



INNOVATE

— BE MOVED —

Tuesday 12 May Morning Agenda *(Great Room 1 & 2)*

9:00 AM

Registration, Coffee, & Continental Breakfast

9:30 AM

Be Moved: Shaping the Future of Human-Centered Experiences

Nick Smith, SVP Sales APAC & EMEA
Simon Tindal, Advisor, Smart Communications



Nick Smith, SVP International Sales, will open Innovate 2026 and share a perspective on the moments that shape trust, connection, and experience. Setting the tone for the day ahead, focused on impact, innovation, and what it takes to get customer experience right. We'll finish this session with a premiere of our core technologies in an end-to-end demonstration.

10:00 AM

AI With Purpose: Powering the Next Era of Customer Engagement

Martin Suter, Chief Product Officer



Smart Communications has evolved into a powerful, connected portfolio, and this session is designed to help you get more out of your investment. We'll share where we're investing and what you can expect over the year ahead as we continue building for the future of trusted customer experiences. We'll also show how we support end-to-end customer journeys, and highlight practical ways you can use AI today to drive efficiency and deliver more meaningful experiences.

11:15 AM

Networking Break

11:40 AM

The Power of Human Connection: A Conversation with Industry Leaders



In this executive panel, leaders from insurance, and financial services come together to explore the role of human connection in shaping modern customer experiences. Panelists will share their "why," the principles guiding their organisations, and the approaches they're taking to build meaningful, end-to-end experiences across the customer journey. From what they're focused on today to how they're preparing for the future, this conversation offers an inside look at how leading organisations are keeping customer-centricity at the heart of everything they do.

12:10 PM

From Interaction to Experience: Raising the Bar on Customer Engagement



As customer expectations rise, organisations are rethinking how interactions come together to form meaningful experiences. In this panel, leaders from insurance and financial services share how they're delivering more connected, experience-led engagement across the customer journey.

12:40 PM

Networking Lunch

Tuesday 12 May Afternoon Agenda

BREAKOUT TRACK 1 (Great Room 1 & 2)

BREAKOUT TRACK 2 (Studio 2)

1:30 PM

Beyond Channels: Creating Trusted, Outcome-Driven Customer Communications

A leader-led discussion on moving beyond channels to deliver trusted, outcome-driven customer communications across the customer journey.

Speakers to be announced

Technology for Quicker Processing: Modernising Enterprise Forms at Scale

A practical discussion on modernising legacy forms at scale, focused on the decisions, trade-offs, and execution required before outcomes can be realised and the benefits organisations achieve once they do.

Speakers to be announced

2:15 PM

Breaking Free from Legacy: From Migration Imperative to Measurable Outcomes

Why legacy modernisation still matters and what leaders have achieved by breaking free. Following brief context from Smart Communications, industry leaders share their journeys, lessons learned, and real-world outcomes.

Speakers to be announced

Designing the Path Forward: Orchestrating Connected Journeys with SmartPATH

A forward-looking discussion on orchestrating connected, end-to-end customer journeys with SmartPATH — and how organisations are turning insight into coordinated, scalable experiences.

Speakers to be announced

3:00 PM

Networking Break

3:30 PM

Looking Ahead: Moving from Insight to Action

Lindsey Browne, Director Solution Consulting, APAC
Clinton Brown, General Manager, APAC



This session brings Innovate full circle by focusing on what comes next. Drawing on insights from across the event, we'll share practical guidance to help you move from ideas to meaningful progress.

4:00 PM

Against All Odds: Leadership, Humanity, and Courage in Moments That Matter

Dr Craig Challen, Keynote Speaker



From the depths of the Thai cave rescue to the global stage, Dr Craig Challen shares a moving story of courage, teamwork, and humanity in moments that truly matter.

4:30 PM

Networking Reception



Attendees are invited to join speakers and guests for an evening reception to wrap up the event.