

# TIN tech

## LONDON MARKET

Driving innovation, digital transformation and enabling successful change in the London market

Innovation sponsor:

Session sponsors:

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Exhibitors:

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# Overview

## Now is the time to transform systems and processes

Digital technology and data are playing an ever increasing role in streamlining London market operations and improving the client experience, making transformational change a must have in order to survive and prosper in the digital age: sticking to outdated technology and manual processes is no longer an option.

This event focuses on how you leverage digital to enable business processes, improve customer service and successfully incorporate automation to deliver sustainable competitive advantage. NOW is the time to grasp the opportunities on offer and transform traditional systems and processes.

### Attend this event to:

- Overcome your legacy challenges to enable successful IT, operational and cultural transformation
- Harness the power of data, analytics and automation to improve traditional processes
- Discover the implications of market modernisation and Blueprint 2 for your operations
- Successfully deliver change in large, complex organisations



# Speakers include

## Keynote speakers:



**Paul Brand**  
*Deputy Chief Executive  
Officer*  
**Convex**



**Karen McDonagh  
Reynolds**  
*Global Transformation and  
Acceleration Director*  
**Willis Towers Watson**

## Speakers:



**Bob James**  
*Market Transformation Director*  
**Lloyd's**



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



**Ben Spencer**  
*Group CIO*  
**Beazley**



**Saki Thethy**  
*Head of Data and Market  
Relationships*  
**Miller Insurance**



**Clare Lebecq**  
*Group COO*  
**Specialist Risk Group**



**Caroline Wagstaff**  
*CEO*  
**London Market Group**

## TINtech London Market in numbers

**250+**  
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

**BOOK  
TODAY**

**Early Booking Rate**  
only **£299 + VAT**  
(expires 21st Jan)

**“ The marketplace that we see in 2021 offers us a once-in-a-generation opportunity to truly perform for both our customers and our shareholders. ”**

John Neal, CEO, Lloyd's  
2021





# Programme

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

## Keynote presentations, discussion and Q&A

### Delivering meaningful change in the London market

#### Dealing with fast, unpredictable change – grasping the opportunities in the London market

- Assessing the disruptive forces impacting the entire value chain and the opportunities for new businesses
- Leveraging data and technology to transform the way we understand risk
- Gaining advantage through technology and the interplay with a strong organisational culture
- Who will be the winners and losers in the ‘new world order’?



**Paul Brand**  
*Deputy Chief Executive Officer*  
**Convex**

*Convex is an international specialty insurer and reinsurer founded by Stephen Catlin and Paul Brand. With operations in London and Bermuda, Convex combine experience, reputation and a legacy free balance sheet.*

### Enabling digital transformation:

#### Leveraging technology & data to enable a customer focused, agile operating and business model

- Assessing the strategic opportunities that digital can provide
- What are our business challenges and why ‘moving to the cloud’ was the answer
- Tackling the cultural challenges in delivering transformational change
- Developing new skills and capabilities around digital, data and analytics to drive innovation



**Karen McDonagh Reynolds**  
*Global Transformation and Acceleration Director*  
**Willis Towers Watson**

*UK CIO TOP 100*

- 🕒 10.20 Coffee & networking in the exhibition area

10.50 – 11.50: Breakouts

Breakout 1

## Market modernisation & Blueprint Two

Sponsored by: 

### Update on the delivery of Blueprint Two

- The delivery of the four core digital solutions; data, digital processing, coverholders and placement & connectivity
- Progress so far and the timetable for delivery
- Key challenges to be overcome to integrate new processes



**Bob James**  
*Market Transformation  
Director*  
**Lloyd's**



**Stephen Card**  
*Chairman*  
**Carbon  
Underwriting**

 Coffee & networking in the exhibition area

Breakout 2

## Transforming operations

Sponsored by: 

### Overcoming the practical challenges to enable a digital operating model

- Overcoming complex legacy systems and data architecture
- Moving from opportunistic technology change to a strategic approach
- Coping with being 'managed into the cloud' by software vendors
- Reducing the overall cost of operations whilst meeting board expectations for growth



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



**Ben Spencer,**  
*Group CIO*  
**Beazley**



Breakout 3  
**Data & Analytics**

Sponsored by:  **GUIDEWIRE**

**Overcoming data integration challenges to improve the client experience**

- Placing data at the centre of business decision making
- The challenges of leveraging new and unstructured data
- Overcoming legacy IT infrastructure to accommodate the vast new data sets on the horizon
- Devising a data strategy that achieves business and customer objectives



**Saki Thethy**  
*Head of Data and Market Relationships*  
**Miller Insurance**



# Innovation Stage

## Emerging Technologies

Quickfire insights: 10 minute presentation followed by Q&A

**10.50** **The successful application of automation in London market processes**

**11.05** **Aligning tech, change and brand for competitive advantage**  
*Ben Bolton, MD, Gracechurch Consulting*

**11.20** **Developing a digitally enabled market place for Delegated Authority**  
*Claire Knight, Delegated, Data & Digital Expert*

