

# InvestOps

📅 March 11 - 13, 2024    📍 JW Marriot Grande Lakes, Orlando

## The World's Leading Buy Side Investment Operations Conference

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## Principal Sponsors



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# About InvestOps

## Your Only Opportunity To Connect With Leading Buy Side COOs & Heads Of Investment Operations

**Tighter margins, the move to T+1 settlements and a fast-evolving technology landscape are creating uncertainty for Investment Operations Leaders.**

Join the world's leading Investment Operations conference and connect with your peers to gain practical insights on:

How to transform your people, processes and technology capabilities to build your target operating model

How to develop data-driven tools to optimize processes and enhance analytical capabilities to drive greater insights

How to implement automated technologies to enhance workflow speed and increase accuracy

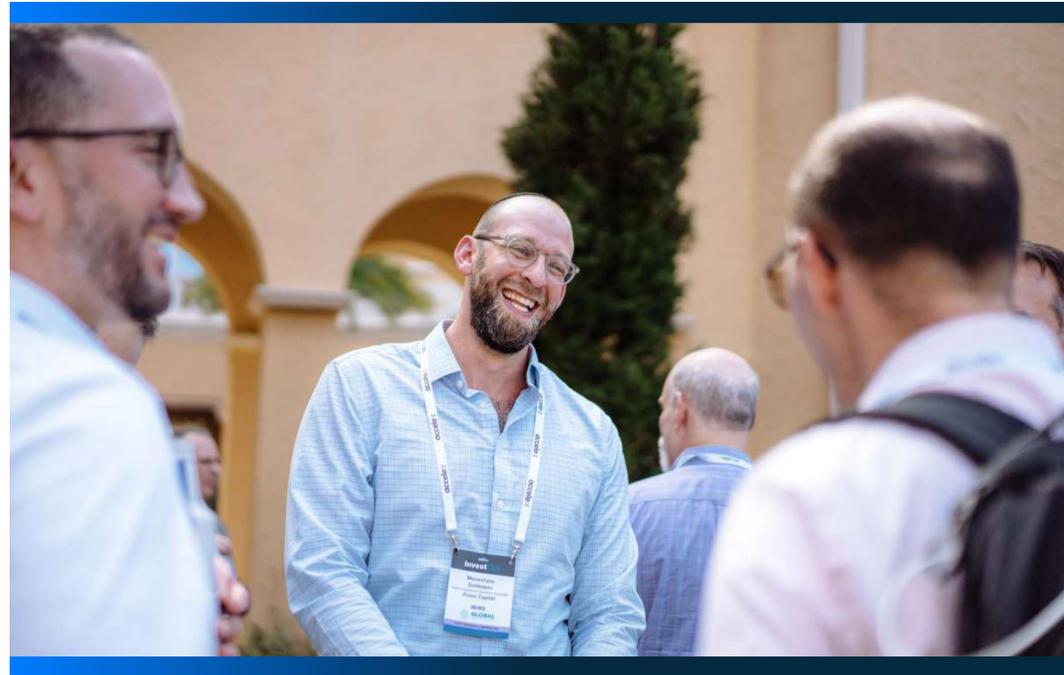
How to finalise plans for the T+1 deadline and organise your firm for future operational and digital transformation

How to harness the latest AI developments to automate manual processes and free-up more time with value-add tasks

How firms are transforming operational capabilities to service new and alternative asset classes



# What People Are Saying About InvestOps



## **CRUCIAL EVENT**



“Tackles the biggest challenges and hottest opportunities in our market to date- it’s a crucial event for any buy side operations leader to ensure they have the right contacts, knowledge, and tools to succeed”

**Evan Fire**

COO

**Pzena Investment Management**



## **NUMBER 1**



“The number 1 meeting place for Buy Side Operations Professionals. No other event brings together such an influential group of Buy Side peers for strategic conversations around the future of the Ops industry!”

**Cinda Whitten**

Global Head of Investment Operations

**Nuveen a TIAA Company**



## **NETWORKING AT ITS FINEST**



“Interactive peer-to-peer learning and networking at its finest! This event has the right mix of senior audiences and interactive formats to help us find solutions to our most current market challenges.”

**Chris Kuehne**

SVP Head of Investment Operations

**Northern Trust Asset Management**

# 5 Reasons Why InvestOps Is the Leading Buy Side Investment Operations Conference

1

No other event brings together so many buy side Investment Operations heads, with 350+ asset managers, hedge funds, insurance funds and pension funds allowing you to benchmark your Operational Capabilities with those ahead of the curve.

2

No other event unites so many leaders from the entire Investment Operations community, turning Orlando into the ultimate InvestOps networking hub

3

No other event offers a buy side focused agenda split across 3 comprehensive days. Built on 80+ research interviews to ensure all your Operational challenges and opportunities are addressed.

4

No other event gives you the biggest and best buy side focused speaker faculty in the business, featuring 90+ Operations leaders to ensure you walk away with practical insights from those leading the way

5

No other event provides a dedicated buy side only Investment Operations innovation day, giving you the unique opportunity to meet and evaluate the latest and greatest technology providers with your buy side peers.

# Connect

Be Among The Leaders.  
Join 350+ Attendees From the leading Buy Side Firms



APOLLO

BARINGS

BlackRock



# A Unique Experience

Feel relaxed at this 5-star venue, connect over high quality food and drink and collaborate in an intimate networking and learning setting.

