

THE ICX KENYA 2026 CEO BREAKFAST FORUM

CAPITAL CLUB NAIROBI | **19TH AUGUST 2026** | **TIME: 7 AM - 11 AM**

THEME:

LEADING FOR ROX: REIMAGINING CUSTOMER VALUE IN THE AGE OF AI

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INSTITUTE OF CUSTOMER EXPERIENCE



WORD FROM CHAIRMAN

It gives me great pleasure to personally invite you to join us at our CEO Forum.

This year's conversation, "Leading for ROX: Reimagining Customer Value in the Age of AI," comes at a defining moment for leaders across industries. As technology continues to reshape markets and customer expectations, leadership must evolve alongside it.

This forum has been designed to bring together senior executives for thoughtful dialogue, practical learning, and meaningful connections on how organisations can create lasting value through experience-led leadership.

Your presence and perspective would greatly enrich this conversation, and I warmly invite you to join fellow leaders as we explore the opportunities ahead.

Joseph Choge - Chairman , Board of Directors , ICX Kenya.

ABOUT THE CEO BREAKFAST FORUM

As part of the Institute's commitment to championing Thought Leadership and Member Development initiatives, CEO Breakfast forums serve as a pivotal platform to catalyze conversations around Customer Experience (CX) for top-tier leadership, while also reinforcing a culture of CX excellence within organizations. Recognizing that CX Excellence serves not only as a potent brand differentiator but also as a direct driver of business performance, these forums aim to empower business leaders, chief executives, senior management, and seasoned CX professionals with insights and strategies to elevate their organizations' CX practices.

With a focus on engaging senior-level decision-makers and practitioners, these forums provide a unique opportunity to delve into emerging trends, best practices, and innovative approaches shaping the CX landscape. By facilitating knowledge exchange, networking, and collaborative problem-solving, the forums aim to inspire actionable strategies that drive tangible results and foster sustainable growth.





ABOUT THE THEME

Leading for ROX: Reimagining Customer Value in the Age of AI

What does this theme mean?

As organisations navigate rapid technological change, traditional measures of success focused only on efficiency and transactions are no longer enough. Leaders are increasingly shifting focus toward ***ROX (Return on Experience)**** — creating measurable value through meaningful customer experiences that strengthen loyalty, trust, growth, and long-term business performance.

"Leading for ROX" challenges CEOs and business leaders to rethink how value is created in an era where Artificial Intelligence is transforming customer expectations, decision-making, service delivery, and engagement.

This discussion explores how leaders can move beyond adopting AI as a technology tool and instead use it strategically to create experiences that customers value and remember.

WHY IS THIS DISCUSSION IMPORTANT FOR CEOS AND LEADERS?

Today's customers expect organisations to be:



For leaders, the question is no longer whether **to adopt AI,** but **how to lead organisations that combine technology, customer centricity, and human connection to drive sustainable growth.**

This forum creates space for executives to exchange insights, challenge assumptions, and explore practical approaches to delivering customer value in a rapidly changing environment.

EVENT SPEAKERS



Eng, John Tanui, CBS

Principal Secretary, State Department ICT & Digital Economy



Joseph Choge

Chairman , Board of Directors , ICX Kenya



Sheila Mugusia

Board Director, ICX Kenya



Geoffrey Monari

CEO, Higher Education Loans Board (HELB)



Richard Hechle

Managing Director, NTT DATA East Africa



Njeri Jomo

CEO & Principal Officer Jubilee Health Insurance Limited



Ranaf Makhani

CEO, Riana Group



Carolyne Gathuru

CEO LifeSkills Consulting



Johnson Mwakazi

Event MC

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EVENT PROGRAM

TIME	ACTIVITIES	RESPONSIBLE
7:00 AM	Arrival, Registration and Breakfast	**ICX Secretariat**
	Welcome Note	**MC – Johnson Mwakazi**
	Opening Remarks from the ICX Director+ Intro of keynote speaker	**Chairman of the Board, ICX Kenya**
	Keynote Speaker + Q&A	**Eng. John Tanui – Principal Secretary, ICT & Digital Economy.**
	Word from our sponsors	**Robert Groves - Senior Account Executive, Enterprise, Genesys** **Francois van Os - Senior Solution Consultant, Genesys**
	Word from our sponsors	**Neeraj Pradhan – VP & CEO, Liquid Intelligent Technologies.**
	CEO Panel Discussion+ Q & A	**Ranaf Makhani – CEO, Riana Group** **Richard Hechle – CEO, NTT Data** **Geoffrey Monari – CEO, HELB** **Njeri Jomo – CEO, Jubilee Health** **Moderator: Carolyne Gathuru - Managing Director, LifeSkills Consulting**
	Vote of Thanks & Announcement on SE Awards 2026	**Sheila Mugusia - Director, ICX Kenya**
10:30 AM	Event Ends	

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LEADING FOR **RETURN ON EXPERIENCE**

