

Post event report



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THALES

Inside this report:
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Key themes
Securing e-commerce: avoiding the obvious errors
Keeping customers safe to keep retailers safe
PCI DSS – not down, not out
Securing next gen payments
Where can AI / ML solutions help the retail sector?
Zero trust, IAM and PAM

Who attended?

- Cyber-security**
 We have a 20-year track record of producing the events cyber-security professionals take seriously
- Risk Management**
 We attract senior risk officers with responsibility for information risk assessment and mitigation
- Fraud, Audit, Compliance**
 We provide the go-to events for fraud prevention and compliance owners at the world's key corporates
- Data Protection & privacy**
 We are a key venue for decision-makers with budget and purchasing authority

Speakers
Puneet Ahuja, Cyber Analytics & Information Risk Manager Holland & Barrett
Angus Alderman, Information Security Officer Boden
Tim Ayling, VP EMEA Cyber Security Specialists Thales
Regina Bluman, Cyber Security Advisor Pinsent Masons
Simon Brady, Managing Editor & Event Chairman AKJ Associates
Nick Harris, Interim CISO Holland & Barrett
James King, Solutions Engineer Imprivata
Anil Kumar, Head of IT Security & Risk Function Homebase
Zibby Kwecka, CISO Arnold Clark
Rob Mukherjee, Director of Transformation EveryCloud
Ryan Nicholson, Head of Security & IT Risk Management Clarks
Dean Stevenson, Senior Solutions Engineer
Alban Tramard, Former CISO THG
Zac Warren, Chief Security Advisor Tanium
Andy Wilcox, Senior International Marketing Manager Imprivata

Agenda	
09:00	Chair's opening remarks
09:05	<p>Function, friction, and security (FFS) – the fraudsters keep evolving: from automation to big data and why it's a full team effort</p> <p>Nick Harris, Interim CISO, Holland & Barrett & Puneet Ahuja, Cyber Analytics & Information Risk Manager, Holland & Barrett</p> <ul style="list-style-type: none"> • Top themes of online fraud and how it's changing: use cases, trends, etc. Inside the criminal's mind • Why cybersecurity is primed to lead a business-wide effort: the ultimate horizontal, already use big data (SIEM), has engineering skills to tie the data together • Team effort from across store loss prevention, to payment squad, to PaaS, to cyber IR, to risk, automation, customer auth, customer journey. It needs everyone
09:25	<p>How do you win at cybersecurity, a strategic approach</p> <p>Zac Warren, Chief Security Advisor, Tanium</p> <ul style="list-style-type: none"> • Review of the technological trends over the last few decades and priorities heading into 2024 • Taking a deeper dive into visibility and control – you cannot protect it if you cannot see it • Maintaining a good IT hygiene posture through continuous safeguarding • Do you have the right tools around detection and countermeasures
09:45	<p>Removing fraud and friction from online retail</p> <p>Rob Mukherjee, Director of Transformation, EveryCloud & Dean Stevenson, Senior Solutions Engineer</p> <ul style="list-style-type: none"> • Tackling the three major e-commerce buckets of pain • Keeping pace with modern fraudsters, scams, and bots • Why retail no longer needs to compromise between security and exceptional customer experience
10:05	<p>First 90 days of a retail CISO</p> <p>Zibby Kwecka, CISO, Arnold Clark</p> <ul style="list-style-type: none"> • How to select the right leader of the security function for your retail organisation; should a CISO come from a technical background, legal, or a Big4 consultancy? • Key skills to become a CISO the board will love/What to expect of a CISO in the first 90 days • What does it mean to have a strategy?
10:25	Comfort break
10:30	<p>FIRESIDE CHAT A CISO's view</p> <p>Simon Brady, Managing Editor & Event Chairman, AKJ Associates (Moderator); Angus Alderman, Information Security Officer, Boden</p> <ul style="list-style-type: none"> • What are your biggest challenges in the day-to-day battle of protecting your customers and organisation and do you think the retail industry has become a bigger target more recently? What threats worry you the most? • Security versus resilience: aligning security priorities with organisational objectives. How do you prioritise and do you feel supported and heard when airing concerns? • To what extent are you embracing AI in Boden and are you seeing the benefits it can offer? How are you developing responsible, user-centred principles to balance opportunity and risk? • With human-centric security top of the agenda, how do you aim to achieve a robust security culture throughout the organisation?

Agenda	
10:55	<p>Shared multifunction devices made simple</p> <p>Andy Wilcox, Senior International Marketing Manager, Imprivata & James King, Solutions Engineer, Imprivata</p> <ul style="list-style-type: none"> • Join us in today's session to find out how you can implement efficiency and flexibility to your shared multifunction device workflows, how to enforce security without compromising productivity, and how to ensure compliance without hindering usability • Learn about the state of enterprise mobility in retail from independent research conducted by the Ponemon Institute. This report offers a deep dive into the challenges organisations experience, making one thing clear: the stakes are too high to implement enterprise-owned mobile devices without an effective security and access management strategy • Our team will be on hand throughout the presentation to answer your questions and provide additional information
11:15	<p>Navigating cybersecurity partnerships: A guide for retail businesses</p> <p>Anil Kumar, Head of IT Security & Risk Function, Homebase</p> <ul style="list-style-type: none"> • The art of selection: Key considerations in choosing the right cybersecurity partner • Crafting an effective RFP: Lessons learned and best practices • Negotiating success: Strategies for securing the ideal partnership deal • Third-party vendor assessment: Unveiling insights and mitigating risks • Setting the standard: Establishing clear expectations with your chosen cybersecurity partner
11:30	Comfort break
11:35	<p>Selling smarter: What new smart device regulations mean for retailers</p> <p>Regina Bluman, Cyber Security Advisor, Pinsent Masons</p> <ul style="list-style-type: none"> • Review of current and upcoming regulations such as the PSTI that apply to retailers selling 'smart devices' • How to use compliance as a business differentiator • Future-proofing your supply chain to drive compliance efforts
11:55	<p>From digital transformation to digital modernisation – data security powering our future</p> <p>Tim Ayling, VP EMEA Cyber Security Specialists, Thales</p> <ul style="list-style-type: none"> • What is powering the modernisation trends in retail? • Where does this leave cybersecurity? • How do we address these challenges? • Campfire stories!
12:15	<p>The business of being a CISO: What's unique in retail?</p> <p>Simon Brady, Managing Editor & Event Chairman, AKJ Associates (Moderator); Alban Tramard, Former CISO, THG; Ryan Nicholson, Head of Security & IT Risk Management, Clarks</p> <ul style="list-style-type: none"> • What challenges are unique to being a CISO in the retail sector? • What are the most difficult security challenges you face at the moment • What lessons have you learned from recent breaches in the retail sector? • How can security teams both act as enablers of business innovation and protect the company? • How do you perceive the future effects of AI in this sector?
12:55	Chair's closing remarks
13:00	Conference close