

# TINtech



## LONDON MARKET

7<sup>th</sup> February 2017 | The Grand Connaught Rooms | London

Bringing IT & the business together to leverage the benefits of technology, drive innovation and deliver digital transformation

**BOOK TODAY**  
EARLY BOOKING RATE **£299+VAT**  
Full price **£499+VAT** after 13.01.17

### Keynote speakers:



**Paul Jardine**  
Chief Experience Officer  
XL Catlin



**Steve Hearn**  
Group CEO  
Ed Broking

### Speakers include:



**Ian Fantozzi**  
Group COO  
Beazley



**Ed Slade**  
Chief Information Officer  
Tysers



**Bent Isachsen**  
Head of Operations  
StarStone  
Insurance Holdings



**Simon Coleman**  
Chief Operating Officer & Partner  
Lockton



**Ellie Mickleburgh**  
Director of Marketing & Design  
JLT Group



**Rowan Douglas**  
CEO, Capital, Science & Policy Practice  
Willis Towers Watson



**Elizabeth Wesson**  
Director, Digital Strategy  
Swiss Re



**Justin Emrich**  
CIO  
Atrium

Session sponsors:



Exhibitors:



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# Overview

## “Technology is no longer tactical – it’s strategic and fundamental to business success”

Technology is both the biggest driver of change in the London market and the biggest enabler of a successful business strategy.

Leading brokers and underwriters are already harnessing digital to drive innovation within their businesses and operating models, streamlining inefficient business processes and transforming the way they deliver value to clients – and improve the client experience.

**This conference explores *HOW*:** *how* you leverage technology to deliver better business outcomes for clients; *how* technology can improve efficiency and enable profitable growth; *how* to grasp the opportunities technology presents.

TINtech London Market is *not* about the technicalities of processing or standards, and it’s *not* all about InsurTech or the TOM – it’s the forum where business and IT leaders come together to explore the extraordinary shifts due to take place in the next 3-5 years and how to harness the potential of new technologies that are driving change.

***It’s the technology strategy conference not to miss***



## Attend this event to:

- Discover how leading companies are using digital to strategically reposition their value proposition – and what this means for London
- Explore how to overcome the tension between the drive for more efficiency and the need to invest in innovation
- Hear updates on the TOM and benchmark your response
- Discuss the challenges of delivering a client centric operating model
- Assess the impact of new technologies such as Blockchain, Cloud, AI and InsurTech start-ups
- Gain key insights into how to effectively transform operations and deal with legacy challenges

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# Programme

08:15 Registration, coffee and networking

09:00 Chair's introduction and opening remarks

## KEYNOTE PRESENTATIONS

### Technology, innovation and change: opportunities to transform the client experience

- How is technology changing the game for London market insurance?
- Does the London subscription model still have a place in the digital world?
- Leveraging digital to transform operations and client service - who will be the winners?



**Paul Jardine**  
*Chief Experience Officer*  
XL Catlin

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### Effectively responding to a digitally enabled, fast changing & decentralised world

- The strategic challenges of the digital, global economy
- New ways of doing business and redefining broking – responding to the changing business environment & client needs
- Transforming the operating model to put clients at the centre of the business
- How is technology being reengineered to support the new systems and processes?



**Steve Hearn**  
*Group CEO*  
Ed Broking



10:45 Coffee & networking

## STREAM 1

## Fostering and managing innovation

### CASE STUDY: Skills, capabilities and opportunities: successfully bringing technology innovation into the business

- Nurturing technology innovation that will deliver business results
- Where is the innovation happening and how do you harness it?
- The role of market wide initiatives in a fast paced digital world
- Building effective partnerships to enable innovation



**Martyn Scripps**

*London Market Modernisation Lead*  
**XL Catlin**

### CASE STUDY: "No time to innovate and it's too difficult!" Building an innovative culture across the business

- Innovation can't be part time or a statement on a poster – how to ensure innovation is driven from the top
- What are the key criteria for developing an innovative culture?
- Developing a framework, roles and responsibilities to 'move fast and fail fast'
- Successfully driving innovation and disruption to deliver better business outcomes



**Paul Willoughby**

*Head of IT Strategy, Innovation and Architecture*  
**Beazley**

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## STREAM 2

## Market modernisation

### Moving the TOM forward: progress so far and the next initiatives

- Clarifying the strategic objectives and ambition for modernisation and how the TOM will achieve them
- Overcoming the technology and operational challenges of delegated claims authority, CSR and PPL
- How has the market adopted the modernisation programme so far?
- What does success look like?
- Beyond the TOM – future steps beyond the initial roadmap



**Adrian Thornycroft**

*Programme Director - Target Operating Model*  
**London Market Group**

### Challenging existing thinking to spark innovation and overcome future market challenges

- How has the LM Innovation Exchange incubated new ideas over the past 12 months?
- Which of these are set to develop into market projects inline with the TOM objectives?
- What have we learnt when it comes to innovation in the London market and have we moved forward?
- Speeding up innovation and making it part of BAU



**Justin Emrich**

*CIO*  
**Atrium**

## of the following four streams

discussions allowing you to benchmark and discuss key issues with your peers.

