the Electronic Banking Manager for First Horizon, Kelli and her team are responsible for operational oversight, reconcilement, reporting, vendor management and project implementation for the ATM network, which consists of approximately 480 ATMs company-wide. Kelli and her team work diligently to ensure the First Horizon ATM network and sustainment strategy are in alignment with the company strategy, which is to be customer focused, easy to do business with and mitigates risk and exposure, while providing a positive financial impact.

Jeff Bender is Vice President of Digital Solutions for Diebold Nixdorf. As a client-focused leader, offering more than two decades of experience across IT services, consulting, systems integration, and emerging technologies, Jeff helps customers throughout the banking and retail industries execute digital business transformation.

Buddy Bennett is Chief Operating Officer for Cyprus Credit Union. During his 13-year tenure at Cyprus CU, Buddy has held roles as VP of HR & Training and VP of Operations, and has also served on numerous CUNA committees.



Alyson Clarke Principal Analyst Serving eBusiness & Channel Strategy Professionals Forrester

Alyson Clarke has returned to Forrester and serves eBusiness & Channel Strategy Professionals. She is a highly skilled expert with extensive industry experience in both wealth management and banking. Alyson has global expertise, having previously worked at Forrester in the financial services vertical in Sydney, London, and San Francisco. She is now based in New York and specializes in digital and non-digital channel strategy and innovation.

Alyson has more than 19 years of financial services industry experience, including senior positions with several of Australia's leading banks and wealth management firms. She is a well-regarded keynote speaker and industry commentator and has also co-authored two books on superannuation for financial planners. Alyson has a degree in economics from the Australian National University and a graduate diploma in financial planning from the Securities Institute of Australia.



Richard Crone CEO & Founder Crone Consulting, LLC

As CEO and Founder of Crone Consulting, LLC, Richard has assisted numerous financial institutions, their trade associations, CUSO's, processors and consortiums in every major self-service and digital payment innovation in North America and internationally. He has direct, deep and recent deployment experience with new disruptive payment and mobile banking options. This includes defining and executing bank-oriented omnichannel strategies for mobile and social payments, self-service, order ahead, Buy Online Pickup In-Store (BOPIS), mobile self-scan & go, autonomous and invisible checkout (e.g., Amazon Go).

Mr. Crone is the inventor of the Service Interaction Analysis[™] for financial institutions, a proven methodology for objectively measuring member preferences by channel, product and functional touchpoint throughout the customer experience journey. Mr. Crone holds a Master of Business Administration degree, beta gamma sigma, and a Bachelor of Science degree, cum laude, from the University of Southern California.



Markus Doeinghaus Global Domain Lead Banking Software Diebold Nixdorf



Vanessa Foden Strategic Planner Retail Banking Hospitality & Education Intel

Markus Doeinghaus is a global Software Engagement Manager for Business Development and Channel Integration. During his nearly 20-year career in software and professional services with our company, he has gained expert knowledge in branch transformation projects, solutions architecture and channel integration initiatives. Prior to his sales engagement role in our Utrecht, Netherlands software headquarters, Markus was part of the Professional Services organization responsible for ATM application certification, pre-sales and training.

Vanessa is the strategic lead for Retail, Banking, Hospitality and Education in the Internet of Things Group at Intel. She is responsible for Intel's efforts in driving global strategy for the Retail, Banking, Hospitality and Education markets to solve end-user problems. Prior to joining Intel, Vanessa worked in the banking industry as an integration manager, led a team for an electronic manufacturing company and led a team as a SW architect for a local consulting firm. Vanessa is PMP certified and received her Bachelor's degree in Computer Information Systems and an MBA from Arizona State University.



Heather Gibbins Vice President North America Solutions Diebold Nixdorf

Heather Gibbins currently serves as the Vice President, North America Solutions, for Diebold Nixdorf leading a team of software, services and digital sales experts to offer end-to-end solutions for the banking industry. Her team actively engages with customers and serves as a voice for the customer to the DN product and services teams. She has end-to-end experience in all linkages from product management, to field enablement and direct sales. Gibbins' over 12-year tenure at DN has included the launching and solutioning of new products and services, portfolio creation and management and strategic engagement in the due diligence and integration of acquisitions.



