



2022 and Beyond: The Evolving Customer Journey

The Largest Retail Solutions Themed Event In Southeast Asia

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Retail Innovation Asia Virtual Conference is the Only strategic leaders' and decision makers' summit that unites all major stakeholders in Southeast Asia retail and eCommerce community. It is dissect the current performance, trends, innovations, strategies and best practices for retailers to adopt to the new normal, stay resilient and gain long term competitiveness.

ATTENDEES DEMOGRAPHY



655
Attendees



63 Speakers/
Panelists



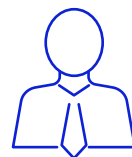
79% C-level
Decision Makers



150+ Retailers
Attending



12 Countries
Covered



400+
Retail CxOs

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Laiye is a leading robotic process automation (RPA) and artificial intelligence (AI) provider with a global presence across Europe, the Middle East and Africa (EMEA), Latin America, and Asia Pacific. Laiye's integrated suite of AI-powered RPA, intelligent document processing (IDP) platform, and Chatbot solutions help organizations in the insurance, communications, electric power, finance, retail, and healthcare industries operate at new levels of productivity and efficiency to drive new levels of success.



DIAMOND
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Neo4j is the leader in graph database technology. As the world's most widely deployed graph database, we help global brands – including Comcast, NASA, UBS, and Volvo Cars – to reveal and predict how people, processes and systems are interrelated. Using this relationships-first approach, applications built with Neo4j tackle connected data challenges such as analytics and artificial intelligence, fraud detection, real-time recommendations, and knowledge graphs.



DIAMOND
SPONSOR

MoEngage is a full-stack solution consisting of powerful customer analytics, automated cross-channel engagement, and AI-driven personalization. With MoEngage, you can analyze customer behaviour and then act on insights with personalized messaging on your customers' preferred channel, at the right time.



DIAMOND
SPONSOR

SAS and DA are partnering to provide a complete Campaign Management Tool. SAS and DA share strong analytics-driven DNA and bring the right combination of expertise that will enable KKP to develop powerful marketing insights and actions; SAS brings market-leading technology and future solution innovations and DA brings marketing strategy, implementation methodology, and delivery expertise and resources.



MESSAGING
SPONSOR

Headquartered in Silicon Valley, Gupshup is the leading smart messaging platform. Gupshup enables businesses to build engaging conversational experiences seamlessly across 30+ messaging channels using a single API. Gupshup offers an easy-to-use Omnichannel messaging API, advanced bot-building platform, and mobile marketing tools. Gupshup's messaging platform handles over 6 billion messages per month enabling over 39,600 businesses to send messages to nearly a billion users across channels including SMS, Voice, Instagram, WhatsApp, Mobile Web, Android, RCS, FB Messenger, Twitter, Telegram, Instagram, WeChat, and In-app. Gupshup's constant innovation enables it to offer market-leading features on its platform, enabling developers to build Interactive, Programmable, Omni-channel messaging services.



GOLD
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With the use of Comarch's advanced IT products for managing customer loyalty and marketing, you can easily establish an active form of communication with your audience. Not only can you provide your clients with product information but you can also do that while evoking real, positive emotions.

Plus, thanks to the latest technological advancements such as Artificial Intelligence/Machine Learning, you can finally start creating loyalty programs and marketing campaigns that meet your customers' needs and reflect your company's personality..

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Great experiences have the power to inspire, transform, and move the world forward. And every great experience starts with creativity.

Creativity is in our DNA. Our game-changing innovations are redefining the possibilities of digital experiences. We connect content and data and introduce new technologies that democratize creativity, shape the next generation of storytelling, and inspire entirely new categories of business.

Creativity for all.

We believe everybody has a story to tell. Adobe Creative Cloud unleashes creativity so anyone — from the most demanding professional to students just starting out — can make whatever they want, wherever they want.



GOLD
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In an era of virtually limitless choice, sustained competitive advantage only comes to retailers who truly understand their customers, what they want and why they buy. We are committed to a deep understanding of each of our clients and to fulfilling their needs with the retail industry's most comprehensive omnichannel solutions.

As a trusted partner for top retailers across a variety of industries and markets, Aptos and Revionics, an Aptos Company, delivers unparalleled results in ROI, profit lift, process efficiencies and more.



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F5 protects more than 120 million e-commerce transactions per day. Learn how F5 can protect all your applications, regardless of architecture, cloud, or CDN, with the same effective security that is already widely deployed across the Fortune 500. See how F5 entered the war room to battle skilled and motivated adversaries that attempted to compromise a large online retailer.



GOLD
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Freshworks makes it fast and easy for businesses to delight their customers and employees. More than 50,000 companies use our software-as-a-service to enable a better customer experience (CX, CRM) and employee experience (ITSM, HRSM).



PRESENTATION
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Founded in 2009, iClick Interactive Asia Group Limited (NASDAQ: ICLK) is a leading enterprise and marketing cloud platform in China. iClick's mission is to empower worldwide brands to unlock the enormous market potential of smart retail. With its leading proprietary technologies, iClick's full suite of data-driven solutions helps brands drive significant business growth and profitability throughout the full consumer lifecycle. Headquartered in Hong Kong, iClick currently operates in eleven locations across Asia and Europe



PRESENTATION
SPONSOR

Fivetran technology is the smartest, fastest way to replicate your applications/databases into a cloud warehouse. Our connectors deploy in minutes, require zero maintenance & automatically adjust to source changes so your data team can stop worrying about engineering and focus on driving insights.

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With 50+ apps in nearly every major business category, Zoho Corporation is one of the world's most prolific software companies. Zoho is privately held and profitable, with 10,000+ employees—headquartered in Austin, Texas with its international headquarters in Chennai, India, and with additional offices in Singapore, United States, India, Japan, China, Mexico, Australia, the Netherlands, and the UAE. Zoho respects user privacy and does not have an ad-revenue model in any part of its business. More than 75 million users around the world rely on Zoho every day to run their businesses, including Zoho itself.



