

**11:15-12:00 ANT301: BUILDING AN OPEN SOURCE DATA STRATEGY ON AWS**

**Zohar Stirro**, Head of Data Engineering - Tessian  
**Sandipan Bhaumik**, Sr. Analytics SA, UKI - Amazon Web Services

Join this session to learn how to take full advantage of open source technologies while leveraging the scalability, flexibility, and cost efficiency of AWS Cloud. We will discuss data architecture patterns that leverage open source on AWS. We will also hear practical stories from Tessian on how AWS' broad support for open source technologies, such as Apache Spark, Trino, Apache Iceberg, OpenSearch, Apache Kafka, and more help them secure millions of mailboxes for their customers every day.

**12:15-13:00 AIM204: SCALING THOMSON REUTERS LANGUAGE MODEL RESEARCH AND TRAINING WITH AMAZON SAGEMAKER HYPERPOD**

**John Duprey**, Distinguished Engineer - Thomson Reuters Lab  
**Simone Zucchet**, Senior Solutions Architect - Amazon Web Services

Thomson Reuters is a leader in business information services. They empower legal, government, tax, accounting, and compliance professionals worldwide. 2023 proved to be a generative AI inflection point, prompting Thomson Reuters to consider how their high-value, curated, data could improve on language models for customer-specific tasks. This compute-intensive research required specialized hardware, posing resource challenges. Enter Amazon SageMaker Hyperpod. Hyperpod allowed Thomson Reuters to scale to large clusters of NVIDIA A100 GPUs in a reliable and predictable manner. In this talk, we explore the journey Thomson Reuters took to enable their cutting edge research tasks and training of their foundational LLMs with Hyperpod.

**13:15-14:00 BIZ201: TRANSFORM YOUR CUSTOMER EXPERIENCE WITH AMAZON CONNECT, AWS'S AI POWERED CONTACT CENTER**

**Jeff Bennett**, VP Operations - Zepz (WorldRemit)  
**Nawaz Varda**, Senior Solutions Architect - Amazon Web Services  
**Russell Yeates**, Principal Sales Specialist - Amazon Connect - Amazon Web Services

Transform your customer experience (CX) at scale with Amazon Connect, AWS's AI-powered contact center. In this session we will introduce you to Amazon Connect and demonstrate how to increase agent productivity with generative AI. We will walk you through on how to measure, track, and improve performance using AI-powered analytics and optimization capabilities. We will be joined by Jeff Bennett - VP Operations, Zepz, a leading cross border remittance business that provides international money transfer, to share their migration journey to Amazon Connect. You will learn the approach taken by Zepz on the use of voice and chat channels, IVR implementation with Chatbots and the impact of AI-powered analytics.

**14:15 – 15:00 STG302: BUILDING RESILIENCE AGAINST RANSOMWARE USING AWS STORAGE**

**Richard Bignell**, Security Architect – Santander  
**Sabith Venkitachalapathy**, Service Solutions Architect – Amazon Web Services  
**Tom Tasker**, Senior Solutions Architect - Amazon Web Services

In today's cyber threat landscape, a ransomware attack is no longer a matter of "if" but "when." While prevention is paramount, organizations also need a robust recovery plan built on the principles of the NIST Cybersecurity Framework (CSF) to minimize downtime and ensure business continuity. This session will equip you with the knowledge and strategies to build a recovery plan using AWS Storage and the concepts of data vaults.

**15:15-16:00 BIZ302: OPTIMISE CONTACT CENTRE WORKFORCE PERFORMANCE WITH AMAZON CONNECT'S AI-POWERED ANALYTICS AND OPTIMISATION**

**Jill Beattie**, Programme Director - Natwest  
**Barry Robinson**, Head of Transformation Capability – Natwest  
**Pavan Dusanapudi**, Sr Connect Specialist SA – Amazon Web Services  
**Georgina Williams**, Connect Sales Specialist – Amazon Web Services

Contact centers are embracing AI to understand customer sentiment, automate agent evaluations, and optimize workforce schedules. In this session, AWS and Natwest share insights on how Amazon Connect generative AI-powered analytics and optimization capabilities can enhance customer service and boost the efficiency of contact centers by helping managers make well-informed decisions, access conversational insights, and more accurately forecast contact volumes, thereby allowing for optimization of staffing levels.

