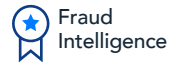


Agenda at a Glance

Track
Listing:



Monday, May 14

7:00 a.m. – 8:00 p.m.	Registration	Lone Star Pre-Convene
4:00 p.m. – 5:30 p.m.	Pre-Conference Workshop: Best Practices for EdgeVMS	Houston B
6:30 p.m. – 8:30 p.m.	Welcome Reception in Solutions Lounge	Grand Hall

Tuesday, May 15

7:00 a.m. – 6:00 p.m.	Registration	Lone Star Pre-Convene
7:30 a.m. – 8:30 a.m.	Breakfast	Grand Hall
8:30 a.m. – 10:00 a.m.	General Session	Lone Star B/C
10:00 a.m. – 10:30 a.m.	Break	Grand Hall
10:30 a.m. – 11:00 a.m.	Welcome & Introductions to Verint Dan Bodner, President, Chief Executive Officer and Chairman of Board of Directors, Verint	Houston A
11:00 a.m. – 12:00 p.m.	Impacts of Cybersecurity Legislation and Regulations on Protecting Data Herb Kelsey, Former Chief Architect for NSA/LSI and CTOP for Cybersecurity at IBM Users' relationships with Internet and social media providers, as well as enterprises using their data, are strained. Recent news and events about cybersecurity breaches and business practices have awakened legislatures around the globe. While Europe has been in the forefront from a regulatory perspective, U.S. legislators are now beginning to recognize the issues involved. This session will discuss the government's interest in protecting data and ensuring transparency; how governments will view and approach legislation to better protect data and provide assessments independently; and the impact on enterprises large and small, emphasizing the influence on business models and analytics of data.	Houston A
12:00 p.m. – 1:30 p.m.	Lunch	Solutions Lounge
1:30 p.m. – 2:30 p.m.	Selling Security into the Board: Get the Skills for the Investments You Need Paul Boucherle, Matterhorn Consulting You get one shot to make a good first impression. It may take months or even years to get in front of a key financial decision maker. Be ready to impress that Verint and the system integrator are the right trusted partners to choose! Learn how decision makers process information, how they formulate their decisions and the right way to gain senior level commitment that will initiate a new business relationship. It will change the way you look at presentations forever!	Houston A
2:30 p.m. – 3:00 p.m.	Break	Solutions Lounge
3:00 p.m. – 4:00 p.m.	How to Build Cyber Threat Assessment Models for Physical Security Terry Gold, Founder, D6 Research This session will revisit how security practitioners can confront the transformation of physical security practices to those of cyber security best practices – but applied in the appropriate context. The majority of the session will focus on re-engineering how organizations classify assets, assign risk, and the actions taken by using a threat model. As opposed to a workspace to technology stack method, threat models study attack, severity and impact around various classes of assets to correlate specific risks to purposely executed controls.	Houston A
4:00 p.m. – 5:00 p.m.	Addressing Fraud and Cyber Risk: How Organizations Should Divide and Conquer Resources Rudy Wolter, Director, Global CSIS Chief Technology Officer, Citigroup The evolving risk landscape facing the financial industry, highlighted by increasingly complex and severe cybersecurity and fraud threats, calls for enhanced strategies and innovative technology solutions. But as many executives know, increased risk doesn't automatically equal an increase in budget. Companies must properly prioritize and act proactively to stay up to date with the latest trends and ensure comprehensive protection. In this session, Citigroup's Rudy Wolter explains how banks can effectively allocate their time, focus and funds to identify vulnerabilities and mitigate the most critical threats.	Houston A
5:30 p.m. – 7:30 p.m.	Banking and Retail Private Networking Event	Chaparral Ballroom

