TIN | THE INSURANCE NETWORK

11th February 2020 | 155 Bishopsgate, London

TINtech
LONDON MARKET

Driving innovation and enabling successful change in the London market

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Overview

Now is the time to transform systems and processes

In 12 months the London market insurance landscape has changed dramatically, with implications for all market participants.

The TOM has been superseded by the ambitious **Future at Lloyd's** initiative and **Blueprint One**. Questions are being asked over the technology, capabilities and skills that are required to deliver the project – not to mention the culture change required to embrace the necessary innovations.

The critical need to cut costs and the drive to deliver more customer centric products and services has pushed the market to a **tipping point** where transformational change is no longer a 'nice to have' to keep customers and shareholders happy, but a 'must have' to survive and prosper.

Technology will be the **driver of innovation** and the catalyst for new products. It can facilitate improved customer service, enable more streamlined operations and deliver sustainable competitive advantage.

Now is the time to grasp the opportunities on offer and transform traditional systems and processes.

Speakers include

Lyn Grobler
Group Chief Information Officer
Hyperion Insurance Group

Colin Grint
Chief Operating Officer
Arthur J Gallagher

Speakers:

Keith Bucknall
IT & Programme Director
Miles Smith Insurance Group

Sarah Cahill
Transformation Director
Canopius Group

Bent Isachsen
Head of Operations
QIC Global

Rob Myers
Operations Director
LMA

Alistair Barrett
Chief Operating Officer
RKH Group Limited

Ingrid Woodward
Head of IT & Operations
CNA Hardy

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 ONLY £299 + VAT
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> **The world is changing. Technology and data analytics are disrupting business models...the industry must react to these rapidly evolving business and risk environments.**
>
> Bruce Carnegie-Brown, 2019

Programme

🕐 08.00 Registration, coffee and networking in the exhibition area

🕐 09.00 Introduction by the chair

Keynote presentations, discussion and Q&A

Dealing with fast, unpredictable change
Grasping the opportunities in the London market

- Assessing the disruptive forces impacting the entire value chain
- The pressure to change products, processes and service
- Leveraging data to transform the way we understand risk
- Moving to a client focused, service-oriented model
- Who will be the winners and losers in the new world order?

Colin Grint
Chief Operating Officer
Arthur J Gallagher

Enabling digital transformation
Leveraging technology & data to enable a customer-focused, agile operating business model

- Assessing the strategic opportunities that digital can provide
- Tackling the cultural challenges in delivering transformational change
- Driving innovation and developing new skills and capabilities around digital, data and analytics
- Pulling together different operational strands to deliver efficiencies and improve the client experience

Lyn Grobler
Group Chief Information Officer
Hyperion Insurance Group

🕐 10.45 Coffee & networking in the exhibition area

11.15 – 13.00: Discussion sessions

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

Discussion session 1
Transforming the operating model – people, process & technology

Sponsored by: **outsystems**

Why are we so bad at change? Key criteria for successfully changing operating models
- Understanding the business challenges you need to address and what 'good' will look like
- Devising a plan that encompasses people, processes and technology change
- Building diverse, effective teams to deliver the change and enable innovation
- Successfully delivering the change back into the organisation as BAU

Ingrid Woodward
Head of IT & Operations
CNA Hardy

························· Q&A ·························

Leveraging digital platforms to modernise legacy, drive efficiency and enable innovation
- From core systems to platforms – semantics or a step change for insurance systems?
- Addressing the challenges of modernising complex core systems
- Assessing the opportunities for agility presented by digital platforms
- Unlocking the value of vast data sets through APIs

Turlough O'Brien
Head of IT, Global Corporate & Speciality
Aviva Plc

Discussion session 2
Market modernisation & Blueprint One
Next steps for tackling legacy, driving out costs and enabling innovation

Sponsored by: **Duck Creek Technologies**

**The Future at Lloyd's – a broker's perspective.
Driving transformational change and adoption across the market**
- Overview of the Blueprint ambitions, scope, governance and timelines
- Is the focus of the initiatives in the right place?
- What are the technology implications and how will they be executed?
- Driving adoption across the market

James Livett
Associate Director
LIIBA

························· Q&A ·························

Overcoming the practical challenges in delivering the next phase of modernisation
- The technology challenges thrown up by Blueprint One
- How will these changes impact traditional processes, systems and technology stacks?
- New skills and capabilities that stakeholders from across the value chain need to acquire
- Engaging your people to ensure the change is successful