**11:15-12:00 IND201: ACCELERATE OPERATIONS EXCELLENCE WITH DIGITAL TWINS, 5G PRIVATE NETWORKS AND EDGE COMPUTING**

**Joao Gaspar Silva**, Enterprise Architect, Edge Computing, 5G and APIs – Vodafone Business  
**Chris Wood**, Senior Solutions Architect – Amazon Web Services

In this session co-hosted with Vodafone Business, you will learn how 5G private networks, edge computing and cloud-based digital twins work together to unblock transformation in industrial manufacturing. Near-real-time decision making and contextualized plant information are critical capabilities; however, proprietary systems, manifold standards and siloed networks stand in the way. To address these challenges, we'll guide you through implementation of predictive maintenance, product inspection and safety solutions, utilizing AWS IoT SiteWise and AWS IoT TwinMaker and partner offerings from Matterport and Treedis.

**12:15-13:00 CDN201: SAFEGUARDING INFRASTRUCTURE FROM DDOS ATTACKS WITH AWS EDGE SERVICES**

**Sean McKeown**, Head of InfoSec – Chetwood Financial  
**Harry Carr**, Lead Security Engineer – Chetwood Financial  
**Kamil Bogacz**, Sr Edge Services Specialist SA - Amazon Web Services

Building DDoS resilient applications leads to better preparedness to respond to large-scale cyber incidents. Join this session to learn about DDoS defense strategies for safeguarding your critical assets and how you can maintain a secure perimeter to support uninterrupted operations with AWS Shield, AWS WAF, and Amazon CloudFront. Find out how you can use the advanced mitigation techniques employed by AWS Shield to provide comprehensive protection and offer uninterrupted service availability. Finally, hear how Chetwood Financial achieved consistent DDoS security posture at the organisational scale with standardised and automated processes to manage security controls consistently.

**13:15-14:00 IND202: DRIVING MANUFACTURING INNOVATION WITH AWS ANALYTICS & AI**

**Adrian Pinder**, Head of Digital and Data - DS Smith  
**Sanjay Kumar**, CDO – Exponentia  
**Ahmed Raafat**, Principal Solutions Architect - Amazon Web Services

In this session, we'll explore how Manufacturers are transforming their operations through AWS Analytics and AI. DS Smith, a leading packaging manufacturer, leveraged AWS analytics and AI to transform their business decision-making. DS-Smith will walk you through the development and optimisation of their Data Factory Platform, highlighting the challenges faced and the innovations implemented in data integration. See how AI enhanced the platform's capabilities and improved operational efficiency. The session will also include a demo of how we see our customers using Data & AI in near future. Overall, we'll highlight how combining AWS Analytics and AI services enables data-driven decisions to deliver success.

**14:15 – 15:00 SEC202: IMPROVING SECURITY THROUGH MODERN APPLICATION DEVELOPMENT**

**Adrian Asher**, CISO & Lead Cloud Architect - Checkout Ltd  
**Owen Hawkins**, Senior Solutions Architect ISV - Amazon Web Services

In this co-presented session with Adrian Asher, CISO of checkout.com, we will explore security practices used in modern application development and how these address common security challenges found in legacy applications. We'll cover patterns for integrating security early in the development lifecycle, applying security at all layers in containerized and serverless applications, enforcing API security, implementing secure coding practices, and more. By embracing these modern security practices, teams can accelerate software delivery and enhance security posture.

**15:15-16:00 DOP204: ENHANCE YOUR GOVERNANCE AND SECURITY WITH INFRASTRUCTURE AS CODE**

**Ronnie DeGiorgio**, Senior Site Reliability Engineering Manager, Trustpilot  
**Varvara Semenova**, Cloud Infrastructure Architect – Amazon Web Services  
**Chris Scudder**, Senior Solutions Architect – Amazon Web Services

AWS provides services that help with the creation, deployment and maintenance of application infrastructure in a programmatic, descriptive, and declarative way. Engineering teams want to deliver fast, secure and cost effective services, and AWS helps provide rigor and reliability to application development. Find out how to catch issues early with cdk-nag, validate your pipelines with cfn-guard, and protect your accounts from unintended changes with CloudFormation hooks. Learn how Trustpilot implemented CloudFormation security guardrails in their automated pipelines to empower their developers.

**11:15-12:00 COP201: BEST PRACTICES FOR OPERATING ON AWS, FEATURING MONEYSUPERMARKET GROUP**

**Jonty Bale**, Head of Platform Engineering - MoneySuperMarket Group  
**Fahad Ahmed**, Senior Solutions Architect - Amazon Web Services

Operating in the cloud allows IT teams to focus on business outcomes and accelerate innovation. In this session, learn how to build, manage, and operate your mission-critical applications in a secure, automated, reliable, and cost-effective way. Discover best practices for establishing a multi-account environment, automating operations, and managing your applications. Additionally, learn how MoneySuperMarket Group implemented multi-account Landing Zone with AWS Control Tower AFT, simplified networking using VPC Sharing, and how they took a decisive move to migrate from Kubernetes to Amazon ECS Fargate. You will take away architectures, key decisions and the trade-offs between costs and scale.

