WiT SINGAPORE

October 2–4, 2023

Programme correct at time of publishing
All times shown are in Singapore Time (GMT +8)

INNOVATION DAY Mon • 02/10/2023	MAIN STAGE | DAY 1 Tue • 03/10/2023	MAIN STAGE | DAY 2 Wed • 04/10/2023

8:00 AM - 9:00 AM
Checking in & Coffee

Venue

Cassia Ballroom
Level 3, Marina Bay Sands Expo & Convention Centre
10 Bayfront Ave, Singapore 018956

9:00 AM - 9:20 AM
Kick-Off

Presenting **Orientarhythm**

9:20 AM - 9:50 AM
Human Chemistry & Tech Prowess: Turbocharging Agoda

With his two buddies, Ittai Chorev and Idan Zalzberg, he built Qlicka, and sold it to Booking Holdings. Today, the trio form the leadership team taking Agoda into the future. Beyond their technical prowess, what's the human chemistry that keeps them together and supercharged to take on the challenge of ensuring one of Asia's more matured online travel brands not only remains relevant, but stays ahead in an ever more competitive landscape?

Interviewer:

Yeoh Siew Hoon
Founder
WiT

Panel:

Omri Morgenshtern
CEO
Agoda

9:50 AM - 10:20 AM
The Heart of Tech & Product

From human chemistry to the power of tech, what's getting travel tech leaders excited or perhaps a little terrified of the future? We challenge our clan of travel tech leaders to project into the future and tell us what they see with their human-powered knowledge and experience, and the new tech tools at their disposal.

Moderator:

Darrell Chan
APAC General Counsel
Airbnb

Panel:

Karen Bolda
Senior Vice President, Product & Technology
Expedia Group

Ross Veitch
CEO & Co-founder
Wego

Tom Kershaw
Chief Product & Technology Officer
Travelport

Gianni Marostica
Managing Director, Global Business Development for Travel & Local
Google

10:20 AM - 10:50 AM
The Human-ness of Travel & Experiences

From the power of tech and product, we bring it down to the ground where the magic happens and where experiences are delivered, and dreams fulfilled. We speak to the makers who, well, make things happen with human connections and know how to leverage tech to brings humans together in a shared, communal experience.

Moderator:

Rod Cuthbert
Founder & former CEO, Viator / former CEO, Rome2rio / Non-executive Director, Veltra Corp & Jayride / Board Member, Tourism Tasmania

Panel:

Baidi Li
Senior Vice President, Commercial, APAC
Go City

Sarah Wan
General Manager, Indonesia, Malaysia & Singapore
Klook

Yock Song Law
Co-founder, Questeon/
Partner & Head of Partnerships, Tribe

Chan Chee Chong
CEO & Co-founder
GlobalTix

10:50 AM - 10:55 AM
Open Space

10:55 AM - 11:25 AM
Humans Need A Break (Coffee Break sponsored by DidaTravel)

Our artist-in-residence Djuwadi Ahwal, member of the renowned Indonesian art collective, Taring Padi, will be conducting an in-person woodcut print demonstration at our WiT For Good Booth. Collaborate with him to create an art piece for our auction at the Closing Party tomorrow evening.

11:25 AM - 11:30 AM
Open Space

11:30 AM - 12:05 PM
Money, Human & Machine

It takes these three ingredients to make the world of investments go round – smart money, super founders, great tech. But what's the balance and formula going forward, as tech accelerates, human talent becomes scarcer and capital gets more expensive? How are investors thinking of the brave, new world of travel investments?

Moderator:

Stephan Ekbergh
CEO
Travelstart

Panel:

Stephen Snyder
Managing Director, Operations & Partnerships
JetBlue Ventures

Chris Hemmeter
Managing Director
Thayer Ventures

Tina Di Cicco
Board Member, Manila Angel Investors Network/
Co-Founder, Avaya Ventures

Louise Daley
Investor & Advisor

Oscar Ramos
General Partner, SOSV/
Managing Director, Orbit Startups

12:05 PM - 12:25 PM
Hello, The Place With The Most Humans

This year, India surpassed China as the world's most populous country, as its population crossed 1.6b. And out of the pandemic, its travel market has been going gangbusters – new airlines, new infrastructure, masses of people moving online and onto mobile, and an aspiring massive, middle class on the move. And no one has been more at the frontline of this surge than this trailblazers in the Indian online travel market.

Interviewer:

Yeoh Siew Hoon
Founder
WiT

Speakers:

Gaurav Bhatnagar
Co-founder
TBO.COM

12:25 PM - 1:00 PM
Hospitality: Balancing Tech with Human Touch

For hoteliers, finding the right balance between human touch and tech has always been difficult and increasingly so, because while tech has accelerated, talent has become scarce. Hotel owner Kittisak Pattamasaevi sees AI as an opportunity to empower staff to have more meaningful interactions with guests. For Accor, with more than 1,000 hotels across a slew of brands in Asia Pacific, it is mostly about driving scale in distribution and commerce, and direct business. For family-owned COMO, with 17 hotels and resorts worldwide, it's about creating loyalty and community around its experiences and brands. How do these three different players balance tech with human touch in an age of accelerated tech?

