TIN tech
LONDON MARKET
Supplier spotlights

TIN tech
LONDON MARKET

Supplier spotlight

Sollers Overview

sollers

Shaping the future of insurance

London, 04 February 2025

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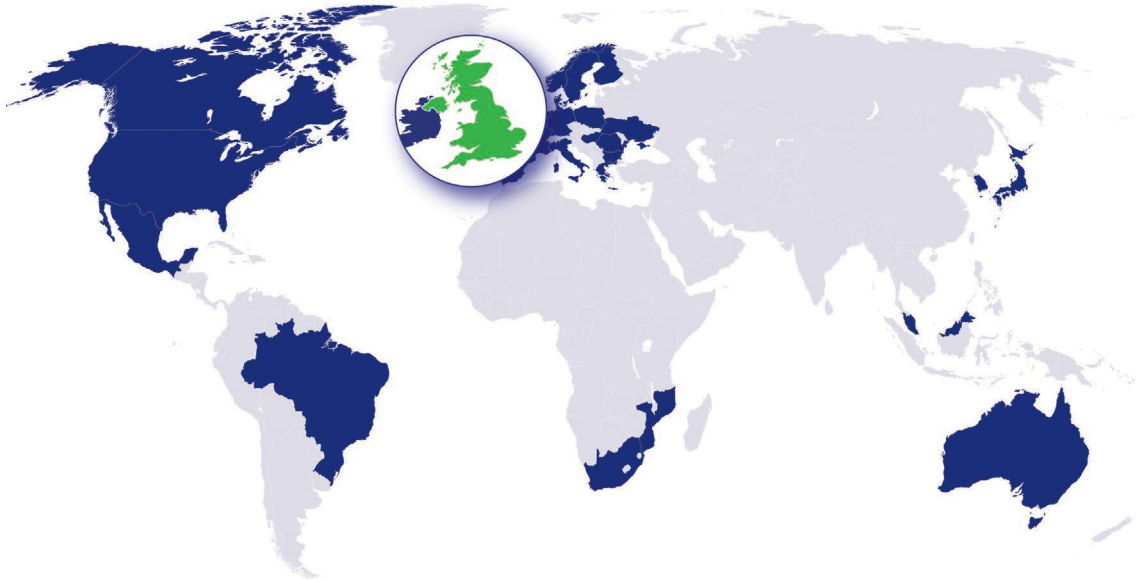
We’re an international IT consultancy and integrator helping financial institutions transforming their business.



>1000 Business & IT specialists focused on **P&C Insurance**

>100 London Market **specialised professionals**. Both in IT and Business

>100 **Worldwide customers** from over 80 financial groups

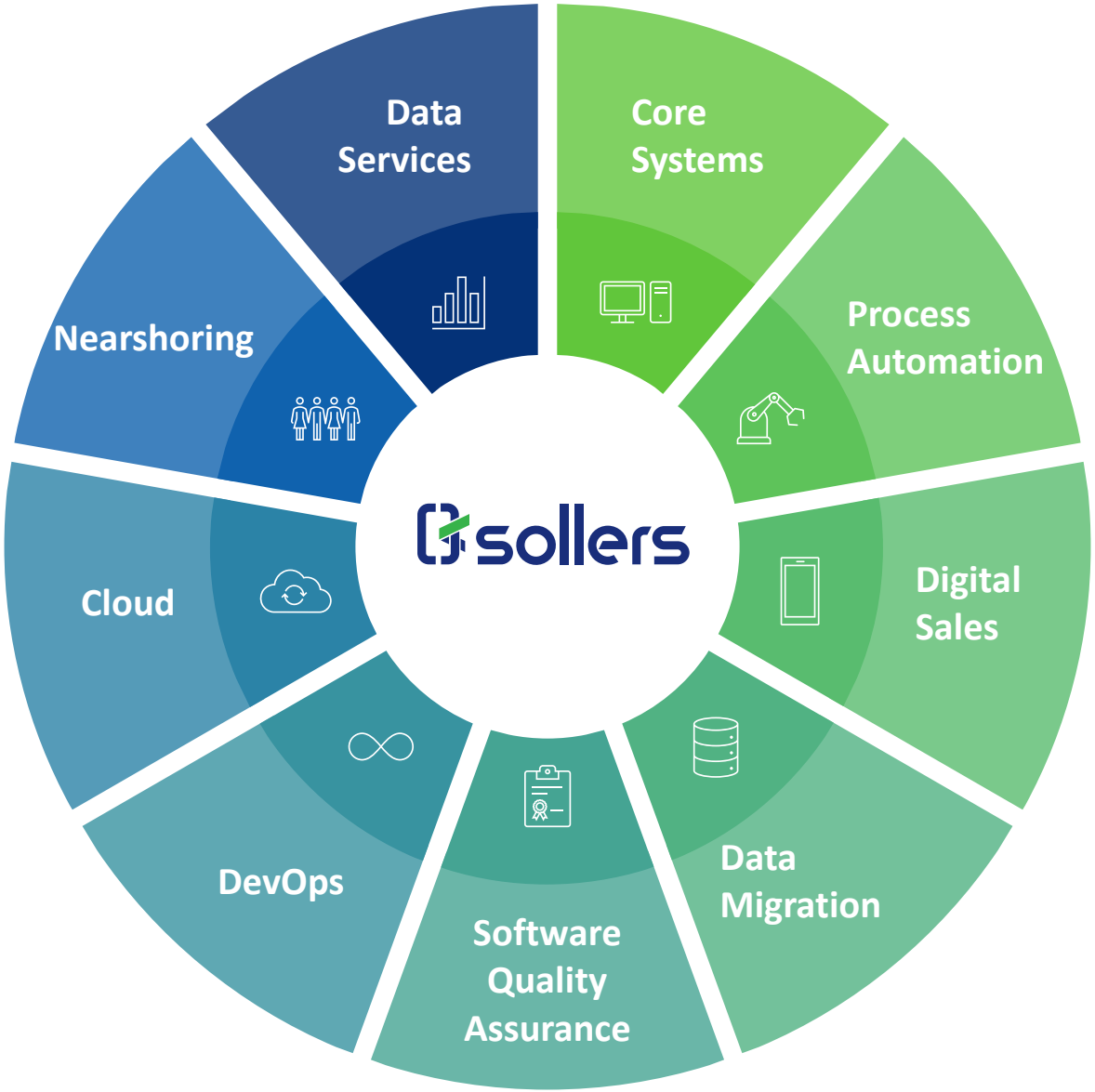
Great Place To Work. Best Workplaces™ Europe 2023

Only 1.7% Job applicants accepted ensuring **high quality of our Team**

We provide our Customers with comprehensive support in IT-transformation of their business.

OPERATIONAL EXCELLENCE

TECHNICAL EXCELLENCE



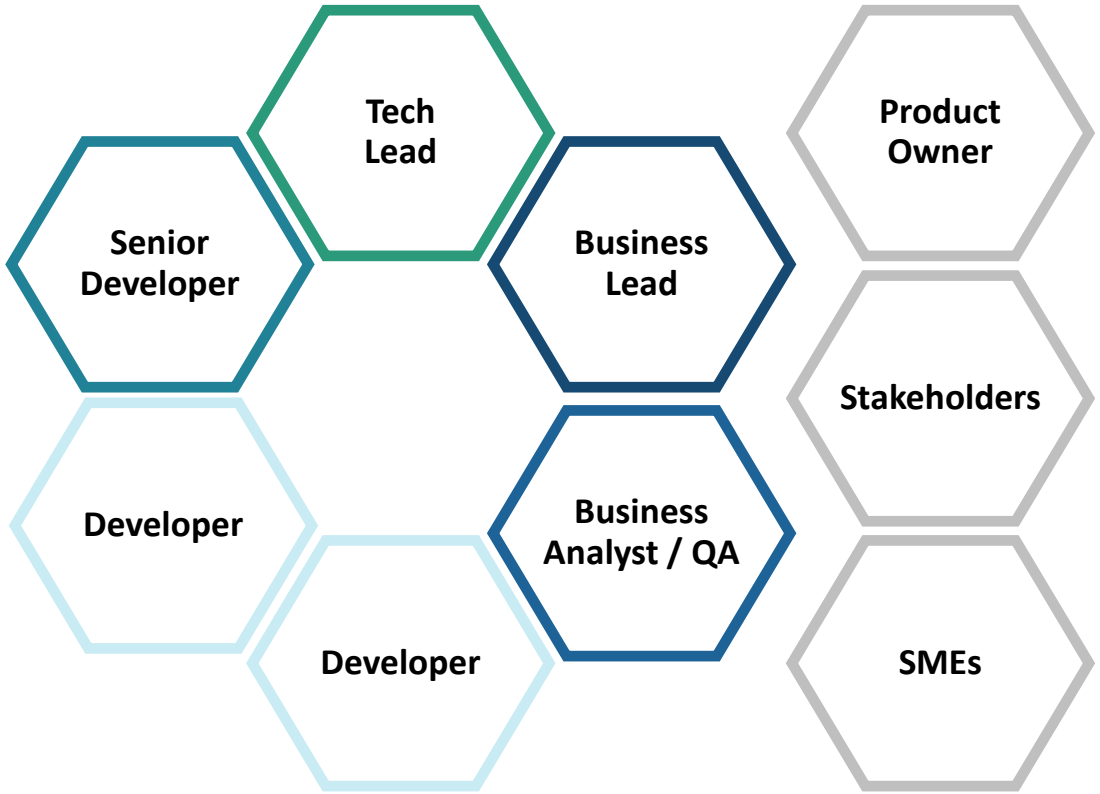
Increase **sales**

Increase **efficiency**

Adopt **Agile culture**

We support custom needs of our customers by leasing fully functional Scrum Teams.

Standard Team Structure



Selected technologies:

- Java
- .NET
- Gosu
- PL/SQL
- Angular
- React
- jBoss
- Tomcat
- GitHub
- SonarQube
- Amazon Web Services
- Microsoft Azure

Technologies

End-to-End Solutions

- GUIDEWIRE
- salesforce
- Insicon

Cloud Platforms

- Azure
- Google Cloud
- aws

Selected Domain Solutions

- earnix
- Moody's
- wtw
- hyperexponential
- SEND
- Duck Creek
- CAMUNDA
- omni:us
- ACORD
- CONFLUENT
- snowflake
- MuleSoft

We've got a proved experience in London Market implementations

We are supporting the biggest London Market insurers in their digital transformation by offering our technical and business support.

ENSTAR · Liberty Specialty Markets · Arch · QBE · W/R/B Underwriting | a Berkley Company

SOMPO · beazley · Aspen · Moody's · MARKEL

Argenta · RIVERSTONE · Dale Underwriting Partners · asta · everest

London Market Integrations and Architecture

- ✓ Claims: ECF Writeback, Gemini implementations
- ✓ Underwriting Workbench competence center and implementation
- ✓ IMR integration and integrations with DMS
- ✓ SCM, LIMCLM, USM, LORS
- ✓ …s and automations

Argenta

Dale Underwriting Partners

- Core system implementation & integrations
- BDX, reporting and data visualisation
- Process automation, document ingestion
- BP2 Readiness support
- Finance/ Credit Control improvements
- Reinsurance support

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tiw

Integrated Digital Solutions and Consultancy for the Global Insurance Industry

Ed Slade
Chief Commercial Officer
TIW Group
ed.slade@tiwgroup.com
www.tiwgroup.com

Our secure digital solutions help Brokers, Carriers, MGAs and Third Parties comply with regulatory requirements and ensure data and document integrity in a collaborative world.

Enterprise Content Management

opentext™

- Security
- Control
- Structure
- Classification
- Audit
- Collaboration
- Regulation
- Scale

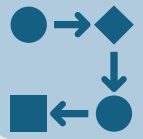
TIW Services

tiw

ACORD SOLUTIONS GROUP
LICENSED INTEGRATOR

Integrate everything, everywhere with TIW's APIs and Gateway

Fully Managed Service on our Cloud or yours



Process Orchestration & Intelligent Automation

Advisory Services

Integrated Digital Solutions and Consultancy for the Global Insurance Industry

Ed Slade
Chief Commercial Officer
TIW Group
ed.slade@ tiwgroup.com
www.tiwgroup.com

THANK YOU !