Steve Gilde Director of Global Product Marketing Paragon Application Systems

Steve Gilde has a substantial background in retail banking and credit/debit card systems, as well as monitoring and testing solutions. He has been involved in all aspects of the retail payments business, including sales and marketing, customer service, delivery and support, as well as partner and distributor relations. Currently the director of global product marketing for Paragon Application Systems, Mr. Gilde has previously been engaged in several longterm international assignments, including postings in Singapore, Australia and New Zealand. Prior to joining Paragon Application Systems, Mr. Gilde held positions with IBM, Integrated Research, ACI Worldwide, BankOne, Harris Bank, Envoy Corporation and McDonnell Douglas Information Systems.



Ben Hammersley Futurist, Technologist

Ben Hammersley is a thought-provoking futurist who has been lecturing to audiences around the globe for over 15 years. He brings a practical, proactive approach to the digital era inspiring audiences to be present now to be prepared for the future. As an international reporter, author and adventure seeker, Hammersley explores the effects of the internet and the digital network on the world's business, political and social atmospheres. His latest book, which was published internationally, 64 Things You Need to Know Now For Then, gives us the essential guide to the things we need to know for life in the 21st century.

Hammersley is the writer and presenter of Netflix and BBC TV series Cybercrimes with Ben Hammersley that was shot in over six countries across the globe. As the first specialist correspondent on the internet for The Times [of London] and the Guardian, he became the inventor of the popular term, 'podcast'. He is Contributing Editor of WIRED Magazine and Columnist of BA Businesslife Magazine as well as GQ Brazil. Hammersley has been called upon to advise three governments and countless organizations in the area of technology and media including a seat on the European Commission High Level Group on Media Freedom of the European Union.



Stefan Harris Vice President, Information Technology, Vantage West Credit Union



B. Scott Harroff Chief Information Security Architect; Solution Manager Security & Fraud Diebold Nixdorf

Stefan has over 28 years of experience in information technology, with 21 of those years in the credit union industry. At Vantage West, Stefan leads the technology team in their ongoing efforts to deliver a memorable experience to the membership and staff with transformative technology solutions. His skills are in Information Assurance, Disaster Recovery Planning and Testing, Business Continuity Planning and Testing, Information Security Management, and Network Management.

Stefan has led several strategic initiatives at Vantage West, including a reimagining of the BCP/DRP program, creating an information security team and program to protect the membership data, virtualizing over 150 servers to bring the datacenter to 98% virtualized. Most recently, Stefan was responsible for the design and creation of a tier 3 data center in Tucson, Arizona to serve as the new production environment for Vantage West CU.

B. Scott Harroff is responsible for leading Diebold Nixdorf's customer-facing information security solutions. He ensures products and managed services meet the necessary information security standards and customer needs. He also is responsible for identifying information security solutions and partners needed to expand Diebold Nixdorf's information security offerings. Though his focus is the top 100 U.S. financial institutions, he discusses information security best practices with hundreds of customers each year from the financial, retail, and commercial verticals. Prior to his current role. Scott served the comprehensive role of Information Security Officer, Director of Information Security, and Director of Telecommunications for Diebold Nixdorf-roles in which he was responsible for the protection of networks, systems and information assets.



Douglas Hartung Senior Director Business Development & Alliances Diebold Nixdorf

Douglas Hartung currently serves as the Senior Director, Business Development & Alliances, for the combined Diebold Nixdorf organization. In this role, he is responsible for identifying, leading and evangelizing new business and product ventures to expand the organization's software portfolio across the Banking and Retail sectors.

An experienced professional focused at the intersection of payments, mobile and financial services, Douglas has run innovation and new product development programs in numerous large organizations. Prior to joining Diebold Nixdorf in 2014, Douglas was responsible for mobile payment services and emerging products with PULSE, a leading electronic funds transfer network. He also worked with H&R Block, where he led the company's strategy to differentiate its tax business with new products and services. In addition, Douglas held various business strategy and product development roles with Sprint Communication Corporation.



Hormuzd (Homi) Karkaria Vice President Software & Services Solutioning Diebold Nixdorf

Hormuzd 'Homi' Karkaria is responsible for managing the global software portfolio, developing the software delivery model and enhancing customer collaboration and consulting processes. Prior to Diebold Nixdorf, Homi held various executive-level positions at Hewlett-Packard Enterprise Services. He most recently served as vice president, strategic programs. In that role, he was responsible for leading strategic programs for the turnaround of HP's application and business unit, as well as managing the relationship with MphasiS, an acquisition of HP. Prior to this, Homi also ran the company's presales and global delivery teams in Brazil, Argentina, Costa Rica, Egypt, Poland, India, China and Philippines.