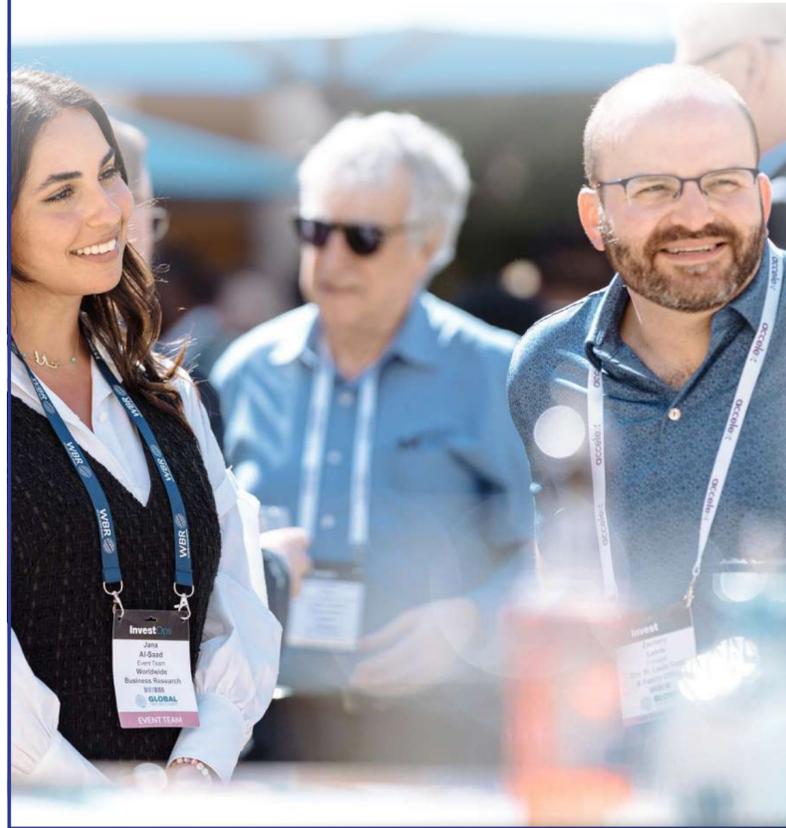
## GET INSPIRED IN SMALL GROUP, INTERACTIVE FORMATS

Get into the nitty-gritty detail of ALL of your key challenges, by constantly interacting with your peers at the roundtables, workshops, boardrooms and more. You'll tap into the great minds of all the attendees, not just the speakers.



## NETWORK DURING COFFEE & LUNCH NETWORKING BREAKS IN THE EXHIBIT HALL

Network with your peers during the refreshment breaks whilst you evaluate hand-picked providers. No other event brings together the full investment operations sell side & service provider landscape!



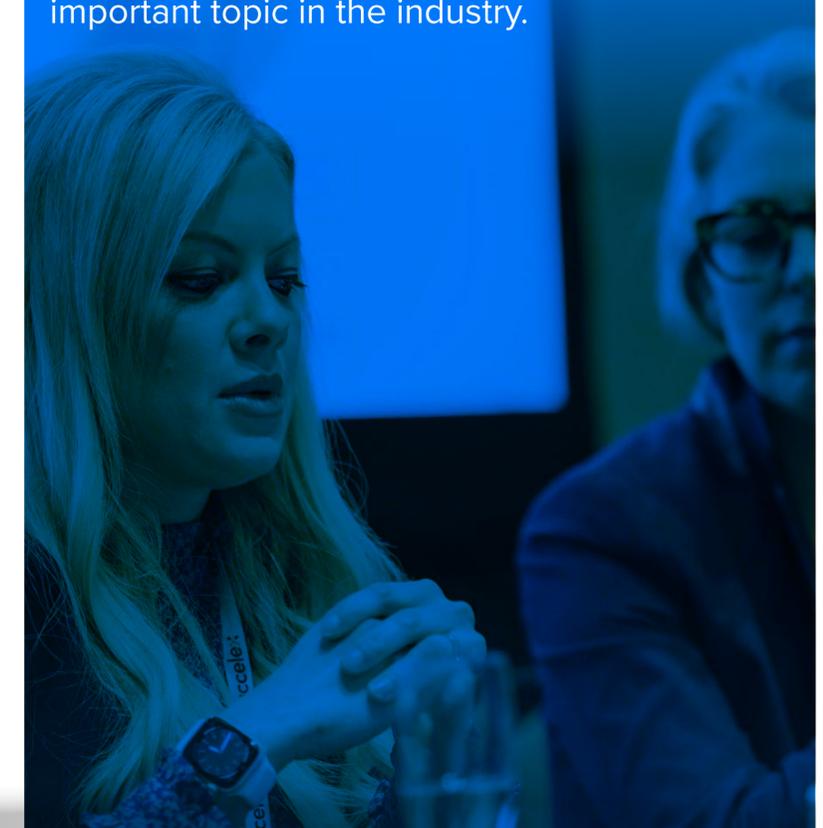
## FIND YOUR SOLUTION IN THE BUZZING EXHIBIT HALL

There's no need to Zoom or travel around meeting new providers! We've done all the legwork in bringing you relevant hand-picked solution providers under one roof so you can quickly decide who you want to add to your shortlist.



## WOMEN IN CONVERSATION

Improving the opportunities for women in Investment Operations. Covering everything from communications, self-branding and career progression and how diversity should be used to gain a competitive advantage at your firm. We encourage both men and women to attend this session and discuss this hugely important topic in the industry.



# FALL IN LOVE WITH ORLANDO

Set just outside of the heart of Orlando, the JW Marriott Grande Lakes offers the perfect combination of state-of-the-art conference facilities with the opportunity to unwind in style. With poolside cabanas, fine dining restaurants and ample activities for you to engage in after your time spent at InvestOps, you will certainly have the best of both worlds mixing business with pleasure. You can even bring your family and plan a trip to Disney World to round off the week!



## MAKE MEMORIES THAT LAST A LIFETIME

This might be a work trip, but that doesn't mean you can't fit in the fun like you would on holiday. Our event is held at the JW Marriott Grande Lakes, positioned in the heart of Orlando's rural wetlands, you'll be treated to unrivalled lakeside view, day and night. The Marriott has more than just a great meeting space to offer. It's all about luxury – and what's better than coupling luxury with learning?

After the drinks reception enjoy dinner with your colleagues and friends at the Michelin Guide recommended Primo restaurant, and then head out to the Terrace to join your colleagues and conference friends for an after dinner aperitif. We'll provide more coffee in the morning! Prefer a quiet night? No problem. Unwind and

indulge in luxurious treatments at the Spa, relax in a pool side cabana, take a dip in one of the three resort pools, and enjoy a book and beer poolside. Oh, and that breathtaking Lakeside view doesn't hurt either. However you choose to spend your time, we promise to treat you as a VIP every minute.

