

TIN tech

LONDON MARKET

UPDATED
AGENDA

5th February 2019 | London

The event exploring how technology
is driving innovation and change
across the London market value chain

www.TINtech-London-Market.co.uk

Main Sponsor _____ Panel Sponsors _____ Workshop Sponsors _____ Exhibitors _____



Overview

Technology led change is impacting every aspect of the London market value chain as organisations look to increase efficiencies and improve the client experience.

Robotics, AI, mobile platforms, real-time risk pricing and blockchain are driving technology enabled modernisation. Digital technologies coupled with advanced data and analytics are transforming traditional systems and processes.

TINtech London Market explores how technology is both driving these changes and providing the innovations to enable new business processes and solve business challenges – both now and in the future.

Introducing the Innovation Stage

New for 2019, the Innovation stage will feature a series of “TINtalks”: brief TED style presentations from all parts of the innovation value chain. Start-ups, insurtechs, established tech providers, consultants and analysts will give you the latest insights into the wave of innovation and disruption driving change in the London market.



Speakers include:



Simon Gaffney
*Group Chief Operating Officer
Pioneer Underwriters*



Mark Dennis
*Group COO, European CEO
Digital Partners, Munich Re*



Adrian Thornycroft
*TOM Programme Director
London Market Group*



Sheila Cameron
*Head of International Operations
Navigators Group (incoming CEO, LMA)*



Dr Yuanyuan Liu
*Director Statistical Machine Learning
AIG*



Lidia Bozhevolnaya
*Group Head of Strategy and Corporate
Development, Hiscox*



Barnaby Ruggie-Price
*CEO
RKH Specialty*



Kate Roy
*Head of Operations, GB
Willis Towers Watson*



Ailsa King
*Chief Client Officer
Marsh UK & Ireland*

TINtech London Market in numbers

350+
senior
attendees

only director level
delegates in the audience

30+
expert
speakers

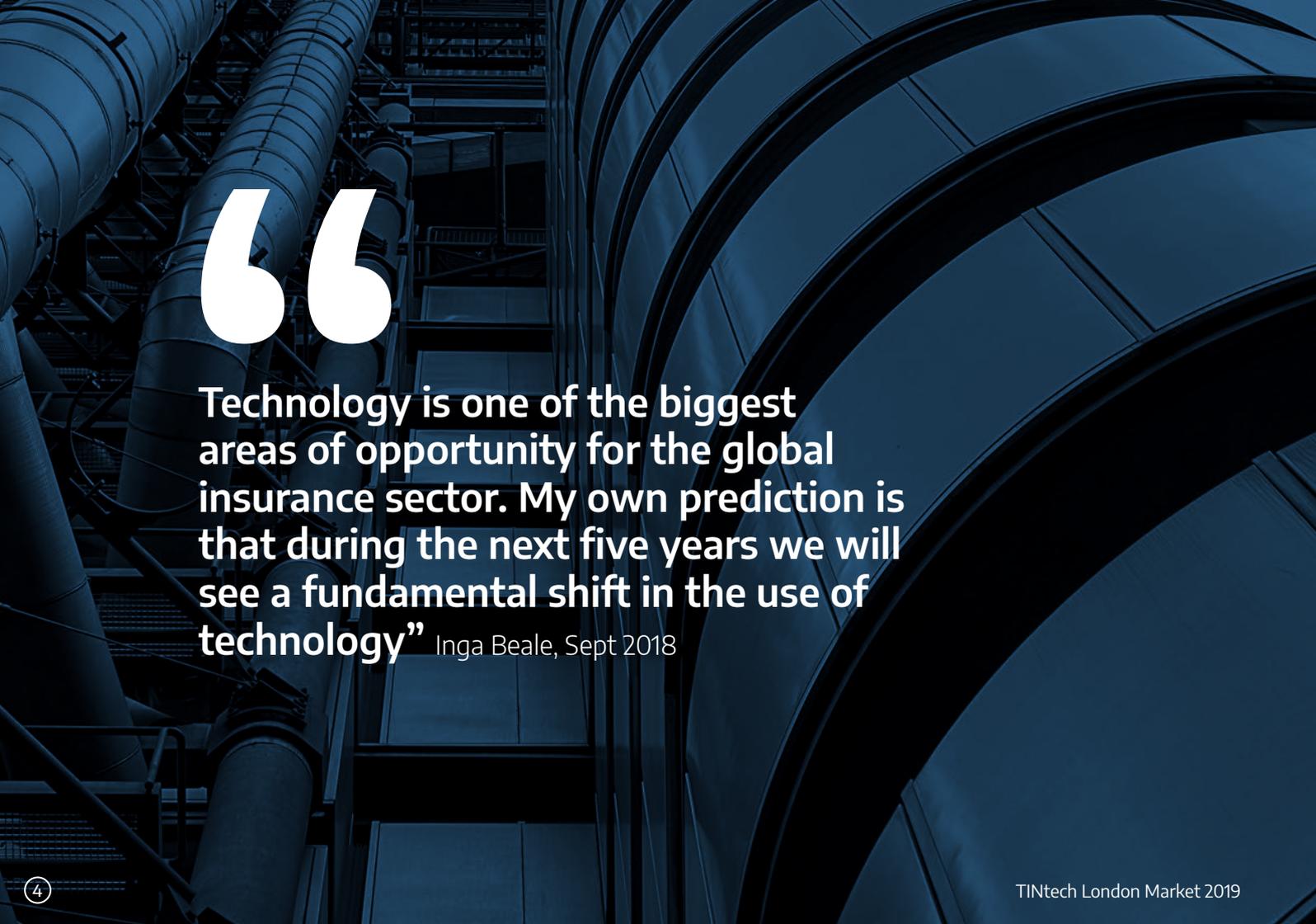
no press, no transcripts –
just honest, open discussion