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Supplier spotlight

insurity

insurity

Drive Growth and Profitability with Insurity

WHO IS INSURITY?

Insurity is one of the top 2 insurance software providers in the P&C market, with 25+ years of industry experience

Market-Leading

$300M+

in **total revenue**

Cloud-First

400+

cloud customers out of 500+; **20+ years** of cloud experience

Expertise

1,500

employees with **15+ average years of insurance experience**

Proven

22

of the **top 25 P&C carriers** and **7 of the top 10 MGAs** trust Insurity

Purpose-Built

100+

lines of business live in production

Scalable

100K+

users in **100+ countries**, with **99.99% availability**

insurity

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WHO DOES INSURITY SERVE?

…and, we work with insurers, managing agencies, MGAs, brokers, and captives

London Market

Global Carriers

MGAs

Brokers

insurity

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SURE UNDERWRITING

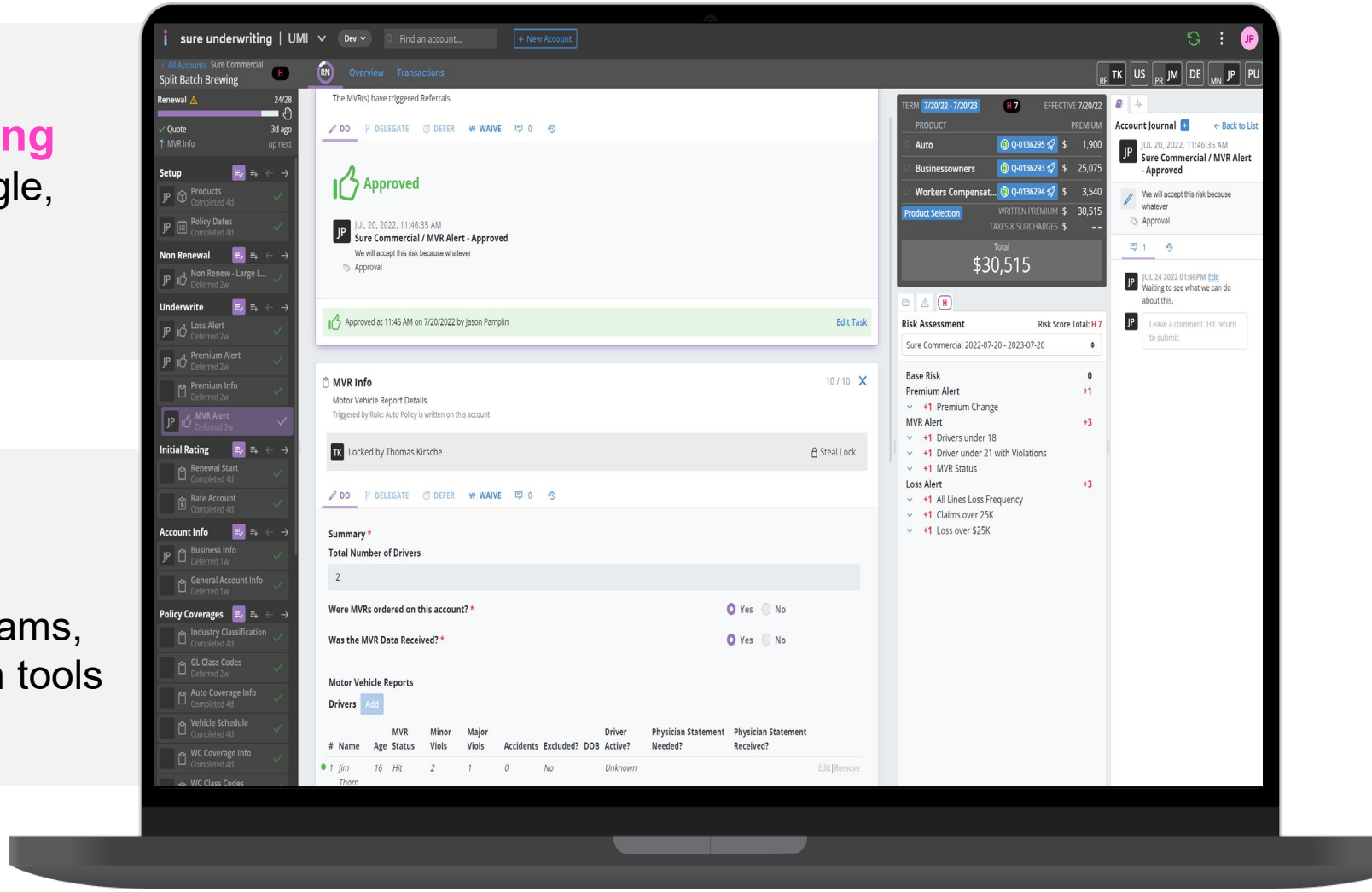
Streamline risk selection with Sure Underwriting

Improve Decision Making

Combine all data into a single, cloud-native workbench

Make Changes Easily

Update workflows, rules, teams, and more with configuration tools



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SURE UNDERWRITING

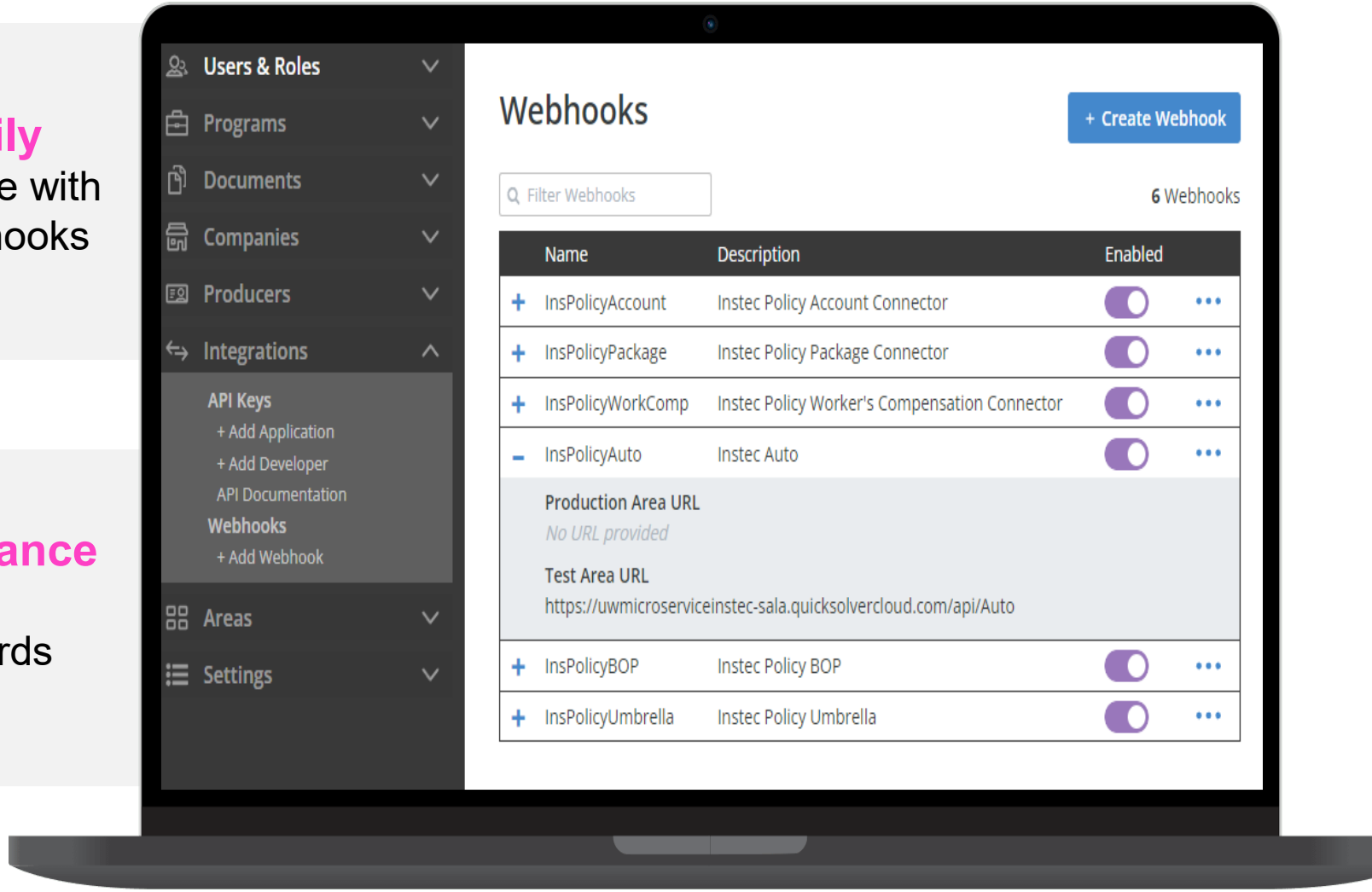
Empower your underwriters to focus on complex risk through APIs and robust analytics

Integrate Systems Easily

Import data from any source with easy-to-use APIs and webhooks

Improve Book Performance

Gain a holistic view of your books with built-in dashboards and reporting



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SURE SUBMISSION GATEWAY

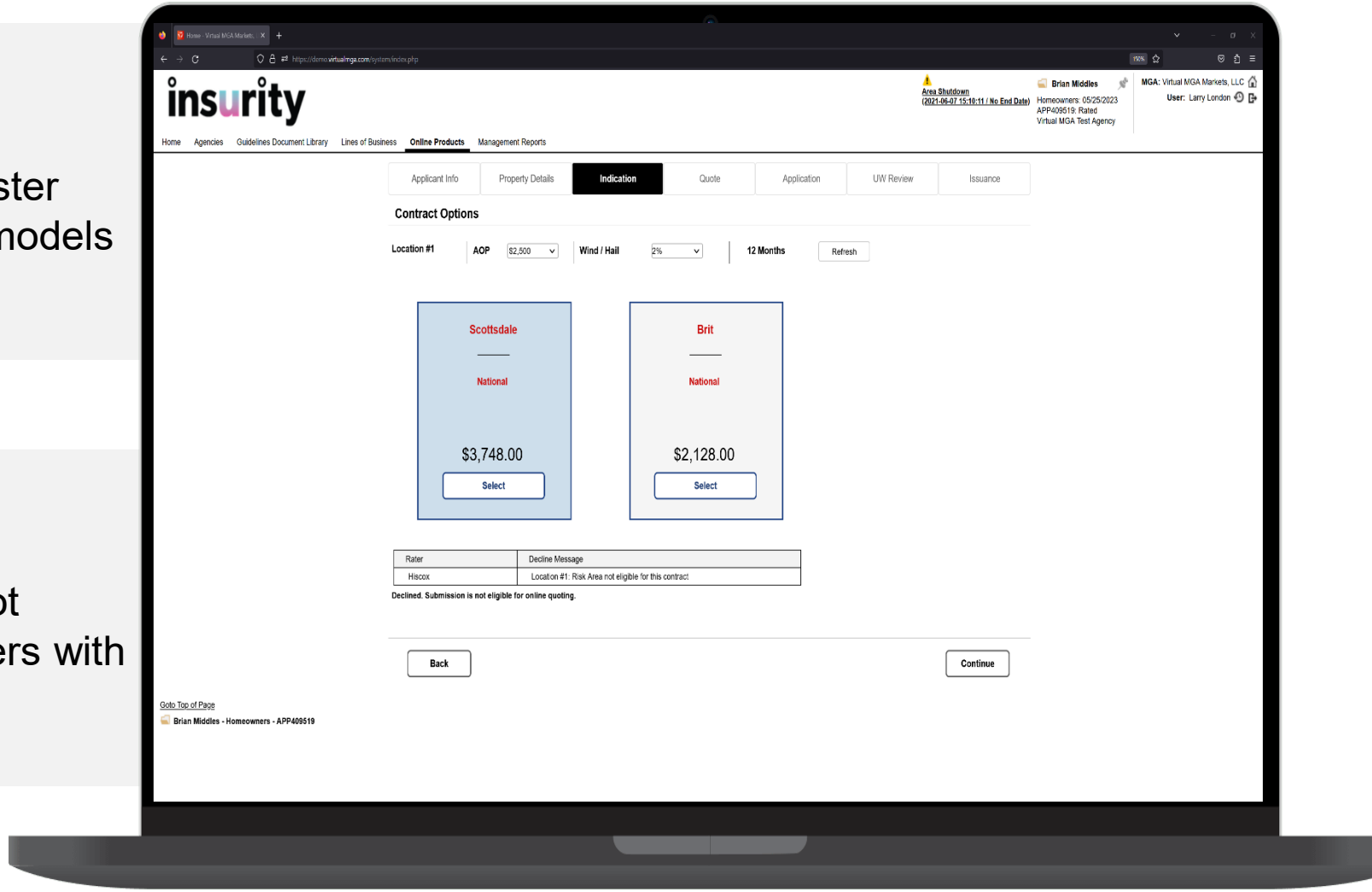
Expand and empower your trading network with Sure Submission Gateway

