

## ECIS 2016 Opening Ceremony Keynote Speaker: JH Snabe

ECIS 2016 conference started with an outstanding keynote speech about digital transformation and its impact on our lives, delivered by Jim Hagemann Snabe, former co-CEO of SAP SE and Independent Director at the A.P Møller Mærsk Group, Allianz SE, Siemens AG, SAP SE, Deputy Chairman at Bang & Olufsen A/S and Member of the Foundation Board at World Economic Forum.

Mr Snabe argued three main statements in his speech - namely the extraordinary times that we live in, technology not being the limiting factor and that we are in a leadership moment.

He described the extraordinary times that we live in using an analogy of Formula One, where teams can improve their performance incrementally between races in a season but will have to adopt a whole new way of thinking between two seasons, as they try to adapt to the new season's rules.

Advancements in data, network and mobile technologies, along with emerging technologies of Artificial Intelligence, Robotics and 3D Printing, are paving the way for a complete new season, where all industries will change and transform massively.

Mr Snabe illustrated his second point, technology not being the limiting factor, through illustrations of risks and opportunities. The biggest risks are loss of jobs, as disruptive technology not only affects blue collar workers as before but also white collar workers as we head towards full autonomy, and since environmental impact is a combination of population, affluence and technology, advancements in all of these factors will only lead to bigger environmental issues. Only by converting technology to a denominator of the formula, through concentrating on resource optimization, we can limit and decrease these impacts and mitigate risks into opportunities.

Mr Snabe's third and final point argued that we require leadership in shaping our digital future - A recent study at World Economic Forum predicted that 50% of jobs as we know them today will disappear in the next 10 years and be replaced by brand new job titles and responsibilities, so children attending primary school now are being prepared for jobs that will not exist. Leadership and a partnership between business and research are the key in preparing these future generations right.

## ECIS 2016 CIO Symposium Keynote Speaker: Hüsni Erel

The first keynote of the CIO Symposium was delivered by Hüsni Erel, Executive Vice President in Technology, Operational Services and Central Marketing of Garanti Bank, the second largest private bank in Turkey and also the platinum sponsor of the conference.

One of the most respected technology leaders of the country, Mr. Erel started his keynote by outlining the two decade long journey of digital transformation at Garanti, starting with the very first Internet application in 1997 all the way to today's Virtual Assistants, where customers can make transactions through voice commands. Next was the bank's Omni-channel presence - customers can now get a seamless experience thru internet, mobile and phone banking as well in-branch and ATM , with recent addition of Social Media channels where they can even apply for loans, where 92% of non-complex transactions are realized thru digital channels.

Mr Erel pointed out that such a transformation is not easy for a bank finance, where it is not possible to exploit cross border technologies such as Cloud fully, due to regulatory restrictions.

However, by focusing on transforming the operating model and customer experience, Garanti has been able to do this successfully and serve the needs of their 4.5 million digital customers, 50% of the bank's customer base and growing rapidly.

Final point in Mr. Erel's keynote was 'Bank-as-a-Service', where Garanti adopted mobile technologies to deliver a full workplace environment on tablets to their workforce, so that they can continue to server their customers' regardless of location and device, on-site or off-site and develop their skills outside the office. According to Mr Erel, "Bank in a Tablet" will decrease the number of people working in the branch in the future, but will in turn increase people working for the bank outside the branch through mobile platforms.

**ECIS 2016 CIO Symposium Keynote Speaker: Stefanie Kemp:**

'The second keynote of the CIO Symposium was delivered by Stefanie Kemp, Head of CIO Office, IT Governance & Digital Domain of Germany's RWE IT. Starting with figures of RWE's leading position as an energy supplier in Europe, she underlined the fact that the energy industry is also undergoing a digital transformation, where people, tech and products are now hyper-connected and traditional industries are massively disrupted by the sharing economy approach. Pointing out that the energy utility providers are under pressure to innovate in order to fit and conform to these changes, she told that RWE looks to accomplish this through implementing fast and agile methodologies in delivering projects and fostering an innovation culture within the Company. Finally, she left the audience with questioning the role of a CIO in the future because of new technology driven professions like a CDO (Chief Digital Officer) are occurring, where the latter, a Master of Digital Business tasked with transforming analog processes to digital, is to exist in a Company with a high level of innovative maturity and may well even replace the CIO in the long run.'