



Las Vegas 2019

DieboldNixdorf.com



INTERSECT

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**
Vista Cocktail Lounge at Caesars Palace

Monday, September 9

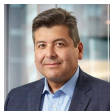
8:00 a.m. - 9:00 a.m. **Breakfast and Exhibitor Showcase**
Palace Ballroom III

9:00 a.m. - 9:15 a.m. **Welcome**
Palace Ballroom I

9:15 a.m. - 11:30 a.m. **Built to Connect. Built for More.**
Palace Ballroom I



Gerrard Schmid
President and Chief
Executive Officer
Diebold Nixdorf



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

• **DN Series Part One:**
The Time is NOW—introducing DN Series™

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 digital touchpoints. In this introduction to the new line, you'll hear from testing-lab partners and learn more about the systems' new capabilities.

9:15 a.m. - 11:30 a.m. **Built to Connect. Built for More.**
Palace Ballroom I



Thomas Schulze
Vice President,
Systems, Americas
Diebold Nixdorf

• **DN Series Part Two:**
"More" of What You Want and Need

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, future-ready 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.



Chase Andrews
Vice President,
Americas Service
Service Excellence
and Analytics
Diebold Nixdorf

• **DN Series Part Three:**
Connected Services in the Modern 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 ensure more availability. Learn more about how this new technology is driving increased uptime and making the ATM channel more agile and efficient.

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

Built to Connect. Built for More. (Continued)

Palace Ballroom I



Simon Powley
Global Banking Advisor,
Banking Channel
Transformation
Diebold Nixdorf

- **DN Series Part Four: The Last Mile of Automation (SMB): Today, the ATM Can Function “IN” the Branch and “AS” the Branch**
DN analysis has found that small- and medium-business (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.

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

Lunch and Exhibitor Showcase

Palace Ballroom III

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

Breakout Sessions



Chase Andrews
Vice President,
Americas Service
Service Excellence
and Analytics
Diebold Nixdorf

- **Connected Services Deep Dive**
Palace Ballroom I

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.



Simon Powley
Global Banking Advisor,
Banking Channel
Transformation
Diebold Nixdorf

- **Rethink the Teller Function: Counter, Assisted, Video and More**
Emperors I

It's no secret that today's branch can't survive in tomorrow's ecosystem. See how financial institutions including Cyprus FCU 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.

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

Breakout Sessions (Continued)



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

- **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**
Palace Ballroom I
- **Rethink the Teller Function: Counter, Assisted, Video and More**
Emperors I
- **Evolving the Operational Model**
Emperors II

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

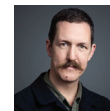
Afternoon Break

Palace Ballroom I Foyer

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

Culture Eats Prediction for Breakfast

Palace Ballroom I



Ben Hammersley
Futurist, Technologist

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?

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

Diamond Sponsor Presentations

Palace Ballroom I

Monday, September 9 (continued)

5:15 p.m. - 5:30 p.m. **Closing Announcements**
Palace Ballroom I

5:30 p.m. - 7:30 p.m. **Exhibitor Showcase Cocktail Reception**
Palace Ballroom III

Tuesday, September 10

8:00 a.m. - 9:00 a.m. **Breakfast and Exhibitor Showcase**
Palace Ballroom III

9:00 a.m. - 9:15 a.m. **Welcome**
Palace Ballroom I

9:15 a.m. - 9:45 a.m. **Connected Commerce 2.0**
Palace Ballroom I



Devon Watson
Chief Marketing Officer
Diebold Nixdorf

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 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.

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 I

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 I

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 this could mean to traditional providers of financial services.

Panelists:



Douglas Hartung
Senior Director,
Business Development
& Alliances
Diebold Nixdorf



Richard Crone
CEO and Founder
Crone Consulting, LLC



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

Tuesday, September 10 (continued)

11:30 a.m. - 12:30 p.m. **Lunch and Exhibitor Showcase**

Palace Ballroom III

12:30 p.m. - 1:30 p.m. **Breakout Sessions**



Heather Gibbins
Vice President,
North America Solutions
Diebold Nixdorf

- **Bridging to the Digital Channel**

Palace Ballroom I

Leave the silos to the farm. In today's banking ecosystem, the ATM is a key to your digital strategy—and it should work seamlessly and holistically with your mobile, teller and online channels. Find out how the right terminal application software can enable a new development model that powers entirely new banking journeys for your consumers.