Get to Market Quickly

Write policies up to 80% faster with automated predictive models

Maximize Your Book

Ensure aggregations are not breached across underwriters with capacity automation



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SURE SUBMISSION GATEWAY

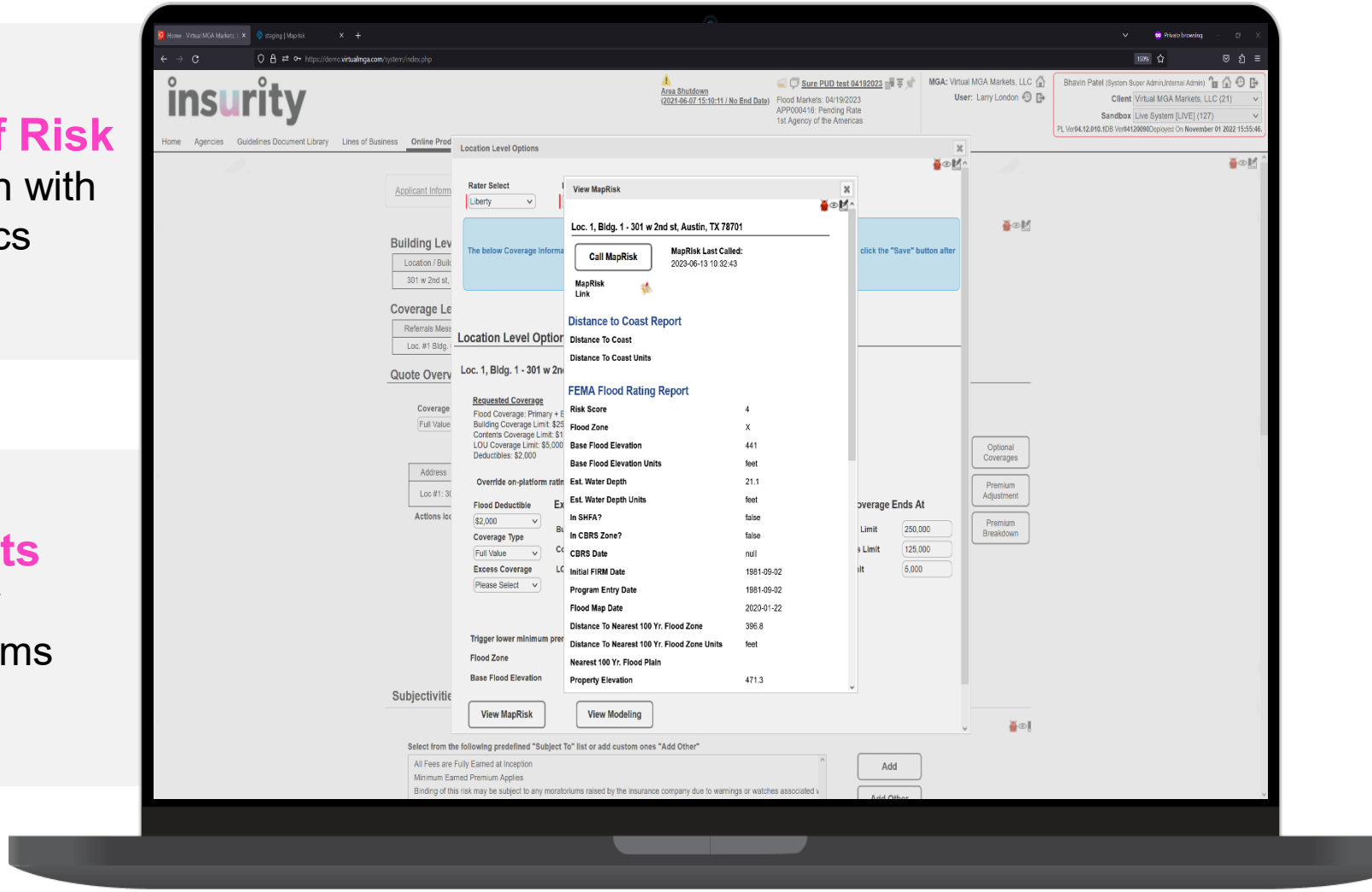
Modernize underwriting and distribution with seamless risk placement

Build a Holistic View of Risk

Avoid adverse risk selection with intuitive, embedded analytics

Track Global CAT Events

Apply rules to automatically enable or disable moratoriums against live events



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INSURITY GEOSPATIAL

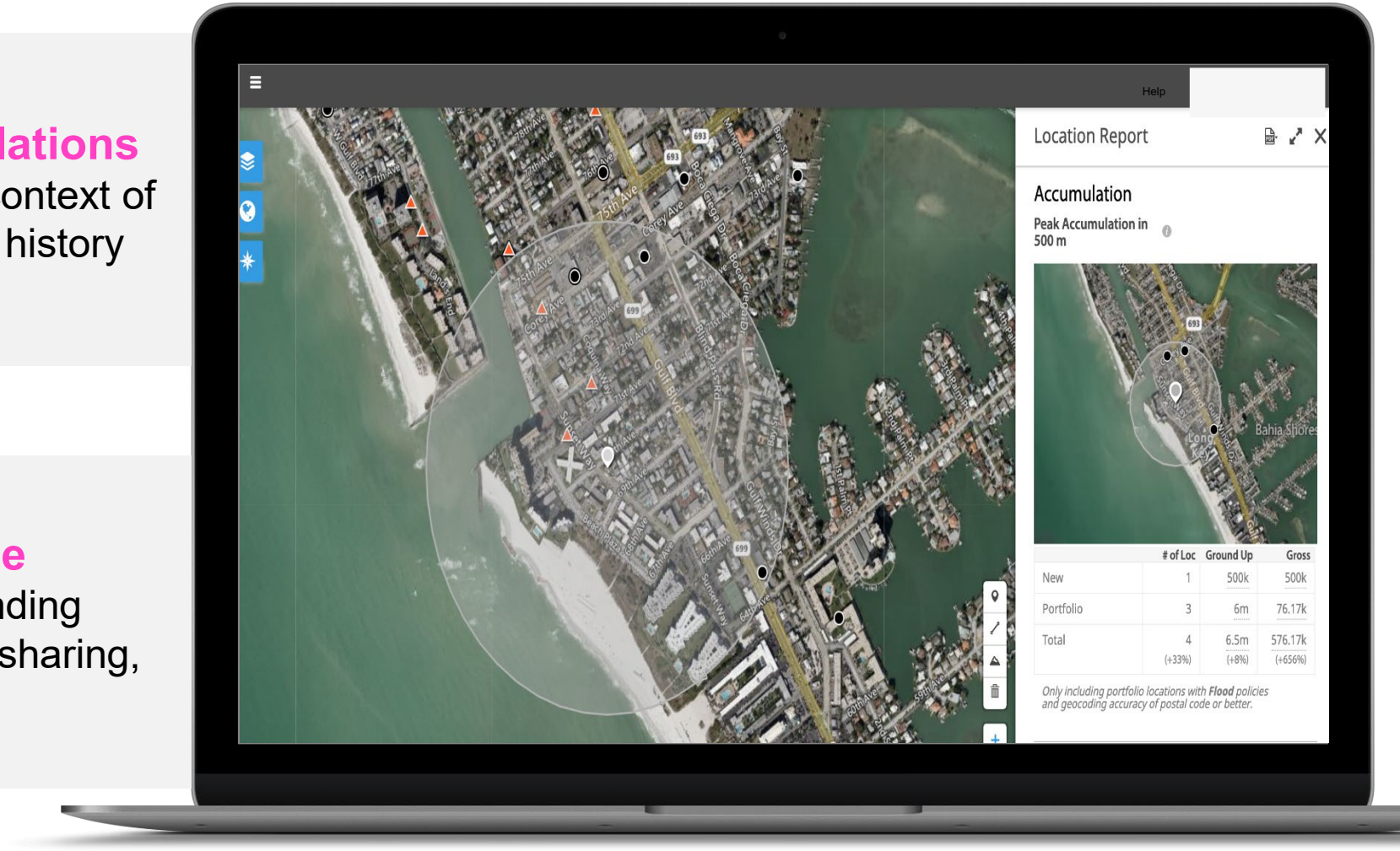
Make decisions confidently with fast, insurance-specific analytics

Understand Accumulations

Evaluate risk within the context of your portfolio and claims history

Collaborate With Ease

Ensure shared understanding across teams by saving, sharing, and filing reports



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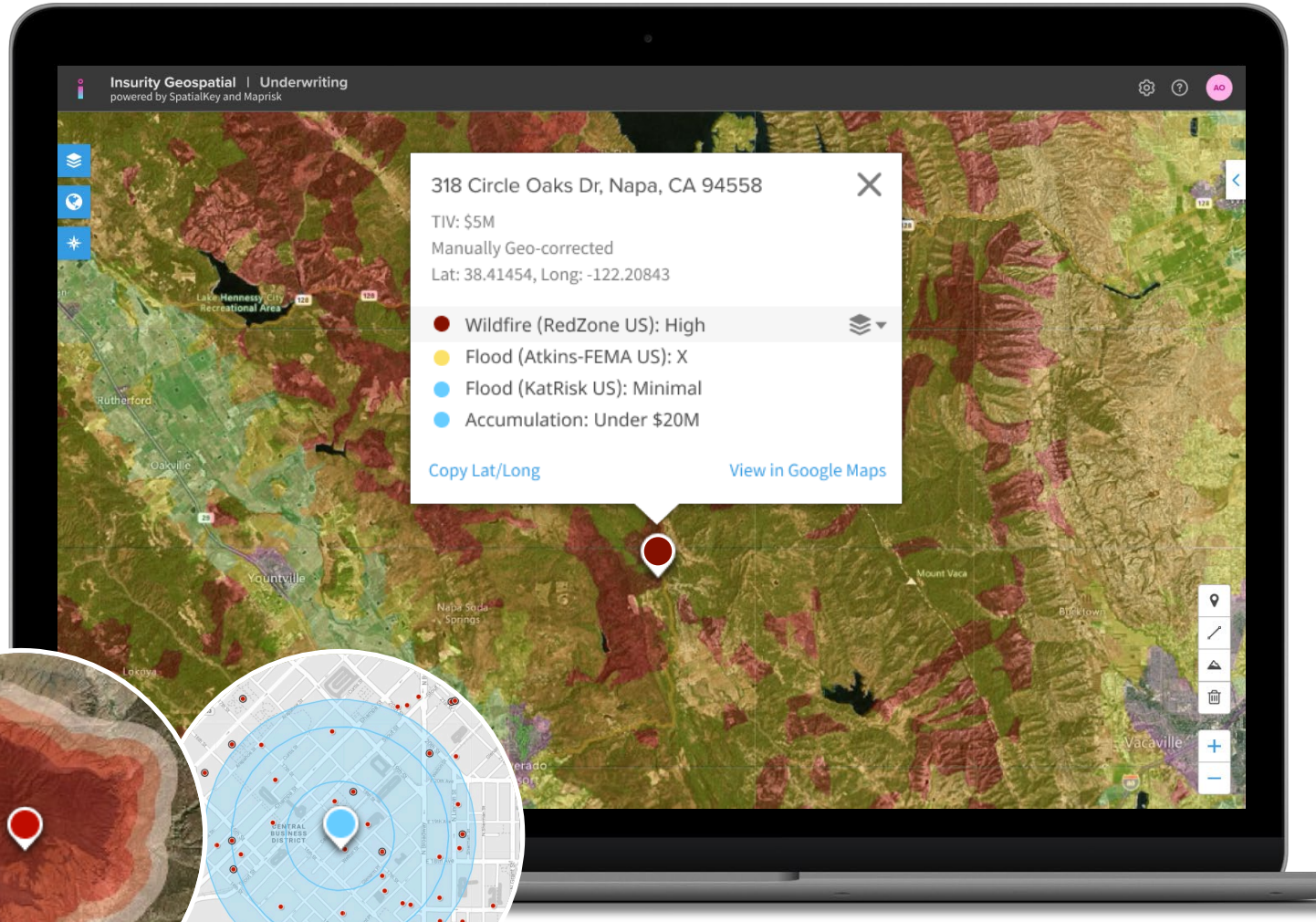
INSURITY GEOSPATIAL