### BEWARE OF ROOM BLOCK AND RESERVATIONS SCAMS!

Please note that the information provided above is the only official method to make reservations within the conference for hotel bedrooms. No housing company has been sanctioned by WBR and any outside groups contacting you claiming to be the housing provider for the event are not affiliated with the conference or WBR. If you have been contacted by one of these companies, or have any questions regarding making your hotel reservations for the event, please contact your event manager or call +44 (0) 207 368 9465

# Meet Our Advisors

So your specific networking and learning needs are met, we've consulted with our expert advisors and conducted 80+ research interviews to give you the most relevant agenda that addresses your major priorities.



**MARIAM OSMAN**

COO of Global Investment Operations  
*Blackrock*



**CINDA WHITTEN**

Global Head of Investment Operations  
*Nuveen*



**CHRIS KUEHNE**

SVP Head of Investment Operations  
*Northern Trust Asset Management*



**LOU ROSATO**

Director - Investment Operations, Global  
Business Strategy & Relationship Management  
*Blackrock*



**EVAN FIRE**

COO  
*Pzena Investment Management*



**UDAY KIRAN BOLUSANI**

VP Global Middle Office  
*Fidelity Investments*



**VINCE PASQUALICCHIO**

COO Investment Operations  
*American Family Insurance*

# Be Inspired. Learn From...

Our speakers. Your inspiration. Join their sessions to really find out what other leading Buy Side companies are doing to ready their Operations for today and tomorrow

15 OF THE  
TOP 20 ASSET  
MANAGERS  
SPEAKING



**OLGA  
SUDVARG**

COO Data at Invesco  
Olga Sudvarg  
COO, Data  
*Invesco*



**CAROL  
RYAN**

Head of NA  
Operations at  
*State Street Global  
Advisors*



**SHEETAL PATEL  
GLOBAL**

Director Investment  
Data Systems  
*Vanguard*



**CANDACE  
SHAW**

Deputy Chief  
Investment Officer  
& Chief Operating  
Officer  
*Sun Life Capital  
Management*



**STEPHEN  
GOUTHRO**

Global COO  
*Mercer Investment  
Solutions*



**RON  
ROBERTSON**

Managing Director,  
Global Head of  
*Investment Services  
Invesco*



**PAULOMI  
SHAH**

Global Head,  
Investment  
Operations &  
Enterprise Risk  
*Apollo Global  
Management*



**ANDREW  
ONSLow**

Global Head  
of Investment  
Management  
Operations  
*Morgan Stanley  
Investment  
Management*



**MICHAEL  
WOODALL**

COO  
*Putnam Investments*



**TATYANA  
KIBRIK**

CTO  
*Voya Investment  
Management*

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MANAGERS  
SPEAKING



**ALLISON  
TANENBAUM**

Global Head of  
Trading Operations  
*Apollo Global  
Management*



**DALE  
SANG**

Chief Technology and  
Operations Officer  
*MacKay Shields*



**KEVIN  
KHOKHAR**

Head of Investment  
Funding Solutions  
*T. Rowe Price*



**GRACE  
KANG**

Head of Investment  
Operations  
*Boston Partners*



**ANTHONY  
MIRABILE**

MD Global Head  
of Alternative  
Investment  
Operations  
*Goldman Sachs  
Asset Management*



**STEVE  
WISNESKI**

SVP Operations  
Strategy  
*Franklin Templeton*



**CIHAN  
KASIKARA**

Global Head  
of Investment  
Operations  
*American Century  
Investments*



**WALTER  
JOYCE**

Head of Investment  
Services  
*TIAA*



**MIKE  
LEADER**

Managing Director,  
Head of Operations  
*CPP Investments*



**ERIC  
BOLISAY**

Managing Director,  
Head of Derivative  
Operations  
*Nuveen, a TIAA  
company*

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**JEFF  
RYAN**

Director Process  
Automation COE  
*Blackrock*



**JESSE  
ROBINSON**

Head of Investment &  
Client Data Services  
*Lord Abbett & Co.*



**CHARLIE  
TEEPL**

Managing Director,  
Credit Operations  
*HarbourVest*



**TOM  
SHEA**

Global Head of  
Middle Office  
*Manulife*



**JAKE  
WALKER**

COO - Client and  
Product Solutions  
*Apollo Global  
Management*



**STEPHEN  
LUKSTEID**

Investment  
Operations Director  
*Franklin Templeton*



**CHRISTOPHER  
MONTAGU**

Global Director  
Middle Office Trade  
Management  
*T.Rowe Price*



**JEFF  
LAMBERT**

VP Investment  
Operations  
*Dimensional Fund  
Advisors*



**BRIAN  
FRUH**

Chief Information  
Officer  
*Impax Asset  
Management*



**LAURA  
JACQUES**

Vice President -  
Trade, Derivative &  
Loan Operations  
*Fidelity Investments*

# Interact

**Get ideas from all the great minds in the audience through a variety of small working group discussions. With all the major buy side, Investment Operations leaders in the same place at the same time- can you afford not to be there?**



## **Network with the leaders of the Investment Operations community**

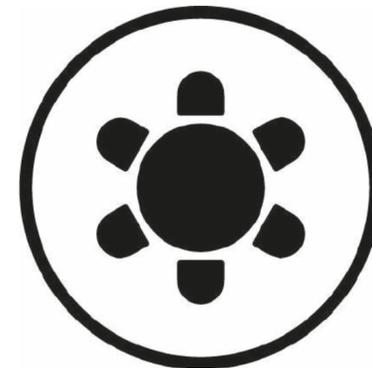
We've created a haven for leading minds in the Investment Operations community. With 200+ buy side executives attending from the leading asset management firms and 8 hours of pure networking, InvestOps is the unrivalled opportunity to make connections, address your challenges and capitalise on new opportunities



## **Case Study Interactive**

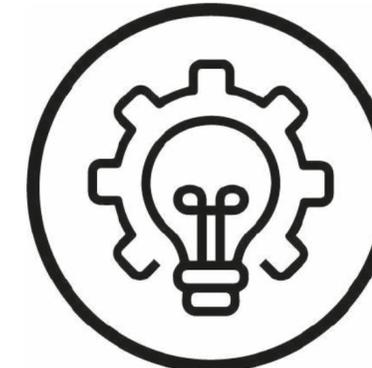
Take part in interactive discussions with peers and get great ideas for solving your biggest challenge.