12
interactive
breakouts

peer learning
& benchmarking

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early booking rate

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(Full price £499 + VAT)



“

Technology is one of the biggest areas of opportunity for the global insurance sector. My own prediction is that during the next five years we will see a fundamental shift in the use of technology” Inga Beale, Sept 2018

Programme

🕒 8:00 Registration, coffee and networking in the exhibition room

🕒 9:00 Keynote presentations

Driving forward innovation to enable digital transformation

- Assessing the opportunities and threats from digital in the context of commercial insurance
- Overcoming the challenges of developing a digital strategy with no final destination
- Taking innovative ideas and scaling them across the organisation to drive significant change
- It's not just technology – the changing role of the CIO in developing an operating model and culture that enables digital transformation



Ben Spencer
Group CIO
Beazley

..... Q&A

Digital insurance: leveraging digital to drive change, enable innovation and stay relevant

- The good, the bad and the ugly of insurance today
- Assessing the impact of digital transformation
- Managing relationships between disruptors and incumbents
- How did a large traditional reinsurer become an innovation leader?
- Forecast for the future - winners and losers in the digital worlds



Mark Dennis
Global COO, European CEO
Digital Partners, Munich Re

..... Q&A

🕒 10.45 - 11.15 Coffee and networking in the exhibition room

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Choose one of the following 3 stream sessions or the innovation stage

Stream 1 Moving beyond RPA

Applying AI to robotics to drive up business performance

Leveraging data and machine learning to drive innovation and positive business results

- Assessing the opportunities for machine learning in the context of commercial insurance
- Successfully applying AI across the insurance value chain
- How have these technologies enabled innovations and organisational change?
- Lessons to be learned and applied from other sectors
- How will the further application of advanced analytics change the insurance landscape?



Biswa Sengupta PhD
Head of Artificial Intelligence
AXA XL

Q&A

CASE STUDY: The practical application of machine learning within London market insurance

- Developing successful POCs with limited resources and budget
- Applying machine learning that generates tangible business benefits
- Understanding the kind of data required for artificial intelligence
- How do you redesign the organisation around automation?



