

TIN tech

Enabling digital | Leveraging technology | Driving innovation

www.TINtech.co.uk

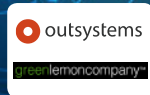
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Overview

Effectively responding to technology driven change is the number one business challenge facing all insurers and brokers – having the right digital tools, technologies, capabilities and culture are critical if your organisation is going to engage customers, drive profitable growth and create sustainable competitive advantage.

Attend TINtech to explore how technology supports and enables effective business processes, how you leverage digital to drive operational efficiency and how to decide which emerging technologies will enhance the customer experience.

Innovation Stage

Introducing the Innovation Stage

New for 2019, the Innovation stage will feature a series of “TINtalks”: brief TED style presentations from all parts of the innovation value chain. Start-ups, insurtechs, established tech providers, and leading consultants and analysts will give you the latest insights into the wave of innovation and disruption driving change in the insurance industry.



“Information technology and business are becoming inextricably interwoven. I don't think anybody can talk meaningfully about one without talking about the other.”

Bill Gates



Programme

- 🕒 08.00 Registration, coffee and networking
- 🕒 09.00 Introduction by the chair

Sponsored by



Keynote Presentations, discussion and Q&A

Transforming the customer experience, developing better products & leveraging data to enhance risk selection and management

- As digital continues to drive change, how will the insurance landscape shift - and how do you successfully respond?
- Digital transformation is more than technology – developing an innovative and customer centric culture
- Preparing for the digital challenges presented by AI, Blockchain and cloud
- Experiences from the Digital Factory – overcoming the practical challenges and grasping the opportunities from the digital revolution



Blair Turnbull
Managing Director, Digital & Retail, UK & International
Aviva

Overcoming the challenges of digital to develop a future fit organisation

- Creating an 'adapt and change' culture to embrace the positive potential of digital technologies
- Leveraging AI and robotics to improve efficiency and the customer experience
- The threats and opportunities of connected insurance to transform products and customer engagement
- Effectively using APIs and new data sources to improve underwriting
- The potential of future technologies to fundamentally change the insurance landscape



David Germain
Group Chief Information & Technology Officer
RSA Group

- 🕒 10.45 Coffee & networking in the exhibition area

11.15 – 13.00: Streams

13.00 – 14.00 Lunch and networking

Stream 1

Digitising & modernising the London Market

TOM Phase 2: enabling integration and adoption to realise tangible business benefits

- Benefits realisation – what's achievable and how to get them
- Integrating API's and data flows to enable business process change
- The implications for your people, processes and technology – overcoming the barriers to enable change
- Phase two scope, progress, priorities and next steps



Adrian Thornycroft
TOM Programme Director
LMG

Q&A

Reimagining London: leveraging digital technologies for a new operating model for London

- How far will new technologies drive a transformative change in market operations?
- Is digitising London realistic, desirable or achievable?
- Establishing the skills, capabilities and buy-in from across the market to drive change
- Understanding the complex challenges in successfully delivering transformative organisational change



Hayley Spink
Head of Global Operations
Lloyd's

Stream 2

Driving digital customer engagement in commercial lines

Sponsored by: 

New speakers

Using data and analytics to support personalisation in SME insurance

- Transforming how we view, treat and interact with customers to create intimacy and engagement
- Reducing levels of customer uncertainty to improve satisfaction
- Using automation and self-service to remove frictional costs and improve the customer experience



Raj Variyar
Head of New Products
Simply Business



George Scarfe
Head of SME
Simply Business

Q&A

Moving beyond traditional segmentation: leveraging digital to truly understand customer needs and solve their problems

- The challenges for brokers and insurers in understanding SME customers
- Redefining the insurance proposition around solving customer problems
- Leveraging IoT, data and analytics to predict and prevent claims arising



Sophia Pilkington-Miksa
Head of Customer Experience
Bought By Many

Stream 3

Intelligent automation in personal lines

CASE STUDY: Developing AI methodologies and designing scalable systems to overcome practical business challenges

- Balancing the need to reduce expenses and enhance the customer experience
- Where was AI deployed and for what reason?
- Overcoming key data and analytics challenges
- ROI and the other business outcomes



Huma Lodhi
Principal Data Scientist - Artificial Intelligence and Machine Learning
Direct Line Group

Q&A

Overcoming the practical challenges of implementing AI enabled processes

- Understanding what is possible now with machine learning tools
- Successfully developing AI to solve real business challenges and improve current practices
- Key challenges arising from AI applications and approaches to overcome them



