

Association for Intelligent Information Management, ASEAN

AIIM ASEAN Forum 2026

Proposed Programme Agenda

Date

22 October 2026, full day

Venue

**Pacific 3, Level 1, Pan Pacific
Singapore, Marina**

Organised by

**AIIM ASEAN in collaboration with
Crest Infosolutions**

Programme at a glance

Registration opens at 8:30 AM and the forum closes at 5:00 PM. Session synopses follow the agenda.

Time	Programme
8:30 AM to 9:00 AM	Registration and Welcoming Refreshments
9:00 AM to 9:10 AM	Welcome Address and Opening Remarks
9:10 AM to 9:25 AM	Opening Keynote State of the Information Profession Tori Miller Liu , President and CEO, AIIM (15 min)
9:25 AM to 10:10 AM	Featured Presentation Closing the AI Value Gap: From License to Operate to License to Innovate Pieter Lokker , CIP, IDT Manager, Enterprise Information Management (45 min)
10:10 AM to 10:30 AM	Morning Tea and Networking Break
10:30 AM to 11:15 AM	Industry Presentation Illuminating Dark Data: Using AI to Classify, Govern and Safely Retire Decades of Document Clutter Hemant Prasad , Founder and CEO, Crest Infosolutions (45 min)
11:15 AM to 12:00 PM	Public Sector Perspective From Digital Records to AI-Ready Information: Lessons from Malaysia's DDMS 2.0 and the Road to DDMS 3.0 Ms. Gowri A/P P.S. Thangaya , Director, Government Records Management Division, National Archives of Malaysia (45 min)
12:00 PM to 1:30 PM	Lunch Break and Networking
1:30 PM to 2:15 PM	Financial Services Perspective Your AI Is Only As Good As Your Filling Cabinet, Why Information Governance Now decides What AI Can Know, Do and Prove? Ahmed Muzammil , Vice President, Data Science and Advanced Analytics, Bank of Singapore (30 min)

Time	Programme
2:15 PM to 2:45 PM	Panel Discussion The Future of Information Management, AI and Digital Trust in ASEAN Moderator: Hemant Prasad, Founder and CEO, Crest Infosolutions Panellists: Pieter Lokker, CIP, IDT Manager, Enterprise Information Management; Ahmed Muzammil, Vice President, Data Science and Advanced Analytics, Bank of Singapore, Deepti Monga, UOB
2:45 PM to 3:15 PM	Industry Presentation From AI Pilots to Business Value: Transforming Information into Action Deepti Monga , Program Management Consultant, Enterprise Regulatory Transformation UOB, Singapore (30 min)
3:15 PM to 3:45 PM	Afternoon Tea and Networking Break
3:45 PM to 4:15 PM	Industry Presentation Why Information Governance Begins at Capture, Not Storage: Leveraging Document AI to Drive Success Pearlin Leong , BD Sales, ABBYY (30 min)
4:15 PM to 4:25 PM	Wrap-up Key Takeaways and Forum Highlights Hemant Prasad , Founder and CEO, Crest Infosolutions (10 min)
4:25 PM to 4:35 PM	Closing Remarks and Appreciation Pieter Lokker , CIP, IDT Manager, Enterprise Information Management (10 min)
4:35 PM to 5:00 PM	Closing Networking and Departure

The programme is a proposed agenda and may be updated. TBC: to be confirmed.

Registration: Connect with Information Leaders

This event is tailored exclusively for information management practitioners within end-user organisations, **that is, organisations that do not provide information management software or services**. We appreciate your understanding and support in maintaining this focus.

Registration fees: thanks to overwhelming sponsor support, admission to the Regional Forum is now complimentary for qualified information management professionals and consultants. Our partners stepped up to make this content accessible to more industry leaders like you.

Registration will be capped at 75, to enhance the attendee experience and interactive discussion.

Session synopses

Opening Keynote, 9:10 AM to 9:25 AM

State of the Information Profession

Tori Miller Liu, President and CEO, AIIM

AI is changing what organisations expect from information and from the people who manage it. Drawing on AIIM's 2026 Industry Watch research, this session shows how the information professional's role is evolving: where practitioners sit in their organisations, how the profession is perceived, and why ownership of AI governance is still up for grabs.

It also examines the field's biggest challenges, from growing system complexity to ROT (redundant, obsolete and trivial) content and data that is not AI-ready, and the skills practitioners are building in response. Attendees leave with a clearer picture of where the profession stands and what comes next.

Featured Presentation, 9:25 AM to 10:10 AM

Closing the AI Value Gap: From License to Operate to License to Innovate

Pieter Lokker, CIP, IDT Manager, Enterprise Information Management, Shell; Member, AIIM Board of Directors

Every organisation wants AI-powered growth, yet few are prepared for the information challenges that come with it. Drawing on Shell's Enterprise Information Management transformation, Pieter explains why trusted information is the foundation of successful AI adoption. Despite billions invested in AI, many organisations struggle to realise value because their information is fragmented, hard to find, poorly governed or simply not trusted.