KNOWLEDGE SPONSOR

Mirakl offers the industry's first and most advanced enterprise marketplace SaaS platform. With Mirakl, organisations across B2B and B2C industries can launch marketplaces faster, grow bigger, and operate with confidence as they exceed rising customer expectations. Marketplace platforms offer an unparalleled competitive advantage in eCommerce, which is why the world's most trusted brands choose Mirakl for its comprehensive solution combining leading-edge technology, expertise and the exclusive "Mirakl Connect" ecosystem which unlocks the power of the platform business model.



KNOWLEDGE SPONSOR

Founded in 2000, AsiaPay is a premier digital payment solution and technology vendor in Asia, strives to bring advanced, secure, integrated, and cost-effective digital payment processing solutions and services to banks and e-businesses around the world. Our integrated payment services covers credit and debit cards, bank account/net banking, digital wallets, over-the-counters, prepaid cards and other digital means.

We are an accredited payment processor and payment gateway solution vendor for banks, and certified international 3-D Secure vendor for Visa, Mastercard, American Express, JCB, Discover Global Network, and UnionPay.

AsiaPay offers a variety of award-winning, multi-currency, multi-lingual, multi-card, and multi-channelled payment solutions, bundled with our advanced functionalities including fraud detection, tokenization, data analytics...etc

Headquartered in Hong Kong, we offer professional digital payment services and solutions with a quality local account and technical service across 15 operative offices in Asia.



KNOWLEDGE SPONSOR

Powered by Visual AI, Palexy provides your physical stores with an E-commerce style data analytics system to guarantee that your layout is spot-on, your product merchandising is optimal, and your sales associates are in the right place, at the right time, and giving the best customer service.

Palexy uses deep learning AI to get rid of traditional footfall traffic counters' shortcomings by accurately tracking & making sense of customer in-store journeys in the real world. Our tech works even with limited-bandwidth CCTV cameras and no additional hardwares.

Recognized as one of the Top 10 Global Indoor Mapping Analytics Vendors by CBInsights in 2021, we have deployed our enterprise-grade solutions to 100+ retailers from six countries, including Central Retail, Aldo, Guardian, etc.



KNOWLEDGE SPONSOR

Vizury is a conversational commerce platform designed for Omnichannel Retailers. Brands use Vizury to drive more sales at their brick & mortar locations by capturing hyperlocal digital shoppers using channels like WhatsApp, Telegram, Messenger, and more.

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KNOWLEDGE
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ITG is a technology expert that delivers transformative solutions in the retail industry and beyond through valuable customer experience. We provide technology software applications like Cloud ERP and other IT solutions to ensure alignment with our customer's objectives, goals, and strategies.



EXHIBITION
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Snowflake delivers the Data Cloud — a global network where thousands of organizations mobilize data with near-unlimited scale, concurrency, and performance. Inside the Data Cloud, organizations unite their siloed data, easily discover and securely share governed data, and execute diverse analytic workloads. Join the Data Cloud. Snowflake.com.



EXHIBITION
SPONSOR

Appier is a SaaS company that offers one-stop AI solutions to grow your business along the customer journey, from acquisition, engagement to conversion, and unlock new possibilities with prediction. Appier now has 17 offices across APAC, Europe, and the U.S., listed on the Tokyo Stock Exchange.



EXHIBITION
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Bio TBC.



EXHIBITION
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Founded in 2013, Sendbird is the leading user engagement platform trusted by modern digital apps like Reddit, DoorDash, SSG, Carousell, Rakuten, Paytm and Renault Samsung Motors. We allow any app (or Website) to quickly and easily embed rich real-time chat, voice, and video experiences into their app to build connections with users and between users. This could be connecting drivers and consumers in a timely fashion to reduce cancellations for a delivery app, helping buyers get their questions answered to increasing transactions in a digital marketplace, or increasing engagement between users in an online community. The platform has over 250M MAUs from over 50 countries operating in industries ranging from e-commerce, marketplaces, ride sharing and online communities to gaming, live video streaming and healthcare.



EXHIBITION
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Digimind is the global leader in AI-Powered social listening platforms and market intelligence software, designed for and trusted by brands and agencies who want to accelerate digital transformation through an insights-driven approach and empower brand strategies.

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Our Eminent Speakers (1/3)



Chris Neff
Managing Director Asia Pacific
KORLOFF PARIS



Mark Chim
Managing Director
Primer International Management Ltd



Yuna Davina
GM Enterprise Data Analytics
PT. Lion Super Indo



Shuchi Mehta
Director, Front Office Transformation
PwC South East Asia Consulting



Scott Gillies
Regional Director, APAC
Aptos



Danielle West
Principal Business Solutions Manager
SAS SEA



Bartosz Demczuk
Head of Global Consulting for CRM & Loyalty Solution
Comarch



Sandeep Gulati
Vice President at FairPrice Group
NTUC



Luca Ferraris
Product Manager, PLM
Aptos



Ravi Shankar
President Director and Country Manager
ALDO (PT Sepatuwijaya), Indonesia



Clifford Academia
VP for Operations
Aboitiz InfraCapital, Inc.