Christophe Castan
Head of Artificial Intelligence - Digital Transformation
AXA Insurance

Innovation Stage

Innovation in action
Success stories from the InsurTech era

11:15

Introduction by innovation stage sponsor

11:30

Transforming motor insurance through next generation telematics **Richard King**, *Founder and CEO, Ticker*
Andrew Passfield, *CEO, ICE InsureTech*

11:45

Closing the gap between InsurTech innovation and integration into insurer operations **René Schoenauer**,
Product Marketing Manager EMEA, Guidewire Software

12:00

Innovation: technology or cultural challenge?
Simon Adams, *Managing consultant, Nine Feet Tall*

12:15

Innovation is Transformation: 7 steps to get real
Paul Taffinder, *Former Director of Strategy & Innovation, MS Amlin*

12:30

Leveraging open APIs and 'running on the cloud' to overcome legacy challenges and enable innovation
Tomek Bugajski, *Vice President and General Manager EMEA and India, eBaoTech*

12.45

Transforming the coverholder experience through technology
Ian Summers, *Chief Executive Officer, Sequel Business Solutions*

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14.00 – 15.00: Panel Discussions

15.00 – 15.20 Coffee and networking

Panel 1

Enabling innovation and digital transformation

Sponsored by: **SAPIENS**
Partnering for Success

Delivering transformational change is the key challenge facing all organisations within insurance. Legacy technology, outdated processes and cultural challenges present real barriers to driving through change.

This panel discussion will explore how you overcome these challenges to create a dynamic and innovative organisation.

Topics to be discussed include:

- Is Agile Methodology the answer to breaking down silos and successfully delivering digital initiatives?
- Developing the leadership capabilities to handle the next set of digital challenges and opportunities
- Creating a culture where innovation has the space to breathe and ideas can develop



Mark Budd
Head of Innovation, UK Operations
Zurich



Matthew Ellerton
Head of Innovation and Improvement
Euler Hermes



Jamie Keely
Head of Innovation
Wesleyan Assurance Society

Panel 2

Leveraging technology to transform the operating model

Sponsored by: **GUIDEWIRE**

New speakers

Defining an operating model that balances the needs of operational efficiency with the cost of meeting customer expectation is an evolving challenge. The key to enabling that operating model is technology.

This panel will explore successful applications of technology that have both delivered efficiency gains and enhanced the customer experience.

Topics to be discussed include:

- Tackling the legacy technology challenges – do new technologies negate the need to ‘rip and replace’ entire systems?
- Successfully deploying new technology to reduce frictional costs
- Enabling innovation in operations
- Successfully executing digital initiatives on time and budget



Dr Lee Timms
Head of BeazleyLabs
Beazley Group



Liz Harrison-Flynn
Group Digital Operations Director
Legal & General Group



Tim Yorke
Transformation Director
AXA Insurance

Panel 3

Transforming the customer experience

New speakers

Delivering a seamless, quick and easy customer experience is key to differentiating your brand, building market share and improving retention.

The key is getting close to customers to understand their needs, wants and behaviours. This panel will explore the key criteria for successfully designing and developing customer centric products, journeys and experiences in the digital world.

Topics to be discussed include:

- Leveraging new data sources to fully understand customers and develop effective self-service models
- Moving from protection to prevention – the impact of data, connected devices and automation to transform insurance products
- Successfully deploying intelligent automation to fundamentally change the customer experience



Paul Middle
Global Partnering Director, Connected Insurance
RSA Insurance



Monika Schulze
Global Head of Customer & Digital Experience
Zurich Insurance Company



Helen Hodges
Director of Strategy & Operations
Urban Jungle Insurance

Innovation Stage

Applications of future technology

The impact of blockchain, data, robotics, IoT, AI

14:00

Leveraging geospatial data to develop innovative approaches to disaster response and claims management
Ryan Bank, *Managing Director, Geospatial Intelligence Center*

14:10

Data threats both now and on the horizon – insights from one of the most cyber attacked companies in the world
Chris Sawyer, *Head of Data Solutions, BAE Systems*

14:20

Applying AI and robotics to discover new insights from your data to drive better claims outcomes and reduce fraud
Marek Baldy, *Sales & Marketing Director, TIW Group*

14:30

Leveraging data eco-systems to redefine insurance propositions, create safer driver behaviours and improve business performance
James Russell, *Founder & CEO, Brisk*