### STREAM 3

## Emerging technologies

#### Preparing for the 4<sup>th</sup> industrial revolution and how to respond

- How will the relationship between humanity and technology develop?
- Where will the major changes be felt and over what timescale?
- The strategic implications and opportunities for insurance as society changes
- Who will be the winners and losers?



**Paul Wishman**  
*Former Group eCommerce Director, LV=*  
*Head of Marketplace*  
**InsureStreet** (InsurTech Start-up)

#### REAL WORLD CASE STUDY: Leveraging new IoT technologies to transform the client / insurer relationship

- Developing *LeakBot* to change the way customers and insurers interact
- Developing the skills and competencies needed to drive innovation forward
- Using data from connected devices to develop new products and improve underwriting and claims performance
- Building deeper, longer lasting engagement with customers
- Implications of this technology for London market companies



**Craig Foster**  
*Managing Director*  
**HomeServe Labs**

### STREAM 4

## Digital transformation

#### Aligning the operating model to deliver digital

- What does digital mean and what are we trying to achieve?
- Leveraging digital to improve communications and service
- Successfully delivering a digital transformation strategy
- Developing the right skills, competencies, talent & leadership to meet the challenges of digital



**Michael Gould**  
*Chief Operating Officer*  
**Talbot Underwriting**

#### CASE STUDY: Transforming delegated authority claims – building a bespoke, cloud based platform and deploying it in 8 weeks... on a tight budget

- Overview of the business case and scope for *Hisconnect*
- Creating the capability to allow claims handlers all the relevant information to effectively manage claims
- How has the MI from the system improved delegated claims handling performance?
- Building an audit programme management tool to bolt onto the existing system

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**Clare Knight**  
*Group Claims Service Delivery*  
**Hiscox**

**Charles Taylor**  
INSURETECH

13.00 LUNCH

and table discussion and feedback

## PANEL 1

## Delivering a client centric experience

### Building brand and client engagement through digital technologies

Transforming the client experience in the London market is the key battleground which will determine tomorrow's winners and losers.

The objective is to build brand equity and increase client value through digital technologies – the key challenge is *how*?

#### Topics to be discussed include:

- Using digital to enable the delivery of global client services
- How will increased consolidation impact London market dynamics?
- What do clients look for to improve their experience?
- Using data to increase the value of the service that clients receive
- Tailoring marketing strategies to the individual needs of a client to drive up engagement



**Ellie Mickleburgh**  
*Director of Marketing & Design*  
JLT Group



**Matt Carter**  
*Head of Digital Distribution*  
Atrium



**Chris Jones**  
*Head of Digital - A+H EMEA*  
Chubb

## PANEL 2

## Transforming the operating model

### Streamlining operations to drive innovation, achieve efficiencies and improve the P&L

Brokers and underwriters are feeling the pressure on margins as the extreme soft market continues – every percentage gain in operational efficiency has a big impact on the bottom line.

However, there is a balance to be struck between the drive to find operational efficiencies and the need to innovate and invest in new technologies and new ways of working to meet evolving client expectations.

This panel will explore these tensions and successful approaches that deliver ROI.

#### Topics to be discussed include:

- Doing more with less – delivering efficiencies whilst improving client service
- Balancing the need to run the business with the drive for innovation
- Are the opportunities and benefits of PPL materialising?
- Using data more effectively to improve decision making and efficiency



**Bent Isachsen**  
*Head of Operations*  
StarStone Insurance Holdings



**Ian Fantozzi**  
*Group COO*  
Beazley



**Simon Coleman**  
*Chief Operating Officer & Partner*  
Lockton

## Of the following four panel discussions

one Q&A allowing you to have your questions answered by our expert panelists

### PANEL 3

## Overcoming data challenges

### Leveraging data to provide insights that improve client service, pricing and distribution

Effectively capturing and using data to generate actionable insights is the key to improving client service, optimising your distribution strategy and deploying a more agile pricing model.

This panel discussion will explore how you develop a data driven organisation, overcome the challenges of bringing together data on disparate systems and then getting the MI to the right people at the right time.