Sugiyanto Wibawa
Regional Business Director
Kawan Lama Retail



Laurice Padlan-Obana
Consumer and Shopper Insights Director
Kantar



Lunn, Robert
Assistant Director
KPMG Strategy



Gen Lehn
Country head of Inditex
MAP



Seok Jae, Shin
Head of APAC Procurement
eBay



Donald Felbaum
APAC Account Executive
Aptos



Alexis de Fontenay
Vice President of Growth, Asia
Mirakl



Gaurav Thorat
Head of Information Security & IT
OVO



Kathiravan Manoharan
Head of Insights & Data for FSI Asia
Capgemini



Stephanie Aliwarga
AVP of Marketing (Merchants' Solutions)
SIRCLO

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Our Eminent Speakers (2/3)



Ralph Kwee
Strategic Initiatives &
PMO, Office of the COO
Alfamart



Arnel Gamboa
Past President and Director
Supply Chain Management
Association of the Philippines
(SCMAP)



Le Thuc
Managing Director
Guardian Vietnam



Vishal Chopra
Director, Head of
Marketing APAC MEA
Freshworks



Carey Mignerey
Partner
Mckinsey



Julien Bourdinière
Health & Consumer
platform in Roland Berger
Southeast Asia
Roland Berger



Felicity Burrows
SI Alliance Manager APAC
Fivetran



Saurabh Madan
General Manager – SEA &
ANZ
MoEngage



Brandon Richards
General Manager - Asia
Neo4j



Nathan Luther Villa
Chief Marketing Officer
IT Group



Nik Vora
Vice President – APAC
Neo4j



Sherrie Ling
Team Head – APAC
Client Success Team
iClick Interactive Asia
Group Limited



Brian Briggs
Vice President of
Customer Solutions and
Operations
LAIYE



Vladimer Botsvadze
Advisory Board Member
RETHINK Retail



Sandeep Bedi
VP - Sales & Business
Development
Gupshup



Remus Sy
Senior Expert, Go to Market
Boston Consulting Group



Lafayette Lim
CEO
NCCC Group of
Companies



Mike Lim
CEO
Pushkart



Ravi Sundararajan
COO
Gupshup



Yan Meizi
Territory Manager
Adobe SEA, 3Di



Maximilian Rieder
Supply Chain
Transformation

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Our Eminent Speakers (3/3)



Gary Saw
General Manager, APAC
LAIYE



Ernest Lo
Chief Operating Officer
Asiapay



Dennis Jatmatama
VP of Business
DANA Indonesia



Khoo Chia Ching
Marketing Manager
Zoho Corporation



Regan Yan
CEO
Digital Alchemy



Michael Rehfeld
Strategy Lead South East Asia
Accenture



Sirish Krishna Pallevada
Country Sales Manager – SEA
MoEngage



Anmol Arora
Regional Director, MoEngage
MoEngage



Sharrom Yezdegardi
Country Manager - India - 3D & Immersive
Adobe



Pathak Siddharth
Partner and Head of Consumer Products, Asia Pacific
Kearney



Hendra Godjali
Consulting Leader
EY Indonesia



Evelyn Naftalie
Group Vice President of Omnichannel
CT Corp Digital



Yan Meizi
Territory Manager
Adobe SEA, 3Di



Charlotte ESTILLERO
Logistics and Supply Chain Manager
Decathlon Philippines



Klaas van Asten
Director Global Strategy & Transformation
LEGO Group



Vaibhav Khandelwal
Regional Head - Security and Fraud, ASEAN & India
F5 INC.



Chris Yeo
Managing Director and Head of GrabPay & GrabRewards
Grab Financial Group



Mahendra Dhiraj
General Manager, Digital Initiatives
PT. Mitra Adiperkasa Tbk



Jason Edward
GM, eCommerce
Eiger



Andrew Que
CIO
Iloilo Supermart, Inc.



Tony Do
Founder and CEO
Palex



Sujoy Golan
Chief Revenue Officer
Vizury

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Attendee List (1/3)