Underwriting: Drive smarter underwriting with comprehensive data

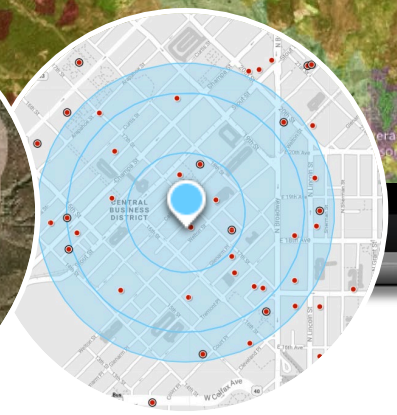
Make more informed **risk selection and pricing** decisions, fast.

- ✓ Aggregation hub for over 50 data partners
- ✓ Point-of-quote portfolio aggregations
- ✓ High-resolution imagery
- ✓ Event-impact moratoriums
- ✓ Embed scores into workflow for point-of-quote decisions



Underwriting Risk Report

Event Impact



Ring Accumulations

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Make better underwriting decisions with embedded risk scoring and hazard maps

110+
Geospatial customers

50+
Data partners

385M+
Analyses run per year

44M+
Locations proactively monitored

insurity

INSURITY GEOSPATIAL

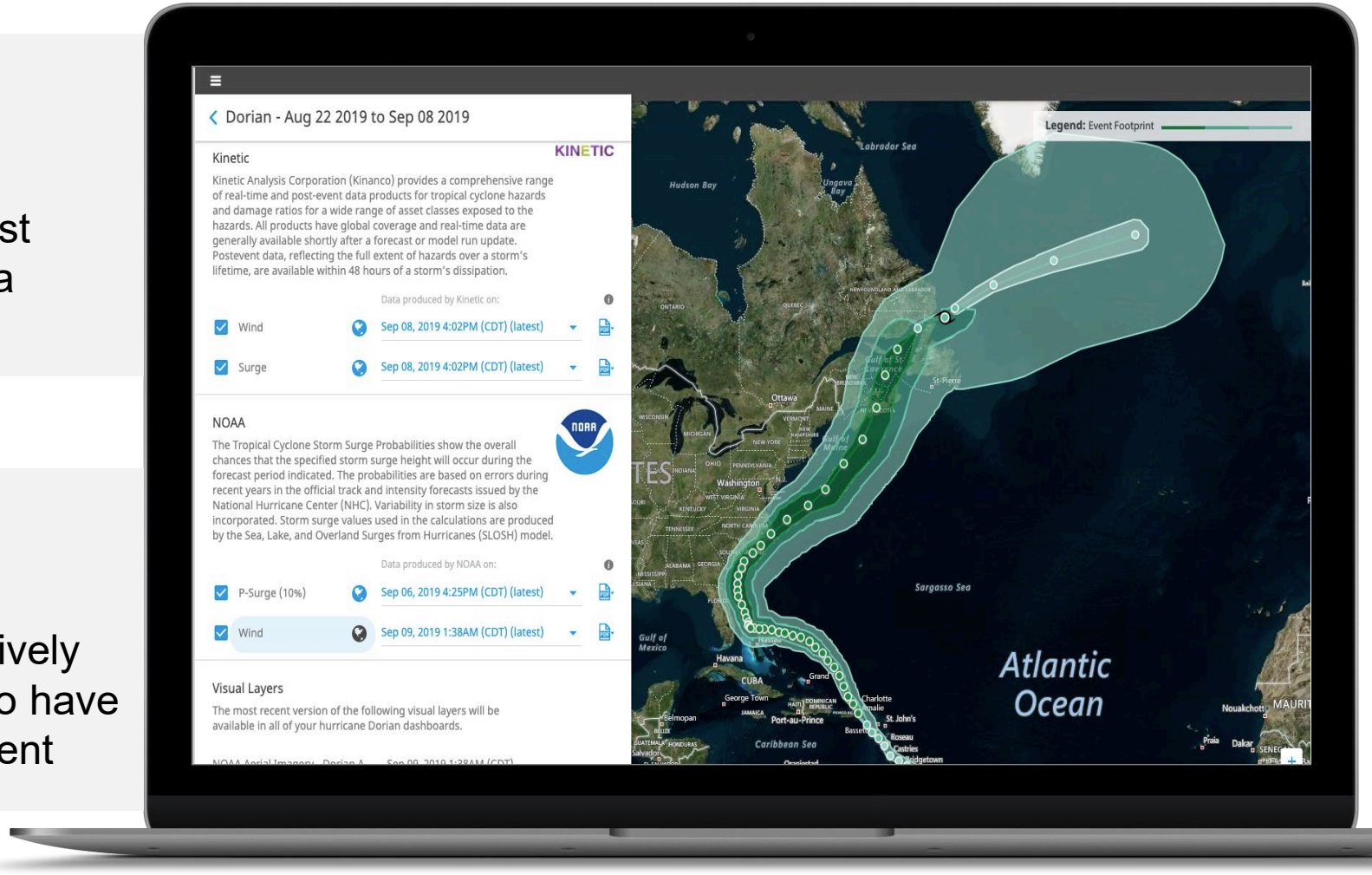
Bring unparalleled speed & analytics to your claims response arsenal

Be the First to Know

Monitor and automatically analyze your portfolio against new and updated event data

Increase Policyholder Satisfaction

Streamline claims by proactively reaching out to insureds who have been impacted by a CAT event



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QUESTIONS?

COME TALK TO US!

PETER WHITBY
Director, Sales

ADAM HARRISON
Enterprise Account Executive

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Supplier spotlight

datos
INSIGHTS

4 February 2025

Introducing Datos Insights

Jennifer Ham
Chief Revenue Officer

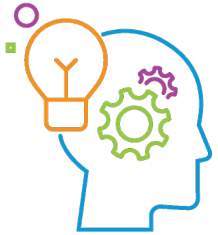
datos INSIGHTS

Datos Insights helps clients accelerate transformation initiatives through proprietary data and expert-driven insights

30,000+
Quantitative Survey Responses Annually

5,200
Annual executive interactions with Datos advisors

720
Unique technology providers covered in Datos reports



60+
Subject-matter experts

500+
Active executive council members

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Datos Insights provides holistic coverage focused exclusively on the financial services and insurance industries

datos INSIGHTS

Aité + NOVARICA + rbr + WISE

- Insurance
- Banking & Payments
- Securities & Investments
- Risk

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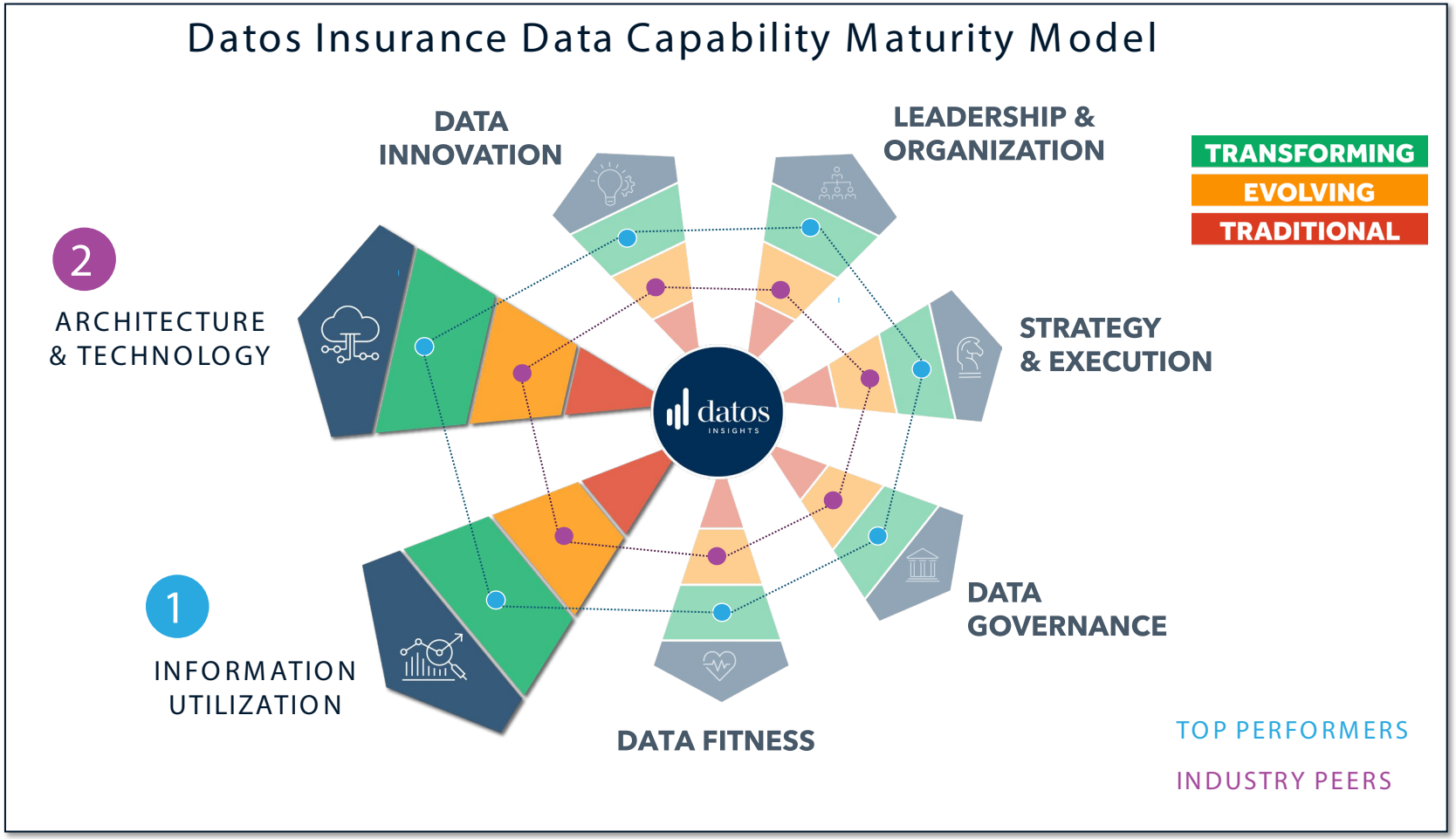
Two capabilities separate the top performers in data maturity from the rest of the participants

Top performers outperformed their peers by an overall

56%



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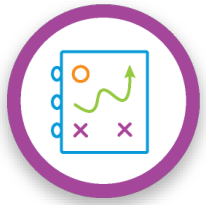
Our impact helps clients accelerate enterprise-wide decisions, inspire decisive action, and de-risk critical investments

Insights & Advisory Support



Data & Custom Projects

Events & Peer Networking

SunLife, unum, AON, Arch, CNA, HUB, AXA, TOKIO MARINE, Munich RE, beazley

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Cenata

Pioneering Outwards Reinsurance Solutions

cenata.co.uk

Outwards Reinsurance

Cenata
Outwards Reinsurance Reinvented

Outwards reinsurance, also known as ceded reinsurance, is the practice whereby an insurance company (the cedent) transfers a portion of its risk portfolio to another insurance company (the reinsurer).