Using the Protect, Simplify, Enable framework, he presents a practical approach to building AI-ready organisations, reducing information friction and enabling responsible innovation at scale. The session challenges leaders to see information not as a compliance burden but as a strategic asset that improves productivity and decision-making and creates competitive advantage.

Industry Presentation, 10:30 AM to 11:15 AM

Illuminating Dark Data: Using AI to Classify, Govern and Safely Retire Decades of Document Clutter

Hemant Prasad, Founder and CEO, Crest Infosolutions Pte. Ltd.

Most organisations hold decades of documents spread across file shares, collaboration platforms and cloud storage, much of it unclassified or misclassified. Leaders rarely know what these documents are, how old they are, or whether they contain personal data that creates compliance risk under GDPR, PDPA and similar regulations.

This session shows how an AI-powered pipeline can scan these silos and:

- Classify documents automatically and extract relevant metadata
- Determine document age and apply lifecycle labels
- Detect PII and flag documents that fall under GDPR or PDPA obligations

Data governance managers can then route findings to business managers, who approve a purge or place a hold for business reasons, with a complete audit trail. The pipeline covers shared drives, SharePoint, OneDrive, Google Drive, Box, Dropbox, Amazon S3 and Azure Blob storage, and handles virtually any document type, including scanned PDFs, Office files and images such as JPEG, PNG and TIFF.

Public Sector Perspective, 11:15 AM to 12:00 PM**From Digital Records to AI-Ready Information: Lessons from Malaysia's DDMS 2.0 and the Road to DDMS 3.0**

Ms. Gowri A/P P.S. Thangaya, Director, Government Records Management Division, National Archives of Malaysia

As governments embrace AI, trustworthy, accessible and well-governed information matters more than ever. Digital records are no longer just administrative evidence; they are strategic assets that underpin accountability, sound decisions and intelligent public services.

Malaysia's Digital Document Management System (DDMS) 2.0 is now implemented across **463 government agencies**. This session shares lessons from that journey: governance frameworks, institutional collaboration, user adoption, records integrity and sustainable transformation. It also looks ahead to DDMS 3.0, which is being developed in-house, and the move beyond conventional electronic records management towards an integrated, intelligent ecosystem.

Particular emphasis is placed on the foundations of AI-ready information: reliable metadata, information quality, interoperability, security, authenticity and lifecycle governance. The journey from digital records to AI-ready information is not just a technology shift; it is a strategic change in how governments create, govern, preserve and use information as a trusted national asset.

Financial Services Perspective, 1:30 PM to 2:15 PM**Your AI Is Only As Good As Your Filling Cabinet, Why Information Governance Now decides What AI Can Know, Do and Prove?**

Ahmed Muzammil, Vice President, Data Science and Advanced Analytics, Bank of Singapore (30 min)

Most enterprise AI projects don't stall at the model. They stall at the information underneath it: duplicated, stale, over-shared or unlabelled content that turns into confident wrong answers. This session argues that information management is no longer only a defence against risk. It is AI's context layer.

Drawing on experience building AI in a regulated relationship business, Ahmed Muzammil covers three shifts:

- why more data is not better context
- why permissions must be decided before retrieval, not after
- why records discipline is what lets an organisation prove what its AI knew when it answered

Attendees leave with three questions to ask before any AI touches their organisation's information.

Panel Discussion, 2.15PM to 2.45PM**The Future of Information Management, AI and Digital Trust in ASEAN**

Moderator: Hemant Prasad, Founder and CEO, Crest Infosolutions

Panelists: Pieter Lokker, CIP, IDT Manager, Enterprise Information Management; Ahmed Muzammil, Vice President, Data Science and Advanced Analytics, Bank of Singapore, Deepti Monga, UOB

Industry Presentation, 2.45PM to 3.15PM**From AI Pilots to Business Value: Transforming Information into Action**

Deepti Monga, Program Management Consultant, Enterprise Regulatory Transformation UOB, Singapore (30 min)

Many organisations can demonstrate AI capabilities but struggle to turn pilots into measurable business outcomes. The missing link is often the transformation around the technology: trusted information, redesigned workflows, clear accountability and meaningful measurement. Through practical examples in policy search, document processing and operational decision support, this session explores how organisations can move from scattered information to useful, governed action.

Three key takeaways

- Start with the business problem, not the technology. Identify the workflow, desired outcome and baseline before introducing AI.
- Turn trusted information into action. Connect AI to reliable information sources, redesign workflows and establish clear accountability.
- Prove value before scaling. Measure end-to-end productivity, quality, risk and rework and not just AI

usage or time saved.

Industry Presentation, 3.45PM to 4.15PM

Why Information Governance Begins at Capture, Not Storage: Leveraging Document AI to Drive Success

Pearlin Leong, BD Sales, ABBYY (30 min)

Most information management conversations start and end with storage and retention policy but by the time information has reached that stage, the real risk has often already occurred.