- 6Twelve Konbini Convenience Store
- 75cl.sg - Singapore Online wine destination
- 7-eleven
- 7-Eleven Malaysia
- 8Commerce
- AA Pharmacy
- Abbott
- Abenson
- ABOITIZ
- Aboitiz - Pilmico
- Aboitiz - Pilmico foods
- Aboitiz InfraCapital
- Aboitiz InfraCapital, Inc.
- ABR Holdings
- Accenture
- Accenture
- ACE Hardware
- AceHardware Philippines
- Adidas
- Adidas Commercial
- Adobe
- AEON Big (M) Sdn Bhd
- Aeon Co
- Aeon Mall
- Aeon Mall Tan Phu Celadon
- Aeon Vietnam Co.,Ltd
- Aglaia
- Agung Sedayu Real Estat Indonesia
- Airasia farm
- Airtel
- Akari Lighting & Technology Corp
- Alaska Milk Corporation
- ALDO Group
- Alfacart
- Alfamart
- Alfamart Philippines
- Alibaba
- All FRESH
- All Value
- Allday
- AllHome
- Allhome Corporation
- AllValue Holdings
- Alpro Pharmacy Sdn Bhd
- Altria
- Alturas Supermarket
- Angkasa Pura Retail
- Aptos
- Aptos
- Aptos
- Araneta Group
- ARC Refreshments Corporation
- Arla Foods
- ArmyNavy Burger
- Asia Brewery Incorporated
- AsiaMalls Management Pte Ltd
- Asiapay
- Aspial
- Astro Indonesia
- Atoz
- Au Chau Fashion And Cosmetic Co., Ltd (ACFC)
- Aurexia
- Ayala Land Inc
- Babymama Inc.
- Banchet
- BARGAIN KING PTE LTD
- Bata Malaysia
- Bayanibrew, Inc.
- Beauty Box
- Benby Enterprises Inc.
- Berjaya Roasters (M) Sdn Bhd
- BHG Singapore Pte Ltd
- Bibiso PH
- Big 25 General Merchandising
- Big E Foods Corporation
- Black Canyon
- BLIMS Lifestyle Group
- BMS MARKETING INC
- BNG Trading Company Ltd
- Body Fashion (M) Sdn Bhd
- Bollore
- Bonia
- Boston Consulting Group
- Botani Square
- Bounty Farms
- Bounty Fresh Food Inc
- Boustead Ikano Sdn Bhd
- Brenntag Food and Nutrition
- Brown Forman
- BST
- Build Up
- C K Tang Limited
- C K Tangs
- Capgemini
- Capitaland
- Caring Pharmacy Group
- Carousell
- CDO Foodsphere, Inc
- Central Food Retail
- Central JD Fintech
- Central Park Mall
- Central Retail
- Century Pacific Food, Inc.
- Century Pharma
- Century Pharos
- Charles&Keith
- Chatime
- CHG Global Inc
- Chilindo
- Chip Mong Retail Co., Ltd.
- Chowking Philippines
- Church & Dwight
- Ciputra World Surabaya
- Circle K
- CITCON
- Citra Baru
- Clarins
- Club21 global
- Coca-Cola
- Coca-Cola Beverages Philippines
- Comarch
- Comarch
- Comvita
- Contemporain Foods Inc.
- Convenience Distribution Inc.
- Craftiviti Sdn Bhd
- CT Corp Digital
- CT Corp Digital
- Cupbop
- Dairy Farm Group
- Dana Indonesia
- Decathlon Indonesia
- Decathlon Philippines
- Decathlon Philippines Inc
- Decathlon Philippines Inc.
- Decathlon Sport Indonesia
- DFI Retail Group
- Dhl Supply Chain Indonesia
- Digital Alchemy
- Do Day Dream Philippines Corp
- Dole Philippines, Inc. (Dole Packaged Foods)
- Don Don Donki
- DragonPay PH
- Duopharma Biotech
- eBay Inc.
- eBay Singapore Services Pte Ltd
- ECCO Malaysia
- Edamama
- Eigerindo
- Electrolux
- emart24 Holdings Sdn Bhd
- Enterprise Singapore
- Epldt
- Erajaya
- Eshop2Drop Corporation
- Estee Lauder
- ETP INTERNATIONAL
- EUSTREAM JSC
- EVYAP SABUN
- EXCELLENT MSG, INC
- Excellent MSG, Inc.
- EY
- EY
- EY
- EY Indonesia
- F5 Networks
- Family Mart
- FamilyMart Indonesia
- FamilyMart Malaysia
- Farmers Market
- Fast Retailing
- Fennek Global Sdn Bhd - Bilo
- Festival Supermall
- Filinvest Lifemalls
- Fisherfarms, Inc.
- Fivetran
- FJ Benjamin (M) Sdn Bhd
- FLIP.ID
- Fonterra Brands Ph
- Food Panda
- Foodhall Indonesia
- Foodpanda
- Foodsphere Inc
- Fresh Mart PH
- Freshtohome
- Freshworks
- Friesland Campina Vietnam
- FrieslandCampina
- FSS
- GAMUDA LAND
- Gamuda Land (Kemuning) Sdn Bhd
- Gamuda Land Sdn Bhd
- Gandang Kalikasan Inc.
- Gandang Kalikasan, Inc.
- Gigatum Clingme
- Gindaco
- Ginebra San Miguel Inc.
- GKI
- Global Essential Foods Inc.
- Globe Telecommunication
- Golden ABC Inc.
- Golden Fresh Sdn Bhd
- Good Doctor Technology Indonesia
- GOURMET FARMS, INC.

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Attendee List (2/3)