Global Reinsurance Market Size 2024

£569 Billion

Property & Casualty Market

65% Share

Global Reinsurance Outlook

11% YoY Growth

Growth Drivers

AI & Innovation

A Burning Platform for Change

Cenata

Legacy systems are costing you time, money, and exposing you to risk

As a result, your bottom line is missing out, and risk is not proactively managed

There is a significant ‘cost of doing nothing’, now is the time to act!

Legacy Systems are Costing You

Cenata
Outwards Reinsurance Reinvented

Lost Recoveries

Inaccurate Reporting

Increased Costs

Unrealised Profit Stretches Across our Industry

There is a Better Way!

Cenata
Outwards Reinsurance Reinvented

Leave spreadsheets and legacy tech behind with an advanced fully scalable cloud-based solution

Allow the insurance industry's most experienced team transform your business and its outcomes

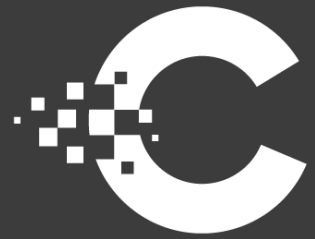
Future proof your organisation with real-time data capture, process, notifications & reporting

Stand
E7

CenataSure

Delivering Better
Outwards Reinsurance Outcomes

Outwards Reinsurance Reinvented



Cenata

Outwards Reinsurance Reinvented

TIN tech
LONDON MARKET

Supplier spotlight

Date: 4th February 2025

Presented by: Andrew Woodger

INTRODUCING

Opus Technology

OPUS™

In business since

1992

Independent and privately owned

We support over

800

CUSTOMERS

Public and private sector nationwide

155

STAFF

Specialist employees who are experienced and certified

Established
Trusted
Experienced

2%

Customer Churn Rate
Industry Average 10%

90

Net Promoter Score
Industry average 35

£39M

Financially secure and growing

Our Services

Contact Centre

Our portfolio of Customer Experience & Contact Centre Solutions, combines with industry leading design capability and award-winning support. We can transform how you and your customers interact, whether it be on the phone, web, email, WhatsApp or any other variety of social media Channels.

Private UC Cloud

Opus have a proven track record that demonstrates our expertise in planning, configuring and supporting highly complex and bespoke private build cloud deployments for medium and large enterprises.

Outsourced IT

We deliver flexible end-to-end strategic outsourced IT support services. Giving you 24/7 access to on-demand support from our highly skilled in-house IT Technical Support Team who will proactively monitor your IT estate.

Microsoft Cloud

Our certified Microsoft consultants have expertise in delivering and driving adoption across the Microsoft ecosystem which includes, Microsoft 365, Azure, Azure Virtual Desktop and SharePoint.

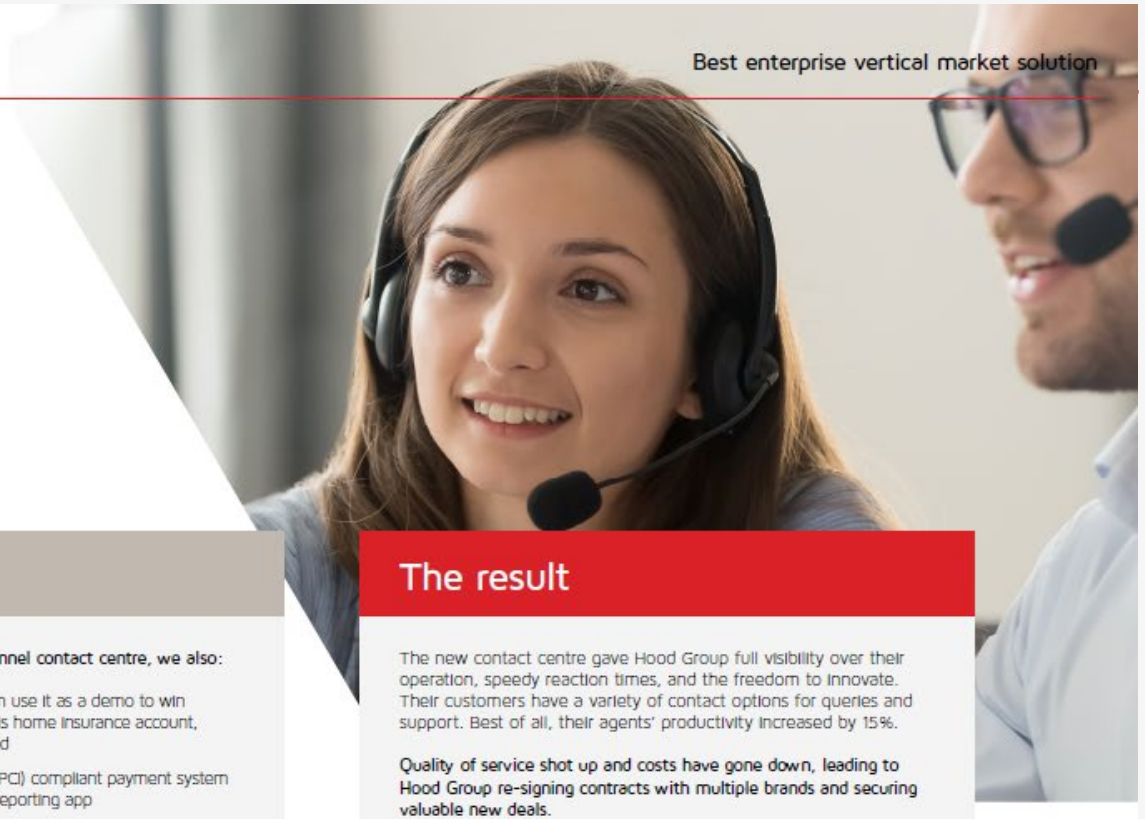
Advanced Security

We provide a wide range of Cyber security solutions to protect your organisation from advanced cyber security threats and help you achieve cyber security compliance with pen testing and Cyber Essentials +.

Mobile Voice

Partnering with all the major UK networks, Our agile mobile proposition gives our clients the coverage they need, and the visibility required into their mobile estate that empowers and delivers multi network options and tariffs through the Opus customer portal

Boosting Hood Group's agent productivity by 15% with a new omni-channel contact centre



The challenge

Insurance provider Hood Group's contact centre was severely outdated. It was expensive to run and completely inflexible, leaving them unable to integrate additional contact channels, analyse call data, or react to customer trends.

They needed to digitalise, but their legacy platform was making it impossible.

The solution

While building them a new omni-channel contact centre, we also:

- Built a proof-of-concept and let them use it as a demo to win a high-stakes pitch for the John Lewis home insurance account, even before our deal had been signed
- Integrated a Payment Card Industry (PCI) compliant payment system and a Customer Satisfaction (CSAT) reporting app
- Provided a full ecosystem of bolt-ons, including tools for recording and analysing conversations and screen activity
- Gave them full administration access to the platform, and trained their team to use and customise it themselves

The result

The new contact centre gave Hood Group full visibility over their operation, speedy reaction times, and the freedom to innovate. Their customers have a variety of contact options for queries and support. Best of all, their agents' productivity increased by 15%.

Quality of service shot up and costs have gone down, leading to Hood Group re-signing contracts with multiple brands and securing valuable new deals.

> "If you're looking for a capable technology partner to help you grow, we'd highly recommend Opus."
>
> James Wallis, COO Hood Group

Accelerating growth and CX success for First Central

Handling 3.75 million minutes of inbound calls monthly with a full omnichannel contact centre

CHALLENGES

- Decade-old legacy telephony system that couldn't integrate with new business strategies and incompatible with growth plans
- Limitations of existing system harming customer service standards
- Lack of data continuity and operational agility
- Need to empower employees and engage with customers through their chosen communication channels
- Seeking a collaborative partner to support achievement of their business goals

SOLUTION

- Opus invested time to understand First Central's long-term and short-term business goals and strategies
- Planned a solution tailored to deliver the specific outcomes and value First Central sought
- Facilitated meetings between First Central's stakeholders and the Opus team, including the Head of PMO, Head of Technical Services, and assigned engineers
- Designed and built a future-proofed, omnichannel contact centre within 12 weeks
- Deployed Servis Bot to automate ID & V

IMPACT

- Successful implementation enabled the handling of 3.75 million minutes of inbound phone calls per month
- Simplified call routing from 104 variable options to 20, drastically reducing the number of transfers and average handling time
- Established a set wrap time, resulting in a 100% reduction in the agent's total wrap time spent
- Maintained the quality of customer service and agent experience despite the reduction in wrap time
- Increased contact centre uptime to 99.999%, up from 99.95%

OUTCOMES

- Accelerated First Central's journey towards their business goals
- Established strong relationships with First Central's senior stakeholders during the RFP process that have created the foundation for a real partnership focused on achieving First Central's objectives
- Achieved significant cost and time savings for First Central
- Developed strategic plans for the next phase of digitalisation

Accreditations

- We demonstrate high levels of compliance across many disciplines including: Cyber Security, Customer Service., Environmental & Quality Management and Government Frameworks.

ISO 27001 Information Security Management

ISO 14001 Environmental Management

ISO 9001 Quality Management

You can’t succeed with technology alone;
You will need a team with the **right skills and competencies** to make it happen.

Gartner®

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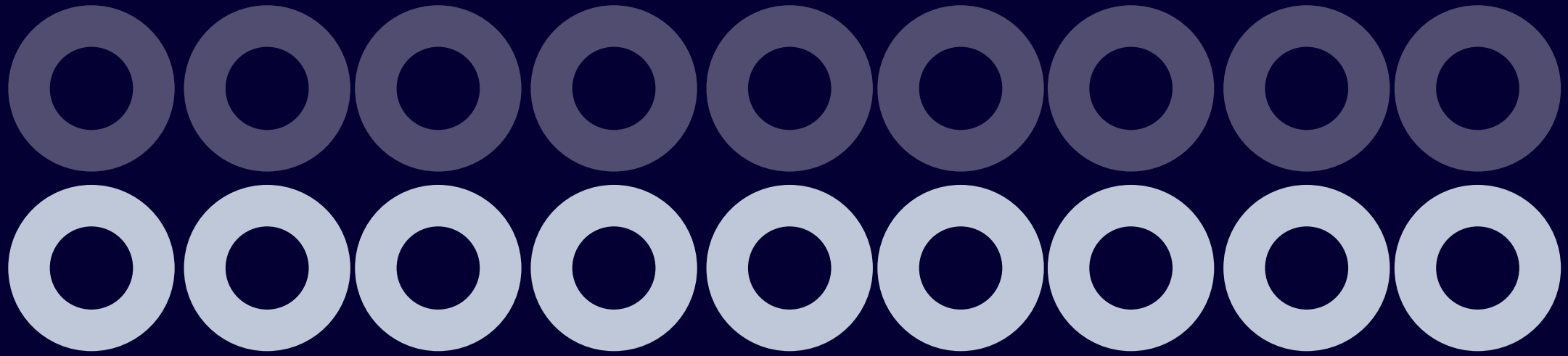
Supplier spotlight

