



EMEA Customer Conference, Prague, 16 – 17 September 2010

16 September 2010			
PLENARY		CORPORATE VISION	
08.30 – 09.15	Breakfast and Registration		
09.15 – 09.30	Welcome and Address		
09.30 – 10.30	Customer Case Study		
10.30 – 11.00	Business Analyst		
11.00 – 11.30	Break / Networking / Demo Centre		
SOLUTIONS		HOW DOES SMARTSTREAM SOLVE YOUR PROBLEMS?	
BREAKOUTS	STREAM A	STREAM B	STREAM C
11.30 – 12.15	Cash & Liquidity Management – Show me my money.	The rise of SaaS - How to deliver more cost effective operations with TLM OnDemand	The argument for automation: Evolving post-trade processing
12.20 - 13.05	The future of Exceptions & Investigations	Outsourced operations. Best practice reconciliations with Aspire.	Advanced automation for the trade finance business
13.05 – 14.15	<i>LUNCH and Demo Centre Open</i>		

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BREAKOUTS	STREAM A	STREAM B	STREAM C
14.15 - 15.00	TLM Reconciliations	Reconciliations Corona	Reference Data Management - The Road to Risk Reduction
15.05 – 15.50	TLM Premium - Reconciliations out the box	Working in partnership with SWIFT. TLM OnDemand and SWIFTNet E&I	Removing risk from corporate actions processing
15.50 – 16.00	Break		

PLENARY	PRODUCT VISION
16.00 – 16.45	TLM Product Vision and Roadmap, David Penney, EVP Strategy & Product Management
16.45 – 17.00	Day One Round Up
17.00 – 18.00	Cocktail Reception
19.00 – Late	Evening Entertainment

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PRODUCT	Making the most out of your investment			
09.00 – 09.30	Services and Strategic Vision			
09.30 – 10.15	Panel discussion with customer, partner and SmartStream Expert			
10.15 – 10.30	<i>Break</i>			
BREAKOUTS	Stream A	Stream B	Stream C	Stream D
10.30 - 11.30	Regional User Group Meeting	Regional User Group Meeting	Regional User Group Meeting	Regional User Group Meeting
11.35 - 12.20	Technical Workshop 1	Technical Workshop 2	Technical Workshop 3	Technical Workshop 4
12.25 - 13.10	Technical Workshop 5	Technical Workshop 6	Technical Workshop 7	Technical Workshop 8
13.10 – Finish	Networking lunch and finish			

The agenda will be updated regularly with news of guest speakers and is subject to change.

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