Hamish Tonkin
Head of RPA
MS Amlin

round table discussion

Stream 2 Market modernisation

Tackling legacy, driving out costs and enabling innovation

Modernising London to enable growth, profitability and meet client expectations

- What's been achieved so far in the modernisation programme?
- TOM Phase 2 – getting the claims processes right and enabling STP
- Leveraging digital to drive up the customer experience



Adrian Thornycroft
TOM Programme Director
London Market Group

Q&A

Moving towards a completely digitised market place

- Building the business case to drive through digital change
- Leveraging technology to reinvent traditional processes and transform the value chain
- Overcoming the practical challenges to ensure the change is successful
- Creating a new ecosystem to deliver a more streamlined, client focused experience



Sheila Cameron
Head of International Operations,
Navigators Group
(incoming CEO, LMA)

round table discussion

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🕒 13.00 – 14.00 Lunch and networking in the exhibition room

Stream 3 Delivering Digital Transformation

Successfully leveraging digital

CASE STUDY: Driving the adoption of innovative technologies to improve business performance

- Creating a diverse, agile and innovative culture where new ideas can emerge
- Gaining buy in from the top
- Using data and advanced analytics to improve front and back office processes
- How new technologies, skills and capabilities will enable future business and operating models



Lidia Bozhevolnaya
Group Head of Strategy and Corporate Development
Hiscox

Q&A

CLIENT CASE STUDY: Digitising insurance to meet changing client expectations

- Leveraging technology to streamline a dysfunctional insurance value chain that is costly and prone to error
- Moving from static data to dynamic, real time data that informs underwriting and mitigates claims
- Automating underwriting, claims and adjustments to deliver a 15% reduction in costs
- Key lessons learned and a vision for a future client experience



Lars Henneberg
Vice President, Head of Risk Management
A.P. Møller-Mærsk

round table discussion

Innovation Stage

Session one

New technology & new ways of working

11:15 Introduction by innovation stage sponsor

11:30 Running a hackathon to develop a customer portal...in just 2 days! Paul Willoughby, Head of IT Strategy, Innovation and Architecture, Beazley Group Plc

11:40 Blockchain insurance application demonstration
Vikas Acharya, Chief Operating Officer, ChainThat

11:50 B3i update: Developing smart insurance contracts on a DLT platform
Greg Crow, Group Head of Architecture Platform - Global Technology, AXA XL

12:00 MGA innovation part 1: Overcoming the business challenges of setting up an MGA
Richard Coleman, Managing Director, Archipelago Risk Services Ltd

12:10 MGA innovation part 2: Overcoming the technology challenges of setting up an MGA.
Justin Davies, Vice President, Region Head - EMEA, Xceedance Ltd

12:30 Future technology and the art of the possible
René Schoenauer, Product Marketing Manager EMEA, Guidewire Software

12:40 AI - approaches to successfully launch AI initiatives
Craig Beattie, Senior Analyst, Celent

Panel 1

Delivering client centricity

Can London successfully leverage digital to enhance the client experience?

In order to successfully enhance the customer experience it's critical to know how digital and data will disrupt the supply chain and customer demand.

This panel will explore how technology is driving change in traditional value chains and providing new opportunities for organisations to meet changing client expectations.

Topics to be discussed include:

- As processes become digitised how do you ensure client expectations are met?
- How far will natural language processing and AI transform underwriting and claims' accuracy and speed?
- Building more efficient data transfer mechanisms



Ian Branagan
Chief Risk Officer
Renaissance Re



Dan Peacock
UK Technology Partner
AIG Europe



Ailsa King
Chief Client Officer
Marsh UK & Ireland

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..... Q&A

Panel 2

Achieving a bionic operating model

Combining the power of machines with the creativity of humans

The development of robotics and AI capabilities has huge implications for the traditional operating models of both insurers and brokers.

This panel will focus on how you develop the skills, capabilities and culture to leverage these technologies positively both now and in the future – and the challenges that need to be overcome to ensure success.

Topics to be discussed include:

- Using AI & RPA to transform how we consume and leverage data in underwriting
- Is it realistic to expect technology to remove the tedious administrative tasks in London market processes?
- Opening up triage opportunities for both underwriting and claims
- Where is this new technology impacting operations the most?



Lance Grant
Lead Business Architect Europe
Travelers Insurance



Neal Daniel
Transformation Director
Chubb



Karen Graves
Independent NED, USAA UK,
former COO, SCOR

..... Q&A

🕒 15.00 – 15.20 Coffee and networking in the exhibition room

14.00 - 15.00

Panel 3

Impact of emerging technologies

The potential of blockchain, API's, robotics and AI to positively transform the London market

Making London an easier place to do business is a key objective for the market. The next generation of technology change has the potential to fundamentally change how the London market and individual firms operate.

