THE INSURANCE NETWORK

TINtech
LONDON MARKET

Exploring how technology and market modernisation can drive London into a new era of efficiency, innovation and stakeholder engagement.

2nd February 2016 | Fenchurch Street, London

Keynote speakers

Conor Whelan
Group Chief Information Officer
JLT

Denise Garland
Group Chief Operating Officer
Tokio Marine Kiln

Other speakers include

Shirine Khoury-Haq
Director Operations
Lloyd's of London

Giles Baxter
CIO International
Arthur J Gallagher

Adam Rushin
Director of Operations
Hiscox

Paul Jackman
Director of Information Technology
Markel Corporation

Mike East
Claims Technical Director
QBE European Operations

Kate Roy
Chief Operating Officer
Willis GB
Willis

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TECHNOLOGY

Overview

Technology is driving change in every aspect of insurance: the London market is <u>NOT</u> immune.

Technology led change is disrupting the competitive landscape, forcing London market companies to ask fundamental questions about the sustainability of their business and operating models. The winners will be those that have the ability and agility to profit from the huge shifts already taking place across the value chain – and anticipate the next wave of change. Those that do nothing will lose market share and profitability.

This year's conference focuses on both the market wide modernisation agenda as it reaches a critical phase, *and* how individual firms can leverage the benefits of technology to improve efficiency, stimulate innovation and drive competitive advantage. By focusing on the strategic implications of rapidly developing technologies you will come away with key insights to help shape your business strategy.

The conference agenda has been developed to combine strategic perspectives from industry thought leaders with cutting edge practical case studies in a format designed to generate discussion, debate and benchmarking.

Topics to be discussed include:
- Discover how leading companies are leveraging the convergence of new technologies and data sources to improve operational efficiency, drive innovation and enhance client service
- Discuss whether market modernisation is moving in the right direction and at the optimum speed
- Benchmark your approach in delivering a client-centric service
- Assess whether London's traditional processes and operations can meet 21st century client expectations

Programme

08.15   Registration, coffee and networking

09.00   **Chair's introduction and opening remarks**

KEYNOTE PRESENTATIONS

Technology driven innovation: transforming client service and delivering efficiency gains

- How will future technology innovation drive structural change in the industry?
- What lessons can be learned from other industries?
- How do you create a burning platform for change?
- Overcoming cultural inertia to drive forward transformational change
- Is market modernisation moving in the right direction and at the right pace?

Conor Whelan
Group Chief Information Officer
JLT

How will the digital and data revolution impact operations?

- How do COOs seize the opportunities provided by new technology?
- Building agility into your people and processes to allow successful adoption of new technology
- Do traditional KPIs effectively measure the operational results of new systems?
- Aligning operational processes with new technology to deliver increased profitability

Denise Garland
Group Chief Operating Officer
Tokio Marine Kiln

10.45   Coffee and networking

11.15 **Delegates select one of the following three streams**

STREAM 1	STREAM 2	STREAM 3
Claims transformation	**London Market Target Operating Model**	**Data and technology**
Leveraging technology to improve claims performance and deliver client insight across the business	Will the TOM deliver long lasting modernisation benefits?	Aligning technology and analytics to deliver a competitive edge

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STREAM 1

CASE STUDY: Transforming claims to improve service levels and deliver strategic value across the business

- What have we learned from 10 years of ECF - and where next?
- Investing in people, processes and technology to transform the claims function into a client focused service
- Where has technology made the most difference to claims service levels?
- What have been the unintended consequences of changing systems and processes (positive and negative)?

Mike East
Director of Technical Claims
QBE European Operations

CASE STUDY: Harnessing new technology to deliver a claims service which exceeds client expectations

- How are new technologies improving claims service for clients?
- What are the metrics used to evaluate the effectiveness of new claims technologies?
- Aligning people and technology to deliver a winning claims service

Alan Burtonshaw
Group Head of Insurance Claims
Aspen Insurance

Round table discussion

STREAM 2

Will the new TOM meet future market challenges and deliver more efficient practices?