#### Topics to be discussed include:

- Moving from a position of capturing data to drive existing processes, to one where the data delivers valuable insights
- Improving data quality and reducing frictional costs by streamlining data collection & entry
- Using data to access markets more effectively
- Accessing real time data to influence pricing decisions
- Using data to create rules, automate processes and drive up efficiencies and service levels



**Tim Pitt**  
*Director of Data,  
Analytics & Pricing*  
XL Catlin



**Rowan Douglas**  
*CEO Capital, Science  
& Policy Practice*  
Willis Towers Watson



**Tim Yorke**  
*Chief Operating Officer*  
ERS

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### PANEL 4

## InsurTech

### Inspiration and lessons learned from start-ups shaking up the industry

InsurTech is driving innovative thinking into what insurance propositions will look like in the coming years. Although many have started in the retail insurance sector the principles of choice, tailored customer service and speed also apply to commercial risk manager needs.

This session will explore how InsurTech is developing, and the lessons that can be learnt and applied to the London market to enable innovation, improve service and accelerate speed of settlement.



**Mark Dowds**  
*Chief Strategy Officer*  
Trov.com



**Renaud Million**  
*Co-founder & CEO*  
SPIXII



**Guy Farley**  
*CTO and Co-Founder*  
Bought by Many

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**GUIDEWIRE**

15.00 COFFEE

and table discussion and feedback

## WORKSHOP 1

### Machine learning & AI

**CASE STUDY: Leveraging machine learning and AI in underwriting and claims**

- What are the key challenges in adopting machine learning solutions in claims & underwriting?
- Vendor selection, prototyping & technology portfolio management – how to move from the initial idea to an industrialised roll-out?
- What are the expected benefits from analytics and automation beyond cost savings?
- Which new regulatory & legal risks emerge from process automation & machine driven decision making?



**Gero Gunkel**  
Head of Business Transformation & AI Programme Manager  
Zurich

## WORKSHOP 2

### Blockchain

**CASE STUDY: B3i – the potential for Blockchain to drive efficiency across the industry**

- Overview of the Blockchain Insurance Initiative
- Delivering counterparty data in a flexible and responsive way
- Overcoming the practical challenges of using MDL technology with insurance products
- Lessons learned from the project so far



**Elizabeth Wesson**  
Director, Digital Strategy  
Swiss Re



**Greg Crow**  
Global Head of Architecture  
XL Catlin



## The following four workshops

allow the sharing of best practice and generate solutions for your business challenges

### WORKSHOP 3

## Core systems modernisation

#### Tackling legacy systems to deliver strategic business objectives

- Overcoming the practical challenges of untangling the 'legacy spaghetti'
- Understanding the strategic business objectives and aligning them with the technology strategy
- The CIO's role – balancing the need for innovation with the challenge of 'keeping the lights on'
- Delivering the infrastructure to enable global client services



**Ed Slade**  
*Chief Information Officer*  
**Tysers**

### WORKSHOP 4

## Cloud

#### Successfully using cloud technologies to improve risk modelling, underwriting and claims service

- Building the business case for cloud – enabling agility and scalability that delivers growth and improves service
- Moving from costly manual processes to Straight Through Processing
- Driving up underwriting performance through the use of real time data
- Breaking down silos and creating a culture of cross function collaboration



**Mark Chapman**  
*Group CIO*  
**Global Aerospace**

16:30 **Closing session**

## Is London ready for digital & is the pace of change fast enough?

The strategic implications of the digital economy for the London insurance market

All companies are looking to embrace digital technologies across their businesses and leverage the opportunities that the digital economy presents - but is the pace of change fast enough and are we investing in the right areas?

This discussion will explore the challenges of the next 3-5 years and whether London will grasp the opportunities that digital innovation can offer, or whether inertia will put the brakes on the drive for change.

#### Topics to be discussed include:

- The wider global economy, the digital revolution and the strategic challenges of Brexit
- Will the current pace of change and level of collaboration be enough to put London in a winning position?
- Can the talent to support innovation be attracted, nurtured and retained by the London market in the face of a war for talent from other 'sexier' industries?
- Will InsurTech generate the innovative solutions to London's inefficiencies and outdated processes?



**Simon Gregson,**  
*Chief Information Officer*  
**Novae Group**

17.10 DRINKS RECEPTION

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- 2 Interactive format**  
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- 2 On receipt of your registration we will send you an email confirmation. If you have opted to pay by credit card a member of our team will call you.

- 3 Please add the date to your diary. Closer to 7<sup>th</sup> February 2017 we will send through a map & directions to the venue.

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