

Check out
exclusive guest speaker
Prof John Seddon

TIN Digital Claims

Transforming claims for the digital age

Keynote speakers:



Graham Gibson
Chief Claims Officer
Allianz



Robin Challand
Claims Director
Ageas



Professor John Seddon
Author, management thinker
and global authority on change

Case study and breakout speakers include:



Lisa Irons
Head of Operational
Transformation
Hastings Direct



Alex Whitehead
Head of Insurance
so-sure



Linda Ghodbani
Managing Director
HomeServe



Liz Ryan
Head of Claims
Performance and
Insights
Zurich

Breakout sponsors:



Exhibitors:



Overview

Leveraging data & technology to transform the customer experience on the one hand - and deliver operational efficiencies on the other - is the key weapon in the battle for competitive advantage as the age of digital insurance dawns.

Claims is on the front line. The winners will be those that unlock the strategic value of claims and enable better claims processes, drive innovation and deliver a 21st century claims experience – enabled by digital technologies and data driven insights.

The key question is HOW?

Attend Digital Claims 2020 to:

- Discuss *how* to leverage digital to improve the claims experience and drive up engagement and retention
- Discover *how* to transform claims operations and deliver efficiencies through intelligent automation
- Explore *how* you overcome the practical challenges of delivering change and create a claims centric culture



Programme

🕒 08.00 Registration, coffee and networking

🕒 09.00 Keynote presentations, discussion and Q&A

Leveraging culture and digitalisation to achieve successful customer outcomes

- What does the digital journey look like at Allianz?
- The role of the leadership team in preparing people for digital change
- Managing mindset and behavioural change
- Ensuring your digital and data strategy is truly customer centric



Graham Gibson
Chief Claims Officer
Allianz



Robin Challand
Claims Director
Ageas

Leading data-driven change: how digital and data can transform the claims function, *and* maintain an unwavering focus on the customer

- Changing how we manage the business to embrace digital and become more data-driven
- Augmenting decision making with data and customer insight
- Aligning internal and external stakeholders with data teams to accelerate change and progress in claims
- What does success look like?

🕒 10:45 Coffee and networking in the exhibition area

Discussion session 1

Transforming claims operations to improve service and achieve efficiency

Sponsored by:



Defining the right strategy for leveraging automation in claims

- Devising the business case and getting the right teams in place
- What processes are best suited to automation?
- Understanding customer behaviour – will customers behave how they say they'll behave?



Lisa Irons
Head of Operational Transformation
Hastings Direct

..... Q&A

Building data analytics capabilities for improved outcomes in claims

- Analysing the financial and operational performance of claims to provide actionable insight and drive improvements
- Redesigning and adapting claims interactions based on changing customer expectations
- How we understand customer behaviour will change as new technology is introduced into claims



Liz Ryan
Head of Claims Performance and Insights
Zurich

..... Round table discussions and Q&A

Discussion session 2

Improving the customer experience

Sponsored by:



Leading operational change to improve customer experience and outcomes in claims

- Redesigning and adapting claims interactions based on changing customer expectations
- Identifying the right technology, providers and partners to improve claims experience
- Challenges to face and overcome when transforming claims operations



Andy Cain
Head of Claims Customer Operations
Saga plc

..... Q&A

Changing people, culture and technology to transform customer service in claims

- Creating an organisational mindset that embraces change
- Ensuring your claims team understand the 'why' and 'how' when changing strategy, systems and process
- The resources, planning and tools necessary to execute the change plan
- Takeaways and lessons learned



Tim Purcell
Head of Technical Strategy and Best Practice
AXA

..... Round table discussions and Q&A

Innovation Stage

Session 1 Emerging Claims Technologies

11.15 Introduction

11.30 The role of intelligent automation in claims and beyond

Rachael Bishop, Chief Operating Officer, AltViz

11.45 Success and failures of Insurtech in claims...and what's to come

C J Przybyl, Co-founder & Chief Strategy Officer, Snapsheet

12.00 Forget the next shiny new tech and focus on solving claims problems today

Rob Smale, NED & Advisor, and former Claims Director, Ageas UK

Please contact **Jeremy Burgess** if you have an innovative case study you'd like to share or you'd like to suggest an organisation to participate on the innovation stage.