- Grab Financial Group
- Grameia
- Green Asia Food Indonesia
- GSCC
- Guardian Health & Beauty
- Guardian Vietnam
- Guardian Vietnam
- Gupshup
- Gupshup
- Gupshup
- H&M
- Ha Phuong Company
- HappyFresh
- Hasbro
- Hasbro (Thailand) Ltd.
- Heinemann Asia Pacific
- Hektar Property Services
- Hektar Property Services Sdn.Bhd
- Hermes Singapore
- HKJC
- HM
- HMR Philippines
- Home Pro
- Home Product Center Public Company Limited
- HRH MERCHANDISE SDN BHD
- Human Nature
- iClick Interactive Asia Group Limited
- Ikano Asia
- IKID
- Iloilo Supermart, Inc.
- Iloilo Supermart, Inc.
- Indomaret
- Informa
- Informa Furnishing
- Initium Ventures
- Innovatic commerce solution sdn bhd
- Innovative Hub
- Inuka Marketing Sdn Bhd
- Invent
- IOI CITY MALL SDN BHD
- IPC Shopping Centre
- Iprice Group
- Island Plaza
- Island Plaza Mall
- iStyle
- IT Group
- Izone
- jacc4our sdn bhd
- Jarir Bookstore
- Jay Mart Public Co. Limited
- Jaya grocer
- JD Central
- JD.ID
- JFL Management
- JibSoft
- Johnson&Johnson
- Joliant RNN Corp.
- Jollibee Worldwide Services
- Kanmo Group
- Kantar
- Kantar Philippines I Worldpanel Division
- Kawan Lama Group
- Kawan Lama Retail Indonesia
- KCC Malls
- KCC Property Holdings Inc.
- Kearney
- Kenny Hills Hospitality
- Kenny Hills Hospitality
- Keppel Land Watco II
- Kerry Logistics
- Kim Hin Joo Malaysia Berhad
- King Power
- KLCC Property Holdings Berhad
- Klinify
- KMC Savills, Inc.
- Kopi Dari Kami
- KORLOFF PARIS
- KPMG Strategy
- Kraft Heinz
- Krisbow
- Krizia
- KYMCO capital
- LAiYE
- Lakbawayan Enterprise
- LAMUDI
- Lamudi Indonesia
- Landmark Retail
- LAZADA
- Lazada Express
- Lazada Philippines
- Lazada Vietnam
- Lazada Vietnam & Thailand
- LCC Group
- LCC Group of Companies
- Lead Logistics Innovations, Inc.
- LEGO Group
- Lenskart Indonesia
- Levi Strauss Indonesia
- LEVN Malaysia
- Liberty Commercial Center
- Lifstrong Marketing Inc
- Lifstrong Marketing Inc.
- Lima Land, Inc.
- Lincoln
- Lindt & Sprungli Asia Pacific
- Lindt and Sprungli Asia Pacific Ltd
- Link Innovations
- Lion Commercial Corporation
- Locknlock
- LORD's 1974
- L'Oreal
- Lotte
- Lottmart
- Lotuss
- Lotus's
- Lotuss Malaysia Sdn Bhd
- Lotuss Stores Malaysia Sdn Bhd
- Love, Bonito
- Lucky Mart
- LUXASIA VIETNAM
- LYC MALL SDN BHD
- M1 Limited
- M1 Shop Pte Ltd
- Maison RMC
- Malaysia Airlines
- Malaysia Retailers Association
- Mama's Choice
- Manila Southern Associates Inc
- MAP
- MAP
- McDonalds
- McKinsey & Company
- Med Express Drugstore
- MEGAWORLD CORPORATION
- Mercury Drug
- Metro Retail Stores Group Inc
- MFMA Development Sdn. Bhd
- Minimart
- Ministop
- Mirakl
- Mitsui & Co. (Asia Pacific) Pte. Ltd. Manila Branch
- MoEngage
- MoEngage
- MoEngage
- Monde Nissin Corporation
- Mondelez International
- Mondelez Philippines
- Monocoque Service Design
- Monster Energy
- Mothercare
- Mrdiy
- Multi-M Food Corporation
- My Fresh Hub Sdn Bhd
- MY NEWS RETAIL SDN BHD
- mynews
- MyTOWNKL
- MyTukar
- Nando's Chickenland Malaysia Sdn Bhd
- National Bookstore Inc
- NBA Asia Limited
- NCCC Group of Companies
- Neo4j
- Neo4j
- Nestle Philippines
- NielsenIQ
- NTUC
- NTUC FairPrice Co-operative Limited
- NWP Retail
- Ola Mart Malaysia
- One Store PH (DOST)
- Oracle
- Ortigas land
- OVO
- Pakuwon Group
- Palenke PH
- Palenke.ph
- Palex
- PARADIGM MALL PETALING JAYA
- Paradigm Mall PJ
- Parkson Viet Nam Co., Ltd
- Parkson Vietnam
- Pemda dki
- Perceptive Consulting
- Personal
- Petron Corporation
- PETSMORE SDN BHD
- Philip Morris International
- Philippine Retailers Association
- Philippines Seven Corporation
- Phillip Morris International
- Pilmico Foods Corporation
- Plaza Low Yat
- PLDT
- PMFTC
- PMI
- PNJ
- POH KONG BERHAD
- PONEY GARMENTS SDN BHD
- Poney Resources Sdn Bhd
- Popular Book (M) Co Sdn Bhd
- Power Buy
- Premiere Shoes Distribution Inc.
- Primer Group of Companies
- Primer International Management Ltd
- PT Kurnia Ciptamoda Gemilang

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Attendee List (3/3)