This panel discussion will explore where change will be felt first and the potential impact for underwriters, brokers and clients.

Topics to be discussed include:

- How will technology driven change shape tomorrow's market processes?
- Leveraging technology to find efficiencies and improve the client experience
- Distributed versus centralised processes
- The changing role of brokers and underwriters as we move from paying indemnity claims to a loss prevention environment



Patrick Molineux
Managing Director
**London Insurance Market Operations
& Strategic Sourcing (LIMOSS)**



Dr Yuanyuan Liu
*Director Statistical
Machine Learning*
AIG



Kate Roy
Head of Operations, GB
Willis Towers Watson

Q&A

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Innovation Stage

Session two

Digital innovation & applications

14:00

The implications of future trading models, growth and profitability for the London market
Ian Meadows, Director Insurance, EY

14:10

How to create real business value from AI in the commercial insurance space
Dan Goldenblatt, App Orchid

14:20

Enabling digital innovation: current initiatives and future trends Rich James, Partner Engagement Manager, Munich Re Digital Partners

14:30

Working smarter: leveraging data to improve decision making and drive up business performance
Mark Willis, Solutions Consultant, Sage Group

14:40

AI in action: interpreting common insurance terms in customer communications
Bartosz Wasilonek, Consultant, Sollers Consulting

Choose one of the following 3 workshops or the innovation stage

Workshop 1 Digital claims

Leveraging technology to successfully transform claims operations

- Rethinking the claims experience to meet changing client expectations
- Using digital technologies to enable change
- Understanding the complex interplay between people, process and technology when driving through change
- Key criteria for successful transformation



Hannah Purves
Claims Director
Markel International



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Workshop 2 Blockchain in action

LMTOM DLT Prototype: Envisioning a London market operating model with no central processing

- Overview of the business case for the prototype
- Building an end-to-end claims agreement and transaction processing solution in a distributed manner
- Live demonstration of the prototype in action
- Vision for the future



Areiel Wolanow
Blockchain Solution Architect
London Market Group



🕒 16.20 – 16.30 move to next session

Workshop 3 Core systems modernisation

CASE STUDY: Building a ground up, bespoke policy management system

- Overcoming the practical challenges of replacing the policy management system
- Key criteria to ensure the legacy modernisation initiative delivers
- Generating new business capability and agility through digital technology
- Using the platform to transform products, leverage automation and move towards real-time, usage based insurance



Mark Hamblin
CIO
Shipowners' Club



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Innovation Stage

Session three Digital innovation & applications

15:30

Gearing up for growth: grasping the opportunities of IoT and the internet of risks. Ben Rose, Lead Consultant InsureTech & UK Engagement Leader, AON Inpoint

15:40

Leveraging geospatial data to develop innovative approaches to disaster response and claims management. Ryan Bank, Managing Director, Geospatial Intelligence Center

15:50

Lessons from ebay - key criteria for the successful deployment of automation. Richie Barter, Founder and CEO, AltViz

16:00

Blockchain: what the consultants aren't telling you - in plain English. Dr Stephen Norman, Banking technologist turned crime writer

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Book 2 places
& the 3rd comes
FREE

🕒 16.30 Closing panel discussion

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Insurance 2025

The implications of disaggregation in the insurance value chain

"It is not the strongest that survive, nor the most intelligent, but the ones most responsive to change"

Rapidly developing technologies are driving change in traditional insurance markets, transforming customer expectations and the operating models to service them. Insurers and brokers will not be able to avoid or ignore these tectonic shifts: they will need to refine their value propositions, distribution models and reengage customers.

This panel discussion will explore how these changes will impact the London market, whether it can survive and how it may look in the coming years.

