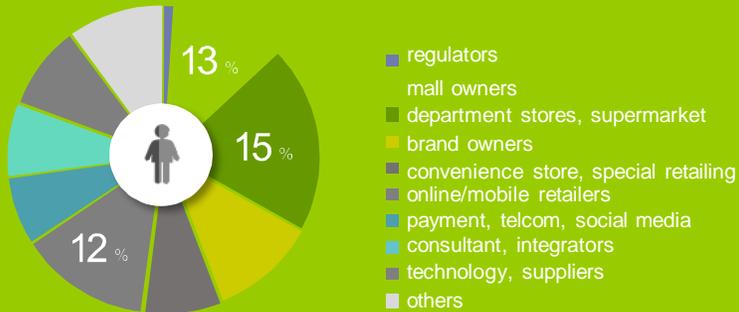


 **500+**
Delegates

 **81%**
C-level Decision
Makers

 **120+**
Retailers of
All Types

 **40+**
Speakers
& Panelists



Retail Innovation Asia Virtual Conference 2021 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.

2-days event, 10 Tracks, the biggest in SE Asia

1 Market Trends and Consumer Behaviour Track

2 Retail CEO Track: Strategies for the New Normal

3 Digital Transformation Track: How the crisis accelerates a complete digitalization

4 New retail experience through Technology Track

5 Resilient Supply Chains Track

6 Store Innovations in the Age of Social Distancing Track

7 eCommerce Track: Where will it be post COVID-19?

8 Omni Channel Inventory Optimization Track

9 Indonesia Focused Track

10 Philippines Focused Track

Agenda 1/3

Day One, Mar. 9th, 2021

1 Market Trends and Consumer Behaviour Track		2 Retail CEO Track: Strategies for the New Normal		3 Digital Transformation Track: How the crisis accelerates a complete digitalization		4 New retail experience through Technology Track	
09:05	<p>Chair Opening Remarks Opening Remarks by Conference Chair: Road to Recovery and Innovations Presenter to be announced</p>					15:05	PM Tea Break
09:10	<p>Presentation Consumer Behaviour and Southeast Asia Market Performance study amidst covid19 Track Presenter to be announced</p>	10:45	<p>Panel Retail CEO Panel: New Normal We will invite some of the largest Retailers and eCommerce firms in the region to join the discussion: How will the pandemic end? And what are the models of the phases of the COVID-19 pandemic Insights and learnings from retailers around the globe How retailers should prepare to adapt their customer strategy for the "new normal" of customer behaviors and expectations What are local retailers doing to recover from the crisis? Panellists to be announced</p>	13:40	<p>Panel A complete digitalization: Get things done in weeks that would have taken years to do in normal circumstances COVID-19 has accelerated trends we've seen over the past few years as retailers reimagine the customer experience, blending online and offline channels. And spending more time at home has encouraged more consumers to embrace offerings like curbside pickup and have increased their adoption. This session we will be hearing from some retailers' senior executives on how they capture the "digital rush" to win customers in creative ways under the crisis Panellists to be announced</p>	15:20	<p>Panel New Retail Experiences by New Technologies Technology is not just changing retail: It has completely revolutionized the way we shop and it has forced the industry to re-think their business model. In this discussion, we will cover a series of technology trends that are reshaping retail. In order to analyze these trends including: Frictionless Checkout AR powered Immersive Experiences Robotics, it's never this powerful for retailers How does micro fulfillment help retailers? Now and future of In-store Tech Presenter to be announced</p>
09:30	<p>Panel Session How the Pandemic Is Rewriting the Rules of Retail Retailers need to stop expecting business to return to "normal." There's no going back to how it was anytime soon. Even before the Covid-19 pandemic and economic crisis, brick-and-mortar retailers had been fighting a fierce battle against Amazon and other e-commerce players. Those challenges have now accelerated at staggering speed. In this panel we will Asia's top retail and consumer insights consulting leaders to discuss the trends with the retail CEOs and disruptors. Panellists to be announced</p>	11:30	<p>Presentation "Digitally Spoiled" – Facing the Smart Consumer 2021</p> <ul style="list-style-type: none"> FastTrack for online – paradox of digital experience; What is the "least best experience" for loyalty in Retail; Consumer expectations that will never change – but can we still afford it? Power of technology – what are the new standards and they've changed within last year. <p>Bartosz Demczuk, Head of Global Consulting for CRM & Loyalty Solution at Comarch</p>	14:25	<p>Presentation Reserved for Capillary Tech</p>	16:00	<p>Presentation Reserved for Alibaba Cloud</p>
10:15	Reserved for Geek Plus			14:35	<p>Presentation reserved for Event partner The current and future ICT plans for Retailers Network security, web security and database security and fraud prevention are all in the top ten ICT strategic challenges faced by retailers. Most of them are planning to use social media, digital marketing, and smartphone apps to enhance the Customer Experience. This discussion will use some case studies to show how to deliver safe and pleasant customer journeys in retail using digital tools</p>		