14:40

Live demo: Blockchain insurance application
Vikas Acharya, *Chief Operating Officer, ChainThat*

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15:20 – 16:30 Workshops

16.20 – 16.30: Move to next session

Workshop 1

Practical applications of RPA

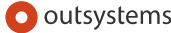

CASE STUDY: Successfully leveraging robotics to improve efficiencies, reduce errors and duplication

- Assessing where RPA and AI can be applied to business problems
- Deconstructing business processes to understand where robotics can deliver the best results
- Key challenges encountered and how they were overcome
- Assessing the ROI and potential for further RPA as well as applying AI



Workshop 2

Legacy modernisation

Sponsored by:  

Transforming core systems to deliver efficiencies, improve speed to market and enable new digital capabilities to enhance UX

- Devising a business case, strategy and delivery plan for PAS modernisation
- Understanding the complexities of interlinked core system processes
- Should one system support the entire value chain?
- Ensuring the new system has the capability to accommodate future digital applications that improve speed to market and online customer experiences



Tim Mann
CIO
NFU Mutual



Workshop 3

Getting the data right to enable AI and automation

New speakers

Sponsored by: **BAE SYSTEMS**

Overcoming the practical challenges to effectively leverage value from data

- Auditing and assessing your current data assets - breaking down data silos across the organisation
- Switching from legacy data systems to more nimble and flexible architecture
- Developing a platform from which data can be accessed, analysed and interpreted
- How do you put the results into insurance lifecycles and effectively embed new operational data processes?



Nigel Davis
Analytics and IT Director
Willis Towers Watson



Innovation Stage

Digital Innovations in the customer experience

15:20 **The digital distribution challenge**
Laurence King, *Practice Director*, General Insurance,
Charles Taylor *InsureTech Ltd*

15:30 **Workflow Automation: Be fast. Be flexible. Be a fount of knowledge**
Dr. Ragnar Nevries, *Consultant*, **Camunda Services**

15:40 **AI-Powered Data Curation for the London Market**
Nick Stammers, *VP of UK & EMEA*, **Ataccama**

15:50 **Achieving frictionless underwriting with AI (TBC)**
David King, *Founder & CCO*, **Artificial**

Sponsored by
 **Mphasis**
The Next Applied

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

Future of Insurance 2025

Sponsored by:



The strategic implications of disruption and disaggregation of the insurance value chain

In a hyper connected, data rich environment, traditional approaches to underwriting, claims and distribution are being challenged and all organisations will have to respond, innovate and in some cases reinvent what they do to stay relevant in the digital world.

Our expert panel will share their vision for how the insurance landscape with change in the coming years, explore the challenges that lie ahead and discuss how they may be overcome.

Key challenges include:

- Does the rapid development of machine learning and robotics put the art of underwriting at risk?
- Can claims self-service and straight through processing be successfully delivered...and is it even desirable?
- Engaging with new eco-systems to stay relevant
- What are the implications of consolidation and disaggregation?



Chris Cathcart
Senior Industry Manager
Google



Steven Zuarella
Group Chief Digital Officer
Generali



Steven Haasz
Global Chief Operating Officer
AXA XL



Attend the sectors leading technology strategy and innovation event

We're proud to say that TINtech 2019 is our 10th anniversary event. TINtech is attended by director level practitioners from across the value chain and sector – mainly GI retail & commercial as well as the Lloyd's and London companies markets.

The key focus is on how technology and digital is enabling more efficient operations, better underwriting, delivering a customer centric claims experience - and driving transformative change across businesses and the industry.

A strict seniority criteria applies, suppliers cannot attend as delegates and no press are invited to ensure you can candidly exchange ideas and benchmark strategy with your peers.

TINtech in numbers

350+
senior
attendees

only director level
delegates in the audience

30+
expert
speakers

no press, no transcripts –
just honest, open discussion

12+
interactive
breakouts

peer learning
& benchmarking

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– full rate £499
+ VAT)

Sponsors

Main sponsor:



When the financial services industry works well, it creates growth, prosperity and peace of mind for hundreds of millions of people. No other industry touches so many lives or shapes so many futures. At EY Financial Services, we share a single focus — to build a better financial services industry, not just for now, but for the future.

We train and nurture our inclusive teams to develop minds that can transform, shape and innovate financial services. Our professionals come together from different backgrounds and walks of life to apply their skills and insights to ask better questions. It's these better questions that lead to better answers, benefiting our clients, their clients and the wider community.