Contact Jeremy@TIN.events

 13:00 Lunch and networking in the exhibition area



**BOOK
TODAY**
**Early booking rate
only £299 + VAT**
(standard rate
£499+VAT)



“ John Seddon provides a way of improving how our organisation works through changing how all our leaders think. His method is fundamentally changing, for the better, what we can do for our customers. ”

Director at Aviva

14.00 Exclusive keynote presentation

Future facing keynote: creating customer value in the digital age

- Leveraging systems thinking to design effective digital services
- Customer value: the sole driver
- IT as *last*, not first
- Speed of change: how to focus and what to avoid
- Delivering promises, achieving best practice and overcoming claims process challenges



Professor John Seddon

Author, management thinker and global authority on change

John Seddon is an occupational psychologist, researcher, professor, management thinker and leading global authority on change, specialising in the service industry.

The Daily Telegraph described him as a "reluctant management guru."

Workshop session 1

A case study in leveraging automation in insurance

Sponsored by:  WorkFusion

Improving agility, reducing claims time and achieving operational efficiency

- Steps to achieving successful RPA implementation
- The challenges, opportunities and threats of using automation – avoiding unintentional consequences of RPA
- Value, innovation and gains achieved as a result of the automation
- What obstacles still need to be overcome?



Ben Lyons
Senior Automation Specialist
Allianz



Workshop session 2

Executing your digital claims strategy

Delivering a seamless customer experience using data and claims insights

- Redesigning and adapting claims interactions based on changing customer expectations
- Building capabilities to successfully change current claims systems and processes
- Developing agility in claims to ensure the customer journey is continually improved



Dean Witherington
Claims MI and Analytics
NFU Mutual



Innovation Stage

Session 2 Innovation in action

15.30 Exceeding customer expectations whilst reducing claim settlement time and costs with instant payouts

Richard Campion, *Director, Visa*

15.45 How real-time flood forecasting can remove the pain from the claims process

Dr Avinoam Baruch, *Chief Operating Officer, Previsico*

16.00 Does automation work within claims? Implications for the workforce, culture and customers

Rob King, *Author of Digital Workforce*

16.15 Trust - powered by innovation. How the integration of emerging technologies can advance trust between customers and insurers

Richard Starey, *Senior Solution Consultant, Guidewire*



**BOOK
TODAY**

**Early booking rate
only £299 + VAT**

(standard rate
£499+VAT)

🕒 16.20 A quick drink and move to the next session

🕒 16.30 Closing panel discussion

Can claims drive the digital agenda?

Claims has traditionally been at the back of the queue when it comes to investment, setting business strategy and securing the best talent. As organisations focus on brand and customer service, claims should be leading the charge – but is it?

Our panel will explore how claims should be driving the strategic agenda and the practical challenges of delivering a transformation strategy with claims at the centre.

- If we build it will they come? Is there customer appetite for self-service in claims - and how do we get it right?
- Overcoming the challenges presented by multiple technology systems from suppliers, internal legacy systems and resistance to change
- What are the future skills and capabilities needed to prosper in the digital age – are we winning the war for talent?



Alex Whitehead
Head of Insurance
so-sure



Linda Ghodbani
Managing Director
HomeServe



Simon Hughes
Former GI Claims
Innovation Lead
Aviva

🕒 17.15 Drinks reception

Sponsors

Breakout sponsors:

 **GUIDEWIRE** Guidewire delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. As of the end of our fiscal year 2019, we were privileged to serve more than 380 companies in 34 countries.

For more information, please visit www.guidewire.com and follow us on twitter: @Guidewire_PandC.