**12:15-13:00 COP302: HOW OCADO TECHNOLOGY REDUCED CLOUD COSTS WITHOUT STIFLING INNOVATION**

**Kevin McCormack**, Associate Engineering Director - Ocado Technology  
**Imran Dawood**, Principal Solutions Architect - Amazon Web Services

In this session, learn how you can develop a holistic cost optimization strategy with AWS and operate cost-effectively while maintaining high performance. You will also hear from Ocado Technology on how they made dramatic cloud cost efficiencies while providing an exceptional experience for shoppers and via the Ocado Smart Platform – an end-to-end ecommerce, fulfilment and logistics solution designed for the unique demands of online grocery retail. Ocado Technology will explore how cost efficiencies and innovation work hand-in-hand: from implementing new features such as Target Tracking on EC2 Autoscaling, to smart FinOps cost techniques and software engineering leadership.

**13:15-14:00 ARC302: BUILDING OBSERVABILITY TO INCREASE RESILIENCY**

**Andrew Marwood**, Principal Platform Engineer – Just Eat Takeaway.com  
**Paul Moran**, Principal Technical Account Manager - Amazon Web Services  
**Nisha Notani**, Senior Technical Account Manager - Amazon Web Services

Using observability effectively is essential for proving your resilient system operates the way you planned. Well-applied observability helps you find early signs of problems, before they impact customers, and react quickly to mitigate impact. In this session, learn how you can use observability best practices to improve your resilience posture in AWS. Dive deep into Just Eat Takeaway.com's real-world failure modes and see how they use the right combination of operational best practice, instrumentation, and observability tools to solve them quickly.

**14:15 – 15:00 DAT202: AMAZON DYNAMODB DEEP DIVE WITH FLO HEALTH: POWERING CRITICAL DATA FOR 300M USERS**

**Roman Bugaev**, Chief Technology Officer (CTO) - Flo Health  
**Lee Hannigan**, Sr. DynamoDB Specialist SA - Amazon Web Services  
**Juhi Patil**, Sr. DynamoDB Specialist SA - Amazon Web Services

Deep dive into DynamoDB with AWS Specialists and Flo Health, through the success story of managing 300 million users. This session unveils DynamoDB's scalability, performance, and practical applications. Learn from Flo Health's case study, exploring key metrics, data modelling insights, and the transformative impact on essential data storage. Discover how DynamoDB ensures reliability, availability, and security. Whether you're a DynamoDB user or new to NoSQL databases, join us for actionable insights and best practices.

**15:15-16:00 ANT306: HOW THE BBC BUILT A REAL TIME MEDIA ANALYTICS PLATFORM TO PROCESS OVER 5B EVENTS A DAY**

**John Ewing**, Senior Architect - BBC  
**Subham Rakshit**, Sr. Streaming Solution Architect - Amazon Web Services  
**Hin Yee Liu**, Prototype Engagement Manager - Amazon Web Services

Join the BBC in a deep dive on implementing a real-time media analytics platform using AWS streaming services including Amazon Managed Service for Apache Kafka and Amazon Managed Service for Apache Flink to process over 5 billion analytics events a day, driving a digital-first BBC. In this session, hear from the BBC on the challenges they faced in delivering a highly performant, production-ready solution within months, how to perform data validation at ingest, and streaming data enrichment at scale.

**16:15-17:00 FWM201: DEVELOPING FULL STACK WEB AND MOBILE APPLICATIONS ON AWS**

**Ozioma Uzoegwu**, Principal Solutions Architect - Amazon Web Services  
**Fred Hoskyns**, Enterprise Account Manager - Amazon Web Services

Developers are responsible for building the great user experiences we consume today via web and mobile applications. In this talk, you will learn how to build a full stack web and mobile application on AWS. We will show you how to use AWS Amplify, AWS AppSync and AWS Device Farm to accelerate application development and create production ready applications that delight your users.

**11:15-12:00 SVS301: EVOLVING SERVERLESS ARCHITECTURES**

**Tom Collins**, Principal Engineer - DVLA

**Emily Shea**, Head of Application Integration Go-To-Market - Amazon Web Services

Serverless not only reduces time spent managing infrastructure, but it can also reduce application code. Replacing custom code with fully managed cloud services makes applications more reliable and easier to maintain. Serverless integration services like AWS Step Functions, Amazon EventBridge, Amazon SQS, and Amazon SNS enable you to evolve your application as business requirements change and service features advance. This talk walks through examples of evolving your serverless architectures. These include real world examples of how the Driver and Vehicle Licensing Agency (DVLA) uses serverless to build workflows with AI/ML and human review steps and to integrate with hybrid environments.