Topics to be discussed include:

- The implications of continued consolidation on the London market
- How will the development of digital platforms and ecosystems reshape traditional insurance?
- Will the 'rise of the robots' and AI transform London market underwriting and claims?
- Developing the skills, capabilities and culture to effectively adapt to change



Charles Burgess
CEO International
Munich Re Group



Simon Gaffney
Group Chief Operating Officer
Pioneer Underwriters



Barnaby Rugge-Price
CEO
RKH Specialty

🕒 17.30 – 18.30 Drinks Reception



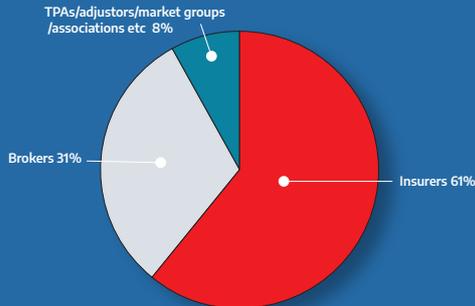
Attendee profile

TINtech London Market is attended by a director level audience from across the large complex loss community, and focusses on how technology and digital is driving change in operations, underwriting, claims - and across the business.

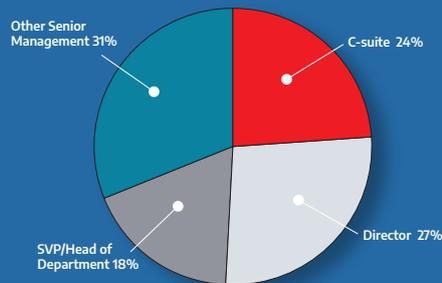
A strict seniority criteria applies, suppliers cannot attend as delegates and no press are invited to ensure you can candidly exchange ideas and benchmark strategy with your peers.

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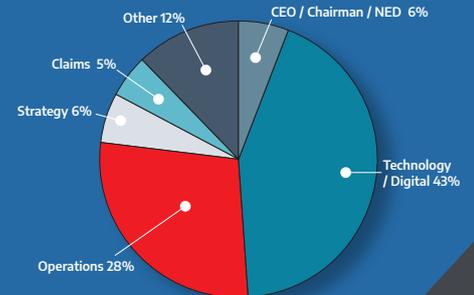
Audience breakdown by broker/insurer



Audience breakdown by seniority



Audience breakdown by department or job function



Sponsors

Main Sponsor



Sollers Consulting is an international company specialising in advisory and implementation services for the financial sector. The company was established in Warsaw in 2000, by experts in the fields of operational consulting and IT. The company cooperates with many partners across the world including Guidewire, Moody's Analytics, Microsoft, Oracle and TIA Technology. Sollers Consulting is distinguished by its ability to combine business expertise with competency in new technologies. The Sollers Consulting team has completed various projects for over 60 financial groups from all over the world, including Santander, Millennium, Raiffeisen, Talanx (Warta), Inter, Generali, ING and Proama. In day to day work, the company utilizes modern project management methods such as Agile methodology. The core value of Sollers Consulting is a strong team of professionals – the company employs more than 450 qualified consultants and developers in Warsaw, Lublin, Poznan and Cologne.

Breakout Sponsors



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. We are privileged to serve more than 350 companies in 32 countries. InsurancePlatform Guidewire InsurancePlatform is the P&C industry platform that unifies software, services, and partner ecosystem to power our customers' business. InsurancePlatform provides the standard upon which insurers can engage their customers, optimize their operations, drive smart decisions, and innovate quickly. For more information, please visit our website. Follow us on twitter: @Guidewire_PandC. Virtusa Corporation (NASDAQ GS: VRTU) is a global provider of information technology (IT) consulting and outsourcing services that



accelerate outcomes for businesses in banking, insurance, healthcare, telecommunications, technology, and media & entertainment. Virtusa's outsourcing solutions enable businesses to improve operational efficiency and reduce IT costs. Virtusa's digital transformation solutions empower clients to accelerate revenue growth and reimagine the customer experience. Through the acquisition of a majority interest in Polaris Consulting Services Ltd. in March 2016, Virtusa has created

a robust platform to provide end-to-end solutions and services in banking and financial services, strengthening its positioning as a top, global FinTech services provider. Virtusa Corporation is headquartered in Massachusetts and has 50 offices across North America, Europe and Asia. Polaris Consulting & Services, Ltd. is a subsidiary of Virtusa Corporation. Copyright © 2017 Virtusa Corporation. All Rights Reserved.