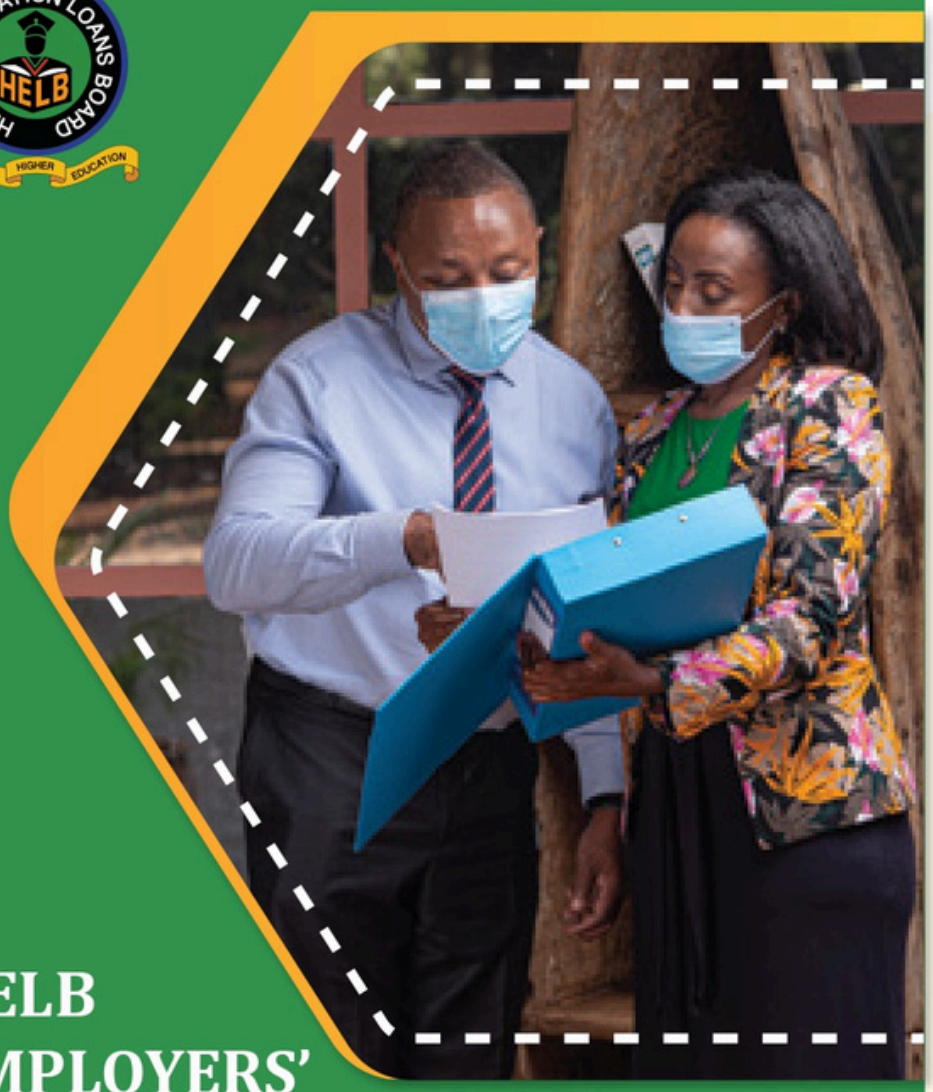
REIMAGINING CUSTOMER VALUE IN THE AGE OF AI

HARNESS AI, CLOUD, CYBERSECURITY & CONNECTIVITY to build smarter, more connected enterprises that deliver exceptional customer experiences and sustainable growth.

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HELB EMPLOYERS' PORTAL

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HELB Employers Portal allows employers to disclose their employees who benefited from HELB loan, deduct (as per HELB billing) towards repayment of the loan and discharge the deducted amount to HELB. Employers can also access their statements and generate Compliance Certificate from the portal.

THIS IS HOW TO GO ABOUT IT:

1 Visit www.helb.co.ke
and click on Employers Portal

1 Register/ Log in — 2 Disclose — 3 Deduct — 4 Discharge

2 Registration Process

I Once you are on the portal, type the name of your employer
II Select the correct employer from the drop-down list
III Key in the rest of the details/information required
IV Click register to submit the details
V An activation link will be sent to your email address.
VI Click 'Verify Account' in the email received

3 Disclosure of Staff

I Click 'Disclosure of Staff' or 'My Employees' tab 'Click here to upload staff list'
'Click here to upload staff list'

II Click on 'Download CSV Template File'
Fill the downloaded template file with your staff details

III Click 'choose file' and browse for the updated template and select the file.
Click 'upload' to load your staff list on the portal in the format shown in

4 Deduction of Staff Loans

I Click on the remittance tab
Download the CSV template file

II Correctly fill in the required details: Year, Month,Receiving Bank & save the file
Upload the correctly filled CSV file.

III Submit

IV After e-slip generation, make payments by stating the employer code and the respective pay month on the payment details narration.

Statements

The Employer can always view the status of remittances uploaded.

- Click on statements tab. You will see the slip number, repayment period, amount and the payment status.
- If the status is 'paid', you can proceed and print the receipt.

Compliance Certificate

To get Employer Compliance Certificate, please click on the "Compliance Certificate" tab. Compliance will be evaluated on whether all loanees are in repayment and all deductions have been submitted to HELB on time. Compliance Certificate is issued annually.

- Download CSV Template
- Fill the required data then upload
- The uploaded list will be evaluated & once done, your Compliance Certificate will be ready for download

Get in touch! Email: employerportal@helb.co.ke

GALLERY - 2025

















CONTACT THE ICX SECRETARIAT

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