



ULTRADATA®

Client Conference 2025 Program

September 15 and September 16



InterContinental Sanctuary Cove Resort



A word from Peter Henshaw

Managing Director, Ultradata Australia

Embracing Growth Together

It is my pleasure to welcome you to the Ultradata Client Conference 2025. Whether this is your first time attending or you've been part of our journey for many years, we are delighted to have you with us.

This event is a key opportunity to connect, share insights, and shape the future together. Since we last gathered, we have been working closely with our clients, and we would like to thank all involved. You'll see strategic initiatives at the conference that are the result of these joint efforts.

We especially appreciate the Strategic Insight Group's guidance in shaping our innovation agenda, as well as the Operational Insight Group's perspectives, which have delivered tangible outcomes. The conference will also showcase a range of innovative solutions designed to address current challenges and position us all for long-term success.

As in past years, we extend our sincere thanks to our clients who are sharing their invaluable insights in the Users of Excellence sessions. We hope you leave inspired and energised to continue building an amazing future together.

Finally, this conference would not be possible without the generous support of our sponsors. We extend our heartfelt thanks to:

- **Gold Sponsor:** Experteq
- **Industry Partner Sponsor:** BioCatch
- **Coffee Cart Sponsor:** Cuscal
- **Silver Sponsor:** ASL
- **Silver Sponsor:** Triskele Labs
- **Industry Partner Sponsor:** Indue

Thank you for your continued partnership, your trust, and your time. We look forward to the conversations, collaboration, and collective momentum we will build together over the next two days.



Peter Henshaw
Managing Director
Ultradata Australia Pty. Ltd.

Keynote Speaker



Jana Pittman

With not one, but two world championship titles, and four Commonwealth gold medals under her belt in the realm of athletics, Jana Pittman's name echoes triumph. But her journey to greatness wasn't without its challenges.

When persistent injuries threatened to derail her athletic career, did she give up? Not a chance!

Instead, she fearlessly switched gears, trading the track for the ice, as a member of the Australian women's bobsled team, etching her name in history as the first Aussie woman to grace both the Summer and Winter Olympics.

But her achievements don't end on the track. Jana is also a medical marvel, holding a Bachelor of Medicine, Bachelor of Surgery with First Class Honors and a Master's in Reproductive Medicine.

Currently pursuing a PhD in Obstetrics, she's a devoted mum to six and an ambassador for the Australian Cervical Cancer Foundation advocating for cervical cancer awareness.

Presentation theme: **Change the Beat Of Your Drum.**

Jana will be presenting with the title of her presentation being Change the Beat Of Your Drum.

In "Change the Beat Of Your Drum," Dr. Jana Pittman shares her powerful insights on finding and leveraging your inner drive and resilience to overcome life's obstacles. Drawing on her extraordinary journey as an Olympian and a doctor, she illustrates how to tune into your personal "rhythm" – your purpose, motivation, or mindset – even when faced with setbacks, injuries, or self-doubt. Jana empowers audiences to consciously shift their internal narrative, adapt to change, and ultimately command their minds to push through challenges and achieve their full potential, regardless of external pressures.

Master of Ceremony



Scott Williams

If you love to laugh, then it's time you met Australia's Laughter Specialist Scott Williams.

Affectionately known as 'The Doctor', Scott is a gifted and naturally funny comedian.

He effortlessly delivers a rich blend of clean, smarty comedy and hilarious audience participation.

With performing experience spanning 40 years, Scott has built up an enviable reputation of being one of the most sought-after acts on the Australian circuit. His popularity can be seen in audience feedback he continually receives where words such as 'Brilliant', 'Topical', 'Intelligent', 'Intoxicating', and 'Hugely entertaining' are often used.

Throughout his career tens of thousands of people have witnessed Scott's comic genius live. In his latest show aptly entitled "The Laughter Show", Scott brings into focus our modern world and with clever humour and vivid imagery, demonstrates how we can all bring more laughter into our lives. Ultimately Scott reminds us that 'we are only human' and we all need to laugh.