Brendan Thorpe
Global Software
Engagement Manager
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.



Dave Ober
Global Software
Domain Lead
Diebold Nixdorf

- **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.



Markus Doeinghaus
Global Domain Lead,
Banking Software
Diebold Nixdorf

- **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

Breakout Sessions (Continued)

- **Embrace the Digital-First Consumer**
Sicity

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.

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

Breakout Sessions (Repeated)

- **Bridging to the Digital Channel**

Palace Ballroom I

- **Go Beyond Omnichannel**

Emperors I

- **Optimize the ATM Cost Model**

Emperors II

- **A Journey for ONE**

Tarranto

- **Embrace the Digital-First Consumer**

Sicity

2:30 p.m. - 3:00 p.m.

Networking Break and Exhibitor Showcase

Palace Ballroom III

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

Breakout Sessions (Repeated)

- **Bridging to the Digital Channel**

Palace Ballroom I

- **Go Beyond Omnichannel**

Emperors I

- **Optimize the ATM Cost Model**

Emperors II

- **A Journey for ONE**

Tarranto

- **Embrace the Digital-First Consumer**

Sicity

Tuesday, September 10 (continued)

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

Changing the Way People Bank

Palace Ballroom I

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:



Jeff Bender
Vice President,
Digital Solutions
Diebold Nixdorf



Moisés Peña Reyes
Digital Banking
Vice President
Banco Popular



Heidi Liebenguth
Managing Partner and
Research Director
Crone Consulting, LLC



Moderator:
Scott Anderson
Brand Evangelism
Diebold Nixdorf

4:45 p.m. - 5:00 p.m.

Closing Announcements

Palace Ballroom I

5:00 p.m. - 6:30 p.m.

Evening Break

6:30 p.m. - 9:30 p.m.

Connect @ Intersect

OMNIA

Wednesday, September 11

8:00 a.m. - 9:00 a.m.

Breakfast and Exhibitor Showcase

Palace Ballroom III

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

Welcome

Palace Ballroom I

9:15 a.m. - 10:15 a.m.

DN Fireside Chat and Q&A with DN Leadership

Palace Ballroom I

Your opportunity to hear firsthand from Diebold Nixdorf executives.

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

Morning Break

Palace Ballroom I Foyer

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

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

Palace Ballroom I



Scott Anderson
Brand Evangelism
Diebold Nixdorf

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.

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

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

Palace Ballroom I



Juergen Kisters
Vice President,
Global Banking Marketing
Diebold Nixdorf

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.



Norbert Knieval
Head of Banking Thought
Leadership
Diebold Nixdorf

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

Lunch and Exhibitor Showcase

Palace Ballroom III

Wednesday, September 11 (continued)

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

Peer-to-Peer Roundtables

Emperors I, Emperors II, Tarranto and Venice

Networking and best practice sharing for industry leaders.

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

Security Session Panel

Palace Ballroom I



B. Scott Harroff

Chief Information Security Architect; Solution Manager Security and Fraud
Diebold Nixdorf

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, FBI, 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.

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

Closing Announcements

Palace Ballroom I



INTERSECT

Read on to learn about our DN Intersect speakers. Register today and stay up to date with all the latest and greatest Intersect info at dnintersect.com.

Intersect 2019 Speakers



Nate Agar
Vice President and
General Manager,
U.S. National
Diebold Nixdorf

Nate Agar currently oversees Diebold Nixdorf's National Accounts for the United States. He leads a cross-functional team focused on delivering customer satisfaction as well as helping to solve customers' business problems utilizing Diebold Nixdorf's solutions.

Nate joined Diebold Nixdorf in 1997 and has held a number of sales leadership positions throughout his 21-year career. For the past 10 years, he has led Diebold Nixdorf's relationship with Bank of America. Nate earned his Bachelors of Science in Marketing from the University of Miami as well as an MBA with a concentration in economics from DePaul University.



Scott Anderson
Brand Evangelism
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.



Chase Andrews
Vice President,
Americas Service
Service Excellence
and Analytics
Diebold Nixdorf

Chase Andrews serves as Vice President of Service Operations and Continuous Improvement for the Americas Service Division of Diebold Nixdorf. He is responsible for service delivery support functions, data analytics and continuously improving the customer service experience. Over the past decade at Diebold Nixdorf, Chase has served in several engineering, quality and large account management roles, in both the U.S. and Europe. Prior to joining DN, Chase spent 10 years in the semiconductor and contract manufacturing industry in engineering, manufacturing and operations roles.