Green Lemon Company have been delivering fresh software and services to the Enterprise marketplace for over ten years. Supported by innovative technology; they work with Line of Business and IT Owners to facilitate digital transformation and deliver ultra-rapid solutions. Based in the heart of the Brighton digital community, their main focus is on building and delivering complex web / mobile software applications on the OutSystems low code platform. They have been a preferred partner with OutSystems since 2016 whose award-winning Enterprise Low code platform makes it easy to develop complex web / mobile applications once, and deliver seamlessly across Web, iOS and Android. Developing software visually, rather than line coding saves huge amounts of time with the platform doing the heavy lifting and generating the necessary code to run the application. OutSystems has been highly rated by the Analyst community including Gartner and Forrester. They have been working with a number of customers in the London Markets, some of whom are here today, and are delighted that OutSystems have agreed to partner with them for this event.

Exhibitors



Sequel are a leading insurance and reinsurance software specialists delivering powerful, reliable solutions across the market for over 20 years. We are known for our industry expertise, professionalism, and track record for delivering successful transformation programmes on time and on budget. Sequel is committed to becoming a clear technology champion based on the strong foundations of our Eclipse Underwriting & Broking solutions (which process over £12 billion of premiums annually), with new innovative products such as Sequel Claims and Sequel Impact (for Exposure Management). Our customers are underwriters, brokers and MGAs within the Lloyd's, companies and international insurance/reinsurance sector. Sequel are a part of the Verisk Group, Verisk is a leading data analytics provider serving customers in insurance, natural resources and financial services. Verisk offers predictive analytics and decision support solutions to customers in rating, underwriting, claims, catastrophe and weather risk, global risk and many other fields. Verisk, whose vast data, experience and technology capabilities, combined with Sequel's leading end to end solutions for complex commercial and specialty insurance, enhances all of the services that we as a group, can offer our customers.



Sage is the global market leader for technology that helps businesses of all sizes manage everything from money to people. We do this through Sage Business Cloud - the one and only business management solution that customers will ever need, comprising Accounting, Financials, Enterprise Management, People & Payroll and Payments & Banking. Re-imagining business is not about playing catch up, it's about leapfrogging the competition. Too often businesses make decisions based on what's in the rear view mirror, rather than the headlights. We combine social, mobile, real-time technology to put live information at your fingertips so you can make fast, informed decisions. Everything we do starts and finishes with building customers for life by offering them choice, support, expertise and innovation. That means championing their causes. It means offering them choice rather than forcing change upon them, and letting them know we'll be ready to go when they are. We do business the right way – building trust with customers by being the go-to source of business advice for small and medium businesses. We also recently created the Sage Foundation and through it launched a bold new 2+2 model for corporate philanthropy. We are creating a high speed, high performance culture - a single organisation that delivers the same outstanding customer experience the world over.

DOCOSOFT

DOCOSOFT is an innovative developer of technology solutions for the global insurance and financial services markets. With over 15 years' experience, the company's pedigree is well established in the UK and our software is widely used in the London Insurance market, where we provide highly-effective Claims, Document Management and connectivity solutions. Many of the leading London Market Insurance companies rely on DOCOSOFT for their Claims Management and the product is closely integrated into the infrastructure that supports the London and international insurance market. DOCOSOFT Claims support regulatory compliance with minimum claims standards, helps increase throughput, reduces duplication of effort, and supports faster reporting all in a controlled process framework.

XCEEDANCE

Xceedance is a global provider of consulting and managed services, technology, analytics and data sciences to reinsurance organisations. As a key capability unit within Xceedance, the technology and core systems team builds direct distribution platforms, rating and pricing engines and policy and claims management systems. Xceedance insurance technology experts assist clients with application and product development, data warehousing, and testing, application maintenance and IT infrastructure support for proprietary, legacy or new systems. Our team has

developed complete platforms, helped create blockchain solutions, and digitised processes that deliver enhanced customer service, improve decision making and fuel the growth of our clients.