Our minds are made to transform a better financial services industry. It's how we play our part in building a better working world.

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Breakout sponsors:



Guidewire delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries.

InsurancePlatform

Guidewire InsurancePlatform is the P&C industry platform that unifies software, services, and partner ecosystem to power our customers' business. InsurancePlatform provides the standard upon which insurers can engage their customers, optimize their operations, drive smart decisions, and innovate quickly. www.guidewire.com



Sollers Consulting is an international business advisory and software implementation specialist supporting the financial industry in business transformations. Sollers Consulting Teams have supported over 70 financial groups in enhancing their digital capabilities. Among the companies partnering with Sollers Consulting are Allianz, Axa, LV=, BNP Paribas Cardiff, Basler, Generali, Zurich, Santander Consumer Bank, ING and many more.

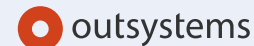
Sollers Consulting specialises in IT systems, helping insurers, banks and leasing companies to transform and adapt to new technologies. The company offers RIFE, a digital platform designed for the needs of the insurance industry. Sollers Consulting cooperates with more than

15 technology providers such as Guidewire Software, TIA Technology, Fadata, Oracle, AWS or Microsoft. About 600 business and IT specialists from Warsaw, Lublin, Poznan, Cologne, Tokyo and Copenhagen are helping financial institutions in Germany, Great Britain, Poland, Scandinavia and many other countries to reap the benefits of digitalisation. www.sollers.eu



Sapiens International Corporation empowers insurers to succeed in an evolving industry. The company offers digital software platforms, solutions and services for the property and casualty, life, pension and annuity, reinsurance, financial and compliance, workers' compensation and financial markets. With more than 35 years of experience delivering to over 400 organizations globally, Sapiens has a proven ability to satisfy 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 2,500 operates through our fully-owned subsidiaries in North America, the United Kingdom, EMEA and Asia Pacific. www.sapiens.com



OutSystems provides the enterprise Rapid Application Delivery (RAD) platform that makes it easy to develop apps once and deliver seamlessly across iOS, Android, Windows Phone, and Web – deeply integrated with

existing cloud and on-premises databases and systems of record. OutSystems Platform enables the rapid delivery and effortless change of large application portfolios and is available as a public cloud, private cloud and on-premises solution. Over 500 enterprise organizations in 25 countries across 22 industries use the Platform to deliver beautiful mobile and web apps in record time. www.outsystems.com

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Green Lemon Company have been delivering fresh software and services to the Enterprise marketplace for over ten years. Supported by innovative technology; they work with Line of Business and IT Owners to facilitate digital transformation and deliver ultra-rapid solutions. Based in the heart of the Brighton digital community, their main focus is on building and delivering complex web / mobile software applications on the OutSystems low code platform. They have been a preferred partner with OutSystems since 2016 whose award-winning Enterprise Low code platform makes it easy to develop complex web / mobile applications once, and deliver seamlessly across Web, iOS and Android. Developing software visually, rather than line coding saves huge amounts of time with the platform doing the heavy lifting and generating the necessary code to run the application. OutSystems has been highly rated by the Analyst community including Gartner and Forrester. www.greenlemoncompany.net

BAE SYSTEMS

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Innovation Stage sponsor:



Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized (C = X2C2TM = 1) digital experience to clients and their end customers.

Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world.

Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients.

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Exhibitors



Sequel are a leading insurance and reinsurance software specialists delivering powerful, reliable solutions across the market for over 20 years. We are known for our industry expertise, professionalism, and track record for delivering successful transformation programmes on time and on budget.

Sequel is committed to becoming a clear technology champion based on the strong foundations of our Eclipse Underwriting & Broking solutions (which process over £12 billion of premiums annually), with new innovative products such as Sequel Claims and Sequel Impact (for Exposure Management). Our customers are underwriters, brokers and MGAs within the Lloyd's, companies and international insurance/reinsurance sector.

Sequel are a part of the Verisk Group, Verisk is a leading data analytics provider serving customers in insurance, natural resources and financial services. Verisk offers predictive analytics and decision support solutions to customers in rating, underwriting, claims, catastrophe and weather risk, global risk and many other fields. Verisk, whose vast data, experience and technology capabilities, combined with Sequel's leading end to end solutions for complex commercial and specialty insurance, enhances all of the services that we as a group, can offer our customers. www.sequel.com



eBaoTech is a digital solution provider to the global insurance industry and our mission is to "make insurance easy". We do business in more than 30 countries globally, serving over 200 carriers and numerous agents, brokers, InsurTech's and others in the insurance ecosystem. Digital insurance is the coming wave and the insurance industry is moving into the API economy. eBaoTech provides solutions and services that enable digital insurance.