Louise Day
Director of Operations
International Underwriting Association

The Future at Lloyd's

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TINtech London Market 2020

Discussion session 3
Intelligent automation
Leveraging new technologies to deliver efficiency and agility

CASE STUDY: Scaling automation – enabling end-to-end processing through intelligent automation
- Where should you start, what should you look for and what skills do you need?
- Improving efficiency and adding value through intelligent data extraction
- Applying structured technology to an unstructured insurance processes
- Leveraging this technology to support human decision making and improve the customer experience

Alistair Barrett
COO
RKH Group Limited

Paul Wright
RPA Project Manager
RKH Group Limited

······················· Q&A ·······················

Moving beyond RPA – overcoming the practical challenges of applying machine learning within insurance
- Creating commercially viable AI initiatives using Natural Language Processing and Computer Vision
- Where are the opportunities for developing advanced statistical models for pricing, risk-mitigation and fraud?
- Understanding the data, infrastructure and architecture challenges of leveraging AI
- Where will we be in 3 years?

Biswa Sengupta
Head of Artificial Intelligence, Data Science and Engineering
AXA XL

Innovation Stage

Session 1
Emerging Technologies

11:15	**Intro by innovation stage sponsor** **René Schoenauer**, *Director, Product Solution Marketing, EMEA,* **Guidewire Software**
11:30	**Next phase of data analytics – building an eco-system that delivers end to end solutions and transforms the value chain** **David Melvin**, *Former Head of RPA and Cognitive Automation Capability*, **MS Amlin**
11:45	**Leveraging the power of data and advanced analytics to transform risk selection and client service** **Erik Abrahamsson**, *Founder & CEO*, **Digital Fineprint**
12:00	**Going live with smart insurance contracts on a DLT platform** **Ken Marke**, *Marketing Manager*, **B3i**
12:15	**How quantum computing will change the world... and when**
12:30	**Building a secure, hyperconnected marketplace for the (re)insurance community** **Ben Rose**, *Founder*, **Riskbook**

Sponsored by
GUIDEWIRE

🕐 13.00 – 14.00 Lunch and networking

14.00 – 15.00: Panel discussion and workshops

Workshop 1
Improving the client experience
Leveraging digital to create better products, transform the client journey and deliver competitive advantage

Sponsored by: **N NETCALL**

Developing a digital trading platform to improve the client experience

- Building the business case to invest in digital trading
- Developing the digital architecture to transform traditional systems and processes
- Effectively using new datasets to uncover key customer insights
- Ensuring the distribution chain is as efficient as possible

Tom Squires
Head of Digital Trading
AEGIS London

Workshop 2
Enabling RPA in the London market
Overcoming the data & operational challenges to enable RPA

CASE STUDY: 5 key criteria for getting RPA right

- Fully understanding the processes to be automated
- Keep the initiatives tightly controlled and beware of project creep
- Vetting the skills and capabilities of suppliers and producing robust SLAs
- Having clear roles and responsibilities around governance, data and implementation
- What are the real cost savings that can be achieved…and the unintended consequences of RPA?

Brendon Moodley
Head of Data and Analytics
Aspen Insurance

Panel Discussion

The Future at Lloyd's

Delivering Blueprint One and beyond

This panel will explore the practical challenges of delivering 'The Future at Lloyd's' and how they will be overcome.

• What will happen to the current central services systems and processes?

• Given our track record of delivering transformational change, what are the key criteria for success this time around?

• What are the roles and responsibilities of various industry bodies in delivering the Blueprint?

• Is the Lloyd's Risk Exchange the only answer to dealing with less complex risks and claims?

Rob Myers
Operations Director
LMA

Justin Emrich
CIO
Atrium Underwriting Group

Ben Reid
Director of Strategy
Lloyd's
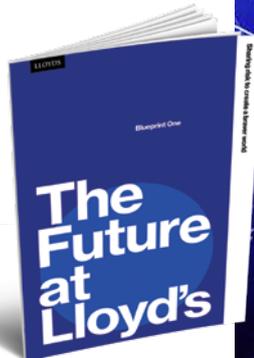
Innovation Stage

Session 2
Innovation in action

14:00	**Insurance 2030: grasping the opportunities of data to meet new customer risks** Walid Al Saqqaf, *Founder,* **Insureblocks**
14:15	**Overcoming the practical challenges of delivering innovation** Luke Sanders, *Head of Innovation,* **Neon**
14:30	**Establishing an Innovation Lab: driving innovation from the bottom up as well as the top down** Emanuele Colonnella, *Head of Project Management Office & Co-founder Innovation Lab,* **BMS Group**
14:45	**Cracking the legacy conundrum to enable innovation and transformational change** Gary Nuttall, *Managing Director,* **Distlytics**

