

# TIN tech

## LONDON MARKET

Driving innovation, delivering successful change and  
enabling the digital marketplace

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# Overview

The last 12 months has seen a step change in the development of digital technologies and data and analytics, providing opportunities to rethink traditional processes, streamline London market operations and deliver an improved client experience.

The race to deliver tomorrow's operating and business models has already begun – the challenge is how you deliver your technology strategy and build digital capabilities to deliver profitable growth, attract future talent and achieve sustainable competitive advantage.

**TINtech London Market** focuses on how you can successfully deliver technology, operational and cultural change that enables client-centric business and operating models, supports new systems & processes, and drives innovation.

Unlock key insights from market leaders who are navigating the same challenges you face, hear case studies from those at the cutting edge of technology innovation, and benchmark and discuss strategic solutions with your peers.

## Discover how to:

- Overcome the operational and cultural challenges to successfully deliver transformational change
- Cut through the AI hype with London market specific case studies
- Ensure you're ready for the Blueprint Two phase one adoption deadline in July 2024
- Surface actionable insights, streamline operations and improve decision making through data and analytics



# Speakers include

## KEYNOTE SPEAKERS:



**Pamela Thomson-Hall**  
*CEO International*  
**WTW**

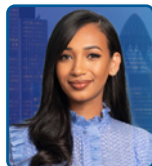


**Ian Fantozzi**  
*Chief Executive Officer*  
**Beazley Digital**

## EXPERT SPEAKERS INCLUDE:



**Carys Lawton-Bryce**  
*Chief Operating Officer*  
**Markel International**



**Noon Ali**  
*Head of Digital UK & Ireland*  
**Lockton**



**Daniel Prince**  
*Chief Executive Officer*  
**Rethink Underwriting**



**Carol Baker**  
*Head of Digital Strategy*  
**Liberty Specialty Markets**



**Tia Cheang**  
*Director of IT, Data & Information Services (UK & EMEA)*  
**Gallagher**



**Darren Sharp**  
*Group CIO*  
**Tokio Marine Kiln**

# Programme

🕒 08.00 – 09.00: Registration, coffee and networking

🕒 09.00: Keynote presentation

## A broker perspective – adapting to strategic change



**Pamela Thomson-Hall**  
CEO International  
WTW

## Leveraging digital and data to transform client experience, relationships & the value chain



**Ian Fantozzi**  
Chief Executive Officer  
Beazley Digital

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FOLLOWED BY DISCUSSION AND Q&A



## BREAKOUT SESSIONS

🕒 10.50 – 11.50: Delegates choose to attend one of the following 3 breakout sessions or the Innovation Stage

### SESSION 1

## Market modernisation: Blueprint Two

Being ready for phase one adoption



**Bob James**  
Chief Operations Officer  
Lloyd's of London

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### SESSION 2

## Enabling a digital client experience

Leveraging digital to transform client experience



**Akash Bharadia**  
Customer Experience & Digital Transformation Lead  
AXIS Capital

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**Tom Squires**  
Head of Digital Trading  
AEGIS London

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### SESSION 3

## Data & analytics

Harnessing their power for automation, standardisation and real-time insights



**Enrico Alessandri**  
Systems & Process Expert  
Swiss Re

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**Marion Shaw**  
Head of Data & Analytics  
Chaucer

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## Innovation Stage

Quickfire insights:  
10min presentations followed by  
5mins Q&A



**Eddie Longworth**  
Founder & Director  
JEL Consulting



**Ben Bolton**  
Founder & MD  
Gracechurch Consulting



**Hélène Stanway**  
Innovation and London  
Market Expert



**Gary Burke**  
Global Transformational  
Change Advisor and  
Author

FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING

🕒 11.50: Coffee and networking in the exhibition



## BREAKOUT SESSIONS

🕒 12.10 – 13.00: Delegates choose to attend one of the following 3 breakout sessions or the Innovation Stage

### SESSION 4

#### Enabling a digital operating model

Realising business opportunities from digital operations

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**Jay Hopkins**  
Divisional Director  
Howden



**Mili Matthew**  
Head of Solutions  
Delivery  
Chaucer Group

### SESSION 5

#### Overcoming the obstacles to leverage AI

Insights from real world use cases

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**Pardeep Bassi**  
Global Proposition  
Leader  
WTW



**Kanika Chaganty**  
Chief Data Officer  
Brit Insurance

### SESSION 6

#### Leveraging pre-bind data

Reducing processing time, improving accuracy and eliminating errors

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**Tia Cheang**  
Director of IT, Data &  
Information Services  
(UK & EMEA)  
Gallagher



**Saki Thethy**  
Head of Data  
Ascot

### Innovation Stage

#### Emerging Technologies

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](mailto:Jeremy@TIN.events)

**BOOK  
TODAY**

**Introductory rate  
only £199 + VAT**  
(full price £599+VAT)

FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING

🕒 13.00: Lunch and networking in the exhibition



14.00 – 15.00:

Panel discussion, or Discussion Pods or one-2-one meetings

## Successfully delivering transformational change

### Overcoming the operational barriers and cultural inertia to effectively deliver change

The London market is changing at pace driven by technology innovations, rising client expectations, a changing risk landscape and the imperative to deliver process efficiencies.