This session shares the view of information management as a full lifecycle, from capture through disposition, and shows why the earliest stages - capture should not be overlooked.

Drawing on ABBYY's 35+ years delivering intelligent document processing across banking, insurance, and government in Southeast Asia, this session explores how GenAI and low-code IDP are helping organizations handle messy, unstructured documents at scale.

Speakers

Tori Miller Liu

MBA, FASAE, CAE, CIP | President and CEO, Association for Intelligent Information Management (AIIM)

Session: State of the Information Profession

Short bio:

President and CEO of AIIM and former Chief Information Officer of the American Speech-Language-Hearing Association, Tori has worked in association management since 2006.

An experienced speaker and facilitator, she has presented at AIIM events worldwide and at the NAGARA Annual Conference, Digital Strategy Forum, ARMA Canada, Digital Government Institute's 930Gov and RIMPA Live, across six continents.

She serves on the ASAE Research Committee and ASAE AI Coalition, and previously served on the ASAE Executive Management Advisory Council, the ASAE Technology Professional Advisory Council and the board of Association Women Technology Champions. Recognitions include Association Trends Young and Aspiring Professional (2020), Association Forum Forty under 40 (2021), Fellow of ASAE (2023) and the Association Women Technology Champions Technology Leadership Award (2024). She holds an MBA from George Washington University.

Pieter Lokker

CIP | IDT Manager, Enterprise Information Management, Shell | Member, AIIM Board of Directors

Session: Closing the AI Value Gap: From License to Operate to License to Innovate

Short bio:

Pieter leads initiatives that strengthen information governance, compliance, records management and AI readiness across the enterprise. A recognised thought leader and international speaker, he helps organisations turn trusted information into measurable business value and adopt AI successfully on strong governance foundations.

Hemant Prasad

Founder and CEO, Crest Infosolutions Pte. Ltd.

Session: Illuminating Dark Data: Using AI to Classify, Govern and Safely Retire Decades of Document Clutter

Also moderates the 1:30 PM panel discussion and presents the forum's key takeaways and highlights.

Short bio:

Hemant Prasad is the Founder and CEO of Crest Infosolutions, a leading provider of GenAI based digital transformation solutions, serving customers across Asia Pacific, Europe, and North America. With nearly two decades of experience in ECM, BPM, and spearheading innovation in GenAI solution, he has successfully led

Crest's growth into a trusted technology partner for industries including government, banking, insurance, and energy domains.

Ms. Gowri A/P P.S. Thangaya

Director, Government Records Management Division, National Archives of Malaysia

Session: From Digital Records to AI-Ready Information: Lessons from Malaysia's DDMS 2.0 and the Road to DDMS 3.0

Short bio:

Appointed Director of the Government Records Management Division at the National Archives of Malaysia in 2021, Ms. Gowri brings over 30 years of expertise across archival administration, information governance, organizational leadership, and public communications. Throughout her distinguished career, she has occupied numerous executive posts within the National Archives. She earned her Master's in Archives and Records Management from the University of Liverpool and has actively steered initiatives for the Southeast Asia Regional Branch of the International Council on Archives (SARBICA). Her key areas of focus include digital transformation strategy, change leadership, talent development, and international collaboration.

Ahmed Muzammil

Vice President, Data Science and Advanced Analytics, Bank of Singapore

Session: Your AI Is Only As Good As Your Filing Cabinet: Why Information Governance Now Decides What AI Can Know, Do And Prove

Short Bio:

Ahmed Muzammil is Vice President of Data Science & Advanced Analytics at Bank of Singapore, with more than 15 years in private banking and wealth management. He builds systems that turn data and AI into better decisions, from client intelligence to governed AI agents. He created the PINPOINT and BLUEPRINT frameworks for specifying AI prompts and agents, and has trained more than 2000 people in practical AI. He was named Top Trainer at Bank of Singapore in 2024 and 2025, and recognised as a Traicon "Visionary Leader to Watch in AI 2026".

Deepti Monga

Session: From AI Pilots to Business Value: Transforming Information into Action

Short bio:

Deepti Monga is an enterprise transformation and program management professional with over 20 years of experience leading complex digital transformation and delivery across APAC. She brings a practitioner's perspective on aligning business outcomes, governance, operating models and execution to turn technology investments into sustainable results.

Pearlin Leong

BD Sales, ABBYY

Session: Why Information Governance Begins at Capture, Not Storage: Leveraging Document AI to Drive Success

Short bio:

Pearlin Leong leads the ABBYY's partner ecosystem across the ASEAN region, driving strategic engagements and growth by working with through distributors, resellers, system integrators, ISV/BPOs and consulting partners to bring intelligent document processing and AI-ready information solutions to local organizations across a diverse range of industries.