ChainThatSM Beyond ideas

ChainThat is an insurance blockchain solutions provider who delivers real, transformational, business efficiency by coordinating and streamlining commercial (re)insurance operational processes across business networks. ChainThat's platform allows commercial insurance market participants to leverage Distributed Ledger Technology (DLT) and smart contracts to cut frictional costs (up to 30%) and boosting combined operating ratios. ChainThat's solution accelerator and integration enablers mean the technology can be rapidly deployed, significantly reducing the risks commonly associated with introducing new technology solutions. With innate knowledge of both insurance and technology, ChainThat is uniquely placed to deliver a truly faster and more efficient solution for the global (re)insurance markets.

TIW

TIW Group's platform and technology solutions connect your counterparties addressing your data and document needs today. Now in partnership with Amazon Web Services (AWS), TIW's all new API-led offering for 2019 gives Brokers, Carriers and every participant in the insurance value chain global reach at a fraction of the cost of building yourself. TIW's platform processes

locally with no latency, distributing globally through Amazon's serverless architecture. Partner with the global No1 in cloud computing and specialist provider TIW for a powerful combination and exploit the latest in technology for your business. Visit TIW and find out how TIW and Amazon are changing the face of Insurance.

VIPR vipsolutions.com

VIPR is an award-winning provider of sophisticated software solutions. Unrivalled market insight has cemented our reputation as industry innovators. Our bordereaux, coverholder management and reporting products are market leaders and widely used across the insurance industry. Plus we provide comprehensive quote and bind solutions. Our clients are insurance companies, managing agents, managing general agents and brokers - they are at the heart of all we do. We forge long-term relationships with our clients and are passionate about supporting them every way we can, and adding value to their business.

WCL

Web Connectivity Limited (WCL) provides business solutions to insurance organisations looking to transform their operations using structured data. WCL supports: Placing and SDC, Accounting and Settlement (EBOT), Claims (ECOT and Writeback integration). We are the leading ACORD Messaging Gateway provider in the London market and allow organisations to streamline processes

by automating the electronic transfer of data and documents between brokers and carriers, thereby improving client service, increasing process efficiency and reducing cost. Our client list includes over 90 insurance organisations: the majority of Lloyd's Managing Agents, the world's largest broking and carrier firms and we have live implementations in London, Bermuda, the US and Asia.

euobase international group

Eurobase has provided software to the London, Reinsurer and Captive markets for 30 years. We have built a global client network in over 25 countries where our commitment to professionalism has delivered a perfect track record of 100% delivery success and complete client referencability. synergy2 is our comprehensive solution for the markets we serve, an end to end platform providing complex processing functionality with intuitive workflow. Whether London Market clients looking to achieve straight through processing by consuming the GPM, or Captives seeking a P&L view at policy and corporate levels, synergy2 delivers cutting edge benefits. As a Lloyd's trusted partner, we recognise the value of delegated authority to the market, and provide a solution to manage bordereaux within the policy platform, delivering clear process efficiency.

eBaoTech[®] make insurance easy

eBaoTech are an independent software house specialising in Insurance Administration Systems. Collaborus is its

MGA value chain management system, designed specifically for Wholesale Coverholders and their partners. Cloud based and very affordable, it puts product creators, quoting, underwriters, consumers, High St Coverholders/ Brokers on the same platform. Including underwriters further streamlines the workflow and improves efficiencies. Collaborus deftly handles commission clips at each level in the value chain and return management level bordereaux without limiting product design i.e. you can now have multiple binders with section in section type products broken down at each level with technical and street pricing. Collaborus is available for demonstration now.

Atticus DQPro

Atticus DQPro is innovative data monitoring and compliance software designed for the needs of specialty insurers, MGA's and brokers. DQPro provides front office users with an engaging user experience for managing their operational data quality, compliance checks and underwriting controls. Now monitoring over £11B GWP for 500+ business side users across 5 continents, DQPro helps carriers achieve data hygiene at scale, delivering significant regulatory benefits whilst reducing daily cost and operating risk.

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Early booking rate only £299 + VAT

Expires 18th January 2019 – standard rate £499 + VAT

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Members attend for FREE

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

*For sponsorship and exhibition stands call Phil Middleton on 020 7631 0034 or email phil@the-insurance-network.co.uk

How to register

Choose one of 3 easy ways to register

-  Web: www.TINtech-London-Market.co.uk
-  Email: bookings@tin.events
-  Phone: 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 Feb 5th we will send through a map & directions to the venue