The speaker presents their case study then invites you and your group to find a solution to a key unresolved challenge!



## **Drill Down Roundtable**

An exceptional way to genuinely get to grips with your key challenges. Your chance to probe an industry expert along with your peers to source practical solutions collaboratively.



## **Creative Boardroom**

Draw up a new, 3-step action plan to take back to the office and test.

Work together with your peers to tap into their knowledge and challenge each other to find a new way forward!



## **Synergy Workshop**

Turn theory into practice and bring a idea to life.

Collaborate with your industry peers on a new forward-looking project to create a step-by-step action plan to launch it.

# InvestOps Innovation Day

## 1 View from the Buy Side

Hear from the most senior and influential Ops leaders and connect in intimate formats to discuss the most pressing industry transformations

## 2 Buy Side Only Workshops

Meet with peers under Chatham House Rules to have strategic level discussions around how to spearhead transformational initiatives at your firm

## 3 Pick your Track

Choose between Data Management, Workflow Automation or Analytics & AI

## 4 Peer to Peer Roundtables

Attendees representing boutique asset managers, pension funds, insurance funds and other institutional investors have the opportunity to share unique challenges faced by your type of firm

## 5 Vendor led Innovation

Deep dive into the industry's newest tech offerings in our vendor led roundtables, tailored to respond to your most pressing Ops needs.



### Roundtable Sponsors



# Agenda Snapshot



## **BUY SIDE INNOVATION DAY MONDAY, 11TH MARCH**

**Leveraging Next Generation AI  
Enabling Smarter Decision Making  
Driving Process Automation  
Buy Side Benchmarking Roundtables  
Spotlight On Innovative Technology**



## **MAIN DAY ONE TUESDAY, 12TH MARCH**

**Succeeding Amidst Volatility  
Defining The Operating Model Of The Future  
Transitioning From A Cost Centre To A Revenue Generator  
Capitalising On Generative AI  
Meeting The May T+1 Deadline  
Optimizing Data Models**



## **MAIN DAY TWO WEDNESDAY 13TH MARCH**

**Transforming Global Operating Models  
Pioneering Cross Industry Innovation  
Launching New ESG Initiatives  
Evaluating Enterprise Risk  
Reimagining Talent Strategies  
Buy Side Working Groups**

# Buy Side Innovation Day - Monday, 11<sup>th</sup> March

Buy Side Only – Open to a maximum of 200 buy side attendees

09.20	Conference Registration
<b>BREAKFAST BRIEFING WORKSHOP</b>	
09.30	<b>Breakfast Briefing Workshop:</b> Reserved for Arcesium <i>*Exclusive Workshop limited to 20 senior Buy Side Operations Leaders*</i>
10.15	<b>Welcome Address:</b> Rory Pilbrow, Editorial Director, WBR
10.20	<b>Chairperson's Opening Remarks:</b> Mike Meriton, COO, EDM Council
<b>LEVERAGING NEXT GENERATION AI</b>	
10.30	<b>Innovation Panel: <u>Capitalising on generative AI:</u> How can you leverage ChatGPT to transform operational processes, reduce manual touch points and boost efficiencies?</b>  Bob Kurinsky, COO & CFO, <b>Driehaus</b> Ashish Shah, Director Investments Management Technology, <b>American Century Investments</b> Brian Fruh, Chief Information Officer, <b>Impax Asset Management</b> Kevin Welch, Principal, <b>Brown Brothers Hariman</b> <b>Reserved: EY</b> <b>Moderator:</b> Audrey Blater, Senior Analyst, Risk and Financial Markets Regulation, <b>Coalition Greenwich</b>
<b>ENABLING SMARTER DECISION MAKING</b>	
11.05	<b>Innovation Panel: <u>Building a robust data framework:</u> How can you best connect data sources across your front to back workflow to unlock greater business insights that enhance operational performance?</b>  Lou Rosato, Director - Investment Operations, Global Business Strategy & Relationship Management, <b>Blackrock</b> Vince Pasqualicchio, COO Investment Operations, <b>American Family Insurance</b> Meg Whitman-Gorham, Director, <b>FINARCH</b> <b>Reserved: State Street</b> <b>Moderator:</b> Charlie Dwyer, Consultant, <b>Cutter Associates</b>
11.40	<b>Keynote:</b> Reserved Snowflake

## DRIVING PROCESS AUTOMATION

<b>12.00</b>	<p><b>Innovation Panel: Creating a 'low touch' operating model:</b> How can you leverage the latest automation tech and tools to streamline your front to back processes and cut operational costs?</p> <p>Allison Tanenbaum, Global Head of Trading Operations, <b>Apollo Global Management</b>  Michael Woodall, COO, <b>Putnam Investments</b>  Tatyana Kibrik, CTO, <b>Voya Investment Management</b>  Bob Moitoso, Head of Asset Management, <b>Linedata North America</b>  Kah Yang Chong, Acting Head of TradeNeXus, <b>TradeNeXus GlobalLink</b></p>
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## BUY SIDE BENCHMARKING ROUNDTABLES