**12:15-13:00 IND303: HOW BARCLAYS DIGITISED WEALTH MANAGEMENT USING SERVERLESS AND EVENTING**

**Derek Shanks**, Director of Private Bank – Barclays

**Chris Gibson**, Lead Software Engineer – Barclays

**Vladislav Nedosekin**, Principal Solutions Architect - Amazon Web Services

Wealth Management solutions have historically been built on business process management platforms, leading to tightly-coupled architectures that are difficult to adapt to fast changing business needs. To solve this challenge, Barclays built an event-driven architecture, integrated to existing digital channels and the backbone of its enterprise architecture, while enabling the flexibility to iterate and scale. Attendees will learn how Barclays leveraged AWS's serverless services, including AWS Lambda, Amazon MSK and Amazon DynamoDB, to choreograph both the customer and colleague journeys in a cost-effective way. The session will also include best practices from Barclays improved DevOps, productivity, and release frequency.

**13:15-14:00 AIM207: OPERATING A GENAI SERVICE AT SCALE - AN ADOBE SRE'S PERSPECTIVE**

**Jens Ihnow**, Senior Engineering Manager - Reliability Engineering - Adobe

**Rakshith Rao**, Senior Solutions Architect - Amazon Web Services

Firefly is Adobe's Generative AI service that offers new ways to ideate, create, and communicate while significantly improving creative workflows. Firefly uses AWS Machine Learning infrastructure to power the training of its foundational models and inferencing. Operating a GenAI service at scale while ensuring reliability, security, and efficiency comes with challenges. In this session we look behind the scenes at how Adobe runs Firefly inference at scale on AWS. We also cover the AWS services that enable building GenAI services like Firefly with recommendations on how to start. We close with best practices for running GenAI inference in production.

**14:15 – 15:00 AIM309: FMOPS/LLMOPS: GENERATIVE AI FROM IDEA TO PRODUCTION ON AWS**

**Eran Fainman**, Senior Machine Learning Scientist - Booking.com

**Sokratis Kartakis**, Principal GenAI/ML Specialist Solutions Architect – Amazon Web Services

**Daniel Zagyyva**, Data Scientist - Amazon Web Services

Most customers are considering how generative AI (GenAI) could transform their business. After the development of the initial pilot use cases, the main question on how to operationalise GenAI applications arises. This leads to the domain of foundation model operations (FMOPs). In this session, we will show how to implement the end-to-end lifecycle of Large Language Models (LLMs) leveraging AWS GenAI capabilities. Booking.com, a leading online travel agency, trains and serves their in-house LLMs with Amazon SageMaker. Explore how Booking.com implements FMOPs on AWS to generate 2.7 million property description summaries for over 100 million mobile app users.

**15:15-16:00 AIM313: BRING THE POWER OF GENERATIVE AI TO YOUR EMPLOYEES WITH AMAZON Q**

**Prasad Rao**, Principal Partner SA – Amazon Web Services

**Danilo Poccia**, Chief Evangelist – Amazon Web Services

Are you struggling to make generative AI available to your employees in a secure, quick way? This session demonstrates how Amazon Q can provide secure, quick access to the power of generative AI for your employees. Amazon Q understands natural language, provides contextual answers using connected data sources, summarizes documents, generates content, and automates actions across enterprise applications and document repositories. Learn how to implement Amazon Q with enterprise-grade access controls that help ensure that users get appropriate responses based on their permissions.

**16:15-17:00 ARC303: 5 THINGS YOU SHOULD KNOW ABOUT RESILIENCE AT SCALE**

**Nick Smith**, Principal Solutions Architect - Amazon Web Services

Seventeen years of operating on AWS has taught us a thing or two (or five) on how to build in mitigations for the kinds of things that can go wrong with services, particularly at scale. Join this session to go beyond the 9s to the even more important, and less broadly understood, topic of shortening time to mitigation when the unexpected happens. Hear how AWS has developed mitigation strategies through extensive experience with this topic, in many cases having learned about it the hard way.