DOCOsoft

The technology powering claims innovation

50%

of all London claims messages go through us



Our community

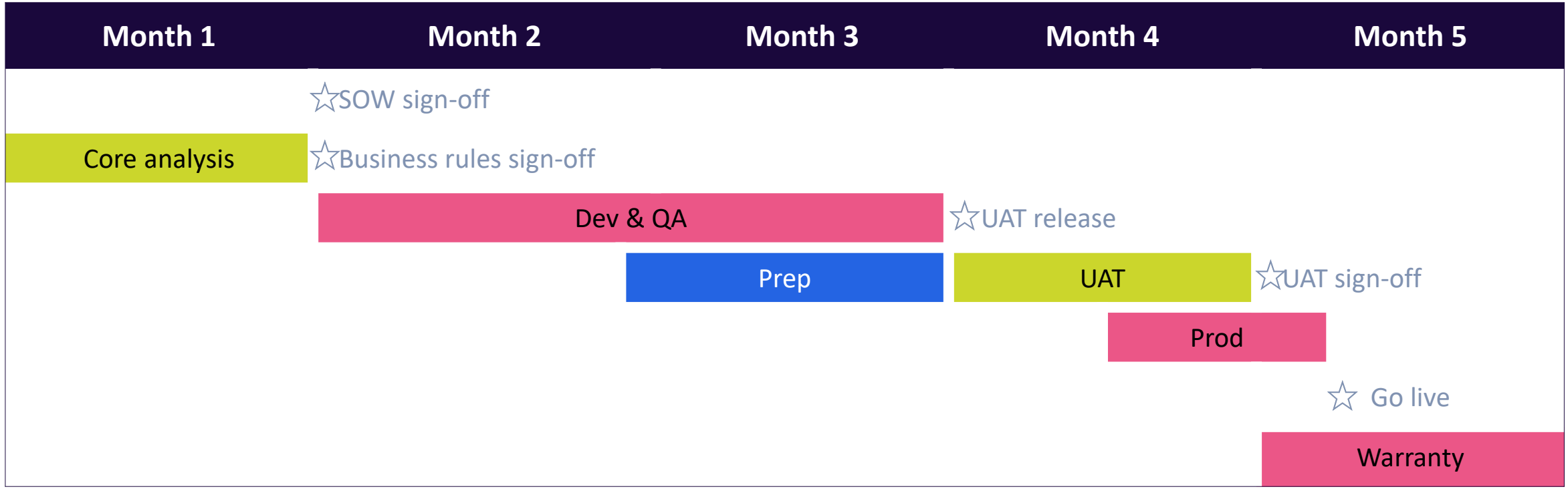
docosoft

We understand the complexities of the London Market

DOCOSOFT

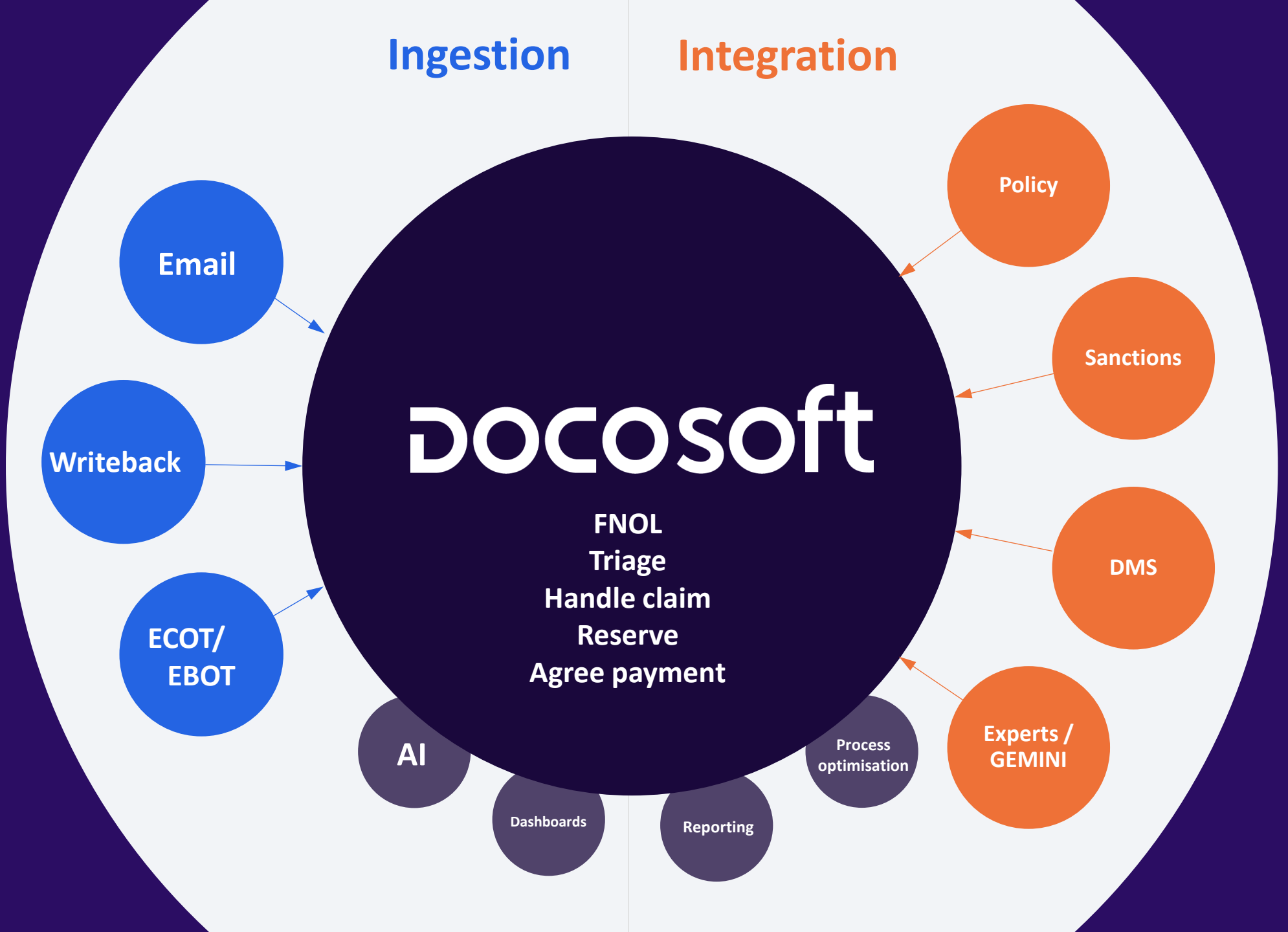
We are the best in class

We implement fast

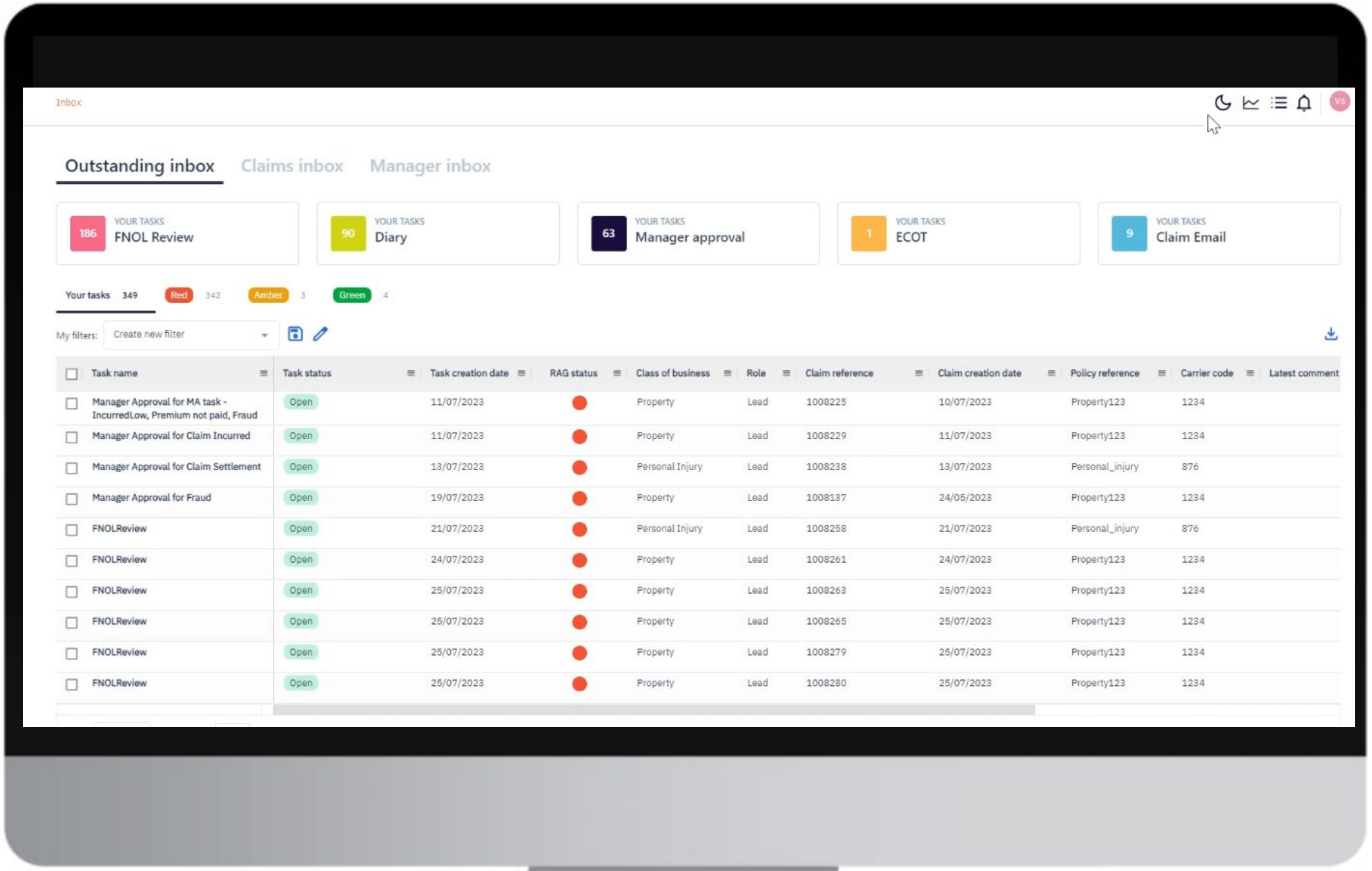


Joint | Client | DOCOsoft

docosoft


Ingestion
Integration
Email
Writeback
ECOT/
EBOT
DOCOSOFT
FNOL
Triage
Handle claim
Reserve
Agree payment
AI
Dashboards
Reporting
Process
optimisation
Policy
Sanctions
DMS
Experts /
GEMINI

Our integrations include…


Inbox
Outstanding inbox
Claims inbox
Manager inbox
186 YOUR TASKS FNOL Review
90 YOUR TASKS Diary
63 YOUR TASKS Manager approval
1 YOUR TASKS ECOT
9 YOUR TASKS Claim Email
Your tasks 349
Red 342
Amber 3
Green 4
My filters: Create new filter
Task name | Task status | Task creation date | RAG status | Class of business | Role | Claim reference | Claim creation date | Policy reference | Carrier code | Latest comment
Manager Approval for MA task - IncurredLow, Premium not paid, Fraud | Open | 11/07/2023 | Property | Lead | 1008225 | 10/07/2023 | Property123 | 1234
Manager Approval for Claim Incurred | Open | 11/07/2023 | Property | Lead | 1008229 | 11/07/2023 | Property123 | 1234
Manager Approval for Claim Settlement | Open | 13/07/2023 | Personal Injury | Lead | 1008238 | 13/07/2023 | Personal_injury | 876
Manager Approval for Fraud | Open | 19/07/2023 | Property | Lead | 1008137 | 24/05/2023 | Property123 | 1234
FNOLReview | Open | 21/07/2023 | Personal Injury | Lead | 1008258 | 21/07/2023 | Personal_injury | 876
FNOLReview | Open | 24/07/2023 | Property | Lead | 1008261 | 24/07/2023 | Property123 | 1234
FNOLReview | Open | 25/07/2023 | Property | Lead | 1008263 | 25/07/2023 | Property123 | 1234
FNOLReview | Open | 25/07/2023 | Property | Lead | 1008265 | 25/07/2023 | Property123 | 1234
FNOLReview | Open | 25/07/2023 | Property | Lead | 1008279 | 25/07/2023 | Property123 | 1234
FNOLReview | Open | 25/07/2023 | Property | Lead | 1008280 | 25/07/2023 | Property123 | 1234

Client testimonials

"The DOCOsoft people and culture came across as **hard working from the outset**, the team are quick to get back to us and **quick to solve any issues**, this is a big reason we enjoy working with DOCOsoft."