Day One, Mar. 9th, 2021

5 Resilient Supply Chains Track	
16:20	<p>Presentation</p> <p>Reserved for Blue Yonder Presenter to be announced</p>
16:40	<p>Panel</p> <p>Supply-chain recovery in coronavirus times—plan for now and the future</p> <p>There are multiple immediate, end-to-end supply-chain actions to consider in response to COVID-19. A growing number of risks threaten supply chains today, but investments can restore resilience. We will invite supply chain leaders to discuss several capabilities to create resilient supply chains</p> <ul style="list-style-type: none"> Network agility Digital collaboration Supply Chain Real-time visibility Rapid generation of insights <p>Presenter to be announced</p>
17:25	<p>Closing Remarks and End of Day ONE</p>

Day Two, Mar. 10th, 2021

6 Store Innovations in the Age of Social Distancing Track	
09:10	<p>Opening Remarks on Day Two</p> <p>Opening Remarks by Conference Chair: Presenter to be announced</p>
09:20	<p>Presentation reserved for event partner</p>
09:40	<p>Panel Session</p> <p>The future of the store post-Covid-19</p> <p>Has Covid-19 put the brakes on any future of the store technology developments? What are the latest technologies retailers can use to help the industry reopen stores? Have any new technologies come to light which will help us reopen stores? How existing technologies such as RFID can be used in stores to improve customer experience and engage consumers in a post-Covid-19 world.</p> <p>Panellists to be announced</p>
10:25	<p>Tea Break</p>

Agenda 2/3

7 eCommerce Track: Where will it be post COVID-19?	
10:40	<p>Presentation reserved for Magenta</p> <p>Nicholas Kontopoulos APAC Regional Head of Marketing, Adobe DX Commercial</p>
11:20	<p>Panel</p> <p>Understanding the COVID-19 Effect on Ecommerce</p> <p>The post COVID-19 projections suggest that e-commerce is going to continue to grow because many consumers have made online shopping part of their regular routines (and we can't discard the option of repeat lockdowns). Retailers will have to work to put greater emphasis on online and mobile ordering and ensure to create more intuitive user experiences. In this discussion we will invite eCommerce directors from retailers and online shopping companies and discussion points including</p> <ul style="list-style-type: none"> Southeast Asia 10 Ecommerce Predictions Influenced by COVID-19 The shift of Shopping priorities online Phygital, New Consumer Behaviour Adoption Data Science-Based Personal Interaction in online shopping <p>Presenter to be announced</p>
12:05	<p>Presentation reserved for event partner</p>
12:15	<p>Lunch Break</p>

Agenda 3/3

Day Two, Mar. 10th, 2021

8

Omni Channel Inventory Optimization Track

13:40	<p>Panel Driving efficiency with omnichannel inventory management Many retailers are experiencing a large uptick in ecommerce sales as a result of COVID-19, creating a greater need for improved inventory management. In this discussion we will cover: What are the Obstacles to Omnichannel Inventory Management? How Can Retailers Manage Inventory When Offering Omni-Channel Sales? Why Consumer Electronics E-Retailers Must Keep Up With Manufacturing Trends Clear Data Visibility: Conduct a Deep Dive on Your Data and Micro-Segment Your Products</p> <p>Presenter to be announced</p>
14:25	<p>Presentation reserved for event partner Presenter to be announced</p>
14:45	<p>Tea Break</p>

9

Indonesia Country Focused Track

15:00	<p>Presentation Reserved for Microsoft COVID-19 Update Indonesia; Consumer Behaviour Changes as Social and Business Restrictions Ease Presenter to be announced</p>
15:30	<p>Panel Stay Resilient: How Retailers in Indonesia are Innovating Top of mind and trends for retail and consumer goods in Indonesia in and post Covid19 pandemic How Will COVID-19 Advance Innovation In Retail Tech Take an innovative approach to protecting your business from fraud Supply Chain Management: Move from reactive to proactive operations Create exceptional shopping experiences Make the benefits of AI a reality for your business</p> <p>Panellists to be announced</p>

10

Philippines Country Focused Track

16:05	<p>Presentation reserved for event partner Presenter to be announced</p>
16:25	<p>Retail Leaders Panel: Respond, Recover, Reimagine: Philippines Retailers' Strategies for 2021 and beyond Year 2020 has been the worst period for retailers in Philippines for decades. The pandemic makes traditional retailers struggling to survive while it also presents them an opportunity to embrace digitalization and omni channel as a primary tool to engage, serve customers. We will gather some leading players in Philippines retail & eCommerce sectors to discuss: What retailers are doing now to win customers? The estimation of recovery roads for different types of retailers in Philippines Strategies for Shopping canters to survive the crisis Mature digital and data strategy for higher operational efficiency Philippines: online purchase behavior during COVID-19 pandemic Retail Reimagined: What trends and innovations are emerging for retailers in the next 5 years</p> <p>Presenter to be announced</p>
17:05	<p>Closing remarks and end of the event</p>