**11.35** **Beyond claims: leveraging data and technology to enable safer behaviour**  
*Ed Leon Klinger, Founder & CEO, Flock*

Sponsored by

**artificial.**

12.10 – 13.00: Breakouts

Breakout 4

## War gaming what the hybrid office looks like

Sponsored by: **GENASYS**

### Enabling a high-performance hybrid organisation

- How digital is changing the landscape of skills, capabilities and working practices
- Overcoming the key challenges of attracting and training new talent
- What are the implications of hybrid working for individual organisations and the London market overall?
- The role of operations and IT leadership in successfully changing working practices and culture



**Caroline Wagstaff**  
CEO  
London Market Group

Breakout 5

## Achieving operational resilience

Sponsored by: **WNS**

### Developing a resilient and agile operating model that meets the new regulatory regime, enables growth and satisfies shareholders

- Devising mapping and testing capabilities of 'important business services' and the potential for disruption
- Identifying vulnerabilities in operational resilience
- Managing 3rd party, outsource relationships to ensure they are resilient and you have the right service level agreements in place
- Approaches to technology change in the context of operational resilience



**Chris Coyne**  
Chief Operating Officer  
Enstar Group Ltd



**Stefan Nadarajan**  
Chief Operating Officer  
Globe Underwriting Limited

🕒 13:00 – 14.00 Lunch and networking





Breakout 6

## AI & Automation

Sponsored by:



### Leveraging automation and AI to improve efficiency and the client experience

- Where are the opportunities for applying RPA and AI in the London market?
- Understanding the data, infrastructure and architecture challenges of leveraging automation
- Developing an automated quote and bind system
- Assessing the ROI and future developments for London



**Lee Sutton**

*Head of Operational Process and Improvement*  
**The Hartford Insurance Company**



**James Breeze**

*Digital Artificial Intelligence Lead*  
**AXA XL**



# Innovation Stage

## Innovative applications of data & analytics

**Quickfire insights: 10 minute presentation followed by Q&A**

**12.10**

**Leveraging digital to improve communications and market connectivity**  
*Peter Clarke, Founder & MD, InsurerCore*

**12.25**

**The practical use of blockchain in the London market**  
*Vikas Acharya, COO, Chainthat Limited*

**12.40**

**Is microservices the future of London market technology and the road to automation?**  
*Rachael Bishop, Digital and Technology Strategist*

🕒 13.00 – 14.00 Lunch Exhibition room

14.00 – 15.00:

Panel discussion or workshops

Panel discussion

## Overcoming the operational challenges to improve the client experience

Improving the client experience is a key objective of both the market modernisation agenda and individual firms' digital transformations.

However, the unique nature of London market dynamics, an extended value chain and an addiction to paper-based processes has often stifled attempts to deliver customer led transformational change.

This panel discussion will explore why we are now at a tipping point for change, the practical challenges that will need to be addressed, and the key criteria for successfully improving the client experience.

### Topics to be covered include:

- Leveraging rapidly evolving customer-centric digital technologies
- Developing data and analytics capabilities that can transform client service, engagement and provide valuable insights
- Breaking down silos and successfully changing the culture of the organization
- What will the future service model look like in the London market?



**Christian Kitchen**  
*Head of Innovation and IT*  
Miller



**Tunu Sokiri**  
*Head of Operations*  
Travelers Europe

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**Early Booking Rate  
only £299 + VAT**  
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Benchmarking workshop

## Enabling ESG

### The role of operations and IT to enable organisations' ESG strategy

- Developing a strategic approach to ESG and moving away from 'initiatives'
- Benchmarking timelines for cutting carbon emissions, reducing plastics, improving D&I and other ESG areas
- Ensuring ESG is implemented efficiently and does not increase operating costs
- Ensuring this is not a 'tick box' exercise and embedding ESG into the culture of the organisation
- Leveraging ESG as a positive to attract talent, increase shareholder value and enhance resilience



**Abi Upfield**

*UK & Lloyd's Market Business Strategy Manager*

**AXA XL**



Breakout 7

## Market modernisation & Blueprint Two

### Overcoming the operational and technological challenges to deliver a digital marketplace

- Tackling complex legacy systems and processes
- Approaches to delivering a standardized data strategy
- Is there a disconnect between central modernisation initiatives and organisational technology investments?
- Changing the mindset in the London market to embrace transformational change



