A one day conference looking at the business benefits of technology and how technology enables business processes. This is a strategy event for “business people” as well as IT and eBusiness directors.

Now is the time to make technology deliver...

www.TINtech.co.uk
PROGRAMME - TUESDAY 29th JUNE 2010

09.00  Chairman’s introduction

**Insurer Keynote Speaker**

*Will the pressure for reduced costs and improved efficiency inevitably lead to IT outsourcing?*

- Is outsourcing the only option?
- The key criteria for making the decision to outsource at Aviva...and to outsource what?
- How do you deliver efficient, low cost enterprise architecture?
- Understanding the insurance supply chain to separate administrative tasks and value add activities
- Achieving buy in from the senior management team, employees and customers
- What does the board want to see from the CIO and their department?

*Toby Redshaw*

*Global Chief Information Officer*

*AVIVA Plc*

**Broker Keynote Speaker**

*Effectively utilising technology to drive business transformation, process efficiency and deliver high quality client service*

- Now is the time to adopt new technologies that will provide improved efficiency and competitive advantage
- The key areas where technology can impact the broking business
  - submissions to insurers
  - behaviour changing MI
  - delivering high quality client service
- Further opportunity in workflow and integrated MI
- What do these technology changes mean for the future of broking?

*Chris Lee-Smith*

*Chief Operating Officer*

*Willis UK & Ireland*

**Supplier Keynote Speaker**

*Effective technology delivers cost savings and improves efficiency*

- How do you modernise core systems and processes effectively?
- Where do you make the investment that delivers the biggest return?
- Dealing with legacy and future technology developments
- There has to be a focus on deliverability and business value

*David Rasche*

*Founder and Chairman*

*SSP*

10.40  Q & A with audience and 3 keynote speakers

11.00  Networking and refreshment break
Stream 1
Personal Lines
Sponsored by Sword Ciboodle

Chaired by: Steven Thurlow
CTO
Sword Ciboodle

How will technology impact core systems and operations for personal lines business?

- The impact and future of new distribution models for IT and operations
- How can we effectively modernise legacy systems to improve operational performance & customer service
- Mobile technologies and applications for commoditised insurance

David Weymouth
Group Operations & IT Director
RSA Insurance Group

The future for aggregators and the role of technology in the personal lines market

- What is the next evolution in the market - a consolidation in the aggregator space?
- How can technology help improve the risk profile in aggregators?
- What will be aggregators’ compliance responsibilities? What about downstream risks?

Graham Donoghue
Managing Director
Moneysupermarket Group Plc

Round Table Discussion
Feedback and chairman’s concluding remarks

Stream 2
Lloyd’s & London Market
Sponsored by Cognizant

Chaired by: Dr Sanjiv Gossain
SVP & UK Country Manager
Cognizant

Market modernisation: what’s next for placement, accounting, claims and the exchange?

- Where are the big technology advances being most keenly felt?
- Where are companies investing to achieve greater efficiencies
- The next step in electronic claims handling
- Overcoming the next major challenges

Carl Phillips
Head of Market Operations
Lloyd’s

CASE STUDY: Overcoming the practical challenges of modernisation to reap future rewards

- Where does long-term investment need to be made to improve market efficiencies?
- Moving towards structured data on the placement side to reduce duplication
- Effectively utilising technology to get Solvency II right

Malcolm Etchells
Head of eCommerce
Groupama

CASE STUDY: Responding to change through investment in technologies

- How can we create momentum for change?
- Assessing where improved technologies can add the most value in supporting the business
- Managing tomorrow’s legacy today
- Overcoming the challenges of sourcing and implementation

Shaun Hooper
Head of Group Operations
Cooper Gay

Round Table Discussion
Feedback and chairman’s concluding remarks

Stream 3
Commercial Insurance
Sponsored by Sterling Commerce

Chaired by: Colin Pinfield
UK Sales Manager - Insurance
Sterling Commerce

Which SME technology models will deliver in a rapidly changing market?