Juergen Kisters Vice President Global Banking Marketing Diebold Nixdorf



Norbert Knievel Head of Banking Thought Leadership Diebold Nixdorf

Juergen Kisters is the Vice President of Global Banking Marketing at Diebold Nixdorf. During his 25 years with the company in various marketing, product, sales and business management positions in Europe, Asia/Pacific and North America, Juergen gained experience and insights from hundreds of customer engagements across all industries with a focus on banking. He was instrumental in expanding Diebold Nixdorf's presence in a number of markets around the globe through innovative solutions and forging, maintaining and strengthening Diebold Nixdorf's relationship with customers and partners alike.

Norbert Knievel leads Thought Leadership & Content Marketing for the Global Banking Business at Diebold Nixdorf. Over the past decade he has worked for the company in various sales, marketing and business development roles for both financial services and the postal industry. Prior to that, he spent three years in the banking industry. His areas of expertise include banking processes, branch and store transformation, innovations and omnichannel software solutions.



Heidi Liebenguth Managing Partner & Research Director Crone Consulting, LLC

Heidi Liebenguth is Managing Partner and Research Director at Crone Consulting, LLC, helping financial institutions as well as retailers, billers, payment networks, processors, start-ups and investors transform payments from a cost of business to revenue-producing new lines of business. Heidi assists all types of financial institutions define and implement their mobile customer service, mobile payment and mobile banking strategies. Her work helps clients empower the mobile device as a cross-channel enabler, both in-store and in the wild, throughout the customer journey.

Heidi assists clients in leveraging mobile and social payments as a basis for CRM and mass personalization. Prior to joining Crone Consulting, Heidi worked as Advertising Manager at ABC Channel 7 in Los Angeles, and led her own firm providing advertising, public relations and communications strategy for business, non-profits and education. Ms. Liebenguth holds a Master in Business Administration degree, beta gamma sigma, and a Bachelor of Arts degree in Journalism, magna cum laude, from the University of Southern California.



Byron Mahoney currently works at Microsoft as an Account Executive. In his 20+ year career, Byron has held various positions at technology companies including Arrow Electronics and Avnet Electronics.

Byron Mahoney Account Executive IoT Sales Microsoft



Octavio Marquez Senior Vice President & Managing Director, Americas Diebold Nixdorf



Mike Massey Vice President Americas Services Diebold Nixdorf

Octavio Marquez is responsible for leading Diebold Nixdorf's banking operations throughout North and South America. His span of accountability includes sales, service, manufacturing and distribution, professional services, project management, finance and HR. Most recently, Octavio led the Latin American region for Diebold Nixdorf. He successfully repositioned the business, most notably in Brazil and Mexico, to better align with the economic environment and drive growth. Prior to that, Octavio served as managing director for the Mexico operations for EMC, a global leader in IT management and cloud computing. He also held several leadership roles at Hewlett Packard in the areas of manufacturing, marketing, sales, and outsourcing. As President of HP Mexico he transformed the company into the largest IT company in the market and in 2011 Frost & Sullivan named him CEO of the Year in Mexico for the IT and telecommunications industry.

Mike Massey is Vice President & General Manager of Americas Services for Diebold Nixdorf. He is responsible for executing on Diebold Nixdorf's service strategy for field service, managed services, product installation and repair, proactive maintenance, logistics, repair, escalation, remote resolution and service account management. Mike has extensive experience and success leading field and managed services, especially with companies that have transformed to a service-led model. He has a solid track record of leading services and solutions growth, operational excellence and change leadership with high levels of customer loyalty and employee engagement.

Greg Naranjo

Miami Electronic Crimes Task Force US Secret Service The Secret Service has evolved into an agency recognized worldwide for its investigative expertise and for its aggressive and innovative approach to the detection, investigation and prevention of financial crimes. Every day, the Secret Service conducts investigations to identify, locate and apprehend criminal organizations and individuals targeting the nation's critical financial infrastructure and payment systems.



David Ober Global Software Domain Lead Diebold Nixdorf

David Ober is a Global Software Domain Lead focusing on Operational solutions from the DN Banking software portfolio. In this role he specializes in availability management solutions and works with customers and partner organizations to educate and develop strategies that assist with their operational business goals. With over 25 years of experience in the self-service industry, including six years with a top 5 U.S. financial institution, David has held a variety of roles including pre-sales, ATM technology Senior Vice President, solutions architecture as well as management of technical operations and host systems to name a few.