<b>12.35</b>	<p><i>Taking place under Chatham House Rule, join an interactive round table with your investment operations buy side peers to brainstorm solutions collaboratively and openly to your most pressing challenges.</i></p>			
	TRACK A – Data Management	TRACK B – Workflow Automation	TRACK C – Analytics & AI	TRACK D – Peer to Peer Firm Types
	<p><b>Roundtable 1, hosted by:</b> Dennis Mackey, Managing Director, Head of Business Process Management, Reference Data &amp; Data Governance, <b>State Street Global Advisors</b></p>	<p><b>Roundtable 1, hosted by:</b> Nicholas Brokhausen, Business COO, Investment Technology, <b>Apollo Global Management</b></p>	<p><b>Roundtable 1, hosted by:</b> Michael Fastert, Chief Operating Officer &amp; Chief Legal Officer, <b>TIG Advisors</b></p>	<p><b>Roundtable 1, hosted by: Asset Manager with up to \$50bn AUM</b>  Jeff Kazen, Head of Operations &amp; Technology, <b>Altrinsic Global Advisors</b></p>
	<p><b>Roundtable 2, hosted by:</b> Kevin Khokhar, Head of Investment Funding Solutions, <b>T. Rowe Price</b></p>	<p><b>Roundtable 2, hosted by:</b> Greg Halper, Head of Investment Operations Transformation, <b>American Century Investments</b></p>	<p><b>Roundtable 2, hosted by:</b> Brian Fruh, Chief Information Officer, <b>Impax Asset Management</b></p>	<p><b>Roundtable 2, hosted by: Asset Manager with up to \$100bn AUM</b>  Nick Padgen, Principal, Head of Operations, <b>Pzena Investment Management</b></p>
	<p><b>Roundtable 3, hosted by:</b> Olga Sudvarg, COO Data, <b>Invesco</b></p>	<p><b>Roundtable 3, hosted by:</b> Michael Woodall, COO, <b>Putnam Investments</b></p>	<p><b>Roundtable 3, hosted by:</b> Allison Tanenbaum, Global Head of Trading Operations, <b>Apollo Global Management</b></p>	<p><b>Roundtable 3, hosted by: Insurance Funds</b>  Vince Pasqualicchio, COO Investment Operations, <b>American Family Insurance</b></p>
	<p><b>Roundtable 4, hosted by:</b> Evan Fire, COO, <b>Pzena Investment Management</b></p>	<p><b>Roundtable 4, hosted by:</b> Sara Poldas, Director, Portfolio Services, <b>Mawer Investment Management</b></p>	<p><b>Roundtable 4, hosted by:</b> Rachel Connel, Director, Business Analysis, <b>Fidelity Investments</b></p>	<p><b>Roundtable 4, hosted by: Institutional Investors</b>  Stephanie Withers, Senior Manager, Investment Operations, <b>W.K. Kellogg Foundation</b></p>

1.20	<b>Networking Lunch</b>	<b>Innovation Workshop:</b> Reserved for GoldenSource  <i>*Exclusive Workshop limited to 15 senior Buy Side Operations Leaders*</i>	<b>Innovation Workshop:</b> Reserved for InData  <i>*Exclusive Workshop limited to 15 senior Buy Side Operations Leaders*</i>
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**SPOTLIGHT ON INNOVATIVE TECHNOLOGY**

**2.20** **Drill Down Technology Roundtables:** Evaluate the latest data and technology providers with your peers to understand who is best placed to meet your front-back cross-asset investment operations needs  
 Break into groups of 10 buy side and sit with each provider on roundtables to engage in an open Q&A discussion with your peers- *\*Each roundtable lasts 20 minutes.*

TRACK A – Data Management	TRACK B – Workflow Automation	TRACK C – Analytics & AI
Roundtable 1: Duco	Roundtable 1: SimCorp	Roundtable 1: Access Fintech
Roundtable 2: SIX	Roundtable 2: S&P Global	Roundtable 2: Gresham Technologies
Roundtable 3: Archer	Roundtable 3: Linedata	Roundtable 3: Saphyre
Roundtable 4: Curium Data Systems	Roundtable 4: Aladdin by BlackRock	Roundtable 4: Clearwater Analytics
Roundtable 5: S&P Global		

**End of Buy Side Innovation Day - 4.00**

# COPACABANA Party

Unwind in the Florida evening sun with cocktails and our cabana house band. Our CopaCabana party, hosted by Citi and Fundguard is the perfect way to kick off your InvestOps experience after a busy buy side innovation day!

Indulge with drinks and light bites as the sunsets on day one at InvestOps and connect with your peers for the world's largest Buy Side Only party!

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## InvestOps USA Main Day 1 - Tuesday, 12<sup>th</sup> March

07.45	<b>Conference Registration</b>
08.30	<b>Welcome Address:</b> Rory Pilbrow, Editorial Director, <b>WBR</b>
08.35	<b>Chairperson's Opening Remarks:</b> Charlie Dwyer, Consultant, <b>Cutter Associates</b>
<b>SUCCEEDING AMIDST VOLATILITY</b>	
08.45	<p><b>C-Suite Spotlight: <u>Navigating turbulent markets:</u> How can you implement a digital-first operating model to achieve greater agility and resilience that enables you to thrive in a fast-evolving tech-driven landscape?</b></p> <p>Mariam Osman, COO of Global Investment Operations, <b>Blackrock</b>  Candace Shaw, Deputy Chief Investment Officer &amp; Chief Operating Officer, <b>Sun Life Capital Management</b>  <b>Reserved: Citi</b></p>
<b>DEFINING THE OPERATING MODEL OF THE FUTURE</b>	
09.10	<p><b>COO &amp; Head of Investment Operations Panel: <u>Achieving process and system consolidation:</u> How can you use front-to-back platforms to standardise your end-to-end, cross-asset operations to support more complex product offerings?</b></p> <p>James Kearney, Global Head of Investment Operations, <b>Vanguard</b>  Chris Kuehne, SVP Global Head of Investment Operations, <b>Northern Trust Asset Management</b>  Ron Robertson, Managing Director, Global Head of Investment Services, <b>Invesco</b>  Mark Aguilera, Founder &amp; CEO, <b>TorreBlanc</b>  <b>Moderator:</b> John Lehner, President, <b>Fundguard</b></p>
09.45	<p><b>Reserved: <u>Transforming the Client Lifecycle</u> (Reserved: S&amp;P Global)</b></p> <p><b>Find out how your business can transform the client lifecycle management process from end to end with data, low-code / no-code solutions, and consulting services that integrate with legacy and market infrastructure to deliver customizable, configurable workflows and a golden data source.</b></p>
10.05	<p><b>360 Perspective Panel: <u>Building the optimal outsourcing model:</u> How can you capitalize on the diverse outsourced services landscape to eliminate internal inefficiencies and boost operational performance?</b></p> <p>Cinda Whitten, Global Head of Investment Operations, <b>Nuveen a TIAA Company</b>  Grace Kang, Head of Investment Operations, <b>Boston Partners</b>  Russell Newman, Former Managing Director, <b>Great Lakes Advisors</b>  Scott Bevier, Managing Director, Investment Operations Solutions, <b>J.P. Morgan</b>  Matt Gray, Investment Accounting &amp; Operations, <b>SimCorp</b>  <b>Moderator:</b> Sarah Simmonds, Director, Head of Operations Practice North America, <b>Alpha Financial Markets Consulting</b></p>