The challenge of delivering change in complex organisations is multi-faceted, ever-evolving, and often exacerbated by the extended value chain in the London market.

Our expert panel will share insights into the transformational changes they are leading within their organisations, and how they are prioritising investment decisions and tackling the operational and cultural challenges to enable effective delivery.



**Carys Lawton-Bryce**  
Chief Operating Officer  
Markel International



**Christian Kitchen**  
CIO  
Travelers Europe



**Darren Sharp**  
Group CIO  
Tokio Marine Kiln



**Kanak Tripathi**  
Head of Transformation  
Swiss Re Solutions



**Nidhi Howell**  
IT Director  
Marsh

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ALSO HAPPENING AT 2PM

## NEW Discussion Pods (25mins)

Round table, focused discussion pods of up to 8 delegates.

Through facilitated Q&A and open discussion each pod will deep dive into a specific topic allowing for benchmarking and ideation.

Topics to be discussed are:



### ESG in Insurance

Overcoming the operational challenges to meet and exceed ambitions



### AI governance and ethics

Ensuring your initiatives have the checks and balances for success and avoid unintended consequences



### Cyber security

Are you ready for the next series of cyber attacks

ALSO HAPPENING AT 2PM

## One-2-one meetings

Take part in one 2 one meetings facilitated by the Brella app



FOLLOWED BY Q&A



15.00: Coffee & networking in the exhibition area

6th February 2024 | 155 Bishopsgate

TINtech London Market 2024

## BREAKOUT SESSIONS

🕒 15.20 – 16.10: Delegates choose to attend one of the following 3 sessions

### SESSION 7

## Transforming broker operations

The implications & opportunities of digital for broker systems, processes and technology



**Peter Howard**  
Head of Change  
WTW



**Ketan Motwani**  
Chief Operating  
Officer - Global  
Broking Centre  
Aon

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### SESSION 8

## AI and automation in underwriting

Practical applications of AI in the London market



**Emanuele Colonnella**  
Innovation Lead  
Generali

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### SESSION 9

## The future of delegated authority

What is the strategy for delegated authority?



**Gemma Andrews**  
Head of Delegated  
Authority  
Convex Insurance



**Paul Howard**  
Head of Coverholder &  
Alternative Distribution  
AXA XL

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**distriBind**

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**FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING**

🕒 16.10 – 16.20: Grab a quick drink



🕒 16.30 – 17.15: Closing panel discussion

## The London Insurance Market 2028

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

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It's undeniable that change in the London market is gathering pace as organisations strive for ever more efficient and client centric operating models whilst meeting the needs of a changing risk landscape. However, how will these changes impact organisations, and what will be the best approach to maximise the opportunities and minimise the threats?

Our expert panel will explore the strategic opportunities available to London market brokers and underwriters, and how they are leveraging technology and data to be ready for the market of the future.



**Carol Baker**  
*Head of Digital Strategy*  
**Liberty Specialty Markets**



**Noon Ali**  
*Head of Digital UK & Ireland*  
**Lockton**



**Claire Holland**  
*Head of Operations*  
**AXIS Capital**



**Daniel Prince**  
*Chief Executive Officer*  
**Rethink Underwriting**

**FOLLOWED BY Q&A**

🕒 17.15 – 18.30: drinks reception

**6th February 2024 | 155 Bishopsgate**



**TINtech London Market 2024**

# Book your place today

**Introductory rate only £199 + VAT**

(full price £599 + VAT)

For sponsorship and exhibition enquiries  
please call Phil Middleton on  
**020 7631 0034** or email **phil@TIN.events**

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Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 540 insurers, from new ventures to the largest and most complex in the world, run on Guidewire.

As a partner to our customers, we continually evolve to enable their success. We are proud of our unparalleled implementation track record, with 1,000+ successful projects, supported by the largest R&D team and partner ecosystem in the industry.

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distriBind uses Machine Learning and Automation to cure the Insurance industry of its spreadsheet addiction. distriBind's smart ingestion allows data to be processed in any format including real-time APIs as well as excel, PDF and XML and provides detailed validation, reconciliation and verification of risk, premium and claim data. Carriers, Agents, Brokers and TPAs can all benefit from distriBind's ability to deliver huge automation gains and incredible data visibility.