Ken Pedersen Business Development Director KICTeam



Moisés Peña Reyes Digital Banking Vice President Banco Popular

Ken Pedersen is the Business Development Director for KICTeam, a supplier of solutions that improve the performance and usability of technology within the fintech, retail and hospitality spaces. Ken has seen firsthand the benefits that a structured cleaning program can have on ATM performance. In seven years at KICTeam, Ken has held a variety of technical and business development positions and worked with leading suppliers of ATMs, Check Scanners, TCRs, Currency Handling Equipment and POS Terminals. He now heads the company's fintech and cash management business. His area of expertise is cash handling and how to minimize the negative effects that debris, contaminants and the environment can have on device performance. This gives him a unique insight on how to ensure that cash handling technology and selfservice devices perform at the highest possible level.

Moisés is responsible for driving and managing the ongoing evolution, innovation, and strategic direction of Banco Popular's digital banking platforms by meticulously managing their customers' journeys via mobile, online and ATM, and driving initiatives to transform the way their customers interact with their money by providing a seamless digital banking experience.

This basketball fan started working at Banco Popular 17 years ago as a Customer Service Representative. With a bachelor's degree in finance, what he saw as a logical step in his career in Popular, his creative side called him towards a master's degree in digital graphic design. For the past 11 years he has been involved in Popular's Digital Strategy managing its Online, Mobile and ATM Banking Strategic Projects using his expertise as a Project Management Professional. He has been an integral part of new developments like a custom-built Money Management Tool, Native Apps, Cardless Withdrawals, support for new technologies for Mobile Banking like Apple's Touch iD[®] and Face iD[®], widgets for iOS and Android and support for Apple Watch[®]. He is passionate about everything online and mobile, and looks to a brighter future through a culture of innovation.



Simon Powley Global Banking Advisor Banking Channel Transformation Diebold Nixdorf





Michele Riley Vice President Professional Services & Software Diebold Nixdorf

Michele Riley leads the professional services and software support organization in North America for Diebold Nixdorf, where she is responsible for software delivery, support, providing direction on the software portfolio, and engaging with sales and customers to provide direction and oversight for software and professional services. Michele has been with Diebold Nixdorf for over 10 years working in various roles in the professional services organization, and previously worked as head of IT software development and product management for back-office network provisioning systems at Qwest Communications, Inc., a telecommunications carrier based in Colorado.

Simon is Global Banking Advisor for Diebold Nixdorf's

Banking Channel Transformation team, creating

solutions for clients with emerging hardware and

software solutions and improving bank performance

through effective transformation and execution. Mr.

Powley has 20 years' experience in retail and small

He is a subject matter expert on retail banking,

sales performance, strategy execution, technology

implementation, employee readiness and overall risk

management. Prior to joining Diebold Nixdorf, Mr.

business banking, fintech partnerships and consulting.



Gerrard Schmid President & Chief Executive Officer Diebold Nixdorf

Gerrard Schmid serves as president and chief executive officer for Diebold Nixdorf. He is responsible for driving the organization's global strategies and performance to enable secure, software-defined connected commerce and related services across the financial and retail industries. Schmid has more than 20 years of leadership experience in banking, payments and financial technology. From 2012 to 2017 he served as chief executive officer of D+H Corporation, a \$1.7 billion global fintech company that was publicly traded on the Toronto Stock Exchange prior to being merged with Misys. Under his leadership, the company evolved from a Canadian leader in payments to a global leader in real-time payments and lending software. He joined D+H in 2007 as president and CEO of the company's Filogix business unit

Prior to D+H, he managed a \$3 billion retail banking business at Lloyds TSB in the United Kingdom. From 2001 to 2005, he was executive vice president and chief operating officer for retail banking at CIBC, one of the "Big Five" Canadian banks. In 1997 he joined McKinsey and Company, Inc., where he advanced through positions of increasing responsibility, working across financial services, e-commerce and technology before joining CIBC. He began his career in finance at Citibank in 1995 as a developer in derivatives supporting trade reconciliations.



Thomas Schulze Vice President Systems, Americas Diebold Nixdorf

Thomas Schulze is the Vice President of Systems for the Americas at Diebold Nixdorf. In this role, he leads the regional systems team for North and South America and helps to build the interface between the sales organization and product group. Thomas is an industry specialist with broad international experience through several multi-year assignments in Europe, Asia Pacific and the Americas. He joined Diebold Nixdorf in 2001 and has held various management positions in Marketing, Business Development, Key Account Management and Sales Leadership. These roles have allowed him to always hold close contact to customers which has helped him to develop a comprehensive understanding of the market and customers.