Guest Speakers



experteq

Pat Murphy, GAICD

Chief Executive Officer
Experteq

Pat Murphy brings over two decades of experience leading teams and growing businesses across Australia's IT services landscape. With a background in managed and professional services, as well as cloud technologies, Pat has earned a reputation for delivering results through a mix of strategic insight, commercial discipline, and a strong focus on people.

Across leadership roles at Insight, Data#3, and most recently as Chief Commercial Officer at Experteq, Pat has helped shape and scale successful business units, build enduring client partnerships, and navigate evolving market challenges. He thrives in environments where technology and human potential come together to create meaningful, lasting impact.

Pat has now been appointed as the next Chief Executive Officer of Experteq, commencing in September. In stepping into this role, he is focused on building on the company's strong foundations to lead a sustainable, innovative, and client-focused future. His leadership style is collaborative and transparent, and he believes the best outcomes come from empowering teams, listening to customers, and staying curious about what's possible.

He is passionate about using technology to solve real-world problems, particularly in complex and regulated industries. He sees enormous opportunity in the way digital tools can reimagine traditional business models and improve the way we live and work.

Pat is a Graduate of the Australian Institute of Company Directors (GAICD) and a strong advocate for inclusive cultures, ethical leadership, and lifelong learning.

Guest Speakers



Steve Bolland

**Data Transformation Lead
Experteq**

With over 30 years of experience in the technology and finance sectors, Steve brings depth of knowledge to his role as Data Transformation Lead at Experteq. His career spans project and program management, consulting services and sales leadership, giving him a well-rounded view of business, technology, and transformation.

Steve has worked extensively across banking, with over ten years in Tier 1 banking and a particular focus on the mutual banking sector over the past five years. He is passionate about the purpose and values of these community-driven organisations and is deeply motivated by the opportunity to deliver meaningful impact through data.

In his current role, Steve is leading the development of Experteq's modern data platform, a solution that will enable secure, compliant, and AI-ready data environments for customers. He works closely with our customers and data architecture team to design strategies that help clients unlock real-world benefits from their data: greater efficiency, deeper analysis, smarter automation, and a pathway to trusted AI adoption.

Steve believes that while AI adoption is still in its early stages, the risk of falling behind is high. "Unless you get your data AI-ready, you'll be late to the benefits that are already well within reach — and miss the compounding gains coming fast."

Curious by nature and driven by data excellence, Steve continues to embrace emerging technologies and the pace of change they bring.

Outside of work, he's a keen cyclist who enjoys the beach.

Guest Speakers



Richard Booth

**Senior Vice President, APAC
BioCatch**

After more than 20 years working in the digital security space and more than 13 of those focused on financial crimes and digital fraud, Richard Booth brings a wealth of experience and understanding of the business impact of modern fraud.

Richard leads the BioCatch business across Asia Pacific and Japan. As a result, he has first-hand exposure to the challenges presented by financial crimes targeting e-commerce channels, digital banking, and the growing omnichannel strategies adopted by many businesses today. Working closely with customers across the entire Asia Pacific region, Richard and the BioCatch team have helped drive digital adoption, reduce fraud losses, improve end-customer experiences, and ultimately increase revenue for their clients. Prior to BioCatch, Richard held several roles at RSA in both their Asia and European businesses across 13 years.

Richard's passion for trust in a digital world is demonstrated outside of work too, where he is an active campaigner for creating a safer internet for children and youth. Regularly volunteering to speak at schools, workplaces, and parent groups, Richard shares a deep sense of responsibility in sharing his knowledge with others.



MEET OUR SPONSORS





Gold
Sponsor



Experteq is a proudly Australian-owned IT services company with over 35 years of experience serving organisations in highly regulated environments. As a trusted partner, we specialise in delivering secure, compliant and complete ICT solutions that enable digital transformation while maintaining regulatory compliance.