- PT Ace Hardware Indonesia
- PT Dinamika Anak Muda Nasional
- PT Eigerindo MPI
- PT Eigerindo Multi Produk Industri
- PT Erajaya Swasembada
- PT Gramedia Asri Media
- PT Jingdong Indonesia Pertama
- PT Kurnia Ciptamoda Gemilang
- PT Lion Super Indo
- PT Lion Super Indo
- PT Monica Hijau Lestari
- PT Nirvana Wastu Pratama
- PT Pacific Place Jakarta
- PT Pandega Citra Kelola
- PT Pundi K
- PT Sewu Segar Nusantara (Sunpride)
- PT Sumber Hidup Sehat - Viva Health
- PT Trans Fashion Indonesia
- PT. Ace Hardware Indonesia Tbk.
- PT. Anugrah Jaya Retailindo
- PT. Elite Prima Utama
- PT. GRAMEDIA ASRI MEDIA
- PT. Kawan Lama Sejahtera
- PT. Matahari Putra Prima Tbk
- PT. MELIUM NUSANTARA (SEMINYAK VILLAGE MALL)
- PT. Mitra Adiperkasa Tbk
- PT. Permata Jimbaran Agung (Samasta Lifestyle Village)
- PT. Sanggar Catur Utama
- PT. Surya Semesta Internusa, Tbk
- PT. Swisstime Perkasa Internasional
- PTT
- PTT OR
- PUREFOODS HORMEL
- Pushkart
- Pushkart.ph
- PwC South East Asia Consulting
- Qoo10
- QSR Brands (M) Holdings BhdMalaysia
- RAFFCO International Trading Corp
- Ralali
- Ralali.com
- Re.juve
- Red Ribbon Bakeshop
- RED WOK INVESTMENT
- Retail heart consulting
- RETHINK Retail
- RFM Corporation
- Richwell Philippines, In
- Robinson
- Robinsons Corporation
- Robinsons Department Stores Online Pte Ltd
- Rockwell Corporation
- Roland Berger Asia
- Royal Duty Free Shop Inc.
- Royal Stores
- Royal Wiseborn Retailers Inc.
- RSVP
- Ruparupa.com
- Rustan Commercial Corp
- San Miguel
- San Miguel Brewery
- San Miguel Foods
- San Miguel Foods, Inc.
- SAS Institute
- SAS SEA
- SAS SEA
- SAT
- Savills Malaysia
- Savills Vietnam (Crescent Mall)
- Savor Vietnam
- sayap mas utama
- Sayurbox
- SC Johnson
- SC Johnson & Son Inc.
- SCANASIA OVERSEAS INC
- SCMC- SM Iloilo
- Secret Recipe Cakes & Cafe Sdn Bhd
- Seda Nuvali
- Segari
- Self Employed
- Sensor Tower
- Sephora
- Sephora
- Sephora Digital SEA
- Servex (Malaysia) Sdn Bhd
- Setia City Mall
- Shang Properties
- Shangri-La Plaza Inc.
- Shell Malaysia
- Shenzhen GIFA Industrial Control Co., Ltd.
- Shipper
- Shipper.id
- Shopee
- Shopee Singapore
- Shopee Vietnam
- Shopify
- Siam Makro PCL
- Signature Market
- Signet Properties
- Singapore Retailers Association
- Singapore Retailers Association
- SIRCLO
- SIRCLO
- Skechers Malaysia Sdn Bhd
- Skechers PH
- Sketch Books, Inc.
- Skoruz
- SM CORPORATION
- SM Retail, Inc.
- SM Supermalls
- Smart City
- SonKim Retail
- Southeastasia Retail Inc
- SPH Retail property management
- SSI
- Stores Specialists, Inc.
- Stylo
- Subway Malls
- Sumber Alfaria Trijaya
- Summarecon Agung Tbk
- Sunshine Wholesale Mart Sdn Bhd
- Suntory
- Sunway Big Box Sdn Bhd
- Sunway IFM Sdn Bhd
- Sunway Malls
- Sunway Pharma
- Sunway velocity mall sdn bhd
- Super Indo
- Suria KLCC
- Suria KLCC Sdn Bhd
- Suyen Corporation
- Takashimaya
- Tanduary
- TANGS
- Tanihub
- TBSRetail
- TCS
- Teppanyaki
- Tesco Stores (Malaysia) Sdn Bhd
- TF Value-Mart Sdn Bhd
- The Bamboo Company
- The Basixe Sdn Bhd
- The Body Shop Indonesia
- The Carousell
- The Cheesiest Place Inc.
- The Coca Cola company
- The Kraft Heinz Philippines
- The Mall Group
- The Meat Market
- The Nourished Co.
- The Purefoods Hormel Co., Inc
- The Purefoods-Hormel Co. Inc
- THE SM STORE
- The Walt Disney (Vietnam) Company Limited
- Tiktok
- TipTop Supermarket
- Tohtonku Sdn Bhd
- Tomei Consolidated Berhad
- Tomei Consolidation Berhad
- Toys Games
- Toys Games Indonesia
- Toys Kingdom
- Trans Fashion Indonesia
- Transmarco
- Transmart
- Transretail
- Triumph
- Trung Nguyen Legend
- Ula
- Under Armour
- Unilever
- Unilever Malaysia
- Unilever Vietnam
- UNIQLO
- UNIQLO MALAYSIA
- Universal Robina Corp
- UNIVERSAL ROBINA CORP.
- Universal Robina Corporation
- UP Diliman
- Vault Personnel
- Verasu Group
- VF corp.
- Vice Cosmetics Group Inc.
- VietcomFilm
- VIETNAM METAL HARDWARE CO., LTD
- Vikings Luxury Buffet
- Villa Market
- Vinda group
- VinGroup
- Vizury
- Vouno Trade and Marketing
- WalterMart Supermarket
- Watsons Indonesia
- Watsons Personal Care Pte LTD
- Watsons Personal Care Stores (Phils)
- Watsons Singapore
- WCT Malls Management
- Wonderfoods
- Xfers
- Yogya Group
- Young Living
- Zalora Group
- ZALORA- Jade Eservices Malaysia Sdn Bhd
- Zalora Malaysia
- Zespri
- Zilingo Philippines, Inc
- Zilingo Trade
- Zoho Corp

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Resource Center

Replay Link:

- **New Consumer Insights Track** - https://www.youtube.com/watch?v=3gHVzT_ZDIA
- **Digital Driven Growth Track** - <https://youtu.be/NG-aLkCuNT4>
- **Brand Presence and Loyalty Track** - <https://youtu.be/bX4lC0qdRhA>
- **Carbon Neutrality and Sustainability Track** - https://youtu.be/f-ml0_wG9nE
- **Experiential Retail Track** - <https://youtu.be/sESiSLXz7f0>
- **Philippines Track** - <https://youtu.be/zFcrz5vPMp8>
- **Store Innovations Track** - https://youtu.be/UhxQNh7_xwU
- **RetailNext: Supply Chain Track** - <https://youtu.be/8SP7SDUkBMg>
- **eCommerce and Fulfillment Track** - https://youtu.be/K_6MkNUYy-U
- **Indonesia Track** - <https://youtu.be/lvQGB0nOcQs>
- **Payment and Security Track** - <https://youtu.be/MrLT3miBlnc>

Other Links:

- **LinkedIn:** <https://www.linkedin.com/company/asia-retail-innovations-summit/?viewAsMember=true>
- **Website:** <https://asiaretailsummit.org/>

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Testimonials



thank you for your help yesterday. the meetings are very fruitful to us.

—
LAIYE



Thanks much for a wonderful event and for our amazing partnership.

—
MoEngage



Great working with you again!

—
Freshworks



It was really an insightful session!

—
Vizury



Thanks for allowing me to join the Asia Retail Summit. It was perfectly organized and Remus is an amazing moderator. I've thoroughly enjoyed sharing my insights with my colleagues.

—
RETHINK Retail



What a great session and I luv the interaction. Thanks to Retail Asia and Robert for this amazing event.