Exhibitors

eBaoTech has been dedicated to insurtech innovation since its founding in 2000. In 2001, eBaoTech developed world's first browser/server based insurance core system suite, leading the advent and adoption of Java-based 3G insurance IT. In 2015 eBaoTech launched the world's first distributed, cloud-native and microservices based 4G insurance platform, that provides a complete set of insurance APIs across an insurance policy's full lifecycle. eBaoTech offers a cloud based solution that enables digital insurance and enterprise level core system insurance software. We make insurance easy.

eBaoTech Digital Solutions

eBao Cloud is a family of products based on open API Insurance platform that provides real time connectivity and transactional capabilities to insurers, traditional channel partners, affinity partners, and InsurTech startups. eBao Software includes core system suites for Life, P&C, and Health Insurers as well Re-Insurers.

www.ebaotech.com



Insurance business transformation is a journey of change and revitalization, a renaissance of insurance. Over 160 insurance companies worldwide in P&C, L&A and Group/Employee Benefits are transforming their businesses with Majesco's solutions. Our market leading software, consulting and services uniquely underpin the entire insurance value chain and empower insurers with the agility, innovation and speed needed to meet their transformation opportunities head on. Majesco's solutions include policy

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inrule

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Camunda builds software for workflow and decision automation. The company develops

the popular open source Camunda platform that supports the BPMN and DMN standards. Many organizations world-wide use Camunda for mission-critical business process automation, including Allianz, AT&T, NASA, T-Mobile and Universal Music. Headquartered in Berlin, Camunda has local presences in San Francisco and Denver and official partnerships with more than 100 IT system integrators in more than 30 countries. www.camunda.com



Genasys Technologies UK, an industry leading technology-inspired software company which develops and supports world-class software and services for its partners in the insurance industry was founded in 1997, with the development of an insurance administration system at a European insurer in the 1990's. Further experience in Europe led to the development of a fully-fledged comprehensive, insurance management system which successfully transcends geographical, language, currency and insurance barriers.

We believe in providing solutions, not just software, and while the software that we develop is integral to this success, it is the expertise of our management and staff in applying the software to the clients' benefit that sets Genasys apart. www.genasystech.co.uk



MATS Low-code provides all the components you need to build, deploy and improve

Exhibitors

business apps without coding. One platform that will process and manage your data, and integrate with legacy systems across your whole business. As well as connecting people, processes, applications, offices and devices, it will help you provide a consistent and engaging customer experience, while you increase efficiency and reduce costs.

www.matssoft.com



App Orchid Inc., helps businesses gain insights, identify trends and predict future events that re-imagine their business operations and fuel innovation. The enterprise platform uses artificial intelligence, machine learning and natural language processing to capture, correlate and visualize ALL enterprise data to drive competitive advantages, operational efficiencies and transformation.

Rapid deployment, low cost of implementing and minimum disruption across systems and employees drives this award-winning innovation platform across energy, insurance and asset-heavy industries, such as capital planning, asset risk, workplace safety and corporate compliance. Let us fuel your transformation. www.apporchid.com



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www.tiwgroup.com



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Charles Taylor InsureTech was established to help insurance businesses drive change through the delivery of technology enabled solutions. Blending our deep knowledge of insurance with leading edge technical expertise, we deliver agile, future-proof

solutions to clients worldwide, enabling them to escape their legacy systems and meet the changing expectations of their clients.

Charles Taylor InsureTech is part of Charles Taylor plc, a leading international provider of professional services to clients across the global insurance market. Charles Taylor employs over 3000 staff in over 100 locations spread across 30 countries in Europe, the Americas, Asia Pacific, the Middle East and Africa. www.ctinsuretech.com/en



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- Accounting and Settlement (EBOT)
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We enable Insurance Companies to connect data from anywhere, fuel millions of apps and deliver real-time analytics to create a customer experience network that unites employees, suppliers and partners into an agile force for innovation that responds and scales fast to today's digital customer.

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

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+ VAT)



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Choose one of 3 easy ways to register



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Email: bookings@TIN.events



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On receipt of your registration we will send you an email confirmation. Payment can be made by BACS or we accept:



VISA



Closer to 25th June we will send through a map & directions to the venue