**Ben Laidlaw**  
CTO  
Carbon Underwriting



**Chris Read**  
UK Chief Operating Officer  
AXA XL



**Simon Boniface**  
Chief Data & Digital Officer  
Howden Group

Breakout 8

## CASE STUDY: Digital transformation

### Key criteria for delivering a cross functional, cloud-based digital transformation programme

- The business case & options for modernising IT infrastructure
- Redefining end-to-end client journeys to respond quickly and efficiently
- Using API enabled technology to eliminate re-keying and enable automation
- Creating architecture that can quickly adapt and adopt new technologies in the future



**Steve Jolly**  
CIO  
Tysers



**Angus Kennedy**  
CTO  
Tysers



Breakout 9

## Delivering transformational change

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### CASE STUDY: Key criteria for delivering change across the organisation

- Why is it so difficult to deliver transformational change as opposed to adaptive change?
- Developing an effective preparation, implementation and embedding process for change
- Understanding the forces for change and communicating them across the organisation
- Overcoming the 'roadblocks' around changing behaviours and culture



**Paolo Cuomo**  
Operations Director  
Brit Insurance



# Innovation Stage

## Transforming operations and customer experience

15.20

**The successful application of automation in London market processes**

*Tim Bates, Head of Business Development, Artificial Labs*

15.35

**The role of prediction and prevention in customer support**

*Avinoam Baruch, Co-founder & COO, Previsico*

15.50

**Leveraging the transformational power of data and analytics on the horizon**

*Ben Rose, Co-founder, President, Supercede*

16.00

**Observations from a frustrated Intrapreneur - trying to innovate in the London market**

*Paul Willoughby, Endava Consultant*

## The London Insurance Market 2025

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

Sponsored by:  **Novidea**

There is a seismic change taking place in technology and data that is disrupting London market dynamics and traditional ways of working, as well as changing the skills and capabilities required to compete, innovate and tackle the challenges of the future.

The question is, do we have the strategic vision and leadership to grasp the opportunities...or does this pose an existential threat to the London market?

- Leveraging new technologies to drive modernisation and innovation
- Expanding the talent pool to reach untapped sources of diverse thinking and skill sets
- The role of operations and IT in delivering environmentally sustainable, net zero operating models
- Getting ahead of the curve of rapidly changing regulatory and investor/shareholder demands around ESG




**Clare Lebecq**  
*Group COO*  
**Specialist Risk Group**



**Ben Potts**  
*Managing Director, UK,*  
**Novidea**



**Sean Morley**  
*Chief Information Officer – Willis Re*  
**Willis Towers Watson**

 17.15 – 18.00 – Drinks reception

## Attendee profile

**TINtech London Market** is attended by a director level audience from across the Lloyd's and companies market. The conference focusses on how technology and digital is driving change in operations, underwriting, claims and across the business.

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

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Early Booking Rate  
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## Sponsors

### Main sponsor:

# artificial.

Artificial is an insurance software business offering algorithmic underwriting, data extraction and machine learning solutions to commercial insurers, empowering them to write better risks, faster. We provide solutions to partners across the London and global markets, including Convex, Chaucer and more.

Our platform specialises in instantly and accurately capturing data at the point of entry for use in downstream applications. We enable clients to augment this data through effortless integrations and use it to write risks algorithmically, build contracts and plug into other systems.

Behind the platform is decades' worth of experience in engineering, insurance and analysis. We do more than just provide software; we work with you every step of the journey to make sure our technology drives growth, improves efficiency and reduces costs across your business.

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### Session sponsors:



Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 380 insurers, from new ventures to the largest and most complex in the world, run on Guidewire.

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

Our marketplace provides hundreds of applications that accelerate integration, localization, and innovation. For more information, please visit [www.guidewire.com](http://www.guidewire.com) and follow us on twitter: [@Guidewire\\_PandC](#)



Sollers Consulting is an international business advisory and software implementation specialist supporting the financial industry in business transformations. Sollers Consulting Teams have supported over 80 financial groups in enhancing their digital capabilities. Among the companies partnering with Sollers Consulting are Allianz, Axa, LV=, Beazley, BNP Paribas Cardiff, Basler, Generali, Zurich, Santander Consumer Bank, ING and many more including a large group of managing agents at Lloyd's.

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.

Over 600 business and IT specialists from Warsaw, Lublin, Poznan, Cologne, Paris and Tokyo are helping financial institutions in Great Britain, Germany, Poland, Scandinavia and many other countries to reap the benefits of digitalisation.

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Let's Solve

LTI (NSE: LTI) is a global technology consulting and digital solutions Company helping more than 460 clients succeed in a converging world. With operations in 33 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivalled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 40,000 LTItes enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders.

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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.

Charles Taylor provides professional services to insurers, brokers and insurance clients at all stages of the insurance value chain. Its dedicated technology business, Charles Taylor InsureTech, offers software products built in house or that it has acquired.

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.

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## Session sponsors:

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We believe in providing business solutions, not just software, and therefore we offer flexible commercial models that are designed to support our customer's businesses and product innovation.

