

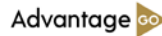
# TIN tech

Leveraging technology & data to drive innovation, transform the customer experience and enable digital operations

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**The landscape of technology-driven innovation has seen a remarkable acceleration in recent times. As the technology matures and use cases unfold, it's crucial to be at the forefront of this next transformative wave.**

The advent of AI and other game-changing technologies is reshaping conventional wisdom and opening up opportunities across all sectors of insurance – those organisations that can effectively invest in the best technologies for their business and operating models, and can implement them effectively, will enhance their competitive position. The rest will be left behind.

TINtech focuses on how you leverage digital technologies, data and AI to transform business & operating models to deliver competitive advantage both now, and even more so, in the future.

Attend TINtech to hear how industry experts are overcoming the operational challenges to improve the customer experience as well as deliver efficiencies - and gain the practical insights that will enable your digital strategy to succeed.

**Key themes for this year include:**

- How you successfully drive and enable technology-led change in your organisation
- Leveraging data, automation and AI to transform processes and the user experience
- Designing and deploying digital journeys that delight customers and reduce resolution times...and frictional costs
- Hear from the innovators that will change how you think about insurance in a digital age



# Speakers include

## KEYNOTE SPEAKERS:



**Henry Engelhardt**  
*Founder and former CEO*  
**Admiral Group**



**Chris Pearce**  
*Chief Data Scientist*  
**esure Group**

## EXPERT SPEAKERS INCLUDE:



**Bent Isachsen**  
*COO*  
**Hamilton**



**Lauren Stables**  
*Head of Digital Trading*  
**Aurora**



**Dr Merve Alanyali**  
*PhD, Head of Data Science*  
*Academic Partnerships*  
*and Research*  
**LV=**



**Paula Thomsen**  
*Director of Services &*  
*Operations*  
**Aviva**



**Rajasree Variyar**  
*Head of Platform and*  
*Propositions*  
**CoverWallet, an Aon**  
**company**



**David Stewart**  
*Group Chief Operating*  
*Officer*  
**Wesleyan**

# Programme

🕒 08.00 – 09.00: Registration, coffee and networking

🕒 09.00: Keynote presentations

*Insurance icon keynote presentation*

## Culture as competitive advantage in an increasingly digital world



**Henry Engelhardt**  
Founder and former CEO  
Admiral Group



**Chris Pearce**  
Chief Data Scientist  
esure Group

*CASE STUDY:*  
*The future of customer centric insurance operations*  
**Implementing generative AI at scale**

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DETAILS

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FOLLOWED BY DISCUSSION AND Q&A

🕒 10.20 – 10.50 Coffee Exhibition room



## BREAKOUT SESSIONS

🕒 10:50 – 11:50 Delegates choose to attend one of the following 3 breakout sessions or the Innovation Stage

### SESSION 1

## Lloyd's & London markets

Blueprint Two & market modernisation

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**Bent Isachsen**  
COO  
Hamilton



**Tim Pledger**  
eAdmin Lead UK  
Swiss Re

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### SESSION 2

## Leveraging digital in SME commercial

From hindsight to foresight – transforming business and operating models

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**Lauren Stables**  
Head of Digital Trading  
Aurora



**Rajasree Variyar**  
Head of Platform and  
Propositions  
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### SESSION 3

## Driving up engagement in personal lines

Overcoming the operational challenges to improve the customer experience

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DETAILS



**James Russell**  
Head of Claims  
Transformation  
Esure



**David Stewart**  
Group Chief Operating  
Officer  
Wesleyan

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## Innovation Stage

### Emerging Technologies

Discover cutting edge insights from those at the forefront of technology innovation. Each presentation lasts for 10mins and is followed by 5mins Q&A.

**BOOK  
TODAY**

**Introductory rate  
only £199 + VAT**

(full price £599+VAT)

**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

## Leveraging AI for tangible business outcomes

Improving business outcomes through machine learning



**Dr Merve Alanyali**  
PhD, Head of Data Science Academic Partnerships and Research  
LV=

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### SESSION 5

## Data & Analytics

Enabling data-driven insurance business and operating models



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

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**Lara Korz**  
Head of Data, Private Clients  
Aviva

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### SESSION 6

## Enabling the digital organisation

Overcoming the people, process and technology challenges



**Simon Buckley**  
Director of Transformation & Change  
AXA

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## Innovation Stage

## Harnessing digital & data

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

## Delivering successful transformational change in turbulent times

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

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DETAILS

There is no doubt that the rapid development of new digital capabilities and the dawn of the AI enabled world will have a profound effect on insurance business and operating models. Leading organisations are already rethinking their customer service models, the skills and capabilities required to deliver it, and how you balance and deploy digital tools to enhance human customer interactions.