Our expertise is built on three key trusted foundations: Trusted Workspaces that provide secure, seamless and flexible access that enables your workforce to collaborate from anywhere, Trusted Cloud and Infrastructure that combines Microsoft Azure's public cloud with our tailored private industry cloud, and Trusted Data that enables real-time decision making, and empowers organisations to drive deeper customer insights and deliver personalised services while maintaining robust data governance and compliance.

Deeply rooted in the mutual banking sector, we understand the unique challenges facing customer-owned banks and financial institutions. Our comprehensive suite of consulting and managed services spans hybrid cloud, collaboration and data, supporting the full lifecycle from strategy through to ongoing support.

Industry Partner Sponsor



BioCatch prevents financial crime by recognizing patterns in human behaviour, continuously collecting more than 3,000 anonymised data points – keystroke and mouse activity, touch screen behaviour, physical device attributes, and more – as people interact with their digital banking platforms. With these inputs, BioCatch's machine-learning models reveal patterns in user behaviour and provide device intelligence that, together, distinguish the criminal from the legitimate.

The company's Customer Innovation Board – an industry-led initiative in partnership with American Express, Barclays, Citi Ventures, HSBC, National Australia Bank, and others – collaborates to pioneer innovative ways of leveraging customer relationships for improved fraud detection. Today, more than 30 of the world's largest 100 banks and more than 280 total financial institutions deploy BioCatch solutions, analysing more than 15 billion user sessions per month and protecting more than 525 million people on more than 1.6 billion devices from fraud and financial crime.



Coffee Cart Sponsor

Cuscal

Cuscal is Australia's largest independent provider of end-to-end payments and regulated data solutions outside of the Big Four banks. Established in 1966, Cuscal is an Authorised Deposit-taking Institution (ADI) that combines trusted regulatory oversight with fintech-style agility and innovation. Its comprehensive services span real-time payments, card issuing, acquiring, fraud monitoring, digital wallets, and regulated data services—helping clients simplify complexity, manage risk, and remain competitive in a fast-changing financial landscape.

Recently listed on the ASX in 2024, Cuscal is entering a new chapter of growth and expansion. With strong performance across transaction volumes and a diversified payments portfolio, Cuscal continues to invest in scalable innovation.

**Silver
Sponsor**



ASL is a licensed B2B 'Payments-Platform-as-a-Service' (PPaaS) provider, offering direct access to all domestic Payment Clearing streams, including High Value and Real-Time payments, for Banks, Financial Institutions, FinTech's, and Corporates.

Our advanced technology seamlessly integrates with both legacy and digital payment rails, enabling us to deliver a comprehensive range of payment services. Supported by a dedicated team of experts, ASL prioritise client needs to ensure streamlined and secure money movement locally and globally.

Dynamic Payments – Connected People.



**Silver
Sponsor**



Triskele Labs is one of Australia's fastest-growing cybersecurity companies, home to some of the country's most certified and experienced advisory, offensive, and defensive experts. When your data, systems, and people are at risk, experience matters.

Their Digital Forensics and Incident Response (DFIR) team is first on the scene during cyber incidents, helping organisations contain threats, investigate breaches, and recover with stronger defences.

Triskele Labs is an end-to-end cybersecurity solution centre, offering everything from traditional services like Penetration Testing and Compliance & Risk Management to cutting-edge capabilities like their 24/7/365 Security Operations Centre (SOC) and CISO-as-a-Service.

They tailor their approach to meet each client's needs, delivering multi-layered security solutions with a genuine care that's part of their culture. Triskele Labs, don't just deliver cybersecurity, they build long-term partnerships grounded in honesty, integrity, and passion, empowering their clients to stay secure in an ever-changing threat landscape.

Industry Partner Sponsor



Indue is a specialist payment service provider with over 50 years of experience supporting Australian financial institutions. Built on a foundation of trust and innovation, the company delivers a comprehensive suite of secure and reliable payment solutions tailored to the needs of banks, mutuals, and financial organisations.