 **sollers**
CONSULTING Sollers Consulting is an international business advisory and software implementation specialist supporting the financial industry in business transformations. Sollers Consulting Teams have supported over 70 financial groups in enhancing their digital capabilities. Among the companies partnering with Sollers Consulting are Allianz, Axa, LV=, BNP Paribas Cardiff, Basler, Generali, Zurich, Santander Consumer Bank, ING and many more.

Sollers Consulting specialises in IT systems, helping insurers, banks and leasing companies to transform and adapt to new technologies. The company offers RIFE, a digital platform designed for the needs of the insurance industry.

Sollers Consulting cooperates with more than 15 technology providers such as Guidewire Software, TIA Technology, Fadata, Oracle, AWS or Microsoft. About 600 business and IT specialists from Warsaw, Lublin, Poznan, Cologne, Tokyo and Copenhagen are helping financial institutions in Germany, Great Britain, Poland, Scandinavia and many other countries to reap the benefits of digitalisation. www.sollers.eu

 **WorkFusion** WorkFusion's AI-driven automation and RPA software offers intelligent automation at scale for companies across the globe. Forward-thinking businesses and leading enterprises across the business spectrum choose WorkFusion to reduce their total costs, up-skill their workforces and gain a competitive edge.

WorkFusion is headquartered in New York City with operations throughout Europe and Asia. www.workfusion.com

Exhibitors:



Insurance people delivering highly configurable digital Policy and Claims solutions for Insurers, MGAs & Third-Party Administrators. ICE InsureTech is a market leading specialist software provider to Insurers, MGAs and TPAs.

The ICE products are award-winning, enterprise-grade, modular software solutions for the management and processing of claims, policies, billing and rating, with integrated analytics' comprising ICE Claims, ICE Policy, ICE Billing, ICE Rating, ICE Analytics & ICE Digital. It is a complete end to end solution that is implemented in short timescales, delivering immediate benefits to your business.

The ICE solution is fully IoT enabled, covering all lines of business, including connected car/telematics and connected property, across both personal and commercial insurance. www.iceinsuretech.com



Combining best-in-class bill review expertise with the industry, most powerful e-billing technology, Bottomline, Expert Bill Review solutions are guaranteed to help your organization reduce costs and increase efficiencies. The software and services offered by our Expert Bill Review solutions relieve customers of the burden of managing the bill review process on their own.

Our expert team of lawyers, auditors, and bill review specialists have deep domain expertise in the property and casualty industry and understand your challenges to help you create a legal spend management program that will significantly improve your company's bottom line, maximize productivity and enhance vendor relationships. www.bottomline.com/uk/solutions



Visa Inc. is the world's leader in digital payments. Our mission is to connect the world through the most innovative, reliable and secure payment network - enabling individuals, businesses and economies to thrive. Our advanced global processing network, VisaNet, provides secure and reliable payments around the world, and is capable of handling more than 65,000 transaction messages a second.

The company, relentless focus on innovation is a catalyst for the rapid growth of connected commerce on any device. As the world moves from analog to digital, Visa is applying our brand, products, people, network and scale to reshape the future of commerce. www.visa.co.uk

Book your place today

Early booking ONLY £299 + VAT

(Expires 28th February 2020 – Standard rate £499 + VAT)

GROUP OFFER: Book 2 places and the 3rd comes FREE

Members attend for FREE

Become an annual premium member for just £799 + VAT and attend all the conferences and events for free.

Please note only industry practitioners can register as delegates:
(Actively working for an insurer, broker or loss/claims adjuster. No suppliers please*)

*For sponsorship and exhibition enquiries please call Phil Middleton on **020 7631 0034** or email **phil@middleton-burgess.co.uk**

#DClaims

How to register

Choose one of 3 easy ways to register

-  www.Digital-Claims.co.uk
-  [Email: bookings@TIN.events](mailto:bookings@TIN.events)
-  **020 7079 0270**

On receipt of your registration we will send you an email confirmation. Payment can be made by BACS or we accept:



Closer to 17th March 2020 we will send through a map & directions to the venue

**BOOK
TODAY**
Early booking rate
only **£299 + VAT**
(standard rate
£499+VAT)