This panel discussion will explore both how these changes will impact the traditional insurance operations and focus on how you overcome the operational and cultural challenges in order to deliver successful organisational change.



**Shane Dixon**  
*Head of Change & Continuous Improvement*  
RSA Luxembourg



**Paula Thomsen**  
*Director of Services & Operations*  
Aviva



**Matthieu Caillat**  
*Chief Operating Officer*  
AXA XL



**Ian Thompson**  
*Former Global Chief Claims Officer*  
Zurich

FOLLOWED BY Q&A

🕒 15.00: Coffee & networking in the exhibition area

June 25<sup>th</sup> 2024, 155 Bishopsgate

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

ALSO HAPPENING AT 2PM

## One-2-one meetings

One 2 one meetings in the exhibition area



TINtech 2024

## BREAKOUT WORKSHOPS

🕒 15.20 – 16.10: Delegates choose to attend one of 4 workshops

### WORKSHOP 1

#### Transforming the legacy estate

Modernising core systems to deliver growth and agility

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### WORKSHOP 2

#### Leveraging Gen AI in London market underwriting

**CASE STUDY:** Transforming traditional underwriting processes through Generative AI

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**David McKenzie**  
Head of Technology Strategy and Planning  
Liberty Mutual Insurance

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### WORKSHOP 3

#### Beyond Agile: ensuring initiatives improve operational performance

Getting the Agile fundamentals right to achieve tomorrow's business objectives

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**Paulo Cuomo**  
Executive Director  
Gallagher Re

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### WORKSHOP 4

#### Leveraging Generative AI for Enhanced Customer Experience in Insurance

**Practical use cases:** Implementing generative AI to transform customer experience and enable seamless omnichannel interactions

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**Sandeep Karkhanis**  
Head of Machine Learning Strategy & Delivery  
Allianz



**Neha Pandey**  
Chief Data Officer  
Direct Line Group

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## FOLLOWED BY ROUNDTABLE DISCUSSION AND BENCHMARKING

🕒 16.10 – 16.20: Grab a quick drink



🕒 16.20 – 17.15: Closing panel discussion

## Insurance 2029

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

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It's no exaggeration to say that the digital technologies being developed now, coupled with increased connectivity of data and computer power, advanced analytics and human-machine interactions have the power to disrupt the insurance value chain in ways that could not be considered a few months ago.

The question is, how will these changes impact insurance business and operating models as we strive to meet ever increasing customer expectations around service.

Our expert panel will explore the strategic implications of these changes and how they are responding and prioritising in order to stay relevant, achieve profitable growth and build sustainable competitive advantage in the future.



**James Wright**  
*Head of Technology*  
Beazley Digital



**Clyde Bernstein**  
*Global Digital Placement Leader*  
Aon



**Annarita Roscino**  
*Global Head of Data & Insight*  
Zurich



**Ashok Krishnan**  
*Chief Innovation, Data & Analytics Officer*  
AXA XL

FOLLOWED BY Q&A

🕒 17.15 – 18.30: drinks reception

June 25<sup>th</sup> 2024, 155 Bishopsgate



TINtech 2024



# Book your place today

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**020 7631 0034** or email **phil@TIN.events**

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We help insurers navigate disruption, manage regulatory change and integrate technology to transform and achieve growth. All sectors face challenges. But, in insurance, the list is especially long. Profound regulatory change. Unprecedented opportunity in emerging markets. Linger economic uncertainty.

Technology-driven disruptions. Rising consumer expectations. Intense cost and competitive pressures. Through our services, we can help you address these issues — and embrace innovation and transformation to improve performance and drive long-term growth.

Our global team of professionals combines industry knowledge and technical experience to help with your most pressing issues. Whether through our tax and audit advice or our innovative advisory services, we help insurers explore M&A strategies, adopt new business models, develop new products, embrace technology, optimize customer experience and address shifting workforces.

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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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AdvantageGo is a technology provider for the (re)insurance market. Built on a single, modular platform AdvantageGo offers (re)insurers an underwriting workbench, exposure management solution and policy administration system.

AdvantageGo can integrate ingested submission data with a company's internal data sources and third-party data from ecosystem partners to help underwriters make more informed decisions.

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Projective Group is an international consultancy dedicated to the Financial Services industry. We provide our clients with hands-on support to deliver complex change programmes.

Working extensively with both speciality and general insurers throughout the UK, we are a trusted delivery partner of insurers, brokers, and the insurance sector as a whole. We help our clients to address some of the industry's biggest challenges around data, transformation, risk and compliance, and talent.

Our aim is to empower clients by delivering sustainable change that will enable them to achieve their goals and to prepare for the future.

