

Temenos Regional Forum Americas 2025

Event Agenda – LMS & JM

Miami, FL | May 28-30, 2025

Day 1 - Wednesday May 28,2025 – Credit Unions Track		
8:00 – 9:00 am	Registration, Networking, Breakfast	
9:00 – 9:30 am	A Year of Insight and Transformation: The CEO's Perspective on Leading Forward	Jean-Pierre Brulard, Chief Executive Officer Temenos
9:30 – 10:10 am	Accelerating Innovation within Banking New Gen-AI Solutions, Smarter Processes, Better Experiences	Barb Morgan, Chief Product & Technology Officer Temenos
10:10 – 10:30 am	AI-led Future Operating Model for Banks and Credit Unions	Sanjay Bhanot, Head of Business Architecture and Transformation, Cognizant
10:30 – 11:00 am	Coffee break	
11:00 – 11:40 am	Customer Spotlights: Success Stories in Banking Transformation	William Moroney, Chief Revenue Officer Temenos
11:40 – 12:00 pm	Financial Services in 2025: Trends, Priorities, and Innovations Shaping the Future	Isabelle Guis, Chief Marketing Officer Temenos
12:00 - 12:30pm	Getting High Value Growth in a Hypercompetitive Market	Sam Kilmer, Managing Director Cornerstone Advisors, Inc.
12:30 – 13:30 pm	Lunch	
13:30 - 14:15 pm	Breakout Session 1	
	Redefining your Collections Strategy through Self-Service with our Digital Collector	Kris Frantzen, VP - Product, Temenos
	Origination Rules for Beginners Lab	Diana Laufer, Principal Consultant
	Collections Recovery	Shana Goldson, Principal Consultant
	Onboarding Optimization: Leveraging Journey Manager Analytics	Chris Howell, VP - BSG
14:15 – 15:45pm	Speed Dating / Meet the Experts	Speakers TBD
15:45- 16:15pm	Coffee Break	
16:15 – 16:50pm	Keynote Session: AI is No Longer the Future. It's the Competitive Edge.	Sam Maule, AI Futurist
16:50 – 17:00pm	Closing remarks	
17:00 – 19:00pm	Cocktail reception	

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Day 2 - Thursday May 29, 2025 – Credit Unions Track		
8:00 – 9:00 am	Women in Tech / Wellness activity	Registration required
8:00 – 9:00 am	Breakfast	
9:00 – 9:05 am	Welcome keynote	Dallan McManus, Managing Director, LMS and TJM Temenos
9:05- 9:30 am	Smarter Bank Consumer Lending Model	Daryl Jones, Senior Director, Cornerstone Advisors
9:30 – 9:45 am	Fraud Myth-busters: Are You Ready to Outsmart the Next Wave of Fraud Tactics?	Mike Thibodeaux, VP-North America Fraud and Identity Solution Engineering at Experian
9:45 – 10:40 am	Unlocking Efficiency with Collections and LOS Systems	Shannon Harder, VP of Consumer Lending, MAPS Credit Union Chad Wilcox, SVP of Lending Credit Union Of CO Johnny Cole, VP of Lending, Mid Florida Credit Union Kris Frantzen, VP – Products, Temenos
10:40 – 11:00 am	Coffee break	
11:00 – 11:45 am	Product Roadmap for LMS	Kris Frantzen, VP - Product, Temenos
11:45 – 12:00 pm	Modernizing Onboarding: A Strategic Lever for Member Growth Why a seamless onboarding experience is key to engagement, retention, and ROI	Peter Parker - VP, Professional Services, Accutive
12:00 – 12:15pm	Reducing Friction, Increasing Trust: Temenos Workflows + Eltropy Conversations	Michael Pupil - VP, Collections Business Unit, Eltropy
12:15 -13:00 pm	Lunch	
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12:15 -13:00 pm	Lunch	
13:00 – 13:45 pm	Breakout Session 2	
	Origination Advanced Rules Lab	Diana Laufer, Principal Consultant
	LMS Roadmap Q&A	Kris Frantzen, VP - Product, Temenos
	Collections Cases	Robert Davis, Sr Product Consultant
	Member Onboarding using Journey Manager LMS Lending Springboard	Chris Howell, VP – BSG
13:45 – 14:30 pm	Breakout Session 3	
	Accelerating Loan Approvals: Balancing Risk and Growth with Confidence	Elijah Barrett, Sr Product Consultant
	Collections Business Rules Lab	Shana Goldson, Principal Consultant
	Maximizing APIs: Collections and Origination	Bill Jones, Principal Technical Architect
	Seamless Cloud Migration: Strategizing the Move from On-Prem to Cloud	Nayan Patel, SaaS Commercial Director, Temenos
14:30 – 15:00 pm	Coffee Break	
15:00 – 16:15 pm	Speed dating / Meet the Experts	
16:15 – 17:00 pm	Breakout Session 4	
	Troubleshooting Queue Criteria for Collections: Identifying and Resolving Common Issues	Robert Davis, Sr Product Consultant
	Harnessing Origination Automation: Tools to Streamline Workflows and Boost Efficiency	Elijah Barrett, Sr Product Consultant
	Optimizing Collections Processes: Strategies for Efficiency and Success	Andy Pavlik, Sr Product Consultant
	LMS Roadmap Q&A	Kris Frantzen, VP - Product, Temenos
17:00 – 18:15 pm	Closing Drinks	

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Day 3 - Friday May 30, 2025 – Credit Unions Track		
7:30 – 8:30 am	Breakfast	
8:30 am – noon	9-hole Golf tournament (Shotgun starts at 8:30am)	Miller Course
8:30 am – noon	Golf clinic (3 stations, short game, putting and full swing)	

