

Industry Overview

With the continual rebound of mainland tourism and improving consumer sentiment, the Hong Kong retail industry is undergoing a bona fide recovery from the two-year downturn. Whilst competition among retailers becomes increasingly fierce, it is ever more important to think innovatively in aspects such as e-commerce, customer loyalty and use of data.

Pain Points of Retail Industry

e-Commerce Platform

Build up an effective local / cross-border e-commerce platform

2

Customer Loyalty

Maintain customer loyalty and increase customer stickiness

1

3

Data Analytics

Make use of data to fully understand customer needs

Event Mission

Retailers Disrupt Event aims to provide an interactive platform to enable idea exchange and engagement among DBS BusinessClass members, industry leaders and solution providers. We aim to offer innovative perspectives to retailers who are looking to expand their business.

Keynote Speakers



Mr. Ricky Chu
Chairman, Hong Kong Retail
Technology Industry
Association

As a leading entrepreneur and pioneer in mobile marketing, Mr. Chu has more than 20 years' experience in Internet, Telecom and Digital Marketing.

Ricky is now the Chairman of the Hong Kong Retail Technology Industry Association (RTIA) with the passion to actively promote the retail technology adoption and has good connections with brands, marketing agencies, media and technology companies to build a strong ecosystem for retail technology industry.

Topic

Know the Killer Moves to Win in New Retail Disruption



Mr. O.M. Chan
Chief Financial Officer
The Lane Crawford Joyce
Group

Mr. O.M. Chan has more than 30 years' accounting and finance working experience. He is a professional accountant with an international profile FCA, FCCA, FCMA, FCPA, FCPA (Australia). Currently, he is the Chief Financial Officer of the Lane Crawford Joyce Group, a sizable retail business in the Greater China Region.

Mr. O.M. Chan has also obtained degrees in LLB, MBA, MSc, MA, EMA, LLM from reputable local and overseas universities.

Topic

Retail Disruption and Innovation

Panel Discussion

Topic: Reshape the Retailer Customer Experience

Panelists



Ir Andrew Young
Associate Director (Innovation)
Sino Land Company Limited

Ir Andrew Young has over 34 years of executive experience in senior positions. In Sino Land Company Ltd, he identifies innovations and technologies for application in the group and explores investment opportunities in technology ventures.



Ms. Eva Leung
Client Service Director
Collinson International (Hong Kong) Limited

Eva has over 20 years of consultancy experience in CRM loyalty and consumer insights. She is passionate to use data, technology and creativity to transform customer experience with proven ROI.



Ms. Jenny Hui
General Manager, Cross Border Trade, eBay
Hong Kong, Taiwan & SEA
eBay Hong Kong

Jenny has extensive business development, sales and marketing experience, across the IT, online, and e-Commerce industries. She is responsible for Cross Border Trade (CBT) business of eBay Marketplace Hong Kong, Taiwan and SEA.



Mr. Wilson Chiu
Compliance Officer
Ping Pong Global Holdings Limited

Wilson joined PingPong in 2017 and serves as Compliance Officer. In the past, he had over 15 years working experience in banking and payment industry in Hong Kong, focusing in Risk Management and Compliance areas.



Mr. Wilson Wong
General Manager
Hong Kong Productivity Council

Wilson is a seasoned IT professional, with over 20 years of sales and management experience in Hong Kong. He has a proven track record of driving business results and growth, and enhancing operational performance.



Mr. Xaviour Wong
Senior Vice President, District Head
Institutional Banking Group of DBS Bank (Hong Kong) Limited

Xaviour Wong is responsible for the bank's small and medium enterprise (SME) franchise. He joined the bank in 2012. Xaviour has been in banking industry for over 20 years of experience dealing with finance for companies in various industries.



Exhibitors



CLEARomni

CLEARomni Limited (www.cleargo.com)

is an Enterprise Omni-Channel Retail & In-Store Mobile Solution for fashion and lifestyle retailers to transform their businesses in the "New Retail Era".



Compathnion
Technology Limited
隨賞科技有限公司

Compathnion Technology Limited (www.compathnion.com)

provides cutting-edge indoor localization technologies, originally a venture launched by the HKUST. Compathnion. They provide an indoor localization and tracking system that employs a fusion technology using WiFi, Visual, BLE, INS, and magnetic field detection.



EASE SALES
O2O Sales Ecosystem

EaseSales (www.easesales.com)

provides one-stop O2O retailing solutions, building sales ecosystems for more than 3000 clients to design online stores with intelligent logistics, POS systems with AI, mobile apps and digital marketing promotions.



Future Impact Lab

Future Impact Lab "Limited" (www.futureimpactlab.com)

adopts Design Thinking to solve business issues with empathy and technology. Current international projects include AI-driven energy-saving system, safe farming adopting IoT, AI, and Blockchain, and smart community design in Hong Kong and Malaysia, etc.



Hampentech

Hampentech (www.hampentech.com)

provides deep-learning based biometric authentication and video analytics solutions for Fintech, security and retail applications.