Wednesday, May 16

7:00 a.m. – 6:00 p.m.	Registration	Lone Star Pre-Convene
7:30 a.m. – 8:30 a.m.	Breakfast	Grand Hall
8:30 a.m. – 10:00 a.m.	General Session	Lone Star B/C
10:00 a.m. – 10:30 a.m.	Break	Grand Hall
10:30 a.m. – 11:30 a.m.	 Embracing Integrations for a Stronger Security Strategy Jason Vazquez, Senior Vice President and Deputy Chief Risk Officer, Sterling National Bank	Houston A
	<p>As the nature of today's security threats and vulnerabilities advances, so too do the processes and technologies designed to face them, but adopting these new innovations can understandably feel unfamiliar and uncertain. The key lies in taking advantage of solutions that seamlessly integrate for a user-friendly experience, and those that are secure and protected against a variety of risks. In this session, Sterling National Bank's Jason Vazquez describes this approach in detail and also emphasizes the importance of collaboration — not just between manufacturers, integrators, and end users, but between physical and cyber security teams as well — to propel robust security measures across a business' infrastructure.</p>	
	 Challenges and Choices in the Cloud Presented by JaNae Forshee, Vice President, Cloud Portfolio Strategy, Verint and Alex Johnson, Senior Director, Product Marketing, Verint	Houston B
	<p>We've all heard about the cloud by now, but the amount of information surrounding its possibilities can understandably seem overwhelming. You will undoubtedly be asked a myriad of questions about its adoption, and there are some that you should be asking, too. Drifting to the cloud's attractive promise provides benefits, opportunities and challenges - Where should you begin? Verint's Alex Johnson and JaNae Forshee break it all down in this session through Verint's cloud strategy and experience: from the barriers to video in the cloud, to the difference between cloud computing and cloud storage, to why IT departments are pushing banks and credit unions to the cloud, you'll leave feeling confident in your ability to manage the cloud migration.</p>	
11:30 a.m. – 12:30 p.m.	Lunch	Solutions Lounge
12:30 p.m. – 1:30 p.m.	 Is Your Security Solution a Secure Solution Scott Francis, Director of Corporate Security, PNC Bank and Stuart Caton, Senior Director, Strategic Accounts for the Banking Practice, Verint	Houston A
	<p>You only have to check today's news headlines once to see that cyber threats and data breaches are affecting organizations around the world, and financial institutions are no exception. Banking is the number one targeted industry due to the monetization of the cyber attack, and these invasions can cause devastating damage to not only the institution but also to the brand. Don't get left behind: learn in this session how to communicate today's cyber threats to your teams and understand how today's technology solutions help protect network communication. Banks must start to change their thinking and adapt to the latest trends to create a comprehensive and secure security solution, and PNC Bank's Scott Francis and Verint's Stuart Caton provide the appropriate next steps to take action.</p>	
	 How Verint Automates and Modernizes Fraud Mitigation Beyond Surveillance with Voice Biometrics and Call Behavior Intelligence Dan Spohrer, Vice President, Product Strategy, Verint and Tim McCurry, Director of Product Management for Intelligent Self-Service, Verint	Houston B
	<p>The increase in the frequency and severity of fraud in the banking industry has led to vast improvements in online and point-of-sale security, but this has also caused fraudsters to turn to other methods to defraud organizations, such as through the voice channel. This is occurring at the same time that traditional phone-based authentication processes, known as Knowledge Based Questions (KBA), are proving ineffective. This session outlines Verint's ability to look further than video surveillance to provide a streamlined approach to addressing authentication with voice biometrics as well as automating fraud detection through caller behavior and identity analysis.</p>	

1:30 p.m. – 2:30 p.m.

**Verint Evidence Center: VyStar Credit Union's Perspective and Success**

Houston A

Jeff McDonald, Security Operations Manager and Kevin Owens, Vice President, Corp. Security, VyStar Credit Union and Jim Moran, Product Management Director, Verint

VyStar Credit Union, headquartered in Jacksonville, Fla., turned to Verint Evidence Center to protect its 591,000 members across 250 ATMs and 50 branches in Northeast and Central Florida. Verint Evidence Center is a powerful solution that allows banking and credit union customers to strengthen intelligence gathering, streamline investigations, and combat and resolve bank fraud. VyStar's Jeff McDonald and Kevin Owens, as well as Verint's Jim Moran, discuss in this session the challenges VyStar faced and the lessons learned since their first meeting with Verint in 2014. VyStar Credit Union saw 85 percent more overall efficiency with Verint Evidence Center when compared to previous manual searches, saving on time and costs and providing the ability to efficiently investigate transactions based on expansive criteria.

**The Benefits of Surveillance Tuned Data Storage in Your Security Operations**

Houston B

Ed Dawson, Surveillance Pre-Sales Lead, Seagate

Data storage has become an increasingly important element of surveillance and security systems. Increased workloads, as well as strict data security requirements continue to drive HDD and SSD performance and feature sets. In this session, Seagate will present trends in storage technology and applications in the security and surveillance marketplace.

2:45 p.m. – 3:15 p.m.

Break

Solutions Lounge

3:30 p.m. – 4:30 p.m.

**Best Practices for Technology Renewal**

Houston A

Chad Currie, Vice President, Corporate Security Officer, Union Bank & Trust

Union Bank & Trust, with over 150 banking locations and 220 ATMs throughout Virginia, Maryland and North Carolina, needed a technology upgrade to modernize processes and systems. Through Verint's innovative and intelligent solutions, Union Bank replaced and updated its infrastructure to enhance security and streamline business operations. In this session, Union Bank's Chad Currie walks through how to best handle this type of integration and dives into the steps taken by Union Bank to successfully deploy and take advantage of the new structure. Currie also looks at security then and now: as financial institutions try to stay one step ahead and execute a forward-thinking strategy, they must keep in mind the changing risk landscape. Customers were once the sole focus of many surveillance camera systems, but this has now shifted to include all individuals, as incidents such as internal theft have created a greater need for comprehensive situational awareness.