With deep industry expertise and a strong focus on future-ready technologies, Indue provides services across card issuing, real-time payments, fraud prevention, and digital banking. By enabling safe, seamless, and scalable transactions, Indue helps its clients remain competitive and meet the evolving expectations of their customers.



MEET THE ULTRADATA TEAM



Ultradata Conference Team



The Ultradata Conference Team is here to support you throughout the event. If you need assistance, have a question, or simply want some guidance, our team will be on hand and happy to help. We're here to make your conference experience as smooth and enjoyable as possible.

Staff attending this year's event:

- Peter Henshaw, Managing Director
- Chris Pullen, Chief Operating Officer
- Andrew Hubbard, Chief Development Officer
- Tim Rapp, Chief Client and Emerging Markets Officer
- Ged Smith, Chief Innovation and Design Officer
- Cathy Samon, Head of Innovation and Design
- Steven Pereira, Client Engagement Specialist, Client and Emerging Markets
- Justine Rye, Business Analyst, Design



THE CONFERENCE PROGRAM



Conference Program



Sunday, 14 September

The registration desk is located in the Woolshed and is open from 3:00 PM to 5:00 PM.



Monday, 15 September

- Register from 8:30 AM at the Woolshed
- Main sessions held in MacArthur's Ballroom
- Tea and coffee on arrival, plus morning and afternoon tea in the pre-function area
- Lunch on MacArthur's Terrace (weather permitting)

8.30 AM	Registration
9:30 AM	Conference Opening
9:45 AM	Opening Presentation
10:15 AM	Users of Excellence: Session 1
10:35 AM	Ultracs App 3 Roadmap
11:15 AM	Morning Tea
11:35 AM	Users of Excellence: Session 2
11:55 AM	Confirmation of Payee Update Demonstration
12:15 PM	Security Options
12:45 PM	Lunch
2:00 PM	Keynote Speaker: Jana Pittman. Change the Beat Of Your Drum
3:00 PM	Ultracs Monitor
3:30 PM	Guest Speakers: Pat Murphy, CEO & Steve Bolland, Data Transformation Lead. 'From Risk to Resilience' - Why Financial Institutions need Modern Data Governance.
3:45 PM	Afternoon Tea
4:10 PM	Ultracs 5.4 Overview
4:40 PM	Digital Loan
5:15 PM	Day Closes
5:45 PM	Depart for Conference Dinner
5:45 PM – 10:00 PM	Off-site Dinner Event

Conference Program



Tuesday, 16 September

9:00 AM	Wake-up
9:10 AM	Users of Excellence: Session 3
9:30 AM	CRM2 & Automation
10:15 AM	Users of Excellence: Session 4
10:35 AM	Morning Tea
10:55 AM	Guest Speaker: Richard Booth, Senior VP APAC, BioCatch. Enabling Behavioural Insights Within Fraud Interceptor
11:45 AM	Ultracs: Scam Accord
12:15 PM	Fraud Interceptor
12:35 PM	Ultracs Cloud
12:55 PM	Lunch
1:45 PM	Users of Excellence: Session 5
2:05 PM	Ultracs: Correspondence
2:25 PM	Automated Testing Tools
2:45 PM	Users of Excellence: Session 6
3:05 PM	Afternoon Tea
3:30 PM	Ultracs Next Functionality
4:00 PM	Conference Wrap-up and Close

Session Feedback



We value your feedback

Please take a moment after each session to share your feedback with us. Your insights are invaluable in helping us shape an even better event next time. We've kept the process simple – just click the link below to access the relevant form.

Fill out our 1 minute survey here:

<https://www.ultradata.com.au/client-conference-2025/client-feedback-survey/>



FACILITIES AND FAQ'S



MacArthur's Ballroom

Nestled within the serene and luxurious InterContinental Sanctuary Cove Resort, the event conference facilities offer a perfect blend of modern amenities and tranquil surroundings. The resort's lush gardens, peaceful lagoons, and picturesque marina create an idyllic setting for both networking and relaxation.