11:15-12:00

**NET301: THE POWER OF CLOUD NETWORK INNOVATION**

**Radek Podedworny**, Director of Engineering Platform Architecture - ARM Limited  
**Corina Motoi**, Senior Solutions Architect – Hybrid Cloud - Amazon Web Services

Amazon VPC is a foundational service on AWS that gives you control over your virtual networking environment. Every year, AWS makes updates to Amazon VPC to help improve functionality, security, and usability. Have you ever wondered how new Amazon VPC features might affect how your networking infrastructure design on AWS? In this session, learn about the latest updates to Amazon VPC and how you can use them to enhance your current architectures. Also, ARM's platform team will show you how they continuously work on modernising their networking & security environment in AWS, adopting new managed services and applying NetDevOps methodologies.

12:15-13:00

**NET302: AMAZON VPC LATTICE ARCHITECTURE PATTERNS AND BEST PRACTICES**

**Yogita Kaushik**, Engineering Manager - DirectLine Group  
**Yashar Araghi**, Senior Solutions Architect - Amazon Web Services

Amazon VPC Lattice is an application networking service that simplifies connecting, securing, and monitoring service-to-service communication. You can use VPC Lattice to facilitate cross-account and cross-VPC connectivity, as well as application layer load balancing for your workloads in a consistent way regardless of the underlying compute type—instances, containers, and serverless. In this session, get a general overview of VPC Lattice, learn about the latest features and functionality, discover pro tips and tricks to adopt best practices, and explore top architecture patterns organisations use to simplify application connectivity, security, and load balancing.

13:15-14:00

**DOP301: SUPERCHARGE YOUR DEVELOPMENT WITH AWS GENERATIVE AI DEVELOPER TOOLS**

**Bindhu Chinnadurai**, Senior Partner Solutions - Amazon Web Services  
**Matt Laver**, Senior Solutions Architect - Amazon Web Services

Generative AI has the power to help you reimagine the way that developers and organisations learn, plan, create, deploy, and securely manage applications. Across the software development lifecycle—from architecting to developing, testing, deploying, and maintaining applications—generative AI developer tools save time, automate undifferentiated heavy lifting, and create space for innovation and creativity. Learn how AWS is innovating responsibly to deliver tools such as Amazon Q and Amazon CodeWhisperer so that builders can focus on meaningful work that drives impact for their customers.

14:15 – 15:00

**SVS302: BUILDING A PRODUCTION- READY SERVELESS PLATFORM**

**Katie Kennedy**, Senior Software Engineer - Fidelity Investments  
**Ciaran Flaherty**, Senior Software Engineer – Fidelity Investments  
**Matthew Meckes**, Sr UKIR Serverless Specialist - Amazon Web Services

Serverless allows you to reduce operational complexity, minimise disruption and time to recovery. In this session you will learn how to adopt robust patterns such as multi-region active active, CloudWatch monitoring at scale, with Network Load Balancers (NLB) and Route53 for high availability and fault tolerance. You will also learn how to choose between Step Functions, AWS Lambda and Amazon EKS depending on an application's architectural characteristics. You will also hear how Fidelity Investments supports many hundreds of applications through a scalable serverless architecture. The Fidelity platform team empowers developers to be agile, while ensuring best practices and consistency with an Internal Developer Portal (Backstage), and Infrastructure as Code pipelines.

15:15-16:00

**STG201: AWS STORAGE COST-OPTIMIZATION AND MET OFFICE'S BIG DATA JOURNEY**

**Michael Dymond**, Technical Architect – Met Office  
**Ed Gummett**, Storage Specialist Solutions Architect – Amazon Web Services  
**Arushi Garg**, Product Manager, Amazon S3 - Amazon Web Services

Whether you're migrating from on premises to AWS or already in the cloud, AWS offers storage solutions that help optimise your costs and reduce TCO—all while providing storage performance that boosts productivity and accelerates business growth. The AWS storage portfolio makes it easy and cost-effective for you to launch, run, and scale storage in the cloud so that you can dedicate more of your valuable time to transforming your business. In this session, learn how the Met Office optimised their storage for performance and cost and learn about best-practice guidance you can put to use today to optimise your storage costs and extract the maximum value from your storage investments.

16:15-17:00

**SEC303: THREAT MODELING YOUR GENERATIVE AI WORKLOAD TO EVALUATE SECURITY RISK**

**Diana Alvarado**, Senior Security Specialist SA – Amazon Web Services  
**Danny Cortegaca**, Senior Security SA – Amazon Web Services

As the capabilities and possibilities of machine learning continue to expand with the advances in generative AI, understanding the security risks introduced by these advances is essential for protecting your valuable AWS workloads. This session guides you through a practical threat modeling approach, empowering you to create a threat model for your own generative AI applications. Additionally, see a demo of how to implement effective mitigations to secure your generative AI workloads with Amazon Bedrock. Come gain confidence to securely build your next generative AI workload on AWS with the help of threat modeling, and leave with actionable steps you can take to get started.