For more information, [click here](#)



Web Connectivity Limited (WCL), a Zywave company, is software business based in London that improves the flow of business in (re)insurance markets worldwide.

Brokers, insurers, reinsurers and service providers all rely on our range of technologies to transform their business processes and improve workflows. WCL supports the entire insurance lifecycle:

- Placing (including Whitespace, PPL and SDC integrations)
- Accounting and Settlement (EBOT messaging – both Bureau and Non-Bureau)
- Claims (ECOT and Writeback)

We automate the electronic transfer of data and documents between brokers and carriers, thereby improving client service, increasing process efficiency and reducing cost and are the World's largest processor of ACORD GRLC Messages.

Our client list includes over 80 insurance organisations include the majority of Lloyd's Managing Agents, the world's largest broking and carrier firms and we have live implementations in London, USA, Bermuda and across Europe and Asia.

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We are a technology services company delivering across the software development lifecycle, helping organisations improve efficiency, responsiveness, and customer engagement. By enabling our clients to leverage next-generation technologies, we accelerate their ability to deliver Digital and Agile transformation and also to take advantage of new business models and market opportunities. Our multi-disciplinary teams deliver Product & Technology Strategies and Intelligent Experiences underpinned by World Class Engineering.

Our Insurance footprint covers the UK, Europe and the US, focusing on General Insurance and the London Market. Alongside Insurance, we also work with clients across a number of different industries including Payments, Mobility and Retail, which helps us ensure we bring the learnings and innovation from those industries in our Insurance work and partnerships.

For more information, [click here](#)



Novidea is the global insurance distribution management platform connecting brokers, agents, MGAs, and the London Market to a new, modern digital insurance ecosystem. With shifting customer expectations, declining margins and concern over fear of digital disintermediation, Novidea, a customer-centric technology provides brokers with new ways to work with and engage with their customers. By leveraging cloud and AI technology on its single core Insurance platform, Novidea enables true transformational change for the full automation of the insurance distribution lifecycle and administration, advanced insurance data analytics and digital customer engagement. Founded in 2014, Novidea currently services more than 14M+ policies in 16 countries.

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## Exhibitors



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Verisk delivers a modern, powerful, and integrated suite of software that provides full end-to-end management of all insurance and reinsurance business. As a result, our clients are able to grow and better manage their business through greater efficiency, flexibility, and data governance.

Our customers are underwriters, brokers and MGAs within the Lloyd's, companies and international insurance/reinsurance sector.

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 Verisk'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.

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We are a specialist professional services and technology firm, working in partnership with leading insurance, highly regulated and global businesses. We help our clients to manage risk, operate their core business processes, transform and grow. We deliver

operations, consulting and technology solutions across the risk and insurance value chain, including excellence in claims, underwriting, distribution, regulation, customer experience, human capital, transformation & change management.

Our global team of more than 5,000 professionals operate across the UK, Ireland, the US, Canada & Bermuda.

We have significantly increased our investment in technology and digital transformation for our insurance & highly regulated clients, and we are the first to launch a true artificial intelligence (AI) insurance lawyer. By automating low value claims we've reduced claims lifecycles and costs for our clients.

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Xceedance is a global provider of consulting and managed services, technology, analytics and data sciences to re/insurance organisations. As a key capability unit within Xceedance, the technology and core systems team builds direct distribution platforms, rating and pricing engines and policy and claims management systems.

Xceedance insurance technology experts assist clients with application and product development, data warehousing, and testing, application maintenance and IT infrastructure support for proprietary, legacy or new systems. Our team has developed complete platforms, helped create blockchain solutions, and digitised processes that deliver enhanced customer service, improve decision making and fuel the growth of our clients.

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TIW are market leaders in Content, Document Management, Workflow and Business Consultancy who specialise in the Global and Lloyd's Insurance markets.

TIW's solutions work across your whole technology and business ecosystem.

TIW will be launching our latest application, Spinnii, at the TINtech London Market 2022.

Share your content online securely anywhere in the world on any device.

Advanced yet easy to use, Spinnii takes connectivity and integration to a new level in the management and sharing of all your sensitive content.

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For more information, [click here](#)



For more information, [click here](#)

## Book your place today

Early Booking Rate only £299 + VAT

(expires 21st Jan)

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@middleton-burgess.co.uk**

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

**REGISTER NOW**

## How to register

Choose one of 3 easy ways to register

 [www.TINtech-London-Market.co.uk](http://www.TINtech-London-Market.co.uk)

 **Email: [bookings@TIN.events](mailto:bookings@TIN.events)**

 **020 7079 0270**

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



VISA



Closer to 11<sup>th</sup> February we will send through a map & directions to the venue

**Book today with confidence: due to the pandemic we are offering a “no quibble refund”.**

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