

2021 General Membership Meeting

Including the
Digital Innovation
Summit Oct 19

Virtual Conference | October 6-8

The Nicsa 2021 **General Membership Meeting (GMM)** will explore what the next few years will look like as we seek out new ways to drive innovation in the new normal. The GMM will be a virtual event and open to all industry participants. Following the GMM, Nicsa will host its inaugural virtual **Digital Innovation Summit** on October 19 which is open to all GMM attendees.

The corporate pass includes unlimited employee registrations for both the GMM and Digital Innovation Summit – both agendas are enclosed.

[GMM Agenda](#)

Wednesday, October 6

10:00am – 10:50am ET	<p>Opening Keynote: How Data and Technology Shape the Future of Meaningful Human Experience</p> <p>With so much emphasis in business on artificial intelligence, automation of various kinds, and digital transformation, the future of human work — and even humanity itself — can feel uncertain. And while we often talk about user experience, customer experience, patient experience, and so on, we rarely consider what a truly integrated human experience might look and feel like. But “Tech Humanist” Kate O’Neill presents the case for why the future of humanity is in creating more meaningful, dimensional, and integrated experiences, and how emerging technologies like chatbots, wearables, IoT devices, and more can be included in this kind of human-centric design. While weaving in examples from a range of industries, applications, and even pop culture, Kate offers an inspiring and useful framework for designers, strategists, or anyone creating experiences for humans.</p> <p>Kate O’Neill, Founder and CEO of KO Insights, Author of Tech Humanist, early employee at Netflix</p>
11:00am – 11:50am ET	<p>C-Suite Roundtable: Architects of Innovation</p> <p>How will your firm adapt, survive, and thrive? Get a C-Suite look into the provocative issues that are top of mind for industry leaders. From talent management to technology adoption, to product development, learn how bold visionaries are helping their firms stay relevant and bolster client value in the next three to five years.</p>

	<p>Moderator: Sharon Epperson, Senior Personal Finance Correspondent, CNBC</p> <p>Speakers: Paul Dawe, CEO and COO, HSBC Global Asset Management (USA) Kevin Mahn, President and Chief Investment Officer, Hennion & Walsh Asset Management Joe Sullivan, CEO, Allspring Global Investments (Wells Fargo)</p>
12:00pm – 12:50pm ET	<p>How to Enhance Advantage and Create Value</p> <p>Business model innovation is the art of achieving growth through a continuous willingness to adjust and adapt to new challenges and opportunities. Learn how changes in investor behavior, globalization and technological innovations are currently creating a "window of opportunity" for asset managers and their service providers in 2022 and beyond.</p> <p>Moderator: Andre Veissid, Partner – Strategy and Transactions, EY</p> <p>Speakers: Heather Lord, SVP, Head of Strategy & Innovation, Capital Group American Funds Riya Sen, Head of Product Leadership, Vanguard Michael Snell, SVP, Head of Asset Management Strategy and Central Finance, Fidelity Investments</p>

Thursday, October 7

10:00am – 10:50am ET	<p>The Age of Product Development: Private vs. Public</p> <p>As clients call for more vehicle-agnostic approaches to product development, asset managers must consider various factors if they are to succeed. Get up to the minute insights on the public and private market, with structures that lend themselves to both private and public investing. How are firms navigating the accelerating rate of product conversions? Find out in our 45-minute round table on vehicle design and distribution prioritization.</p> <p>Moderator: Saleem Khan, Chief Data and Analytics Officer, Discovery Data</p> <p>Speakers: James Beale, Managing Director, Rockefeller Capital Management Amy Duling, SVP, Head of Global Product Solutions, Cohen & Steers Brian Rosevear, Executive Director, Morgan Stanley</p>
11:00am – 11:50am ET	<p>The Evolution of Relationship Management</p> <p>Asset managers are reshaping the ways in which they interact with clients and business partners. From national accounts to the role of wholesalers, to the state of home offices, relationship management roles are evolving at an accelerated rate. Discover how leading firms</p>

	<p>across the industry are enhancing and deepening client relationships and learn about the talent models that are shaping today's sales teams.</p> <p>Moderator: Lee Kowarski, VP, Head of Data Science & Distribution Solutions, SS&C Technologies</p> <p>Speakers: Stephanie Meadows, Director, Relationship Management & Advanced FA Education, Wells Fargo Advisors Clint Harris, Head of Wealth Management Platforms and Global Consulting, Invesco Kirsten Pickens, Co-Head of US Distribution, FS Investments</p>
12:00pm – 12:50pm ET	<p>Building Relevance & Trust</p> <p>As wealth managers attempt to connect with their varied and diverse client groups, many are turning to holistic wealth planning, digital distribution channels, and new virtual engagement tools. Learn from our panel of industry thought leaders about how they are successfully onboarding a new generation of investors.</p> <p>Moderator: Mike Galkoski, National Sales Manager, US Wealth Management, American Century</p> <p>Speakers: Jean Heath, Managing Director, Head of Asset Manager Network, Envestnet Steve LaChance, Senior Vice President, National Sales Manager, Advisor Solutions, LPL Financial Sterling Shea, Managing Director, Head of Practice Strategy, Wealth Management, Morgan Stanley</p>