—
Gary Saw from LAIYE









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NEW CONSUMER INSIGHTS TRACK

09:00	Opening Remarks	
09:05	Consumer Talk Retail Modernization with the rise of Intelligent Automation	 Brian Briggs Vice President of Customer Solutions and Operations LAIYE
09:35	CEO Panel Discussion APAC's Glimpse into Retail in 2022 and Beyond	
	 Pathak Siddharth (Moderator) Partner and Head of Consumer Products, Asia Pacific Kearney	 Mark Chim Managing Director Primer International Management Ltd
	 Yuna Davina GM Enterprise Data Analytics PT Lion Super Indo	 Saurabh Madan General Manager – SEA & ANZ MoEngage
	 Chris Neff Managing Director Asia Pacific KORLOFF PARIS	 Brandon Richards General Manager – Asia Neo4j
10:20	Keynote How Knowledge Graphs Drive More Sales with Real-Time Recommendation Engines	 Nik Vora Vice President – APAC Neo4j

DIGITAL DRIVEN GROWTH TRACK

10:50	Keynote Retail's Hybrid Transformation: A Connected Digital Experience. Are you in or out?	 Nathan Luther Villa Chief Marketing Officer IT Group
11:00	Panel Discussion Leverage AI Data-Driven Retail Analytics	
	 Shuchi Mehta (Moderator) Director, Front Office Transformation PwC South East Asia Consulting	 Scott Gillies Regional Director, APAC Aptos
	 Ralph Kwee Strategic Initiatives & PMO, Office of the COO Alfamart Philippines	 David Lee Director, Talent Development Singapore Retailers Association
	 Danielle West Principal Business Solutions Manager SAS SEA	
11:45	Keynote Must haves for your Retail Data Strategy	 Felicity Burrows SI Alliance Manager APAC Fivetran
11:55	Keynote Winning the Wallet of Young Chinese Consumers: How private domain traffic is shaping future cross border e-commerce strategy in China	 Sherrie Ling Team Head – APAC Client Success Team iClick Interactive Asia Group Limited
12:05	Dialogue ROI; your north star for orchestrating great customer experiences	 Danielle West Principal Business Solutions Manager SAS SEA
		 Regan Yan CEO Digital Alchemy







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BRAND PRESENCE & LOYALTY TRACK

14:00	Panel Discussion How the Pandemic Redefined Customer Loyalty		
	 Remus Sy (Moderator) Senior Expert Consultant <i>Boston Consulting Company</i>	 Anmol Arora Regional Director <i>MoEngage</i>	 Bartosz Demczuk Head of Global Consulting for CRM & Loyalty Solution <i>Comarch</i>
	 Sandeep Gulati Vice President <i>FairPrice Group at NTUC</i>	 Vladimir Botsvadze Advisory Board Member <i>RETHINK Retail</i>	
14:45	Keynote: Loyalty as a penalty?		 Bartosz Demczuk Head of Global Consulting for CRM & Loyalty Solution <i>Comarch</i>






CARBON NEUTRALITY & SUSTAINABILITY TRACK

14:55	Keynote Fashion Sustainability: Exploring the new needs for CSR	 Luca Ferraris Product Manager PLM <i>Aptos</i>
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EXPERIENTIAL RETAIL TRACK

15:15	Panel Discussion How To Start Experiential Retail?		
	 Michael Rehfeld Strategy Lead South East Asia <i>Accenture</i>	 Clifford Academia VP for Operations <i>Aboitiz InfraCapital</i>	 Sharom Yezdegardi Country Manager - India - 3D & Immersive <i>Adobe</i>
	 Le huynh phuong Thuc Managing Director <i>Guardian Vietnam</i>	 Sandeep Bedi VP - Sales & Business Development <i>Gupshup</i>	 Ravi Shankar Country Head <i>Lenskart Indonesia</i>
16:00	Keynote Omnichannel in Retail: The pathway to customer delight		 Vishal Chopra Director, Head of Marketing APAC MEA <i>Freshworks</i>
16:20	Keynote Conversational Commerce - Future of Retail		 Ravi Sundararajan COO <i>Gupshup</i>

PHILIPPINES TRACK

16:35	Retail CEO Talk Philippines The changing consumer behaviors and the changing retailing strategies in Philippines		
	 Laurice Padlan-Obana Consumer and Shopper Insights Director <i>Kantar</i>	 Andrew Que CIO <i>Iloilo Supermart, Inc</i>	 Lafayette Lim CEO <i>NCCC Group of Companies</i>
			 Mike Lim CEO <i>Pushkart</i>
17:20	Keynote: TOPIC: Value of Insights-Led Engagement in a Cross-Channel World		 Sirish Krishna Pallevada Country Sales Manager - SEA <i>MoEngage</i>
17:35	Closing Remarks of the Event By Event Chair		

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STORE INNOVATIONS TRACK

09:00 Opening Remarks of Day Two

Panel Discussion
Reinventing Physical Retail: Store of the Future

09:10



Lunn, Robert
Assistant Director
KPMG Strategy



Sugiyanto Wibawa
Business Development Director
Kawan Lama Retail Indonesia



Gen Lehn
Country Head of Inditex
MAP



Gary Saw
General Manager, APAC
LAIYE



Tony Do
Founder and CEO
Palexy

09:55

Keynote
Standardizing 3D Content Production Workflows for Retail



Yan Meizi
Territory Manager
Adobe SEA, 3Di

RETAILTECH NEXT: SUPPLY CHAIN

Panel Discussion
Five Supply Chain Trends to Expect in 2022

10:15



Carey Mignerey (Moderator)
Partner
McKinsey



Maximilian Rieder
Supply Chain Transformation



Arnel S. Gamboa
VP, Logistics
AceHardware Philippines



Klaas van Asten
Director Global Strategy & Transformation
LEGO Group



Charlotte ESTILLERO
Logistics and Supply Chain Manager
Decathlon Philippines

11:00

Lunch Break

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eCOMMERCE & FULFILMENT TRACK

Panel Discussion Blurred Lines: Merging the Online and Offline Worlds

14:00



Julien Bourdinière (Moderator)
Health & Consumer platform in Roland Berger Southeast Asia
Roland Berger



Alexis de Fontenay
VP Growth, Asia
Mirakl



Seok Jae, Shin
Head of APAC Procurement
eBay



Jason Edward
GM, eCommerce Laiye
Eiger



Donald Felbaum
APAC Account Executive
Aptos

14:45

Keynote Embracing The Future Of Retail With Zoho's Unified Software Suite



Khoo Chia Ching
Marketing Manager
Zoho Corporation.