- How will the SME market develop as more products become commoditised?
- Developing a technology model that supports and adds value throughout the value chain
- Overcoming the challenge of connectivity in a multi-channel distribution strategy

Roy Laker
Vice-President London Market
Acord

The practical challenges of implementing standards and achieving efficiencies

- Achieving increased productivity and cost savings through the standards
- What are the critical challenges that need to be overcome?
- Accurately and consistently transferring data
- Overcoming the challenges of data security and integration

Régid Delayat
Group CIO
SCOR

Round Table Discussion
Feedback and chairman’s concluding remarks

Steam 4
Reinsurance
Sponsored by Web Connectivity

Chaired by: James Willison
Managing Director
Web Connectivity

Getting standards right: how are the data standards evolving in the UK market?

- To what extent are people in the UK & Europe adhering to the Acord standards?
- What are the latest developments & initiatives on sharing data with partners & customers?
- What is the next stage in development?

Graham Donoghue
Managing Director
Moneysupermarket Group Plc

Round Table Discussion
Feedback and chairman’s concluding remarks
Workshop Sessions: delegates choose from one of the following workshops

14.00  Workshop 1
Core Systems & Processes
Sponsored by Guidewire
Chaired by: Katie Doyle
European Product Marketing Director
Guidewire
Successfully modernising core systems and processes through technology
• Establishing the areas that need modernising
• The challenge of legacy systems
• Incremental change versus system replacement
• Is Straight Through Processing achievable?

Katie Doyle
European Product Marketing Director
Guidewire
CASE STUDY: Successfully implementing a new claims platform
• What were we trying to achieve?
• Getting the fundamentals in place before you start
• Incrementally implementing pilot projects to deal with legacy issues
• The practical challenges we did not expect and how we overcame them
• Measuring ROI

Peter Horton
Operations Director, GI
LV=
Round Table Discussion
Feedback and chair’s concluding remarks

15.30  Afternoon refreshments

14.30  Workshop 2
Linking Customer Communications and Business Processes
Sponsored by ISIS Papyrus
Chaired by: Marek Baldy
Business Development Manager
ISIS Papyrus
How streamlined adaptive case management improves your customer service
• What are Adaptive Business Processes?
• How do you effectively link key communications to the right people at the right time?
• How much of the process can be automated?
• ROI through improved customer service, reduced duplication and increased efficiency

Marek Baldy
Business Development Manager
ISIS Papyrus
CASE STUDY: Opening new market channels through a single customer view
• Improving data quality & retrieval to enable CRM solutions across life and general sources
• Optimising longer term business processes via improved customer insight to enable better customer segmentation & targeting
• Leveraging business value via customer data relationships to identify household values and aggregated risk levels

Matt Jones
Principal Applications Architect
NFU Mutual
Round Table Discussion
Feedback and chair’s concluding remarks

15.00  Workshop 3
E-business, Connectivity & Improving Business Performance
Sponsored by SSP
Chaired by: David Rasche
Founder and Chairman
SSP
Improving business ability and agility through effective eBusiness
• What do we mean by eBusiness?
• How do you achieve improved efficiencies and economies of scale from online transactions?
• What are the major challenges in connectivity and sharing information?

Andy Nightingale
Head of Insurer Strategy & Propositions
SSP
CASE STUDY: Implementing an effective B2B eBusiness strategy to improve the top and bottom line
• Overview of the project’s objectives
• Developing a single platform to allow cross selling on a common eBusiness channel
• Seamlessly linking with back office systems
• What have been the business benefits?

Michael Whitfield
IT Director
UK General
Round Table Discussion
Feedback and chair’s concluding remarks

15.30  Workshop 4
Straight Through Processing
Sponsored by Scylogis Consulting
Chaired by: Colin Whickman
Director
Scylogis Consulting
Improving business efficiency and performance via Straight Through Processing of data
• What do we mean by STP?
• What are the major benefits on offer?
• What are the barriers preventing a wide scale adoption of the concept?
• What part does technology play in delivering this concept?