- Where are we on the road to technological improvements?
- Will buy-in from all stakeholders be achieved?
- The technology gaps that have been identified
- The challenges of managing market expectations

Shirine Khoury-Haq
Director, Operations
Lloyd's of London

Driving forward the TOM – overcoming the practical challenges to ensure success

- What the challenges at this critical execution phase of modernisation?
- Effectively engaging with all stakeholders across the industry to ensure market wide buy-in
- Avoiding the failures of the past

Peter Mungeam
COO Client Services
AON Benfield Group

Round table discussion

STREAM 3

Using data and advanced analytics to transform client service

- Understanding changing client needs through data
- What new data sources and analytical techniques are available?
- Using them to help clients and create a stronger relationship
- Leveraging new data streams to deliver better risk pricing and effective risk selection

Piyush Patel
COO
Amlin

Creating more efficient operations and better decision making through analytics

- Harnessing the power of vast volumes and variety of data to improve the operating model
- The challenge of deploying new technology to improve management reporting and enable better decision making
- Where are data and analytics making the most difference?
- Are the days of paper based transactions really coming to an end?

Paul Jackman
Director of Information Technology
Markel Corporation

Round table discussion

13.00 Lunch and networking

14.00   Delegates select one of the following three panels

PANEL 1
Market modernisation
Is this London's opportunity to maintain its edge in the global market?

The vision may have been agreed but will the practical challenges be overcome? This panel will explore where the tensions lie and the approaches that will drive through progress

Topics to be covered include:

- Is the modernisation programme meeting clients' changing needs - or merely making existing processes more efficient?
- Where does the industry need to invest to deliver real change in the client experience?
- The challenge of developing a central placing platform
- Overcoming the tensions between underwriters and brokers around market modernisation

Chris Coyne
Head of Operations
Antares Underwriting Services

Adam Rushin
Director of Operations
Hiscox

Stuart Pembery
CIO
Liberty Syndicate Management

PANEL 2
Technology led innovation
Driving innovation to compete in the new, digital environment

The key question facing directors is whether innovation and change will come from within the industry or be forced upon it by digitally enabled new entrants targeting the most under-innovated areas

This panel discussion explores the opportunities and threats of both scenarios, including:

- How do we create an environment where we can innovate from within?
- How real is the threat of nimble external players picking off the best opportunities and most profitable business?
- How do you build appropriate innovation strategies and avoid cannibalisation of existing offerings?
- Are non-insurers more likely to be the first to create insurance related blockchain applications

Giles Baxter
CIO – International
Arthur J Gallagher

Robin Merttens
Technology Innovation Adviser

Lance Grant
Senior Vice President, Operations and Technology
ACE European Group

PANEL 3
Operations, legacy & efficiency
Overcoming the challenges of achieving agility and efficiency

Despite much progress, inefficient processes, duplication and outdated legacy are still adding costs within many companies. This panel will explore how to overcome the practical challenges of tackling these inefficiencies and the role of technology in improving operational performance.

Topics to be covered include:

- What's left to be done to minimize internal frictional costs?
- Overcoming the obstacles to achieve digital innovation
- Addressing the challenge of legacy systems
- How do we navigate the diverse, complex and rapidly developing technological landscape?

Mark Harris
Head of IT
Poole Re

Malcolm Beane
Non-Executive Director
Lloyd's Market Association

Kate Roy
Chief Operating Officer, Willis GB
Willis

15.00   Coffee and networking

15.20 Delegates select one of the following three workshops

WORKSHOP 1
Delivering a client-centric operating model

Successfully transforming technology, people and processes to meet changing client expectations

- What are the technologies which can deliver both client engagement and drive operational efficiencies?
- How do you create a high performance 'client-centric culture' across the business?
- Quick wins: which digital client engagement strategies translate quickest into increased profitability?