PAYMENT & SECURITY TRACK

Panel Discussion Southeast Asian Consumers Are Driving a Digital Payment Revolution

15:00



Kathiravan Manoharan (Moderator)
Head of Insights & Data for FSI Asia
Capgemini



Dennis Jatmatama
VP of Business DANA Indonesia
Dana Indonesia



Gaurav Thorat
Head of Information Security & IT
OVO



Chris Yeo
Managing Director and Head of GrabPay & GrabReward
Grab Financial Group



Ernest Lo
Chief Operating Officer
Asiapay

15:40

Keynote Increase Revenue by Removing Login Friction in E-Commerce



Vaibhav Khandelwal
Regional Head - Security and Fraud, ASEAN & India
F5 Inc.

INDONESIA TRACK

Indonesia Retail Leaders Talk Stay current, Stay Resilient

16:00



Hendra Godjali
Consulting Services Leader
EY Indonesia



Mahendra Dhiraj
General Manager, Digital Initiatives
PT. Mitra Adiperkasa Tbk



Evelyn Naftalie
Group Vice President of Omnichannel
CT Corp Digital



Sujoy Golan
Chief Revenue Officer
Vizury



Stephanie Aliwarga
AVP of Marketing (Merchants' Solutions)
SIRCLO

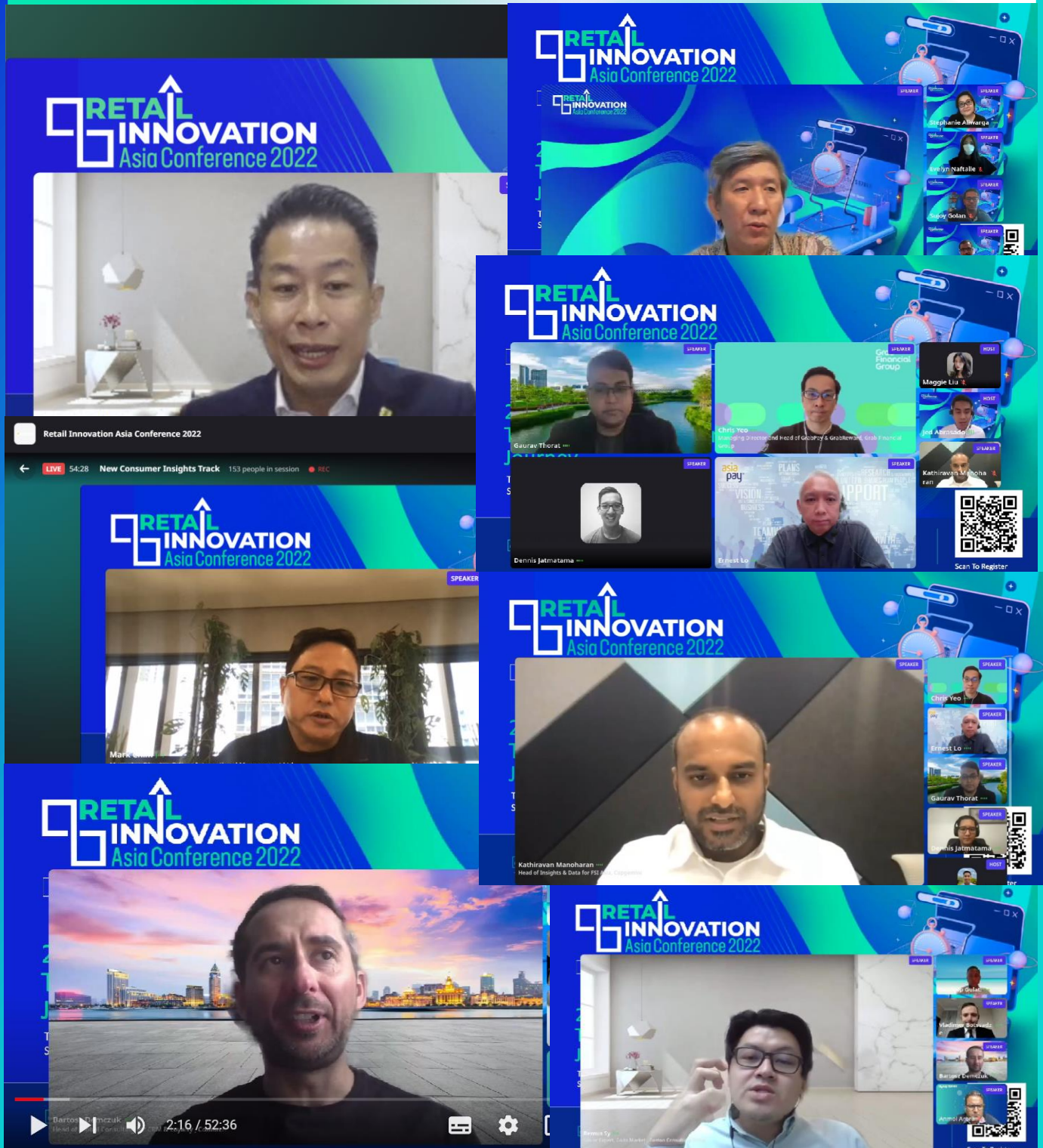
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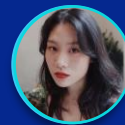




Getting in Touch



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