HKPC

Hong Kong
Productivity Council
香港生產力促進局

Hong Kong Productivity Council (www.hkpc.org)

is a statutory organization established in 1967 dedicated to help Hong Kong companies enhance their productivity and competitiveness.



HKSTP

Hong Kong Science and Technology Parks Corporation
(www.hkstp.org)

provides comprehensive business and professional services for their incubatees, including Office Space & Facilities, Technical & Management Assistance, Marketing & Promotion Assistance, Business Development support and Financial Aid & Fund Raising Support.



HKTDC
香港貿發局

Hong Kong Trade Development Council (www.hktdc.com)

organises more than 30 exhibitions a year, forming 11 leading marketplaces of their kind in Asia, of which Electronics, Jewellery, Gifts, Watch & Clock and Lighting are world-leading. HKTDC helps Hong Kong's small and medium-sized enterprises (SMEs) connect with business clients and partners around the world.



hyper[in]
MANAGE. MONETIZE. CONNECT.

Hyperin Asia Limited (www.hyperin.com)

specializes in retail real estate solution, targets to assist shopping mall owners and management to manage the malls, the shops and the customers efficiently. Together with popularity of smart phones, they are going to propose an informative and attractive app to shoppers to enhance their shopping experience.



IBM

IBM (www.ibm.com)

is a cognitive solutions and cloud platform company headquartered in New York with operations in over 175 countries. They create value for clients through integrated solutions and products that leverage: data, information technology, deep expertise in industries and business processes, and a broad ecosystem of partners and alliances.

Exhibitors



introv

Introv Limited (www.introv.com)

is an award-winning, full service IT & Business Management Consultancy Service Provider in APAC. They offer best-in-class collaborative software solutions to companies of all sizes, looking to improve the operational excellence of their business.



Microsoft

Microsoft (www.microsoft.com)

is motivated and inspired every day by how their customers use their technology to find creative solutions to business problems, develop breakthrough ideas and stay connected to what's most important to them.



NEOMA

Neoma (www.neoma.hk)

is an award-winning, HK-based leading omnichannel company. They are the middleware consolidating data from different entries (sensors, app, CRM) and converting it into business insights.



OURSKY

Oursky Limited (www.oursky.com)

is a leading Hong Kong-based software development company. They develop with best practices of Agile methodology to craft tailor-made digital products with detailed oriented UX and maintainable source code.



PassKit

PassKit (www.passkit.com)

has developed the next generation of customer loyalty solution leveraging native mobile wallet (like Apple Wallet and Google Pay), AI-based analytics, and blockchain technology. Enhance customer loyalty through engaging and compelling digital content.



pingpong

Ping Pong Global Holdings Limited (www.pingpongglobal.com)

is an innovative payment facilitator that provides specialized payment services for e-commerce sellers. As a global cross-border payments network, Ping Pong's mission is to make cross-border e-commerce easy for sellers of all sizes.



Riverland

Riverland Enterprise Company Limited (www.riverland.com.hk)

is a Digital Enterprise Group specializes in Growth Enablement, Digital Engagement and Strategy which also serves as a key digital engagement player in "One Belt One Road" initiatives and services such as Growth Hacking & Digital Optimization etc.



LOOP

Sky Matters Limited (www.skymatters.com)

is the digital marketing activation company and committed to helping Brands and Merchants to connect Consumers via their proprietary LOOP all-in-one platform anytime anywhere.



wave
commerce

Wave Commerce (www.wavecommerce.hk)

helps emerging brands and MNCs launch and market their branded ecommerce stores and build customer loyalty. They offer online store building and digital marketing services and a custom loyalty program solution.



xero

Beautiful business

Xero (xero.com/hk)

is an easy-to-use online accounting platform for small businesses and their advisors, with over one million subscribers globally. Xero connects directly with more than 140 financial institutions including DBS, and is integrated with more than 700 third-party apps to streamline and automate SME's business processes.

Event Rundown

Date: 14 August 2018 (Tuesday)
Time: 2:30 pm – 5:30 pm
Venue: InnoCentre, 72 Tat Chee Ave, Kowloon Tong
Language: Cantonese
(Presentation material by partial speakers will be supplemented in English)

Time	Rundown
2:30 – 3:00 pm	Event Registration & Solution Partners' Exhibition
3:00 – 3:10 pm	Welcome speech by Mr. Alex Cheung, Managing Director Head of Institutional Banking Group, Hong Kong DBS Bank Ltd, Hong Kong Branch DBS Bank (Hong Kong) Limited
3:10 – 3:30 pm	1st Keynote Speech by Mr. Ricky Chu, Chairman, Hong Kong Retail Technology Industry Association Topic: Know the Killer Moves to Win in New Retail Disruption
3:30 – 3:50 pm	2nd Keynote Speech by Mr. O.M. Chan, Chief Financial Officer, The Lane Crawford Joyce Group Topic: Retail Disruption and Innovation
3:50 – 4:10 pm	Panel Discussion Topic: Reshape the Retailer Customer Experience
4:10 – 4:30 pm	Exhibition partner highlights
4:30 – 5:30 pm	Exhibition, Consultation and Networking Sessions