Moderator:

Yeoh Siew Hoon
Founder
WiT

Panel:

Kerry Healy
Chief Commercial Officer, Premium, Midscale & Economy Division - Middle East, Africa, Turkey & Asia Pacific
Accor

Kittisak Pattamasaevi
Chief Executive Officer
Montara Hospitality Group

Doris Goh
Vice President, Commercial
COMO Hotels & Resorts

1:00 PM - 2:00 PM
Humans Need To Eat (Lunch sponsored by Wego)

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2:00 PM - 2:30 PM
Human Hearts, Digital Wallets: A Marriage of Convenience

"Make it easy for us to pay and we will love you forever" – has that become the new clarion cry of humans? If so, then the way to a human heart is through the wallet. Just that it is increasingly digital. In India alone, there are said to be more than 100 wallets, and across Asia, an equally fragmented market. How do you win human hearts with the right payment strategy? Let us count the ways.

Moderator:

Chan Chee Chong
CEO & Co-founder
GlobalTix

Panel:

Paulina Klotzbucher
CEO & founder
Glyde Payments

SheueChee Beh
Head of Payment, APAC
Uber

Joff Romoff
Vice President, Commercial South East Asia & Korea
IHG Hotels & Resorts

Shabab Muhaddes
General Manager/ Regional MD (Asia Pacific)
Vesta

2:30 PM - 2:50 PM
Coffee Chat

It's just slightly over a year since this veteran in air distribution moved to Singapore to head up Asia Pacific for Amadeus. He came in at a time of "the renewal of travel" in the region, which had just opened its borders. And with the region fully opened, what lessons has he learnt, what insights can he share, in particular, about the volatile and dynamic air distribution market, with the acceleration of NDC adoption by airlines in APAC?

Interviewer:

Yeoh Siew Hoon
Founder
WiT

Speaker:

Javier Laforgue
Executive Vice President, Travel Unit & Managing Director, Asia Pacific
Amadeus

2:50 PM - 3:00 PM
The Urban Revolution: How The blending of work and travel is reshaping cities in Asia Pacific

The changes in travel, living and work, influenced by the pandemic, are allowing us to think differently about the future through a wholesale rethink of urban spaces. How could cities like Bangkok, Brisbane, Kuala Lumpur, Melbourne, Osaka, Seoul, Singapore, Sydney, Tokyo – featured in a new white paper commissioned by Airbnb – transform to maximise the benefits of new trends as well as how to build greater resilience?

Speaker:

Steven Liew
Head of Public Policy APAC
Airbnb

3:00 PM - 3:30 PM
Coffee Break

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3:30 PM - 4:20 PM
Travel Changemakers Awards 2023, supported by ATTIA

The Travel Changemakers Awards 2023, supported by ATTIA (Asian Travel Technology Industry Association), celebrates the innovators in Asia Pacific who seized the opportunity to introduce new initiatives and programmes to transform not only their organisation but also the industry, with the imaginative and clever use of technology at the heart of the change. There are five Awards categories – **Environmental Awareness and Action, Local Community Engagement, Hidden Gems, Regenerative Tourism and Diversity & Inclusion**. We celebrate the winners today.

Co-presenter:

Chris Kerin
Managing Director
ATTIA

4:20 PM - 4:50 PM
Marketing: All Science, Half Art, No Heart?

There was a time when humans thought imagination and creativity were our superpowers, that machines couldn't replicate that. But recent research done by a team from the University of Montana showed that AI can match the top one percent of human thinkers on a standard test for creativity. So what role can humans play in marketing and branding? How humans compete at the scale of Large Language Models that spew out images, music, videos, text at supersonic speed? How do you balance the short term of customer acquisition and longterm of branding? How do you balance science, art and heart in this age of tech? How do you leverage the creators economy? How do you stand out, be heard, seen and most importantly, felt by your customers?

Moderator:

Yeoh Siew Hoon
Founder
WiT

Panel:

Joerg Becker
Chief Growth Officer
amp

Dawn Jeremiah
Vice President, Ecommerce & Marketing
Go City

Tejveer Singh Bedi
Head of Travel & Tourism, SEA
TikTok

4:50 PM - 5:00 PM
The Green Revolution: The Human Factor, Part 1

Meet the executive who's been trying to spark a green revolution for the last two decades, and now its time has come. Is it too little too late or too much talk, too little action or too much confusion, too little clarification? And how about certification? How can humans working in travel make sense of all this?

Speaker:

Eric Ricaurte
CEO
Greenview

5:00 PM - 5:30 PM
The Green Revolution: The Human Factor, Part 2

Tech can play its part but this movement needs the power of humans to move the needle. How can we do our superhuman part, with new thinking, smart tools and better data, to meet our responsibility as travel providers for the greater good of travel? What practical, actionable ways can we implement to get us to where we want and need to be?

Moderator:

Yeoh Siew Hoon
Founder
WiT

Panel:

Choe Peng Sum
CEO
Pan Pacific Hotels Group

Julie Cheetham
Founding Member & Managing Director
Weeva

Loic Dujardin
Head of ESG
Traveloka

Anthony Tan
Director, Sustainability
Sentosa Development Corporation

5:30 PM - 5:40 PM
The Human Revolution, Take 1

Speaker:

Stephan Ekbergh
CEO
Travelstart

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