## TRANSITIONING FROM A COST CENTRE TO A REVENUE GENERATOR

**All-Star Panel: Merging Public and Private Market Capabilities: How can you expand existing public market processes and integrate new private asset classes to support portfolio diversification and boost margins?**

**10.40**  
 Uday Kiran Bolusani, VP Global Middle Office, **Fidelity Investments**  
 Mike Leader, Managing Director, Head of Operations, **CPP Investments**  
 Allison Tanenbaum, Global Head of Trading Operations, **Apollo Global Management**  
 Anthony Mirabile, MD Global Head of Alternative Investment Operations, **Goldman Sachs Asset Management**  
 Mike Sleightholme, President, Broadridge International and Head of Asset Management Solutions, **Broadridge**  
**Moderator: EY**

### Workshop: Evaluating Operational Risk

### Workshop: Digital Transformation

**11.20**  
**Networking Break**  
**11.20 -12.00 Innovation Workshop: How can you leverage the latest tools and technologies to reduce operational risk, ensure compliant trading and settlement and reduce exceptions?**  
*\*Exclusive Workshop limited to 15 senior Buy Side Operations Leaders\**  
 Reserved: Ridgeline

**11.20 – 12.00 Innovation Workshop: Creating efficiency in operational capacity: combining interoperability, actionable data and insights, and interconnected ecosystems to improve client experience, reduce risks and enabling teams focus on high value tasks**  
*\*Exclusive Workshop limited to 15 senior Buy Side Operations Leaders\**  
 Reserved: BNY Mellon

## CAPITALISING ON GENERATIVE AI

**12.00**  
**Keynote: Blackrock Aladdin**

## MEETING THE MAY T+1 DEADLINE

**Innovation Panel: Lessons Learnt from T+1 Settlements: How can you continue to scale new solutions across your global operating model to shorten cross asset settlement cycles and explore the potential of T+0 settlements?**

**12.20**  
 Laura Jacques, Vice President, Trade Derivative & Load Operations, **Fidelity Investments**  
 Andrew Onslow, Global Head of Investment Management Operations, **Morgan Stanley Investment Management**  
 Walter Joyce, Head of Investment Services, **TIAA**  
 Jeff Lambert, VP Investment Operations, **Dimensional Fund Advisors**  
 David Kirby, Executive Director, Americas Relationship Management and Global Account Management, **DTCC**  
**Reserved: State Street**  
**Moderator: Charlie Dwyer, Consultant, Cutter Associates**

		Workshop	Workshop
1.00	Lunch Networking Break	<b>1.25 – 2.05 Workshop</b>  <i>*Exclusive Workshop limited to 15 senior Buy Side Operations Leaders*</i>  Reserved: Taskize	<b>1.25 - 2.05 Workshop</b>  <i>*Exclusive Workshop limited to 15 senior Buy Side Operations Leaders*</i>  Reserved: Bloomberg
<b>OPTIMISING DATA MODELS</b>			
1.55	<b>Innovation Panel: <u>Upgrading cross functional data capabilities:</u> How can you develop your data framework to remove operational siloes and enable data-driven decision making that enhances performance?</b>  Olga Sudvarg, COO Data, <b>Invesco</b> Evan Fire, COO, <b>Pzena Investment Management</b> Tom Shea, Global Head of Middle Office, <b>Manulife</b> Steve Wisneski, SVP Operations Strategy, <b>Franklin Templeton</b> Roy Saadon, CEO and Co-Founder, <b>AccessFintech</b> <b>Reserved: LSEG</b> <b>Moderator:</b> Audrey Blater, Senior Analyst, Risk and Financial Markets Regulation, <b>Coalition Greenwich</b>		
2.35	<b>Keynote: Reserved Saphyre</b>		
		<b>Workshop</b>	
2.55	Networking Break	<b>3.00 - 3.40 Workshop</b> <i>*Exclusive Workshop limited to 15 senior Buy Side Operations Leaders*</i> Reserved: Appian	