Gregg has been responsible for ATM Software Product & Delivery at U.S. Bank for the past three years. Prior to U.S. Bank, Gregg provided software solutions to financial institutions across North America. Over the past 15 years he has served in various leadership roles across professional services and sales. Prior to entering into the financial sector, Gregg spent 10 years in the retail pointof-sale industry implementing various software solutions and payment systems.

Gregg Smith Vice President of ATM Services U.S. Bank



Jeremiah Stephenson AVP ATM Projects & Digital Strategy First Tennessee Bank

Working at First Tennessee since 2006, Jeremiah started in Retail Consumer Banking as a Teller in a Financial Center. Over the next eight years he would work as an Operations Manager, then Financial Services Representative, and eventually as a Financial Center Manager. In 2015, he transitioned to the Digital Solutions team as a Digital Innovation Project Lead. He has led and worked on various projects including the completion of the Open and Fund Online Application platform project, both Online and Mobile Banking Replacement projects, and the Capital Bank Conversion. Currently, he is the product owner of both ATM and Wallet Pay for the company.



Bill Stutzman Director of Strategic Initiatives Ventus



Brian Sullivan Vice President Platform & Quality Engineering Everi

Bill Stutzman, Director of Strategic Initiatives at Ventus, is a networking-industry change agent helping today's Omnichannel Financial Institutions solve technology challenges and meet networking demand. Bill's expertise in marketing and network services has enabled him to support FIs implementing the many transformational changes impacting the omnichannel branch, and help them explore how it can positively enhance the customer experience. Bill holds an MBA from Columbia University; throughout a career that includes senior roles at Time, Inc's Fortune.com, Entertainment Weekly's EW.com, and Sprint, he has demonstrated a talent for anticipating trends and capturing value at the right time.

Brian Sullivan is Vice President of Platform and Quality Engineering for the FinTech division of Everi Holdings (F.K.A. Global Cash Access). Since joining Everi in 2015, Brian and his teams have been responsible for ATM application development, monitoring solutions and endpoint security for a wide array of self-service terminals. During his 30-year career in the fintech and retail sectors, Brian has gained expert knowledge in building and maintaining large fleets of hardened, robust and distributed endpoints with a variety of high-volume transactions.



Brendan Thorpe Global Software Engagement Manager Diebold Nixdorf

Brendan Thorpe is a Global Software Engagement Manager at Diebold Nixdorf. In this role, Brendan works with business leaders within the banking industry to enable them to positively change the customer experience. Brendan supports sales teams across the world in providing his product expertise to help banks identify how they can transform their customer interactions through their branch and self-service channels. During his career Brendan has helped banks create new customer journeys that have positively changed how millions of customers interact with their banks.

Over the past eight years, Brendan has held various roles and has been a leader in the FinTech industry for almost two decades. Brendan currently resides in the UK with his family. When he's not providing his expertise to banks, Brendan enjoys trying to dive with as many different types of sharks as he can.



Ben Wallace CEO Summit Technology

Ben has over 20 years of financial services experience, having worked in various technical and leadership capacities for First USA, Bank One, JPMorgan Chase, Orrstown Bank and most recently as CEO of Summit Technology. Over the course of Ben's career he has managed complex global teams including supporting JPMorgan's Payments, Core Platforms and Retail Banking channels, and participated with the Federal Reserve and Department of Homeland Security on industry-wide cyber-security task forces. Ben has earned degrees and studied technology and law at various universities, including Duke University, Pennsylvania State University, the University of Pennsylvania and Widener School of Law.



Devon Watson Chief Marketing Officer Diebold Nixdorf

Devon is responsible for leading the company's global marketing operations and strategy, focusing on driving growth through industry thought leadership and effective customer-facing campaigns. Devon joined Diebold Nixdorf in 2012 as a senior director leading product management and innovation. Most recently, he served as vice president, software strategy and operations, through the acquisitions of Phoenix Software and Wincor Nixdorf. Prior to joining Diebold Nixdorf, Devon was an early team member at Apprenda, a leading cloud software and services company, where he focused on business development and go-to-market. He also previously served as a vice president at Primary Ventures, an early stage venture capital firm, where he focused on investments in the software and technologyenabled services sectors. Prior to entering the venture capital industry, Devon co-founded a software-asa-service (SaaS) analytics start-up and worked in technology consulting.



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