Michael Gould
COO
Talbot Underwriting

Round table discussion

WORKSHOP 2
ECF Write-Back

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Implementing ECF Write-Back to improve efficiency and claims flexibility

- How has ECF Write-Back changed the landscape for claims management in the London Market?
- What does this mean for your claims technology and processes?
- Effectively leveraging the benefits of greater flexibility in the claims process and more enriched claims data

Lee Elliston
Senior Executive, Claims
Lloyd's Market Association

Iain Reynolds
Claims Manager
Liberty Speciality

Round table discussion

WORKSHOP 3
Core systems modernisation

Successfully investing in core systems to enable growth, improve operations and enhance risk management

- Assessing the options for modernising core systems
- Devising a project plan with clear objectives, lines of responsibility and key stakeholder buy-in
- Successfully migrating to new systems
- Measuring the true costs and ROI from the project

Alison Sergeant
VP Global IT Services and Operations, **Renaissance Syndicate Management**

Round table discussion

16.30   ## CLOSING PLENARY DEBATE

How is technology driving change and creating new opportunities?

Changing client expectations mean that both brokers and underwriters must rethink the service they deliver - and how they deliver it - to ensure they are adding maximum value. Our panelists will discuss the drivers for change and how they are impacting their businesses.

Topics to be discussed include:

- How are connected devices and the industrial internet of things going to impact traditional relationships and business processes?
- Are changing client expectations driving change - or will nimble, new competitors be the source of structural disruption in the market?
- Are we thinking big enough to grasp the opportunities of future technology innovations?
- Transforming digital identity systems and the management of personal data through blockchain technology

Simon Gaffney
Chief Data Officer
Willis

Dominic Ind
Broking Director
AON Global

Justin Emrich
CIO
Atrium Underwriting

17.10   Drinks Reception

With so many events to choose from, why come to ours?

We stick to a number of "golden rules" that enable you to maximise value from attending our events and ensure you gain key insights from other members of the audience *as well as* the presenters:

- **Only director level delegates in the audience**
  No junior managers or suppliers can attend as delegates to ensure you discuss and benchmark with your peers

- **Interactive format**
  By including dedicated time for discussion, reflection and benchmarking you can pick up those invaluable learnings and practical techniques from your peers

- **No press, no transcripts – just honest, open discussion**

  Speakers will 'water down' their presentations if they know there are press in the audience – that's why we are independent from any publication, have no press in the audience and take no transcripts

Join The Insurance Network...

Joining The Insurance Network means joining a networking and benchmarking forum of thought leaders from the insurance industry.

Membership is exclusively for directors from insurers and brokers to ensure you meet and benchmark with your peers: junior managers and supplier representatives should not apply.

MEMBER BENEFITS INCLUDE:

Discounted attendance at:

• **TINtech London Market**	2nd February 2016
• **Strategic Claims Conference**	3rd March 2016
• **TINdata 2016**	17th May 2016
• **TINtech 2016**	14th June 2016
• **Customer Engagement in Insurance**	27th September 2016
• **London Market Claims 2016**	20th October 2016
• **Connected Devices and the Internet of Things**	29th November

Plus priority attendance at:

✓ **Evening panel discussions**   ✓ **Breakfast briefings**

Membership: £999 + VAT

To discuss membership call **Phil Middleton**

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🌐 **www.the-insurance-network.co.uk**

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🐦 **#TINtech**

Session Sponsors

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Capital Capture is a specialist provider of document centric business process automation and outsourcing solutions for both the London Market and Commercial Insurance sectors. Using our knowledge and experience gained in the industry over the last 17 years coupled with strong relationships with the world's best of breed technology suppliers, Capital Capture is able to provide a range of inbound and outbound document automation and outsourcing solutions for the insurance sector including digital mailroom, policy onboarding and claims handling. Our ongoing investment in development and training enables us to provide and implement innovative bespoke automation solutions covering all aspects of paper based and electronic document processing throughout the insurance industry and provide such solutions on premise, hosted, as a managed onsite service or outsource to one of our managed service centres. Capital Capture has many high profile clients in the insurance sector such as; QBE, ACE, Catlin, Aon, LV= and Cardif Pinnacle all of whom have increased efficiency, improved compliance and enriched client relations through automation of paper and electronic documentation. Capital Capture is committed to quality, environmental management and information and data security. As such we are accredited to ISO9001:2008, ISO14001:2004 and ISO27001:2013 British Standards. **www.capitalcapture.com/**

