

New speakers added

TINtech

LONDON MARKET

6th February 2018 | The Grand Connaught Rooms | London

The event exploring how technology is driving innovation, enabling change and collapsing the London market value chain

Keynote speakers:



Brian Kirwan
Chief Executive
Officer UK
Allianz Global
Corporate & Specialty



Professor Paul Newman
BP Professor of Information Engineering
University of Oxford
Head, Oxford Mobile Robotics Group
& Founder Oxbotica



Denise Garland
Group COO
Tokio Marine Kiln



Paul Umpelby
Head of Data and
Analytics
JLT Specialty
Limited



Barry Panayi
Chief Data Officer
MS Amlin



Siobhan O'Brien
UK Cyber
Placement Leader
& MD FINPRO
Practice
Marsh



Bent Isachsen
COO
StarStone
International



Steven Haasz
Global COO
AXA Corporate
Solutions



Richard Inman
IT Director & Head of
Digital, Reinsurance
Willis Towers
Watson

New speakers announced:

Main sponsor:



Session sponsors:



Exhibitors:



Overview

Across the value chain business leaders are exploring how technology can overcome structural change brought about by increased competition from other jurisdictions, the pressure to reduce operating costs, and the need to innovate in order to meet changing client expectations.

The critical task for directors is to understand how and where technology can be deployed to meet these challenges, to develop a successful change management strategy to ensure successful implementation, and to build in agility to grasp future opportunities.

TINtech London Market is **not** about the technicalities of processing or standards, and it's **not** another InsurTech 'show & tell' – it's the forum where business and IT leaders come together to explore the extraordinary shifts taking place in the market and how to leverage the potential of the new technologies that are driving change.



Topics to be discussed this year include:

- Understanding how to devise and deploy an effective digital strategy that builds competitive advantage
- Which new technologies are disrupting and extracting value from the value chain?
- Leveraging AI, machine learning and robotics to streamline operations and take out cost
- Creating client interactions that are convenient and fast
- Using technology to get closer to customers to devise products, solutions and a service that they really need

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Programme

08.15 Registration, coffee and networking

09.00 Chair's introduction and opening remarks

KEYNOTE PRESENTATIONS

Collapse of the value chain: delivering value in changing and emerging insurance markets

- How digital is fundamentally changing how insurance is produced and experienced by customers...and what this means for London
- The opportunities of data and advanced analytics: providing insights, flexibility and better insurance products
- The changing dynamics in the broker\writer\client relationship
- Winners and losers as the pace of change quickens



Brian Kirwan
Chief Executive Officer UK
Allianz Global Corporate & Specialty

How the mobile, autonomous world will transform the entire insurance industry

- AI and machine learning mean that the next generation of autonomous machines will change every aspect of our world...and they're coming soon
- Incorporating software to deliver insurance data from autonomous vehicles: the development of a real-time risk assessment system - and what this means
- How this data provides the extraordinary potential to change and narrow risk variants in real-time
- A vision of the insurance industry turned inside out by data and advanced machine learning algorithms



Professor Paul Newman
BP Professor of Information Engineering, University of Oxford
Head, Oxford Mobile Robotics Group
& Founder, Oxbotica

10:45 Coffee & networking



11.15 STREAMED SESSIONS

Please select
one of the following
four streams.

Each features two industry perspectives followed by round table discussions – allowing you to benchmark with your peers.



Stream 1 Robotic process automation

Automating claims and underwriting processes

Developing the capability to leverage automation in complex, global organisations

- Understanding what you are trying to achieve and the technology architecture required to deliver it
- Which areas of the business will automation have the most impact?
- Where do the major challenges arise and how do you overcome them?
- Creating a culture that can embrace change
- Building agility into systems and processes that can adopt future innovations in intelligent automation

CASE STUDY: Overcoming the practical challenges of automating submissions for US general aviation

- Original scope and objectives of the initiative
- Why it quickly became more complex than first imagined
- Understanding the automation challenges of multiple data tables, different tech systems and the reconciliation process – and overcoming them
- Getting to a point where robots can trigger actions and workflow
- Running a cost-benefit analysis to evaluate ROI and the future business case

Stream 2 London market modernisation

Can the current modernisation agenda meet the new and emerging challenges London faces at both a market and individual company level?