Deputy Head of Claims, SCOR

SCOR
The Art & Science of Risk

"We are confident that we want to **partner with DOCOsoft** and build out, improve the CMS and make the day to day **lives of our claims team members easier.**"

Regional Operations Lead, AXA XL

AXA

Thank you for listening

Matt Tarnawsky
Senior Product Manager

Aidan O'Neill
Founder & CEO

Darren Woolley
Account Manager

Ian Gibbard
Head of London Market

SCAN HERE TO VIEW MY BUSINESS CARD

Matt Tarnawsky

DOCOsoft

Visit us at stand E20

TIN tech
LONDON MARKET

Supplier spotlight

SEND

SEND

Built for the London Market

An AI-powered platform design to help Lloyd's and London Market underwriter manage complex commercial and specialty risks

Send in 2024

Data-driven underwriting

AVIVA

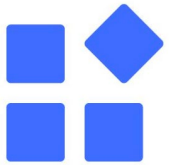
Accelerated product and data maturity

BOWHEAD SPECIALTY

Built for growth

NW RE

Send in 2025 and Beyond



Microapps

Deeper adoption of AI

An integrated market

SEND

Thank you

TIN tech
LONDON MARKET

Supplier spotlight

TRUST and TRANSFORMATION

Scott Thomson
Insurance Solutions
Director
FintechOS

fintechOS

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CUSTOMER EXPECTATIONS
CURRENT SYSTEMS
INSURERS
THE TRUST GAP
fintechOS
WYOMING DEPARTMENT

INSURANCE TECH VS INSURTECH

INSURERS ARE STUCK IN THE PAST

fintechOS

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CUSTOMER-CENTRIC PRODUCTS

THE FINTECHOS ADVANTAGE

fintechOS

LEGACY SYSTEMS

LET’S BUILD YOUR BLUEPRINT

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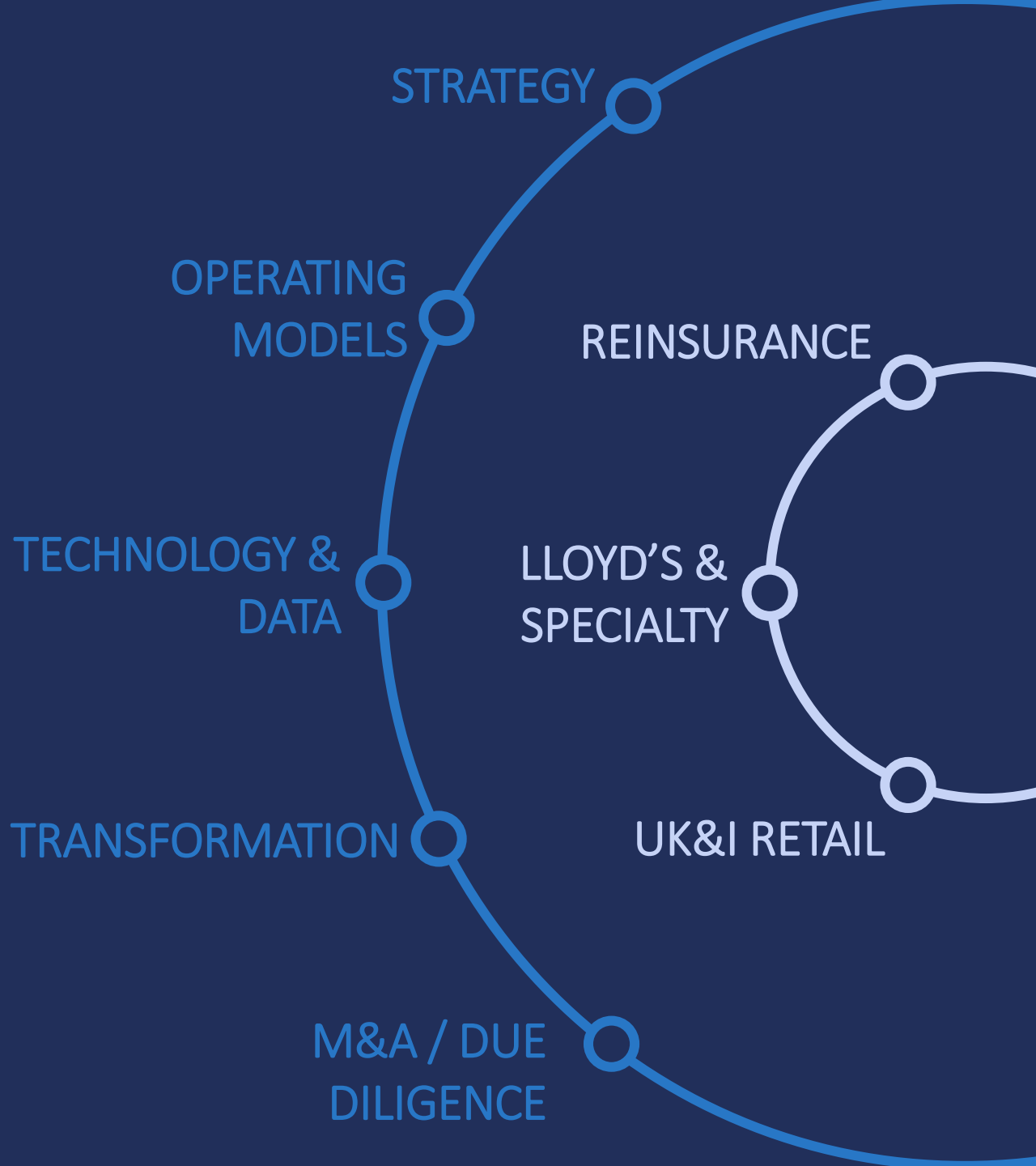
TIN tech
LONDON MARKET

Supplier spotlight

Oxbow Partners

A SPECIALIST MANAGEMENT CONSULTANCY FOR THE (RE)INSURANCE INDUSTRY

Certified B Corporation



TIN tech
LONDON MARKET

Supplier spotlight

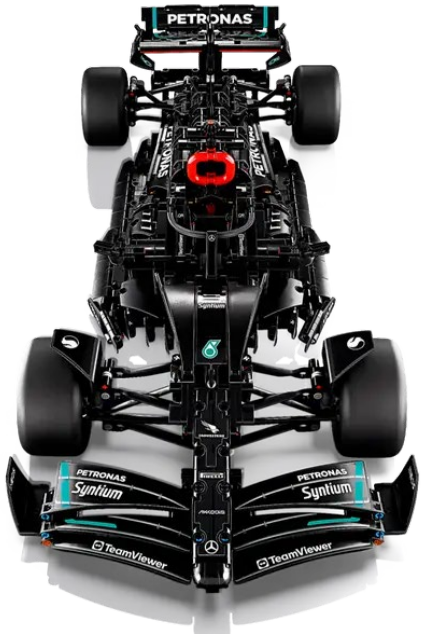
EBIX EUROPE

TIN tech
LONDON MARKET

Supplier spotlight

WIN one of three Lego sets

Ask us how we're **building change capability** for London Market insurers for a chance to win!



Mercedes-AMG F1 W14 E Performance

2x London Telephone Box

grayce

Change and transformation for the world's most ambitious organisations

An innovative consulting model empowering high-quality early talent to support change and transformation delivery. Speak to us about a low-risk, scalable solution to deliver lasting change.

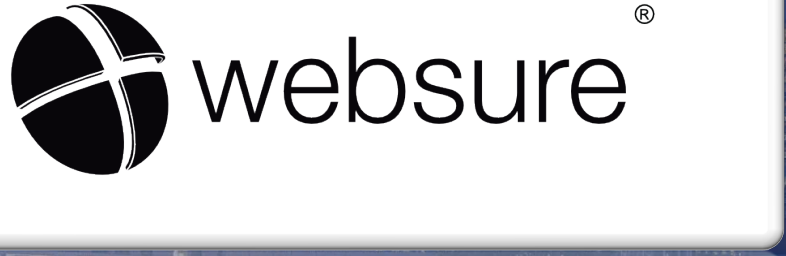
What makes us different?

- 12 Years of Change & Transformation Expertise
- Quality of our Analysts
- Economic Value
- Capability Build
- Social Value

TIN THE INSURANCE NETWORK

TIN tech
LONDON MARKET

Supplier spotlight



websure®
software solutions for insurance

Jonathon Warne
Head of London Markets

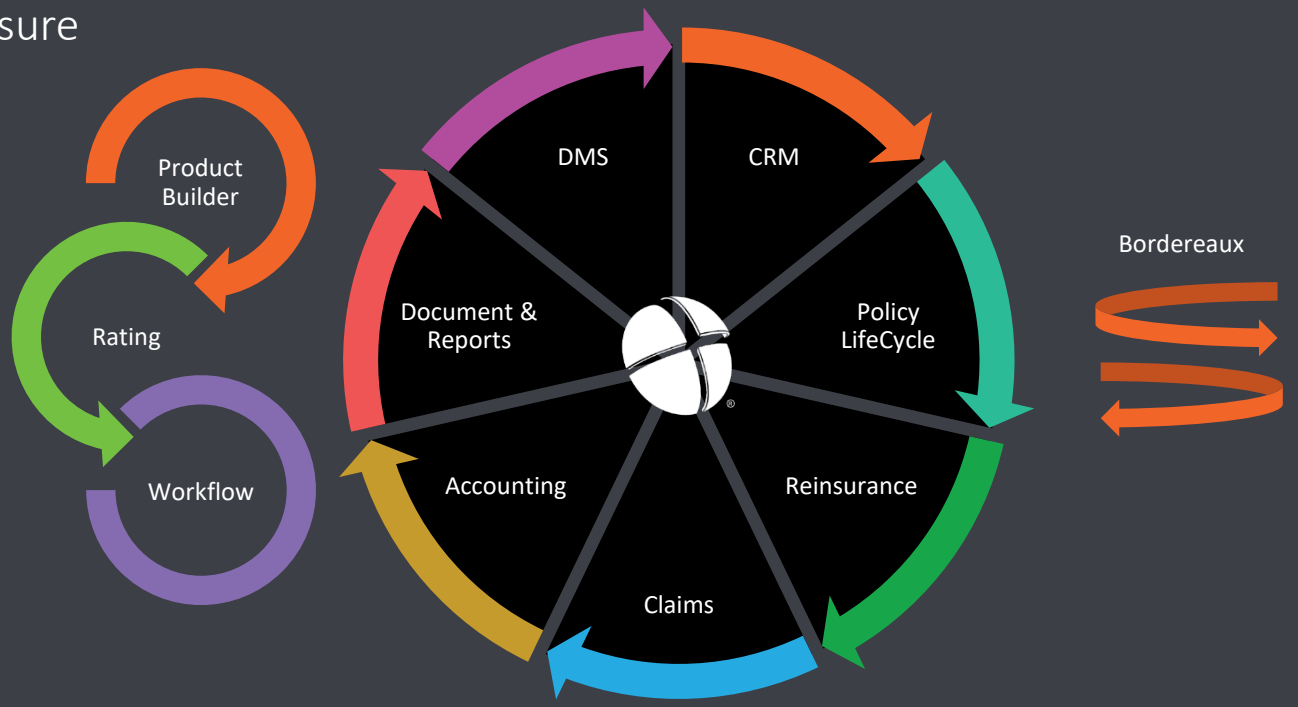
Enterprise Architecture

Webx Portal

Extranet (B2B)

