



INNOVATE

SMART MOVES

Tuesday 6th May ▶▶ Agenda

**Agenda subject to change.*

9:00 AM

Registration, Coffee, & Continental Breakfast

9:30 AM

The Moves that Matter Most: Navigating Change, Embracing Opportunity

Nick Smith, VP Sales & GM of APAC



Nick Smith, GM of APAC, kicks off Innovate Sydney with key market trends, challenges, and opportunities shaping the industry. He'll share exclusive insights from our 2025 Benchmark Report and set the stage for a day of thought-provoking discussions.

10:00 AM

Smart Moves Ahead: The Roadmap to Smarter Conversations, Part 2

Simon Tindal, Chief Technology Officer
Clinton Brown, SVP Cloud Solutions



Get an exclusive look at the latest capabilities in SmartCOMM™ and SmartIQ™ that you need to start using today. Get a first-hand preview of our short and long-term product strategy. Discover how to drive greater automation, higher completion rates, and frictionless outcomes across your customers' preferred channels.

11:15 AM

Networking Break

11:40 AM

Customer Communications Leadership Panel: Challenges, Best Practices & Key Learnings

Speakers to be Announced



Hear from business leaders driving customer communications transformation in their organisations. In this panel, industry experts will discuss the biggest challenges they face, the strategies that have worked, and key lessons learned along the way.

12:10 PM

The Future of CCM: What's Next and How to Prepare

Scott Draeger, SVP, Product Marketing & Vertical Solutions



AI innovations, massive regulatory shifts, and emerging accessibility standards are reshaping the future of customer engagement. In this session, Scott shares insights gathered from leading analysts and industry experts on where the market is headed next and how businesses can prepare.

12:40 PM

Networking Lunch

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BREAKOUT TRACK 1: STREAMLINING COMMUNICATIONS

BREAKOUT TRACK 2: SMARTER DIGITAL INTERACTIONS

1:30 PM

Breaking Free from Legacy: Modernising & Consolidating Customer Communications
Speakers to be Announced

Quick Wins in Forms Automation: High-Impact Use Cases You can Launch Today
Clinton Brown, SVP Cloud Solutions

2:15 PM

The Power of a Centre of Excellence: Scaling Efficiency & Innovation
Speakers to be Announced

Taking Control: How Insourcing Print Drives Efficiency & Digital Readiness
Speakers to be Announced

3:00 PM

Networking Break

3:30 PM

Streamlining Data Collection for Better Outcomes: A Panel Discussion
Speakers to be Announced



Join business leaders who have successfully streamlined data collection and automation using SmartIQ. In this panel, they will share their journeys—challenges faced, lessons learned, and best practices for improving efficiency and delivering better customer outcomes.

4:00 PM

The What 'Great' Looks Like: Delivering the Experiences Your Customers Expect
Mark Donohue, Founder & CEO, iSky Research



What defines an exceptional digital CX? Mark Donohue, Founder of iSky Research, has analysed top digital interactions across industries and will share real-world examples from Insurance, Healthcare, and Financial Services. Discover how industry leaders set the bar, what today's customers expect, and how to elevate your own CX with actionable insights.

4:45 PM

Innovate Awards Ceremony
Nick Smith, VP of Sales & General Manager APAC



Join us as we celebrate the organisations leading the way in customer experience, digital transformation, and innovation. This special ceremony will recognise those who have made bold moves to future-proof their business, drive efficiency, and elevate customer engagement.

Tuesday 6th May ▶▶ Networking Reception



5:30 PM – 7:00 PM

Innovate Sydney Networking Reception

Unwind and connect with peers in the stunning Guest House at the Park Hyatt Sydney, offering uninterrupted views of the iconic Sydney Opera House. Enjoy cocktails and hors d'oeuvres in a luxurious setting while mingling with industry leaders, sharing insights, and building valuable connections. A perfect way to wrap up the day in style!