<b>TRACK A - DATA, ANALYTICS &amp; AI INNOVATION</b> Moderator: Continuous Technology	<b>TRACK B - PRIVATE MARKET OPERATIONS</b> Moderator: BNP Paribas	<b>TRACK C - AUTOMATION &amp; OPERATIONAL SCALE</b> Moderator: Xceptor
<p><b>3.30 Fireside Chat: <u>Operating in The Cloud:</u> How can you continue to transition operating capabilities to cloud native platforms to boost interoperability and process speed?</b></p> <p>Dale Sang, Chief Technology &amp; Operations Officer, <b>Mackay Shields</b>  Jeff Coleman, Head of Investment Operations, <b>Mercer Reserved: Equinix</b></p>	<p><b>3.30 Fireside Chat: <u>Operating in Private Markets:</u> How can you build and scale operational capabilities to support growth into private and alternative asset classes?</b></p> <p>Josh O'Brien, Managing Director, Head of Investment Operations, <b>Strategic Investment Group</b>  Matthew Nelson, Chief Operating Officer, <b>Nomura Private Capital Reserved: SS&amp;C Advent</b></p>	<p><b>3.30 Fireside Chat: <u>Automation and process consolidation:</u> How far can you leverage the latest automation, Ai and tech developments to build towards an ultra-lean &amp; optimised Operating Model?</b></p> <p>Eric Bollisay, Managing Director, Head of Derivative Operations, <b>Nuveen</b>  Kelly Branco, Chief Compliance Officer, <b>Tremblant Capital</b>  Greg Halper, Head of Investment Operations Transformation, <b>American Century Investments</b>  Harpulak Bahadur, CEO &amp; Founder, <b>Intellimation</b></p>
<p><b>3.50 Fireside Chat: <u>Maintaining data quality:</u> As data sets grow and combinations of data sources become more complex, how can you ensure that data quality and governance supports process optimisation?</b></p> <p>Victor Dituro, Executive Director, Global Investment &amp; Research Data, <b>JP Morgan Asset Management</b>  Ambika D'Souza, <b>Former T.Rowe Price</b>  Joe Volman, SVP Head of Investment Administration, <b>Northern Trust Asset Management</b>  Christopher Farrell, Head of US and Global Head of Strategy, <b>FINBOURNE Technology</b></p>	<p><b>3.50 Fireside Chat: <u>Achieving data standardisation:</u> How can you effectively access and combine private market data sources to boost insights and drive process standardisation?</b></p> <p>Jake Walker, COO - Client and Product Solutions, <b>Apollo Global Management</b>  Amy Schulz, Director Investment Strategy, <b>Northwestern Mutual</b></p>	<p><b>3.50 Fireside Chat: <u>Leveraging Operational Scale:</u> How can you further define your target operating model to scale capabilities and drive efficiencies throughout global operations?</b></p> <p>Stephen Gouthro, Global COO, <b>Mercer Investment Solutions</b>  Jason Yule, VP of Sales, <b>WTax</b></p>
	<b>CLASS ACTION SERVICES</b>	
<p><b>4.10 Fireside Chat: <u>Integrating AI &amp; Analytics:</u> How can you successfully layer advanced analytics tools and AI technology onto your data infrastructure to create insights driving business value?</b></p> <p>Rachel Connell, Director, Business Analysis, <b>Fidelity Investments</b>  Natalie Mills, Head of Analytics &amp; Performance Reporting, <b>Hamilton Lane</b></p>	<p><b>4.10 Fireside Chat: <u>Reserved ISS Class Action Services</u></b></p>	<p><b>4.10 Panel Discussion: <u>Pioneering Digital Asset Classes:</u> How can the operations function spearhead developments in digital asset capabilities to support new front office trading strategies?</b></p> <p>Cihan Kasikara , Global Head of Investment Operations, <b>American Century</b>  Ky Dong, Strategic Consultant - Investment &amp; Trade Client Services, <b>Franklin Templeton</b></p>

**BUY SIDE ONLY WORKSHOPS**

**4:30 – 5:20**

**Workshop:** Head of Investment Operations Boardroom:  
**What are the core capabilities and technologies that need to be upgraded to offer market leading service levels and drive revenue generation?**

**Moderators:** Cinda Whitten, Global Head of Investment Operations, **Nuveen a TIAA Company**

**Workshop:** How can you complete a full review of your operational processes to identify pain points and capability deficiencies that are limiting operational optimisation?

**Moderators:** Brad Kirk, SVP Investment Operations, **Mackenzie Investments**  
Russell Newman, Former Managing Director, **Great Lakes Advisors**

**Workshop: Competing with Industry leaders:** How can smaller firms leverage agile working structures and adaptable operating processes to gain competitive advantages over industry giants?

**Moderators:** Tim Kelly, Director of Operations, **Driehaus**  
Nick Padgen, Principal, Head of Operations, **Pzena Investment Management**

**End of Day 1 – 5.20**



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## InvestOps USA Main Day 2 - Wednesday 13<sup>th</sup> March

08.00	<b>Conference Registration and Networking Breakfast</b>	
08.45	<b>Chairperson's Opening Remarks:</b> Gavin Little-Gill, Head of Investments & Securities, <b>Datos Insights</b>	
<b>TRANSFORMING GLOBAL OPERATING MODELS</b>		
08.50	<p><b>Opening Keynote Panel: Assessing the evolving role of the operations function:</b> How can you prepare your team to leverage the latest technological advancements and thrive in the future digital-first market landscape?</p> <p>Charlie Teeple, Managing Director, Credit Operations, <b>HarbourVest Partners</b>                  Stephen Luksteid, Investment Operations Director, <b>Franklin Templeton</b>                  Christopher Montagu, Global Director Middle Office Trade Management, <b>T.Rowe Price</b>                  Mahesh Narayan, SVP – Segment Head, Institutional Asset Managers, <b>Arcesium</b>                  Harald Collet, CEO and Co-Founder, <b>Alkymi</b></p>	
09.25	<p><b>Innovation Keynote: Vanguard's Data Transformation Journey</b></p> <p>Sheetal Patel, Global Director Investment Data Systems, <b>Vanguard</b></p>	
09.45	<p><b>All Star Panel: Connecting E2E workflows:</b> How can you upgrade your digital capabilities and integrate systems to automate data exchanges and optimize processes at scale?</p> <p>Carol Ryan, Head of NA Operations, <b>State Street Global Advisors</b>                  Kevin Khokhar, Head of Investment Funding Solutions, <b>T. Rowe Price</b>                  Mark Davis, Head of Strategy, <b>FIA Tech</b>                  Damian Handzy, Managing Director – Analytics Division, <b>Confluence</b>  <b>Moderator:</b> Charlie Dwyer, Consultant, <b>Cutter Associates</b></p>	
10.15	<b>Keynote: S&amp;P Global</b>	
<b>Workshop: Supporting ESG Investments</b>		
10.35	<b>Networking Break</b>	<p><b>10:40 – 11:20 Buy Side Workshop: Establishing pillars of ESG data and reporting:</b> How can you effectively leverage data and analytics to build ESG fund offerings, capture market share and respond to client demands?</p> <p><i>*Exclusive Workshop limited to 15 senior Buy Side Operations Leaders*</i>                  Reserved: Kurtosys</p>
<b>PIONEERING CROSS INDUSTRY INNOVATION</b>		
11.20	<p><b>Innovation Panel: Evaluating Blockchain developments:</b> How can you practically implement blockchain solutions to streamline your operational processes, build resilience and uncover opportunities to generate enhanced returns?</p> <p>Jeff Ryan, Director Process Automation COE, <b>Blackrock</b>                  Moderator: Mike Koegler, Managing Principal and Founder, <b>Market Alpha Advisors</b></p>	

