WealthTech Matters – Autumn 2026

Thursday 8 October 2026 – SEI Investments, 14-18 Finsbury Square, London EC2A 1BR

Schedule of the Day			
Foyer	0830-0900	**Breakfast**	**Informal networking** over breakfast
King of Prussia	0900-0905	**Welcome**	**Welcome.** An introduction from SEI Investments
King of Prussia	0905-0930	**Welcome**	**Scene Setter Findings.** Presented by **James Goad**, Managing Director, Owen James Events
King of Prussia	0935-0955	**TechTalk 1**	**Hybrid by Design** – From mass affluent to high net worth, how AI-powered orchestration is creating seamless, scalable wealth journeys. With **Additiv**
		TechTalk 2	**From Notes to Knowledge –** Unlocking firm-wide intelligence with AI**.** With **AdvisoryAI**
Breakout rooms	1000-1100	**Roundtable Session**	***Please refer below to get a feel for the topics that will be tabled for discussion within the roundtables***
Foyer	1100-1120	**Morning Coffee**	Grab a refreshment and catch up with your peers organically or through organised one to ones
King of Prussia	1120-1150	**TechTalk 3**	**Solving the Impossible Equation -** Grow the book, cut the cost, satisfy the regulator, With **Tracey Allen** Global Head of Service Delivery**, Delta Capital**
		TechTalk 4	**You've Been Hacked. Now What?** What really happens when ransomware strikes? With **Iain Gibbons**, CEO, **Foxtech**
		TechTalk 5	*Short, punchy ten minute presentation*
Breakout rooms	1155-1255	**Roundtable Session**	***Please refer below to get a feel for the topics that will be tabled for discussion within the roundtables***
Foyer	1300-1330	**Buffet Lunch**	Network with peers over lunch
King of Prussia	1330-1400	**Structured networking**	An opportunity to meet some new faces
Breakout rooms	1405-1505	**Roundtable Session**	***Please refer below to get a feel for the topics that will be tabled for discussion within the roundtables***
King of Prussia	1510-1545	**Keynote Presentation**	**The New Tech Cold War - Geopolitics, Technology and the Future of Financial Services**
Foyer	1545-1630	**Fizz & farewell**	Join us for a glass of fizz before heading back to the office or home

WealthTech Matters – Autumn 2026

Thursday 8 October, SEI Investments, 14-18 Finsbury Square, London EC2A 1BR

CONTENTS

Agenda overview:

The wealth management technology conversation has moved on. The question is no longer whether AI, automation and data will transform the industry - it is whether firms can adapt quickly enough to capture the opportunity.

As technology becomes more powerful, the biggest barriers are no longer the tools themselves, but the complexity of implementation: fragmented data, legacy architecture, operational resilience, cultural adoption and changing client expectations.

The next generation of winners will be those that can connect technology, people and processes to create simpler, smarter and more scalable wealth businesses.

ROUNDTABLE TOPICS

TECHNOLOGY & INNOVATION

1. AI in advice - From trial to transformation

AI is rapidly reshaping financial advice - but moving from experimentation to meaningful impact isn't straightforward. In this session, we'll explore how to turn AI pilots into scalable value, drawing on real-world experience within our in-house financial planning firm. We'll discuss the limitations of standalone tools, the risks around data security and third-party providers, and the challenge of stitching together multiple systems.

This session will highlight how more integrated approaches can drive efficiency across advice, compliance and operations - helping firms future-proof their technology while maintaining control over cost, data and client outcomes, through the following objectives:

- Understand when and how AI can add genuine value to your business
- Identify key questions to challenge providers on before adopting new tools
- Understand the operational impact of fragmented vs integrated technology
- Explore practical ways to maintain control over data, costs and long-term flexibility

Expert: George Allen, Product Manager, Benchmark Capital

2. The £400bn Problem - Why cash-rich clients aren't investing

UK investors continue to hold significant levels of wealth in cash, despite the potential long-term cost of remaining uninvested. For wealth managers, the challenge is not simply persuading clients to invest, but understanding why different clients respond very differently to the same market conditions, communications and investment opportunities.

As firms look to improve engagement while meeting Consumer Duty expectations, could a better understanding of investor behaviour help identify who is being underserved and enable more effective, personalised conversations?

This session will explore:

- Why different clients respond differently to cash-deployment messaging and investment opportunities
- Understanding the behavioural factors behind decisions to remain in cash
- Using behavioural insight to create more personalised engagement without undermining client trust
- Supporting Consumer Duty and Targeted Support through more effective, measurable client outcomes

Expert: Dr Greg B Davies, Head of Behavioural Finance, Oxford Risk

3. Data First - the intelligent AI empowered wealth firm

AI and Agentic AI may dominate the technology conversation, but their success ultimately depends on something far more fundamental: the quality, accessibility and governance of the data beneath them. Before asking what AI can do for our business, we need to first ask whether our data is ready for AI?

This session will look beneath the AI layer at how firms can build the data foundations required to make AI useful, scalable and safe, including:

- Connecting client, adviser, platform, CRM, finance, compliance and third-party data without necessarily replacing existing systems.
- Establishing ownership, stewardship, validation, lineage and monitoring so firms can trust the information on which AI is acting.
- Moving beyond disconnected applications and manual rekeying towards APIs, bi-directional integrations and more effective data architecture.
- Understanding where data originates, who owns it, how it changes and whether it remains appropriate for each AI use case.
- Ensuring data can support Consumer Duty outcomes monitoring, regulatory reporting and increasingly proactive, risk-led supervision.
- Using continuous monitoring, predictive indicators and actionable MI to improve decision-making rather than simply reporting what has already happened.
- Connecting data, technology, AI, people and governance to drive efficiency, stronger regulatory evidence and better client outcomes.

Expert: Model Office

4. Connected by design - the technology ecosystem that evolves with your business

Most wealth firms cannot replace their technology stack overnight. The challenge is creating an architecture that allows firms to innovate continuously without rebuilding from scratch every time a new technology emerges.

This session will explore:

- Making existing platforms work harder
- Building API-first technology ecosystems
- Integrating AI into existing infrastructure
- Designing technology for long-term adaptability

Expert: Hiten Gundecha, Senior Sales Engineer, FA Solutions

5. Who owns the AI decision? Governance, accountability and the new operational risk

As AI moves from experimentation into everyday processes, firms face a new challenge: determining who is responsible when AI influences a decision, generates an output or takes an action. The greater the autonomy of AI and Agentic AI, the more important clear governance, human oversight and accountability become.

This session will explore how firms can scale AI without losing control, including:

- Establishing ownership and accountability for AI across technology, operations, compliance and the business.
- Determining which decisions AI can support, which it can make and where human intervention must remain.
- Creating appropriate approval, testing and monitoring frameworks for new AI use cases.
- Managing third-party AI, model and technology-provider risk.
- Understanding explainability, audit trails and evidencing how AI-assisted decisions were reached.
- Identifying and managing bias, hallucination, data leakage and unintended outcomes.
- Preparing governance for Agentic AI as systems move from generating information towards taking actions.
- Creating guardrails that enable innovation without allowing governance to become a barrier to adoption.

6. Digital resilience - managing risk in an increasingly connected world

How do we protect the business as technology becomes more connected?

As wealth firms become more dependent on technology, data and third-party providers, operational resilience is becoming a strategic priority. Innovation must be balanced with control, security and trust.

This session will explore:

- Managing cyber and technology-related risks
- Strengthening oversight of third-party ecosystems
- Maintaining resilience through transformation
- Embedding controls without slowing innovation
- Building trust in digital operating models

Expert: SEI

YOUR BUSINESS

7. Rethinking organic growth - what it takes to scale in today's hypercompetitive market

Organic growth is becoming harder, more expensive, and less predictable. The pool of high-value clients is limited, acquisition costs are rising, and traditional channels, particularly referrals, are no longer sufficient to support ambitious growth targets.

As competition intensifies, growth is no longer just a commercial question, but a strategic one - with implications for operating model design and long-term firm value.

This session will explore how growth dynamics are shifting and how leadership teams are responding, by asking:

- Why is organic growth becoming structurally harder?
- How are rising acquisition costs reshaping growth strategy and ROI expectations?
- How growth strategies impact enterprise value, exit readiness, and business resilience
- What structural changes are required to deliver scalable, repeatable growth?

Expert: Unbiased

8. Beyond the AI hype – the productivity equation for modern advice firms

AI investment is accelerating across wealth management, but adoption does not automatically translate into greater productivity. As firms move beyond experimentation, the challenge is determining where AI is genuinely creating capacity, where it is simply adding another layer of technology, and what needs to change in the operating model to turn innovation into measurable value.

This session will explore:

- Where firms are losing the most capacity today – and whether AI is addressing the right problems
- Which activities should be eliminated or redesigned rather than automated
- Which AI use cases are delivering measurable productivity gains in practice
- How workflows and roles need to change to capture the benefits of AI
- How firms should measure AI productivity beyond hours saved
- Whether AI can genuinely enable firms to scale without increasing headcount

Expert: Dynamic Planner

9. The regulatory operating burden – can firms reduce the cost of compliance?

The challenge for wealth managers is no longer simply keeping pace with individual regulatory requirements, but managing the cumulative operational burden of demonstrating compliance. Reporting, data requests, evidence gathering and regulatory change consume significant resource, raising the question of whether firms can redesign the regulatory operating model itself.

This session will explore how firms can reduce regulatory friction while strengthening oversight, including:

- Understanding where regulatory reporting and evidence requirements create the greatest operational burden
- Reducing manual data gathering, reconciliation and repeated reporting activity
- Creating a more consistent source of regulatory and management information across the business
- Exploring where RegTech, workflow automation and AI can remove repetitive compliance activity
- Moving from periodic reporting towards continuous monitoring and earlier identification of risk

- Building regulatory requirements into processes and technology rather than adding compliance retrospectively
- Measuring the true cost of compliance and identifying where investment can deliver meaningful efficiency

10. Integration after consolidation - turning scale into value

Consolidation continues to reshape wealth management, but scale does not automatically create efficiency. The challenge is turning acquired businesses into integrated, scalable organisations.

This session will explore:

- Why integration remains one of the biggest barriers to value creation
- Harmonising systems, processes and data after acquisition
- Protecting culture and client experience through change
- Capturing operational efficiencies without increasing complexity
- Moving from acquisition-led growth to transformation-led growth

Expert: Solve

YOUR CLIENTS

11. Fixing the onboarding problem – can KYC finally become frictionless?

Client onboarding remains one of the most persistent sources of friction for wealth managers, creating duplication for clients, manual work for employees and unnecessary operational cost. With KYC automation now a significant technology investment priority, firms have an opportunity to rethink the process rather than simply digitise existing inefficiencies.

This session will explore how firms can create faster, safer and more joined-up onboarding, including:

- Eliminating duplication across KYC, AML, suitability and client data collection
- Automating manual processes without weakening oversight or introducing new risks
- Connecting onboarding across advisers, operations, compliance, platforms and third parties
- Creating reusable client data rather than repeatedly requesting the same information
- Balancing regulatory evidence requirements with a simpler client experience
- Identifying where digital identity, APIs, automation and AI can genuinely remove friction
- Measuring whether onboarding transformation is delivering improvements in cost, speed and client outcomes

12. The future of client experience – personalisation without losing the human touch

Client expectations are changing, but the fundamentals remain the same; trust, strong relationships and quality service. As technology and data create new opportunities to personalise and automate the client experience, how can firms use them to become more relevant and responsive without losing the human connection?

This session will explore:

- What tomorrow's clients will expect – and what they will continue to value
- Moving beyond traditional segmentation to genuinely understanding clients
- Using data and technology to personalise experiences at scale
- Balancing digital convenience and automation with human relationships
- Creating consistent, high-quality experiences across channels and generations
- How firms can turn better client understanding into stronger relationships and outcomes

13. Digital trust - protecting confidence in a changing advice model

Trust remains the foundation of advice, but digital transformation is changing how trust is built, maintained and protected. Firms must ensure technology strengthens rather than weakens relationships.

This session will explore:

- How trust changes in digital relationships
- Creating transparency around technology-enabled advice
- Protecting clients from emerging digital risks
- Maintaining confidence as automation increases
- Designing technology around client reassurance

YOU & YOUR PEOPLE

14. The human advantage – building the workforce of 2030

As technology takes on more tasks, the role of people across wealth management is changing. The opportunity is not simply to automate existing roles, but to rethink where humans create the greatest value and build the skills, cultures and operating models needed for the future.

This session will explore:

- What humans will bring that technology cannot – from judgement and empathy to creativity and relationships
- How roles will evolve as automation takes on more routine tasks
- Which skills and capabilities will become increasingly valuable
- How firms can redesign roles around technology rather than simply automate existing processes
- Reskilling teams and developing future leaders for a more digital workforce
- Creating cultures that embrace technology while keeping people at the centre of transformation

- Finding the right balance between technological capability and human judgement
- Whether firms are preparing their people for the workforce they will need in 2030

15. The talent challenge – winning and keeping the people your business need

Transformation depends upon having the people and skills to deliver it, yet firms are facing growing challenges around recruitment, retention, morale and access to specialist capabilities. At the same time, competition for relationship managers and other key talent creates a direct commercial risk when valuable employees – and potentially clients – walk out of the door.

This session will explore how firms can build and retain the workforce required for the next phase of transformation, including:

- Competing for increasingly scarce technology, data, operational and relationship-management skills
- Understanding why good people leave – and what genuinely improves retention
- Managing morale and engagement through prolonged periods of organisational change
- Protecting client relationships when relationship managers or other key employees move
- Deciding which capabilities firms need to build internally and where external expertise can fill the gaps
- Developing existing employees as roles, skills and career expectations evolve
- Ensuring productivity and transformation programmes improve working lives rather than simply asking people to do more

16. Transformation fatigue - How much change can firms absorb?

Transformation is now constant, but competing priorities, regulation and technology programmes are putting pressure on organisations' ability to deliver change effectively.

This session will explore:

- How firms prioritise competing transformation demands
- When change becomes an operational risk
- Improving adoption and engagement
- Sequencing transformation effectively
- Building organisations that can continuously adapt

Expert: SEI