Jeff Bender
Vice President,
Digital Solutions
Diebold Nixdorf

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.

Intersect 2019 Speakers



Chad Buckland

Vice President and General Manager, U.S. Regional Diebold Nixdorf

Chad Buckland is the Vice President and General Manager for U.S. Regional Accounts at Diebold Nixdorf. He leads 200+ high performing sales and client management professionals in selling systems, software and services to thousands of customers across the U.S. As a member of the Diebold Nixdorf Global Leadership Team, he specializes in bringing teams across geographical boundaries and cultural differences together to help clients reshape their business through technology and innovation. In Chad's 20+ year career, he has driven growth, addressed underperforming areas, promoted organizational change and helped DN maintain its value proposition in the market. Chad holds a Bachelor of Science in Business Management from the Purdue University Krannert School of Management.



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 and 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

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.

Intersect 2019 Speakers



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.



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.



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

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 held 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.

Intersect 2019 Speakers



Hormuzd (Homi) Karkaria

Vice President, Software and 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 pre-sales and global delivery teams in Brazil, Argentina, Costa Rica, Egypt, Poland, India, China and Philippines.



Juergen Kisters

Vice President, Global Banking Marketing
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

Head of Banking Thought Leadership
Diebold Nixdorf

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 and 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.



Octavio Marquez

Senior Vice President & Managing Director, Americas
Diebold Nixdorf

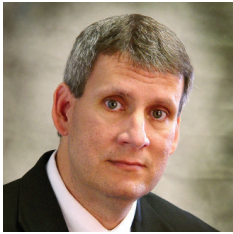
Octavio Marquez is responsible for leading Diebold Nixdorf's banking operations throughout North and South America. His span of accountability includes sales, service, manufacturing and distribution, professional services, project management, finance and HR. Most recently, Octavio led the Latin American 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.

Intersect 2019 Speakers



Mike Massey
Vice President,
Americas Services
Diebold Nixdorf

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.



Dave 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 twenty five 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.



Bruce Pearce
Vice President and
General Manager,
Canada
Diebold Nixdorf

Bruce Pearce is Vice President and General Manager, Diebold Nixdorf Canada. He is responsible for leading and directing the management of the company's operations across Canada. Bruce is an industry veteran with deep global services and product experience across multiple verticals and business environments. He is a senior leader with a proven track record of transforming and growing profitable business units. He successfully managed multi-billion dollar P&Ls and led business development, sales, service delivery, finance, marketing and operations within managed service and outsourcing businesses.

Before joining Diebold, Bruce served as Vice President and General Manager for both the Financial Services organization in the U.S. and HP Enterprise Services Canada with responsibility for overseeing the Enterprise Services operations and business development in Canada and the U.S. Over the last 34 years, Bruce has held executive-level positions at several other high-tech and service-related companies, including EDS and IBM. Bruce graduated from Waterloo University (Ontario, Canada) in 1985 with a Bachelor's Degree in Mathematics.

Intersect 2019 Speakers



Moisés Peña Reyes
Digital Banking
Vice President
Banco Popular

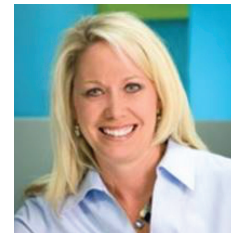
Moisés is responsible for driving and managing the ongoing evolution, innovation, and strategic direction of Banco Popular's digital banking platforms by meticulously managing their customers' journeys via mobile, online and ATM, and driving initiatives to transform the way their customers interact with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

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 business banking, fintech partnerships and consulting. 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. Powley held executive retail banking positions for Bank of America and served as Chief Retail Group Manager for Washington Federal N.A. His experience also includes senior leadership positions at Worldpay, where he was responsible for over 1,000 financial institutions and consulted on business line optimization, technology, product set development and revenue generation. Powley holds a graduate degree from Pacific Coast Banking School and is a veteran of The United States Navy.



Michele Riley
Vice President,
Professional Services
and 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.

Intersect 2019 Speakers



Gerrard Schmid
President and 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 a 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 helped him to develop a comprehensive understanding of the market and customers.



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.

Intersect 2019 Speakers



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 Appenda, 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 technology-enabled services sectors. Prior to entering the venture capital industry, Devon co-founded a software-as-a-service (SaaS) analytics start-up and worked in technology consulting.



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