**11.45** **Panel: Driving Cross Industry Transformation: How can Buy Side firms play a more active role in driving cross-industry initiatives that inform future regulations and standards in capital markets?**

Jesse Robinson, Head of Investment & Client Data Services, **Lord Abbett & Co.**  
 Chris Maizys, Managing Director, Head of Client On Boarding, **JP Morgan Asset Management**  
 Michael Fastert, Chief Operating Officer & Chief Legal Officer, **TIG Advisors**  
 Aruna Parthiban, Vice President, Business & Market Solutions, **Goldman Sachs Asset Management**  
 Moderator: Mike Koegler, Managing Principal and Founder, **Market Alpha Advisors**

**12.10** **Innovation Keynote: How Leaders Leverage Workforce Data to Overcome Costly Operational Challenges - Be Orchestrators of Value**

Bradley Killinger, CEO, **Sapience Analytics**

*As operations, technology and regulatory leaders, you own or significantly contribute to critical strategies that dive into modern day challenges like market uncertainties, hybrid work, employee burnout, or attrition. While the playbook looks different for each business, one key ingredient many companies leverage to better position their organization through these unpredictable market conditions is their own workforce data. You will hear from Brad Killinger, CEO of Sapience Analytics about the opportunities available when you integrate the right data solution. Confidently create a playbook that can inform business operations and improve your bottom line.*

**12.30** **Guest Speaker: Stories from a former CIA Intelligence officer: Top Tips for Adapting your leadership style in extreme high-pressure scenarios.**

*Frank Emerson is an accomplished leader with more than 26 years of experience in U.S. national security and foreign policy matters, 17 years with the Central Intelligence Agency and 9 years with the U.S. Department of State. He has front line experience in worldwide operations and crisis management while leading highly diverse and collaborative environments. At the CIA, he served as an Intelligence Officer, Assistant General Counsel, and Senior Analyst. At State, he was a Diplomat and Lawyer, and served more than five years in the Office of the Legal Counsellor in the Netherlands. At both CIA and State, Emerson excelled at building programs with world-wide partners while bridging differences in international environments. As a Senior Operations Officer in South America, he led an Intelligence Fusion Center where he forged together the U.S. intelligence, homeland security, military, law enforcement, and diplomatic communities to disrupt and dismantle terrorist and drug trafficking organizations.*

Frank Emerson, Consultant, **Former CIA and Professor The Citadel**

**LAUNCHING NEW ESG INITIATIVES**

**12.55** **360 Perspective Panel: Supporting robust ESG investment strategies: How can you develop enhanced data and reporting capabilities to respond to greater client demands for ESG funds and avoid 'greenwashing'?**

Alaka Mishal, Head of Investment Technology, **Northwestern Mutual**  
 Mike Maxwell, Head of Operations, **Brown Advisory**  
 Serge Todorovich, Chief Compliance Officer & General Counsel, **Shenkman Capital Management**  
**Reserved: Rimes**

## EVALUATING ENTERPRISE RISK

1.25	<p><b>Fireside Chat: <u>Managing Cross Functional Risk</u>: How can you effectively develop processes and standards that mitigate risk across investment and back-office teams to build process excellence and avoid operational failures across the investment lifecycle?</b></p> <p>Paulomi Shah, Global Head, Investment Operations &amp; Enterprise Risk, <b>Apollo Global Management</b></p>
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## REIMAGINING TALENT STRATEGIES

1.45	<p><b>Rising Star Panel: <u>Developing capital market's rising talent</u>: How can buy side firms better develop a culture of innovation and development to attract the leaders of tomorrow that will shape the future of the Capital Markets Industry?</b></p> <p>Kelly Branco, Chief Compliance Officer, <b>Tremblant Capital</b>          Sara Poldas, Director, Portfolio Services, <b>Mawer Investment Management</b>          Ken Slovin, SVP, Head of Global Operations and Technology, <b>Ariel Investment</b>          Ned Moreland, Business and Investment Strategy, <b>Vanguard</b>  <b>Moderator:</b> Charlie Dwyer, Consultant, <b>Cutter Associates</b></p>
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## BUY SIDE LUNCH WORKING GROUPS

*Enjoy a delicious lunch at the end of the day as you reflect on the latest market insights and industry updates shared over the past couple of days. These interactive working groups provide the perfect opportunity to sum-up your findings, consolidate new connections and collaborate on lessons learnt with your peers*

BUY SIDE WORKING GROUP A	BUY SIDE WORKING GROUP B	BUY SIDE WORKING GROUP C
<p><b>2.05 Working Group: <u>Developing the hybrid working model</u>: How can you continue to explore and develop the optimal hybrid working balance to retain talent whilst ensuring operational efficiency?</b></p> <p>Joe Volman, SVP Head of Investment Administration, <b>Northern Trust Asset Management</b></p>	<p><b>2.05 Working Group: <u>Building strong DE&amp;I foundations</u>: How can you embrace Diversity, Equity and Inclusion strategies to drive improved performance and support broader company initiatives?</b></p> <p>Laura Jacques, Vice President, Trade Derivative &amp; Load Operations, <b>Fidelity Investments</b>          Gary Nussenbaum, SVP Global Business Change &amp; Vendor Governance, <b>Fiera Capital</b></p>	<p><b>2.05 Working Group: <u>Assessing the vendor landscape</u>: How can you build an operational tech stack with purpose led partnerships that help to support business goals?</b></p> <p>Alaka Mishal, Head of Investment Technology, <b>Northwestern Mutual</b>          Amy Schulz, Director Investment Strategy, <b>Northwestern Mutual</b></p>

**Conference Close – 3.00**

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