Sponsored by

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🕐 15.00 – 15.20 Coffee and networking

15:20 – 16:30: Workshops

Workshop 3
Successfully delivering change and innovation

Delivering successful change programmes in complex insurance organisations
- Developing a change agenda that has buy in from the top
- What are the key people, process and technology challenges you need to consider around delivering change?
- Developing the capabilities and digital skills to enable transformation
- Creating an environment of continuous innovation and change

Sarah Cahill
Transformation Director
Canopius Group

Workshop 4
Next generation cloud technology

Sponsored by: **rackspace**

"Platform as a Service" to enable digital transformation, operational agility and reduce costs
- Building the business case – is now the time to move to the cloud?
- Overcoming practical challenges of moving core systems to the cloud
- Building agile infrastructure that can harness tomorrow's data sets
- Harnessing the opportunities of being cloud native - improving speed whilst also reducing costs

Keith Bucknall
IT & Programme Director
Miles Smith Insurance Group

Workshop 5
Integrating data and leveraging analytics

Overcoming data integration challenges to improve the client experience

- Placing data at the centre of underwriting, claims and renewals
- The challenges of integrating & leveraging new and unstructured data
- Overcoming legacy IT infrastructure to accommodate vast new data sets
- Devising a data strategy that achieves business and customer objectives

Mark Chapman
Group CIO
Global Aerospace

Innovation Stage

Session 3
Transforming operations and client experience

Time	Session
15:30	**Transforming underwriting through data driven tools, APIs and automation** **Jeremy Sterns**, *Chief Technology Officer,* **insurdata**
15:45	**Transforming the client experience: using technology to manage, mitigate and prevent risks** **Madeline Bailey**, *Former Head of Strategic Initiatives, MS Amlin and Founder,* **Ballantyne**
16:00	**The convergence of cloud, new data sets and machine learning to enable bionic underwriting...and it's happening now** **Michael Crawford**, *CEO & Co-founder,* **Describe Data**
16:15	**Using Legacy and IoT devices to manage large commercial risks by filtering quality data for Insurers and Corporates** **Juan Bernal**, *CEO and Founder,* **GSS Analytix**

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🕐 16.20 – 16.30: Grab a quick drink and move to next session

Closing panel discussion

The London Insurance Market 2025

The strategic implications of new digital technologies, data and a changing insurance landscape

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Duck Creek Technologies

Why is London so far behind the transform curve? What will it take to catch up in the next decade?

Our panel will explore how London can embrace transformation on a cultural, technological and operational level to implement the changes that are necessary for long term relevance, sustainable growth and ongoing success.

Topics to be discussed include:

• Will the 'London Matters 2020' sound depressingly similar to the first iteration in 2015?

• If we are at a tipping point of transformation – why is the pace of change so glacial?

• We all know that doing nothing is no longer an option – but are we all doing *enough*?

Bent Isachsen
Head of Operations
QIC Global

Andrea Santolalla
Chief Operating Officer
Special Risks
Hiscox

🕐 17.15 Drinks reception

Attendee profile

TINtech London Market is attended by a director level audience from across the Lloyd's and companies market. The conference 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. This will ensure you can candidly exchange ideas and benchmark strategy with your peers.

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Duck Creek
Technologies

Duck Creek Technologies paves a genuine path to the future for the London Market. Decades of insurance experience underpin advanced technologies specifically designed to accommodate change—allowing market entities to navigate uncertainty and capture market opportunities faster than their competitors.

Duck Creek solutions are available standalone or as a full suite. All are available via Duck Creek OnDemand, the provider's SaaS solution for the insurance industry.

URL: **www.duckcreek.com**
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Innovation sponsor:

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InsurancePlatform
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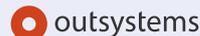
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rackspace.

At Rackspace, we accelerate the value of the cloud during every phase of a digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximise their IT investments. As a recognised Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience, the best customer service experience in the industry. Rackspace has been honoured within the top 100 Great Places to Work for over a decade. **www.rackspace.co.uk**

Exhibitors

Atticus DQPro

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· Enterprise AI ·

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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.
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Our customers are underwriters, brokers and MGAs within the Lloyd's, companies and international insurance/reinsurance sector. Sequel is 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.
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Scale the Conversation™

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eurobase international group

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www.eurobase.com

Novidea

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*Actively working for an insurer, broker or loss/claims adjuster.

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📞 **020 7079 0270**

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