

Schedule of the Day						
Platt Room	0830-0900	Breakfast	Informal networking over breakfast			
Seligman Theatre	0900-0920	Welcome	Scene Setter Findings. With James Goad, Managing Director, Owen James			
Seligman Theatre		TechTalks - Short and punchy presentations from a selection of the sponsors, to tell you what they do, within the space of ten minutes.				
	0925-0935	TechTalk 1	Protection Made Simple Through Technology. With <b>Zoe Mears</b> , Senior Sales Manager, iPipeline UK			
	0935-0945	TechTalk 2	The Year of the Partnership. With <b>Charles White-Thomson</b> , CEO, Saxo Markets			
	0945-0955	TechTalk 3	The Evolution of the Client Portal. From dinosaurs to Digital Relationship Management (DRM). With <b>Tessa Lee</b> , Managing Director, moneyinfo			
Breakout rooms	1000-1105	Roundtable Session	Client Lifecycle Management - Putting it at the heart of your business & the role of AI	Choice Matters - Enabling advisers by measuring impact	Cost & Benefits – Leveraging technology to transform client-adviser communications	
Platt Room	1105-1125	Morning Coffee	Grab a refreshment and catch up with your peers			
Platt Room	1125-1155	Networking	Structured networking - an opportunity to meet some new faces			
Breakout rooms	1200-1305	Roundtable Session	Growth Mindset – Keeping up with the pace of change	Digital Space - Adapting to evolving assets	Efficiency Generation – What the future of work looks like for advisers	Cost & Benefits– Leveraging technology to transform client-adviser communications
Seligman Theatre	1310-1340	Keynote Presentation	Optimising Opportunities. How ongoing societal changes are affecting workforces and the fundamental changes in leadership we now need. With <b>Annette Andrews</b> , Former Chief People Officer, Lloyds of London			
Platt Room	1340-1430	Buffet Lunch	Network with peers over lunch			
Platt Room	1430	Thank you & farewell	We wish you a safe trip back to the office or home			

# WEALTHTECH MATTERS

## WEALTHTECH MATTERS - THE ADVISER 28 JUNE 2023, ROYAL COLLEGE OF PHYSICIANS

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### AGENDA OVERVIEW

Technical inventions have long been transforming the way services are delivered in the wealth management industry, with the biggest impact being the democratisation of access to investment services and the personalisation of the client experience.

But big data and AI is now the future of the industry, with those who embrace these technologies strategically placed for competitive advantage.

Big data analytics tools and techniques allow wealth managers to analyse large datasets to extract insights, identify patterns, and make data-driven decisions. By leveraging big data, wealth managers can gain a deeper understanding of client behaviour, market trends, and risk factors, enabling more informed investment strategies.

AI technology will also provide the ability to identify potential risks, detect anomalies, and improve compliance with regulatory requirement, such as in the rapidly evolving financial landscape. AI-powered AML and KYC solutions meanwhile can help automate client due diligence and transaction monitoring.

This agenda will therefore bring into focus how to leverage AI, big data and machine learning within the following roundtable topics:

#### **I. COST & BENEFITS – Leveraging technology to transform client-adviser communications**

Personalised client portals and mobile apps are a well-established component of an enhanced and expected client experience. Ubiquitous access to such tools allows clients to self-serve, but it also presents additional ways for advisers to engage beyond phone calls and email.

New and compliant ways to securely communicate can also help advisers become more efficient and help them spend more time on value-added activities with clients.

This session will focus on the following:

- The importance of taking a ‘client-centric’ approach: ensuring client experience and client needs are at the heart of everything

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- Ensuring differing communication needs and channels to provide reassurance to clients
- How technologies like AI can aid advisers when it comes to serving clients better

*Expert: Luc Haldimann, co-founder and CEO, Unblu*

## **2. CLIENT LIFECYCLE MANAGEMENT - Putting this at the heart of business & the role of AI**

Collecting reliable and consistent data that is relevant and specific, easy to interpret and powers the adviser is a challenge across the industry, with many firms still wrestling with what data they really need and the data collection methodology not being consistent enough.