Friday, October 8

10:00am – 10:50am ET	<p>Digital Innovation Summit Preview</p> <p>Tune in to our Summit Preview to get a taste of what's to come! GMM registrants are invited to attend Nicsa's first-ever Digital Innovation Summit—a one-day, virtual experience where attendees will take a deep dive into forward-thinking tech topics such as fintech disruptors, cryptocurrency, digitalization & transformation, data analytics and more. The Summit will take place Tuesday, October 19.</p> <p>Moderator: Gary Casagrande, Head of Global Market Strategy, Confluence</p> <p>Speakers: Mike Demissie, Head of Digital Assets Unit and Advanced Solutions, BNY Mellon Jamie Patel, Chief Technology Officer, American Century</p>
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<p>11:00am – 11:50am ET</p>	<p>Government Affairs & Capital Market Outlook Get an up to the minute view from Washington on the policy issues and regulatory trends that could impact global capital markets in 2022 and beyond.</p> <p>Moderator: Andy Blocker, Head of US Government Affairs, Invesco</p> <p>Speakers: Jerry Jennings, Director, State and Local Government Relations, Citi Alice Joe, Vice President, Government Relations, Fidelity Investments</p>
<p>12:00pm – 12:50pm ET</p>	<p>Journey to 2022 and Beyond: Workforces and Workplaces What are the competing forces shaping the new workforce? What makes a successful leader in today’s landscape? How are firms across the asset management industry navigating hybrid workplaces, return to office policies, evolving corporate cultures, and professional development challenges? Join us for a candid discussion around the evolution of the workforce and what it means for employees, managers, human resource executives, and executive suites.</p> <p>Moderator: Nicole Callies, Director of Business Development, MARS SalesFocus Solutions</p> <p>Speakers: Deidre Boulware, VP, Head of Talent, Development & Diversity, American Century Matt Norquist, Senior Client Partner - Financial Services Sector Leader, Korn Ferry Lisa Shea, Specialist Product Manager, Northern Trust</p>

Digital Innovation Summit Agenda

Speakers are still being confirmed at this time

Tuesday, October 19

10:00am – 10:50am ET	Cybersecurity and Fraud Prevention Ransomware, identity theft, account takeovers...the list goes on. Fraudsters and Cyber criminals are hard at work trying to disrupt your business, hold your firm hostage, and steal funds from you and your investors. Behind the dark curtain lies individuals, organized rings, and digital cyber technologies designed to disrupt and commit fraud. Our panel will explore the latest tactics these criminals are using and detail how new technologies like behavioral biometrics, passive voice biometrics, and multi-factor, app-based security can help you stay ahead of fraud. Learn the latest on how your organization can be better protected against these constantly emerging cyber and fraud threats. Moderator: Chuck Gallant , Director, Digital and Data Strategy, BNY Mellon Speakers: Mike Gray , Chief Technology Officer, Thrive Soudamini Modak , Director or Market Planning, LexisNexis Leia Rudikiff , Global Anti-Fraud Officer, Manulife
11:00am – 11:50am ET	Decrypting the Hype: Cryptocurrency and Digitized Assets Industry buzz regarding cryptocurrency and digitized assets abounds. We will discuss the opportunities and challenges for the asset management and financial services industries. Discover the growth opportunities over the next 2-5 years, what they mean for related technologies such as distributed ledger, and the implications to financial services as we know them. Speakers: Andrew Czupek , Senior Vice President, Northern Trust Andrew Foreman , Manager, EY John Lee , Global Managing Director, Accenture Rajeev Sambyal , Director, Advanced Solutions, Blockchain & Digital Assets, AI & Machine Learning, BNY Mellon
12:00pm – 1:50pm ET	Digital Innovation Summit Exhibitors 12:00pm ET - Northern Trust 12:30pm ET - Horizon8 1:00pm ET - SS&C Technologies 1:30pm ET - Ultimus Fund Solutions

2:00pm – 2:50pm ET	<p>FinTech Disruptors</p> <p>The adoption of digital technologies by both companies and consumers during the pandemic has fueled the emergence of more and more FinTech solutions in the Financial Services and Asset Management communities. In this session, you will hear from industry experts as they explore how large enterprise organizations are partnering with (and in some cases, acquiring FinTech solutions) to drive innovation, improve the overall customer experience and increase productivity within their organizations.</p> <p>Moderator: Anish Mazumdar, Director, Aliter Investment Services</p> <p>Speakers: Paul Fahey, Senior Vice President, Northern Trust Karym Murphy, Managing Director, Horizon8</p>
3:00pm – 3:50pm ET	<p>Front to Back Solutions</p> <p>Front-to-back solutions through a single integrated platform/provider is resonating with the buy-side clients and gaining momentum within the asset servicing business. Learn industry experts' (CIO organizations, product owners and consulting firms) perspectives on how data and technology platforms, coupled together with advancements in big data and AI, are redefining the “ecosystem” and driving the way forward in solving business challenges.</p> <p>Moderator: Gary Casagrande, VP Global Market Strategy, Confluence</p> <p>Speakers: Jeff McCarter, Chief Information Officer C & IS, Northern Trust</p>