Our solution can help Insurers meet immediate challenges & longer-term goals. Insurers will be able to access real time data and insights from sale to claim, and instead of spending 45 minutes manually pre-processing spreadsheets now is reduced to zero. In terms of reporting, our platform produces regulatory reports automatically by enabling insurers identify compliance issues faster and ensuring data visibility.

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Novidea is the leading Insurtech provider of a cloud-native, data-driven insurance management system. Using an open API architecture, Novidea's software platform enables brokers, agents, MGAs, and carriers to modernise and manage the customer insurance journey, end-to-end, and drive growth across the entire insurance distribution lifecycle.

The Novidea platform, built on Salesforce, provides a complete ecosystem spanning every aspect of an insurance business, including a 360-degree view of the customer, and all stakeholders, enabling full integration between customer-facing policy transactions and the middle and back offices. Brokers, agencies, and MGAs extract more value from their customer and policy data with actionable intelligence from any device, anywhere. Novidea supports more than 100 customers across 22 countries.

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Insurers today operate in a fast-changing risk landscape with new and evolving risks. Underwriting teams need to work smarter and act quickly to differentiate. But commercial and specialty risks are complex, and it takes time to wrangle vast amounts of data into good shape and analyse risk expertly.

That's why we created Send Underwriting Workbench: a single platform supporting the underwriting process from submission to bind, and beyond.

A single platform for managing new business, renewals and endorsements. A one-stop desktop for underwriters – data, documentation, decision points all in one place. Advanced automation to optimise processes and ingest & enrich data while removing process waste. Send customers report 50% reduction in processing time and 30% more time to focus on core work.

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With over four decades of experience in working with insurers globally, TCS delivers solutions and services to help insurers meet rising customer and agent expectations, address non-traditional competitors, manage low investment yields, and drive growth in emerging global markets.

TCS has built an unmatched track record in enabling insurers transform, enhance business agility, improve operational efficiencies and increase customer engagement, while ensuring regulatory compliance. 7 of the 10 world's largest insurers and over a hundred insurers globally partner with TCS.

Our state-of-the-art innovation labs and global solution centers, and cutting edge solutions and technologies set clients apart from their competitors. We leverage the combined expertise of our industry trained and certified (LOMA, LIMRA, CPCU and so on) consultants to support the entire value chain for Life, Annuities and Pensions, Property and Casualty, Health, Commercial and Reinsurance companies.

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Xceedance provides strategic operations support, technology, and data services to drive efficiencies for insurance organisations worldwide. The company helps insurers launch products, implement intelligent technology, deploy advanced analytics, and achieve business process optimisation.

Our insurance technology experts assist clients with application and product development, data warehousing, testing, application maintenance, and IT infrastructure support for proprietary, legacy, or new systems.

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Salesforce is the customer company, helping companies connect with customers in a whole new way since 1999. Its pioneering formula of Data + AI + CRM + Trust helps companies embrace this new innovation cycle of artificial intelligence, democratizing AI with low-code tools and accelerating productivity with AI in the flow of work for every team.

Salesforce Customer 360, its complete portfolio of products, unites every team around the customer on one integrated, metadata-driven, low code platform with built-in automation and intelligence. Its open and innovative approach has made Salesforce the #1 AI CRM for 10 years in a row. Salesforce is proud to be the market leader, but it's even more proud to be a leader in philanthropy, innovation and culture. Guided by core values of trust, customer success, innovation, equality and sustainability, Salesforce is more than a business — it's a platform for change.

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sollers  
CONSULTING

Sollers Consulting is an international operational advisory and software integrator. Established in 2000, the company supports insurers, banks, and leasing firms in business transformations and adapting to modern technologies.

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Velonetic  
Powered by DXC Technology | Risk | Capital

Velonetic is making insurance easier for a smarter, faster, global marketplace, and represents the joint ventures between DXC Technology, International Underwriting Association, and Lloyd's, that have been operating for over 20 years in the London insurance and reinsurance market. Over 500 employees bring extensive experience and expertise in supporting customers to deliver high quality services to their policyholders – from policy and premium placement to claims and settlement.

Our single digital platform will transform legacy systems to modern applications using AI, automation, and the cloud. Our new digital premium and claims processing services will bring straight-through processing and reduce resource intensive tasks. Velonetic is building a truly digital global insurance marketplace.

With our insurance expertise, backed by the power of technology, we are supporting our customers' digital transformation.

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(standard rate £599 + VAT)

Please note only industry practitioners\* can register as delegates: Suppliers cannot attend as delegates.

For sponsorship and exhibition enquiries please call Phil Middleton on **020 7631 0034** or email **phil@TIN.events**

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

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## How to register

Choose one of 3 easy ways to register



**[www.TINtech-London-Market.co.uk](http://www.TINtech-London-Market.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 6<sup>th</sup> February we will send through a map & directions to the venue