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Softwire is a leading digital technology consultancy, based in the UK. We combine software engineering, design and innovation, data engineering, and generative AI capabilities to build cutting edge products and services for our clients.

We work extensively in the insurance sector, delivering impactful outcomes for clients such as RSA, Zurich, and MS Amlin. We've worked across digital web journeys, back-end data services, underwriting, and actuarial functions, deploying teams of exceptional individuals to solve your most urgent and challenging problems. We also work for household names in other sectors including the BBC, LNER, Starling Bank, and a variety of government departments.

Operating from four offices in London, Cambridge, Manchester, and Bucharest, Softwire employs over 350 talented engineers and designers. We're renowned for our workplace culture and were named the "Best Large Company to Work for in the UK" in 2023, reflecting our commitment to employee well-being and a positive work environment.

Central to Softwire's ethos are values of quality, trust, empathy, and a people-first approach, fostering respect and collaboration to ensure that our clients succeed with their digital projects.

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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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Headquartered in Scottsdale, Arizona, and backed by renowned private equity firms Advent International and Warburg Pincus, Encora is the preferred technology modernization and innovation partner to some of the world's leading enterprise companies. It provides award-winning digital engineering services including Product Engineering & Development, Cloud Services, Quality Engineering, DevSecOps, Data & Analytics, Digital Experience, Cybersecurity, and AI & LLM Engineering.

Encora's deep cluster vertical capabilities extend across diverse industries, including HiTech, Healthcare & Life Sciences, Retail & CPG, Energy & Utilities, Banking Financial Services & Insurance, Travel Transportation & Logistics, Telecom & Media, Automotive, and other specialized industries. With over 9,000 associates in 47+ offices and delivery centers across the U.S., Canada, Latin America, Europe, India, and Southeast Asia, Encora delivers nearshore agility to clients anywhere in the world, coupled with expertise at scale in India. Encora's Cloud-first, Data-first, AI-first approach enables clients to create differentiated enterprise value through technology.

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**RDT**  
REDEFINING TECHNOLOGY

We create some of the UK's most widely used insurance software, serving a diverse client base, from industry giants, to emerging disruptors. With an unwavering commitment to innovation, we have spearheaded advancements in automation across the entire insurance lifecycle, revolutionising policy management, claims processing, and risk assessment on an international level. Our agile development approach ensures swift delivery of scalable products, fostering creativity and collaboration. Beyond mere service, we partner with our clients, guiding them through their technological journey to achieve business success. Through these alliances, we shape the future of technology while driving the success of our clients and our passionate team.

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**SAPIENS**

Sapiens International Corporation empowers insurers to succeed. The company offers digital software platforms, solutions and services for the P&C; life, pension and annuity; reinsurance; financial & compliance; workers' compensation and financial markets. With more than 35 years of delivering to over 500 organizations globally, Sapiens satisfies customers' core, data and digital requirements. Our portfolio includes policy administration, billing and claims; underwriting, illustration and electronic application; reinsurance; and decision management software. Sapiens' digital suite features customer and agent portals, and an advanced analytics solution. Sapiens' team of over 3,300 operates in North America, the United Kingdom, EMEA and APAC.

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**intellectAI**

IntellectAI is an Insurtech Transformation Partner with contemporary AI and ML solutions, data insights triangulated from thousands of sources, and agile technology, data science and consulting teams that takes a strategic approach to tackling the biggest challenges for the insurance, wealth and capital markets industries.

In insurance, IntellectAI offers an end to end, AI and data powered underwriting ecosystem custom configured for the unique needs of Commercial and Specialty lines. This solution addresses the complete underwriting value chain, from submission ingestion, data extraction, data enrichment and underwriting workbenches.

Our underlying technology powers sophistication with simplicity ensuring an engaging and insightful user journey. Our AI cloud native products are known to address the most complex business objectives with the highest accuracy of outcome. We seamlessly ensure our customers accelerate their transformation journey, while easily adapting as business models and technology evolves.

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**WNS**

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. WNS combines deep industry knowledge with technology, analytics, and process expertise to co-create innovative, digitally led transformational solutions with over 600 clients across various industries. WNS delivers an entire spectrum of BPM solutions including industry-specific offerings, customer interaction services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses.

As of December 31, 2023, WNS had 60,652 professionals across 66 delivery centers worldwide. WNS offers a full suite of digital-first services to over 65 global insurers, reinsurers, brokers and InsurTech companies, across P&C and L&A, leveraging deep domain knowledge, unique technology accelerators, strategic partnerships, advanced analytics and digital transformation solutions to innovate and transform operations.

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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.co.uk](http://www.TINtech.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 25<sup>th</sup> June we will send through a map & directions to the venue