Colin Whickman
Director
Scylogis Consulting
CASE STUDY: Implementation of an effective integration hub to deliver Straight Through Processing
• Definition of the problem domain
• Overview of the project’s objectives and challenges
• What were the business benefits?
• The ongoing future benefits and ROI that will continue being developed by the adopted technology approach

Chris Gordge
Chief Information Officer
Tokio Marine Europe
Round Table Discussion
Feedback and chair’s concluding remarks
Workshop 5: Addressing Claims Challenges with Technology
Sponsored by FINEOS
Chaired by: Graham Newman
European Product Marketing Manager
FINEOS

CASE STUDY: Effectively implementing intelligent workflow process management
- What are the key challenges in improving claims efficiency through IT?
- What can be automated through Internet self service or knowledge based systems?
- Overcoming the practical challenges to ensure customer service is enhanced not damaged

David Williams
Managing Director of Claims
AXA

CASE STUDY: Delivering a claims strategy to reduce cost and improve customer service
- Current claims challenges and how technology can improve claims process efficiency
- Enhancing customer service through transparent, clear processes
- Realigning claims data to improve decision support - risk profiling and accurate reserving

Niall Marshall
Chief Information Officer
Quinn Insurance

Round Table Discussion
Feedback and chairman’s concluding remarks

Workshop 6: Augmenting Legacy IT Systems
Sponsored by SAPIENS
Chaired by: Raj Ghuman
Head of Operations
Sapiens

CASE STUDY: Driving value and increasing capabilities from existing IT systems
- Driving embedded business value out of heritage IT systems
- Transformation to a SOA environment
- Lowering the cost of ownership of IT

Pietro Simone
IT & Change
AEGON UK

CASE STUDY: Effectively consolidating and modernising IT systems without wholesale replacement
- Establishing where modernisation is critical
- Changing the architecture to provide more flexibility and capacity
- Outsourcing non-core elements and effectively managing the partner relationships

Brendan O’Connor
Group IT Development Services
Royal Liver Assurance

Round Table Discussion
Feedback and chairman’s concluding remarks

Workshop 7: Effective Customer Communications Management
Sponsored by THUNDERHEAD
Chaired by: Richard Burdge
CMO
Thunderhead

CASE STUDY: Implementing effective multi-channel communications to drive customer acquisition and value
- Overcoming the key issues of moving from paper to electronic documents
- Establishing connectivity to achieve STP
- Managing multi-channel customer communications effectively
- How is customer service improved?

Richard Burdge
CMO
Thunderhead

CASE STUDY: Successfully moving to a single IT platform without business interruption
- Using IT to lead expansion through improved speed to market & business agility
- Consolidating legacy platforms to support long-term business expansion
- Overcoming the challenge of migrating to a streamlined, centralized system

Alan McKenna
ISD Project Manager
Swinton

Round Table Discussion
Feedback and chairman’s concluding remarks

Workshop 8: Transforming IT and Consolidating Core Platforms
Sponsored by TIA Technology
Chaired by: Mette Grønberg Friis
Regional Sales Manager
TIA Technology

Establishing effective core platform capabilities to drive business performance
- Why consolidate core business platforms?
- Technology as a business enabler for growth
- Transforming core process technology to achieve business efficiencies and reduce cost
- Effective integration is the key to success

Ganesh Iyer
SVP, Global Head, Banking & Financial Services & Insurance
Patni

CASE STUDY: Successfully moving to a single IT platform without business interruption
- Using IT to lead expansion through improved speed to market & business agility
- Consolidating legacy platforms to support long-term business expansion
- Overcoming the challenge of migrating to a streamlined, centralized system

Ronan Hanrahan
Chief Information Officer
Genworth Financial

Round Table Discussion
Feedback and chairman’s concluding remarks
TINtech is a technology strategy event for senior insurers and brokers to benchmark strategy and generate new ideas. Suppliers cannot attend as delegates. The focus is on the business benefits of technology: how it can enable business processes and drive efficiency and competitive advantage.

After the introductory keynotes, 4 streams address issues specific to your sector and after lunch workshops focus on specific uses and applications of technology.

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