With AI we can now access historical data and adviser preferences to filter and prioritise information, provided there is understanding of the customer need to allow for the collection of data that is clear in its value.

This session will explore the importance of mastering digital and data fundamentals in tandem to ensure your firm can leverage technology to retail and grow clients, whilst enhancing operational efficiency to capture true scale opportunities. We will discuss:

- Specific communication and planning strategies that put scale into practice by transforming the way your investment managers and advisers interact with clients
- Innovative approaches to navigating current regulatory shifts in a cash-flow positive way
- Balancing business pressures whilst navigating uncertain times

*Expert: Alessandro Tonchia, Head of Strategy, InvestCloud Europe and Asia*

## **3. CHOICE MATTERS – Enabling advisers by measuring impact**

Meeting an expanding and diversified customer base with rising expectations means more choice in the advice journey will deliver benefits.

Client needs can change over time as the complexity of the scope of their advice changes, so when it comes to demonstrating value and not focusing on the costs of the advice provided, firms need to get better at articulating what they do, as well as the benefits that can be gained from getting advice.

A carefully constructed combination of digital, hybrid and traditional advice is therefore key to achieving competitive advantage, thus enabling the wealth manager to extend their client base down the wealth scale and increase overall AUM without a huge rise in cost. This session will address:

- The technology needed to deliver a real-time report and other insights
- How to implement a process of sustained improvement based on MI and feedback

*Expert, Alex Whitson, Managing Director, VouchedFor*

## **4. EFFICIENCY GENERATION – What the future of work looks like for adviser**

For advisers of the future, time-saving reductions in workload are going to be necessary if they are to provide the personalised services that clients expect, which will allow for greater and more improved personal service.

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Technology automation is not just going to be an efficiency generator, it will also transform adviser involvement with their clients, particularly those who understand how to get the best out of technology in order to meet the needs of a new demographic client base who are wanting to engage in wealth management in a more digitally enhanced environment

This session will focus on how automation in the middle and back office will allow advisers to take on more clients, whilst still providing that one-to-one balance and personal service.

*Expert: Chris Thorne, Senior Solution Consultant, SS&C Blue Prism*

## 5. GROWTH MINDSET - Keeping up with the pace of change

There is a growing segment of wealthy people with large assets coming to the fore, which is opening up new opportunities for participation. This trend of changing customer behaviour will escalate even further when Generation Z inherit the wealth of their parents.

This democratisation of wealth management is already giving digital wealth managers the chance to out-innovate traditional firms in client service, as well as core operational efficiency.

To protect their future growth, this sector must begin to emulate the practices of these digital leaders and the firms who are willing to take calculated risks and invest in digital transformation.

With the difference in a new demographic client base who are wanting to engage in wealth management in a more digitally enhanced environment, this session will focus on:

- How wealth management companies can balance the need for personal service, with technology automation
- Emerging technologies and the potential for disruptive changes
- Exploring strategies to stay ahead in the rapidly evolving wealthtech landscape

*Expert: Alistair Venables, UK Lead, Additiv*

## 6. DIGITAL SPACE – Adapting to evolving assets

The impact of technology on investments has been significant, revolutionising the way investments are made, managed, and accessed.

The digital asset space, while still evolving, offers increased accessibility, liquidity and investment opportunities, which include cryptocurrencies such as Bitcoin, Ethereum, or Litecoin, digital tokens, digital securities, digital currencies issued by central banks (CBDCs), and other digital representations of value which rely on blockchain technology or other decentralized systems for their creation, ownership, and transfer.

While this is empowering investors with greater access to investment opportunities, enhancing their ability to make informed decisions, manage risks, and achieve their financial goals, this session will focus on how advisers need to adapt, including:

- The business models to meet the evolving needs of clients in the digital asset space
- Ensuring compliance with regulatory requirements

*Expert: Bruce Keith, CEO, Bridgeweave*