**Artificial Intelligence and the New Age of Fraud Detection**

Houston B

Darren Odom, CEO, Boulder AI and Alex Johnson, Senior Director, Verint

The age of artificial intelligence (AI) is upon us, affecting and improving countless aspects of our daily lives, and enhancing security solutions in a variety of markets. Financial organizations are seeing numerous benefits from the latest technologies powered by deep learning, as next-generation AI tools are ramping up the defense against fraud. When AI is combined with innovative technology solutions such as video, a powerful tool is formed to be used for investigating and deterring fraud. Boulder AI's Darren Odom and Verint's Alex Johnson look at the ways banks are using AI, such as to increase efficiency, reduce headcount in compliance, and provide a better customer experience.

4:30 p.m. – 5:30 p.m.

**Innovations Panel: How Customers are Addressing Fraud, Risk, and Compliance Today**

Houston A

Panelists: Clay Barnett, Vice-President/Corporate Security Manager, First Tennessee Bank; Mary Charles, Assitant Vice President, Security Officer & Senior Fraud Investigator; Luke Crossley, Regional Security Officer, Zions Bancorporation; Kim Hodgkin, Corporate Security Manager, Delta Credit Union
Moderator: Teresa Anderson, Editor in Chief, Security Management Magazine

Ensuring comprehensive security and efficient business operations can be challenging for today's financial institutions, as the variety and complexity of threats and vulnerabilities continue to increase. To address areas such as fraud, risk, and compliance, organizations must stay prepared, proactive, and diligent by taking advantage of the latest technologies and trends in the industry. This panel will analyze the intelligent and innovative solutions that exist to achieve this goal, using personal experiences and real-world examples to demonstrate the best techniques and processes available to the market today.

4:30 p.m. – 5:30 p.m.

**Hardening Your Video System to Ensure Effective Cybersecurity**

John Rose, Product Manager, Verint

Houston B

When it comes to cyber attacks, it's critical to understand the way they are evolving: Perceived targets have always been primarily computers and network infrastructures, however physical security devices are also vulnerable and must not be ignored. Video security systems can potentially be exploited if not configured and maintained properly and this could lead to a more complex breach. Hear John Rose describe how to tackle surveillance system hardening in this session and provide best practices for specific systems, such as EdgeVRs and IP cameras. Questions about IT recommendations will also be answered rounding out a discussion on how to establish an ongoing, comprehensive strategy to efficiently secure your video surveillance equipment.

5:30 p.m. – 5:45 p.m.

**A Recap of the Market Today**

Matt Tengwall, Vice President and General Manager, Verint

Houston A

The financial sector has greatly evolved over the last several years, driven by recognizable growth and excitement shared by those in the industry. We're seeing new and intelligent solutions proactively address the expanding range of risks financial organizations face, and a positive trend toward increased convergence and enhanced business operations. Verint's Matt Tengwall expresses his thoughts on the state of the market in this session, including its evolution and the influence the market structure will have going forward, such as how the integrator channel will evolve as technology changes. Tengwall will also discuss technology's overall impact, the challenges faced by financial organizations around the world, and ways in which executives can remain vigilant in the changing landscape of the business.

7:00 p.m. – 11:00 p.m.

Customer Appreciation Event

Meet at 6:30 p.m. at the Live Oak St. exit (to the right of the lobby bar) to board the buses.
Buses return to hotel starting at 8:30 p.m. Last bus back to hotel leaves at 11:00 p.m.

Gilley's

Thursday, May 17

7:00 a.m. – 10:00 a.m.

Information Desk Open

Lone Star Pre-Convene

7:30 a.m. – 8:30 a.m.

Breakfast & Closing Remarks

Grand Hall

8:30 a.m. – 10:00 a.m.

**Coffee Talk: Verint Voice of the Customer Update**

Jim Moran, Product Management Director, Verint and
Alex Johnson, Senior Director, Analytics and Strategy, Verint

State Room 1

Verint's Voice of the Customer program has been instrumental in allowing Verint to deliver the kinds of technology innovations and updates that end-user customers want, and in this discussion, panelists will explore the latest solutions being developed based on this feedback. See a demonstration of the new upcoming Video Investigator solution developed specifically for banks and credit unions based on the input and feedback directly from our customer base. Verint executives will also present other new features coming down the pipeline, including Video Anywhere, ATM Skimming, enhanced security initiatives, and more. Additionally, learn about the new Verint Banking and Retail Solutions User Forums, where users will be able to find out more about exciting new solutions from Verint and interact with banking and credit union peers as well as experts from Verint.



The detailed agenda can be viewed on the mobile app or online at **engage.verint.com/BRS**

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