MacArthur's Ballroom, in which our two-day event will be held, offers a state-of-the-art event room that is equipped with the latest technology and beautifully fitted out.

Map of the resort and its facilities

The below link provides a 360-degree virtual tour of the facilities, offering the perfect way to explore and get familiar with the entire resort.

<https://www.sanctuarycove.intercontinental.com/about/virtual-tour/>

For your bearings, an aerial drawing of the resort to get you going in the right direction.



1. What is included in the cost of the event?

The conference registration covers access to all sessions that are part of the conference program. This includes daily morning and afternoon tea, daily lunch, and dinner on the Monday evening.

2. What is not included in the cost of the event?

Upon checkout, you or your company will need to pay for all other incidentals other than the inclusions listed above.

3. Getting to MacArthur's Ballroom

MacArthur's Ballroom is in the Woolshed, adjacent to reception. The location of the Woolshed has been marked in the map provided in this document.

4. Lanyards

For access to conference sessions and group catering, please wear your lanyard on both days. Lanyards are not required to be worn for the evening dinner on Monday.

5. WiFi Access

The InterContinental Sanctuary Cove Resort provides complimentary Wi-Fi for use by all resort guests.

These Wi-Fi details are:

- **The Wi-Fi name is IHG one rewards**
- **The password is HOPE**

Please consider the security risks of shared and public Wi-Fi before connecting.

6. Restaurants and bars at the venue

- **Verandah Restaurant & Bar** – open between 11.00 AM to late
- **The Fireplace** – open Tuesday to Sunday from 5.30 PM to 9.00 PM
- **Cove Café** – open 7 days from 6.30 AM to 10.30 AM
- **The Lagoon Beach Bar** – open during warmer months

7. Which resort restaurant serves breakfast?

The Cove Cafe is the resort restaurant that serves breakfast which is included in your room rate.

8. What is the dress code for the conference?

The dress code for the conference is smart casual business attire.

9. What is the dress code for the conference dinner event?

The dress code for the conference dinner is smart and neat casual.

10. Where can I get a copy of the presentations?

We will be sending all delegates a link with the Client Conference presentations post-conference.

11. What are the Hotel Concierge opening hours?

The Hotel Concierge is open from 4:30 AM to 8:00 PM Monday to Friday, and 6:00 AM to 6:00 PM on weekends.

12. What facilities are available at the resort?

As a guest of the InterContinental Sanctuary Cove Resort, you are welcome to enjoy the facilities on offer. These include:

- **Pools:** There are two pools available at the resort, the Lagoon pool, which is not heated, and the pool closest to Lagoon Beach Club, which is heated. There is also a Jacuzzi available, none of these need booking.
- **Country Club:** The gym and Tennis courses are located at Country Club. The Country Club is located a 5-minute drive or 15-minute walk from the hotel. The hotel concierge is more than happy to take you and your guests, and there is no need to pre-book.

- **Two award-winning golf courses:** The Palms and Links Hope Island are available to guests for an additional fee, which starts from \$85 for 9 holes. Booking in advance is essential. Please note that strict dress regulations apply – guests must have golf shoes.
- **Fitness classes:** Yoga and Zumba classes are complimentary. Reformer Pilates is also available at an additional cost of \$35 per session. You can view the timetable for these classes at <https://www.sanctuarycovecountryclub.com.au/classes/>. To book these facilities, please contact the hotel Concierge before or during your stay.

13. Is there a chemist nearby?

The nearest chemist is located at Sanctuary Cove Village which is a 5-minute walk from the resort.

14. Is there a grocery store nearby?

The nearest supermarket is the IGA, located at Sanctuary Cove Village which is a 5-minute walk from the resort. Alternatively, the nearest Coles, located in Hope Island, is a 10-minute drive or 30-minute walk from the resort.



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