Internet (B2C)

Websure



Hub/Bridge

Analytics/Data Warehouse

API/Integration Layer

London Market Ecosystem

flexible by design

Our London Market Ecosystem for

Open Market and Delegated Authority

websure®
software solutions for insurance

Risk Placement

- Quote & Policy Production
- MRC v3.0 and CDR output
- Agnostic to Placing Platforms

Premium Processing

- A&S LPAN Processing to DXC
- BSM – Broker Signing & Settlement

Claims Processing

- ECF upload to IMR
- CLASS Settlement Direct to XDH/Xchanging

flexible by design

Future State

London Market Ecosystem

Blueprint Two

websure®
software solutions for insurance

flexible by design

Insurers

UW & MGAs

TINtech

LONDON MARKET

Please visit us at
Stand E4

Captives

Risk
Managers

websure
software solutions for insurance

Blueprint Two

Websure and our Clients are ready for Blueprint 2 Phase 1

Come and join us on that journey

flexible by design

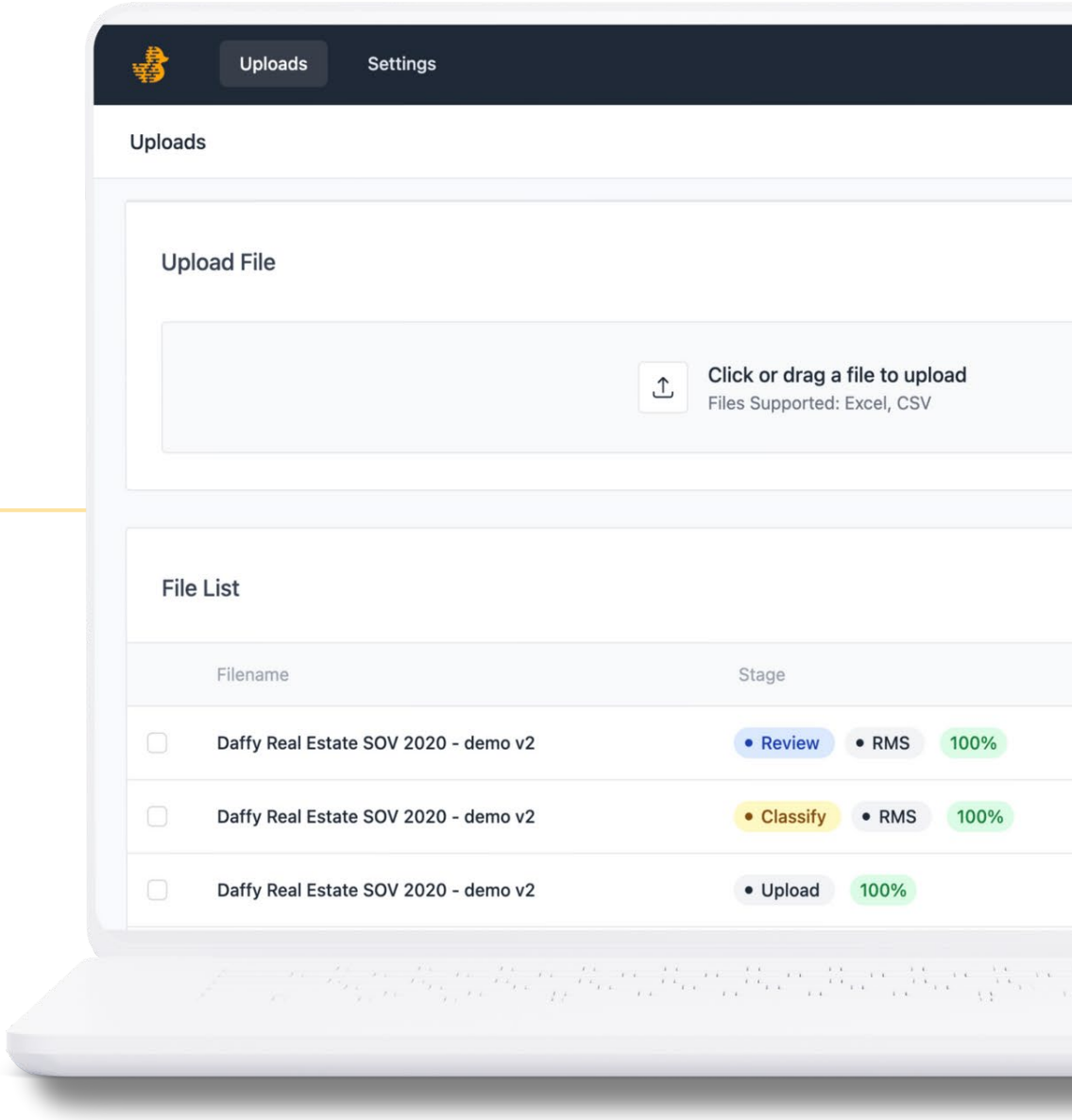
TIN tech
LONDON MARKET

Supplier spotlight

Scrub AI

Scrub AI

An Intelligent Data Cleaning Platform



$2-5 Billion

spent and wasted on **data preparation and augmentation** in the insurance industry.

www.scrub-ai.com

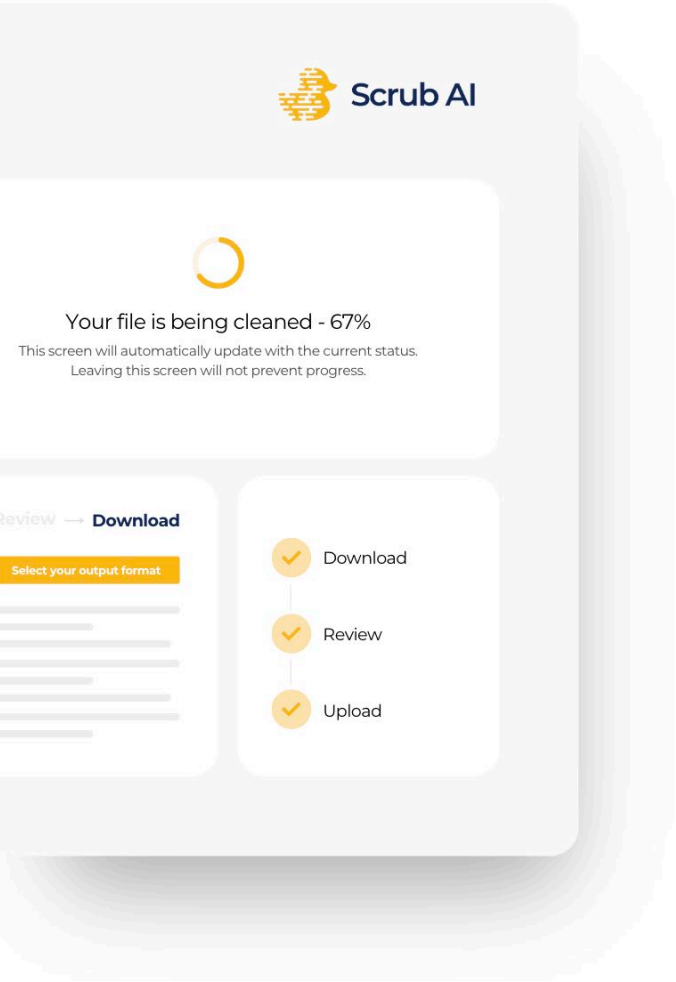
Scrub AI

About Us

Scrub AI provides insurance companies with a platform to help **automate repetitive data-cleaning tasks** for SOVs and bordereaux. Clients can integrate with the platform to ingest data into catastrophe models, pricing platforms and binder management systems.

www.scrub-ai.com

Scrub AI



Our Solution

Leveraging our existing experience in the insurance industry, we've designed a platform that **cleans SOVs and bordereaux instantly**.

99% accuracy.

Scrub achieves 99% data accuracy, ensuring reliable and clean data every time.

1,000 rows per minute.

You can clean up to 1000 rows of data in a minute.

Cost saving.

Cut data processing costs by 50%, boosting efficiency.

www.scrub-ai.com

Scrub AI

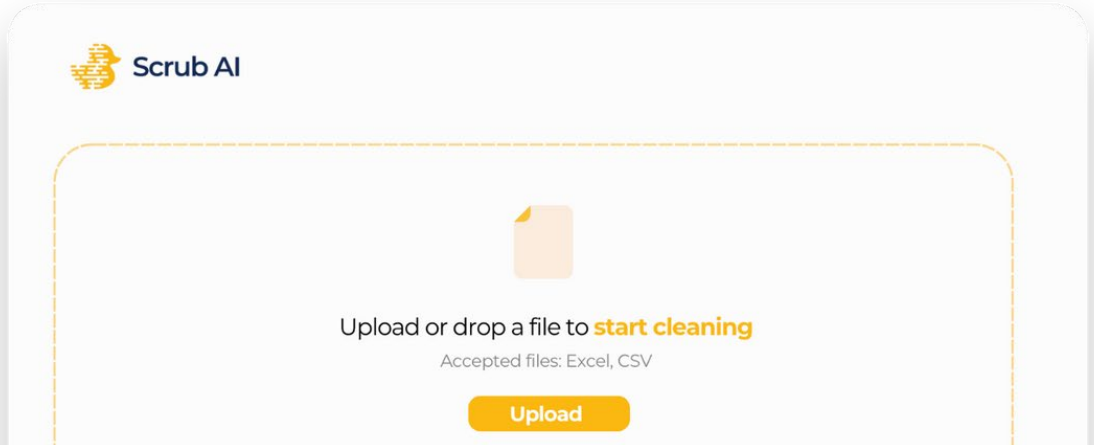
AI-first Approach

Unlike generic solutions, **our AI models are fine tuned for insurance data**. Scrub AI is unique in its ability to mimic human reasoning when analysing spreadsheets.

Expertise.
Highly talented ML team and advisors.

50+ specialised ML models.
Supported by **50 specialised machine learning models** and trained on anonymised client data, our technology looks at the full context to validate the data.

Accuracy.
Using **self-supervised pre-training** and **advanced ML algorithms**, we continually improve our accuracy by re-training our models regularly based on client feedback.



www.scrub-ai.com

Scrub AI

Product Portfolio

Underwriting Platform

Delegated Authority Platform

Treaty Platform

www.scrub-ai.com

Scrub AI

How It Works

Step 1

Import

Upload your spreadsheet and select your output format.

Step 2

Enhance

Validate, visualise and augment your clean data.

Step 3

Export

Export your clean data to your desired location in your chosen format:

RMS AIR v5.2 Sequel Impact Custom

www.scrub-ai.com

Scrub AI

Partnerships

Awarded an **Innovate UK Smart Grant** for our **AI-first approach** to data cleaning.

Named in the **InsurTech 100 & DataTech50** list for 2024.

Won the **Insurance Startup Award** from Insurance Times Tech & Innovation Awards 2024!

Post **Lloyd's Lab** in 2021, we have partnered with a number of Lloyd's Syndicates to replace their manual data cleaning processes.

Backed by institutions.

Innovate UK

Lloyd's Lab

INSTECH

INSURTECH 100

DATATECH50

Insurance Times tech & innovation awards 2024 WINNER Insurance Startup Award Scrub AI

Loved by clients.

beazley

ARK

Cincinnati Global Underwriting Ltd.

AEGIS London

www.scrub-ai.com

Scrub AI

Why Scrub AI?

Flexibility

Scrub AI adapts to your needs. Customise outputs, mappings, and reports effortlessly.

Deeper Insights

Clean, validate, and interrogate every row of the data, while instantly creating custom reports on your data.

Efficiency

Achieve 99% data accuracy, process 1,000 rows per minute, and cut costs significantly.

www.scrub-ai.com

Scrub AI

Contact Information

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nicola@scrub-ai.com

Website

www.scrub-ai.com

For more information, scan here: