

Schedule of the Day						
Foyer	0830-0900	Breakfast	Informal networking over breakfast			
King of Prussia	0900-0905	Welcome	Welcome. An introduction from SEI			
King of Prussia	0905-0920	Welcome	Scene Setter Findings. With James Goad, Managing Director, Owen James			
King of Prussia	0920-0940	TechTalk 1	Service excellence through technology. With Zoe Mears, Senior Sales Manager, Client Distribution, iPipeline			
		TechTalk 2	From client experience and client education, to visualisation of complex data and information. How do we find simplicity in wealth management? With Gergely Csorba, Marketing Manager, Dorsum			
Breakout rooms	0945-1050	Roundtable Session	<i>Innovation Tactics - Adapting business models for competitive advantage</i>	<i>Data Cloud - Bridging the data gap</i>	<i>Meeting Expectations – How tech can help with the regulatory requirements</i>	<i>Looking Ahead - Leveraging digital to drive positive business transformation?</i>
Foyer	1050-1115	Coffee & networking	Grab a refreshment and catch up with your peers – <i>prescheduled meetings will take place</i>			
King of Prussia	1115-1135	TechTalk 3	Using technology to make better investment decisions & drive deeper client engagement. With Leo Morris, Senior Account Executive, Addepar			
		TechTalk 4	Helping you do your Consumer Duty. With Chris Ansara, CEO & Founder, docStribute			
King of Prussia	1135-1145	Coffee & networking	Grab a refreshment and catch up with your peers – <i>prescheduled meetings will take place</i>			
Breakout rooms	1150-1255	Roundtable Session	<i>Innovation Tactics - Adapting business models for competitive advantage</i>	<i>Productivity Boost - The power of AI on processes</i>	<i>Clouded Vision – Managing the different motivations around cost and complexity</i>	<i>Looking Ahead - Leveraging digital to drive positive business transformation?</i>
King of Prussia	1300-1330	Keynote Presentation	Pioneering Pirates - How these rebels got ahead, by breaking the rules. With Alex Barker , facilitator, speaker, author, coach and pirate!			
Foyer	1330-1430	Buffet Lunch & farewell	Grab some lunch and join us for a glass of fizz before heading back to the office or home			

WEALTHTECH MATTERS

WEALTHTECH MATTERS - THE BUSINESS

9 November 2023, SEI Investments, 14-18 Finsbury Square, London EC2A 1BR

ROUNDTABLE TOPICS FOR DISCUSSION

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1. INNOVATION TACTICS - Adapting business models for competitive advantage

Technical inventions are rapidly transforming the industry and the way services are delivered, with the biggest impact being the democratisation of access to platforms or services.

As the fintech market grows in size and complexity, serving customers and increasing returns remains its most simple objective. But keeping track of the pace of change, let alone keeping up with it, remains complicated, particularly when you don't need to make everything digital to improve the client experience.

Firms can instead identify the systems that will have the most meaningful value or impact for clients and integrate these systems into current business models, taking an iterative approach and making incremental improvements to the tech infrastructure.

A carefully constructed combination of digital, hybrid and traditional advice has long been considered key to achieving competitive advantage, but there are challenges when it comes to an integrated financial planning ecosystem, including:

- How to ensure systems are streamlined, and that heritage systems can talk to new ones

Expert: Seccl

2. DATA CLOUD – Bridging the data gap

The demands of both end customers and colleagues within wealth management firms are changing, and with it the demand for access to real-time data is becoming more prevalent. Collecting the data is only the start. The ability to access and organise can be a challenge to gaining true value from data.

More advanced data integration and cloud-based data platforms can be utilised to meet this demand and overcome these challenges providing power improved analytics and the ability to enhance the client and colleague experience through business event-based alerts and notifications.

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This session provides the opportunity to hear firsthand from Waverton's CTO, Edward Blake on their data strategy, including drawing on the experience of their strategic partnership with SEI and the implementation of SEI Data Cloud powered by Snowflake covering themes including:

- How data and cloud-based data platforms can enable a transformed client and colleague experience
- How wealth management firms can overcome challenges to design and deliver a data strategy

Expert: George Koshy, Product Solutions Manager, SEI Investments (Europe) Ltd joined by SEI client Edward Blake, Chief Technology Officer, Waverton

3. LOOKING AHEAD - Leveraging digital opportunities to drive positive business transformation

A roundtable discussion exploring the importance of mastering digital and data fundamentals in tandem to ensure your firm can leverage technology to retain and grow clients, whilst enhancing operational efficiency to capture true scale opportunities.

Expert: InvestCloud

4. PRODUCTIVITY BOOST – The power of AI on processes

Cumbersome, overly manual and time-consuming processes throughout a business leads to a lack of efficiency, which can have a negative impact on cost/income ratios.

Greater productivity remains both a concern and a strategic priority to improve across the sector, but with AI, we could finally have the technology to power efficiencies by transforming processes.

Automation is rapidly moving beyond a nice to have to a must-have within wealth management, but decisions still need to be made on where efforts should be focused in order to provide continuous improvement over time.

This session will address:

- The huge potential for AI to improve wealth management and private banking by embedding into core business processes
- The fundamental changes we can expect to see in operational efficiency

5. CLOUDED VISION – Managing the different motivations around cost and complexity

The expectation of business transformation through technology remains high, particularly given the increasing cost and complexity of delivering advice through people alone, but we have seen from our scene-setter that CFOs place more value on outsourcing due to the cost saving element.

This means the COOs need to convince the C-suite that not only can digital transformation help enhance productivity, the customer experience, drive efficiency and enable scalability, it can also

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help with cost saving - if done well.

It is therefore crucial that a transformation programme is articulated as positively in the early stages, and that as it progresses, sight of the end goal is not lost. This session will discuss:

- How to ensure the clarity of vision when there are differing internal motivations
- How to recognise challenges upfront and implement mechanisms to deal with these

6. MEETING EXPECTATIONS – How tech can help with the regulatory requirements

Firms are now ensuring all advisers are behaving the same way to meet the Consumer Duty expectations, but managing the new requirements is costing a massive amount of money and time on implementation.

Meanwhile new regulation continues at pace for the UK financial services sector, with the Edinburgh reforms currently representing the most significant and extensive package of regulatory change since the UK left the EU. While the consultations and calls for evidence will present a huge opportunity for the industry to provide its views on a range of issues and shape the future of UK financial services regulation, the investment in resources needed to maintain compliance is a continued threat.

Regulatory constraints can also create barriers to innovation, as new technologies and approaches may not align with the existing rules and requirements. This session will discuss:

- How to address the increasing obligations which require new practices and resources
- The reg tech solutions which can streamline compliance processes by reducing manual effort, enhancing accuracy, as well as increasing efficiency