QuanTemplate
The insurance analytics platform

QuanTemplate is a data management, analytics and visualisation platform designed specifically for the insurance industry by insurance practitioners. We provide a complete solution, from data warehousing through to dashboarding, sophisticated analytics and front-end reporting. Performance is highly optimised – a query on 50 million rows of data returns results in less than 1 second. The technology, which comes from high frequency statistical arbitrage trading in the hedge fund market, allows you to create and access bespoke high quality business intelligence on your own portfolio, as well as any third party data feeds, in a matter of seconds. QuanTemplate gives you visibility on your aggregates as well as the power to interrogate down to the policy level, giving you total clarity on all exposures. Unlock the power of your data, and immediately impact your business. **www.quantemplate.com/**

CAPITA

Capita Insurance Services works with insurers, brokers and affinity partners throughout the industry to deliver expert support throughout the insurance lifecycle in both the UK and international markets. Our dedicated, market-leading team provides a full suite of underwriting, claims, reinsurance and accounting services with a specific focus on developing first class claims solutions for both the London and international insurance markets. Capita is authorised by the FCA. As a FTSE 100 company we are the UK market leader in financial services business process management with 31% of the market share and are the number one highest rated independent service provider according to Fitch and S&P. This scale and breadth of expertise puts Capita in a prime position to meet our clients' entire suite of financial services outsourcing needs with a consistent and integrated service across multiple jurisdictions.

sequel

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 £5 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. **www.sequel.com**

Exhibitors

Trace isys Business Solutions™

Trace Isys has been at the heart of technology development in the London Insurance Market since 1984, partnering with insurance brokers to reduce costs and improve operational efficiencies through its market-leading software and services. Our OpenTWINS suite of products has been built for change – to meet the evolving demands of the market and harness the very latest advances in technology. It provides a fully-integrated platform for all re/insurance business requirements, supporting the whole risk cycle from placement to settlement and beyond. Available as a single platform or individual business components, OpenTWINS offers a flexible, scalable solution that will grow with your business. The OpenTWINS MessagingService operates at the heart of many leading insurance organisations, by combining sophisticated message management with safe, secure message delivery it provides an unrivalled solution for all electronic trading requirements. Contact us for more information or come and see us at the 2016 TINtech event. **www.traceisys.com**

Polarisoft Business technology partners

Polarisoft is your business technology partner, supplying technology solutions and services for business to manage process, people and financials. With over 15 years' experience of working with companies in the insurance sector, our consultants have the knowledge and experience to assist you in the challenge of bridging business and technology, enabling business process automation, and creating greater transparency of your costs. grey-bulletWe offer subject matter and technical consultancy, focused on Project & Portfolio Management, business process automation and other business and IT management fields, grey-bulletsoftware to provide high quality technical solutions, grey-bulletand managed services focused on the Project Management Office. **www.polarisoft.com**

The Lloyd's Market Association (LMA) represents the interests of the Lloyd's community, providing professional and technical support to our members. All managing and members' agents at Lloyd's are full members, who together manage a gross premium income of around £26 billion in 2015. Through the LMA, their interests are represented wherever decisions need to be made that affect the market. The purpose of the LMA is to identify and resolve issues which are of particular interest to the Lloyd's market. We work in partnership with the Corporation of Lloyd's and other market-related associations to influence the course of future market initiatives. You can find out more at **www.lmalloyds.com**

