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**[Panel Discussion: How the BFSI sector is setting new benchmarks using emerging technologies](#)**

BFSI Track | Day 1 | 29th June 2021 | 9:30 AM - 7:00 PM IST | Virtual Conference

By Express Computer - Last updated Jun 29, 2021

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**Panellists in this video:**

- Sachin Bakliwal, Head of Investment Management & Asset Management Operations Technology & Analytics, Fidelity International
- Shashank Bajpai, Chief Information Security Officer, ECGC Ltd
- KV Dipu, Head – Operations & Customer Service, Bajaj Allianz General Insurance Co. Ltd
- Ramprakash Ramamoorthy, Director of AI & ML, ManageEngine
- Rohan Vaidya, Regional Director, India & SAARC, CyberArk Asia Pacific & Japan
- Nitin Purwar, Banking Industry Practice Director – APAC & EMEA, UiPath

**Key Highlights:**

- Technology is not just helping customer onboarding but is simplifying the day to day operations as well: Shashank Bajpai, Chief Information Security Officer, Export Credit Guarantee Corporation Of India Ltd.
- AI and ML are shaping our vision today: KV Dipu, Head, Operations & Customer Service, Bajaj Allianz General Insurance

- Identity is becoming the primary source for every business including the machine identity: Rohan Vaidya, Regional Director, India & SAARC, CyberArk Asia Pacific & Japan
- AI and ML are taking a strategic shape and they would be used for customer self-servicing: Nitin Purwar, Banking Industry Practice Director, APAC & EMEA, UiPath
- Invest in smart infrastructure and digital assets for better decision making: Sachin Bakliwal, Head, Investment Management and Asset Management Operations Technology and Analytics, Fidelity International
- Workflows have to be accommodated with AI to make our life easier: Ramprakash Ramamoorthy, Director of AI and ML, ManageEngine
- A BFSI company should be very active with the customer for personal interaction via AI and ML: Abhishek Saxena, Vertical Head, Analytical Marketing Unit, HDFC Bank