WebConnectivity

Web Connectivity provides business solutions to insurance organisations looking to implement electronic modernisation, including: Accounting and Settlement (EBOT), Placing and Endorsements and Claims (ECOT and DRI Notifications). We are the leading ACORD Messaging Gateway provider in the London market and allow organisations to streamline processes by automating the electronic transfer of data and documents between brokers and carriers, thereby improving client service, increasing process efficiency and reducing cost. Our client list includes over 90 insurance organisations: the majority of Lloyd's Managing Agents, the world's largest broking and carrier firms and we have live implementations in London, Bermuda, the US and Asia. **www.webconnectivity.co.uk**

cover.net
innovative insurance solutions
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Cover.Net have been providing specialist insurance software to Lloyds syndicated agents and London Market clients for over 20 years. Our tailored ISMIS solution allows for streamlining in the pre and post-bind submission processes, making interactions with brokers seamless; the system produces management information for all levels and ensures that audit and regulatory compliance are built into our clients' processes. Our integrated Claims module provides a fully comprehensive claims handling solution designed to streamline the claims process and greatly improve the customers' claims experience. We look forward to showing you what our systems can do at TINtech London Market. **www.cover.net**

Atticus MI

Atticus MI is the fast growing business intelligence division of Atticus Associates. We are passionate about improving MI/BI capabilities for insurers through improved data warehouse design, reporting and dashboard analytics. The Atticus EDW sets a new industry standard by providing a proven, scalable and flexible platform to de-risk and expedite your data warehouse build. Atticus DQPro is a cost effective Data Quality as a Service solution that allows insurers to profile, measure and report on enterprise data quality in real time whilst fully supporting Solvency II and Lloyd's regulatory needs. Whether you are a Lloyd's syndicate, general insurer, MGA or start up, we are the Intelligent Alternative. For more information visit: **www.atticus-associates.com**

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inrule TECHNOLOGY

From rating and underwriting to eligibility, claims adjudication and commission calculations, insurance companies around the world trust InRule®, the no-code business rule management system (BRMS), to automate decisions and processes, speed time to market, and lower costs. InRule makes it easy to respond to and take advantage of changing market conditions and requirements. InRule Technology® enables people to make changes to rules and calculations in applications without code modifications. By allowing technical and non-technical users to change rules and calculations without programming, InRule helps streamline processes and reduce costs. With InRule Technology, as the rules change, so can your business. **www.inrule.com**

panintelligence

Panintelligence is an award winning provider of business intelligence software which enables better decisions. It addresses the frustrations suffered by many businesses faced with ever burgeoning information from multiple data sources that is often disconnected, difficult to access and out of date by the time reports are presented. Our solution visually displays actionable information in real-time. It ensures a common view of all data, and with simple self-service reporting, people can focus on key business drivers and make timely interventions to improve service levels and profits. The software is intuitive to use, requires no technical training and can be deployed very quickly as reflected in our three key differentiators; easy to use, easy to set-up and easy to buy. Come and meet us and read our MSIG Case Study to see the benefits you too could derive.

VIPR

VIPR is an award-winning provider of sophisticated software solutions. Unrivalled market insight has cemented our reputation as industry innovators. Our bordereaux, coverholder management and reporting products are market leaders and widely used across the insurance industry. Plus we provide comprehensive quote and bind solutions and have recently launched a Complaints Manager and Audit Portal. Our clients are insurance companies, managing agents, managing general agents and brokers - they are at the heart of all we do. We forge long-term relationships with our clients and are passionate about supporting them every way we can, and adding value to their business.

THE INSURANCE NETWORK

Booking Options

Practitioners (Actively working for an insurer, broker or loss/claims adjuster. No suppliers please*)
Early booking rate £299+VAT (Expires- January 15ᵗʰ 2016 – standard rate £499 + VAT)

Group bookings: Book 2 places and the 3rd is free

Member rate & Membership
£199 + VAT • Annual membership joining fee & member conference place £898 + VAT

*For sponsorship and exhibition stands call Phil Middleton on **020 7631 0034** or email **phil@middleton-burgess.co.uk**

EARLY BOOKING RATE EXTENDED £299+ VAT
STANDARD RATE £499 + VAT

How to register...

1 Select your booking option & choose one of the 3 easy ways to register

www.TINtech-London-Market.co.uk

info@the-insurance-network.co.uk

020 7079 0270

2 On receipt of your registration we will send you an email confirmation. If you have opted to pay by credit card a member of our team will call you.

3 Add the date to your diary. Closer to 2ⁿᵈ February 2016 we will send through a map & directions to the venue.