Ensuring the future of the industry by driving forward innovation to achieve operational efficiency and market modernisation

- Adapting business models, operations and embracing new technology
- Meeting changing client needs, enabling operational change and addressing cultural aspects of the market
- Can innovation be achieved centrally or does it need to be left to individual companies?
- Ensuring we grasp future opportunities created by the digital revolution



Shirine Khoury-Haq
Chief Operating Officer
Lloyd's

Future-proofing the London insurance market

- Are we addressing the fundamental challenges in London and leveraging the opportunities of the wider digital economy?
- Moving from being product focussed – innovating to meet client needs through comprehensive risk management and mitigation solutions
- Building the skills, competences, technology and systems that can support these solutions
- Developing propositions and relationship with fast growing, emerging markets



James Livett
Associate Director
LIIBA



John Taylor
*Accounts General
Manager, London Markets*
DXC Technology

Each session is followed by a round

Commercialising innovation and InsurTech

Innovating in tough times: is it all froth and hype, or does the industry's future depend on its ability to reinvent itself?

- How important is it that we reinvent our customer proposition?
- Building a business case for innovation in the face of tight budgets, running the legacy and a fear of change – top 5 questions to challenge your business
- Developing an innovation culture that is more than small, incremental changes to existing systems and processes
- Practical ways to innovate using new tech, people and skills
- Developing innovation projects and teams to change your culture



Justin Emrich
CIO
Atrium

Creating a bimodal approach to innovation

- Key elements in the bimodal approach
- Mode 1: 'keeping the lights on' & predictable improvement
- Mode 2: exploration and innovation
- Building the business case and overcoming cultural inertia around 'true' innovation
- Practical challenges in creating the two modes
- Bringing the outcomes from the two modes together to drive value back into the organisation



Darren Sharp
Group Head of IT
Tokio Marine Kiln Group

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Enabling digital transformation

New speaker

Successfully leveraging digital and delivering organisational change

The CIO's role in driving successful digital transformation

- Using digital technology to drive business transformation
- Turning ideas into a 'minimal viable products'
- Creating an operating model to support digital engagement within the business
- Developing a multi-talented, cross functional team that can deliver the projects



Richard Inman
IT Director & Head of Digital, Reinsurance
Willis Towers Watson

Driving scientific, digital innovation to transform organisations, products and services

- Using analytics to quantify the opportunities digital presents and to measure results
- Developing a culture where innovation can thrive, and change is the norm
- Where is digital having the biggest impact, and what does a successful digital project management methodology look like?
- Key metrics to ensure improvements to efficiency and client service are achieved

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13:00 Lunch in the exhibition hall

14.00 PANEL DISCUSSIONS

Please choose one of the following four panel discussions.

Each features brief presentations followed by audience Q&A: allowing you to have your questions answered.



Panel 1 Delivering client centricity

New speaker

Can London successfully leverage digital to enhance the client experience?

This panel discussion will explore how technology can be used to improve settlement times and create experiences that extend beyond products - whilst also driving efficiencies.

Topics to be discussed include:

- Using technology to move from a 'product-first' mentality to tailored risk management solutions
- Rethinking existing processes to remove the frictional costs of doing business in London
- Developing new skills and capabilities to enable customer centric innovation
- Harnessing digital technologies to enhance the client journey



Michelle Mason
Managing Director
Aon Risk Solutions



Mark Aikman
Group CIO
The North of England P&I Association



Vincent Branch
Chief Executive, Accelerator
XL Catlin

Panel 2 Transforming the operating model

Using robotics, AI and machine learning to enable efficient and effective operations

The accelerating development of new technologies is enabling organisations to transform their operating models and become ever more nimble and efficient. This panel will explore the opportunities and challenges - and approaches that deliver successful change.

Topics to be discussed include:

- Effectively using robotics in the commercial risk environment
- Understanding how processes and outcomes are currently determined 'manually' to enable technology to enhance or replace them
- What are the opportunities for cognitive computing to enable new ways of working in the London market?
- Overcoming the practical challenges of transforming people, processes and technology that have existed - and persisted - for decades



Kate Roy
Head of Operations, GB
Willis Towers Watson



Heather Goodhew
Chief Operating Officer
Aspen Re

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Panel 3

Next generation data and analytics

New speaker

Leveraging data to transform our understanding of risk and insight

New sources of data coupled with innovative analytical techniques and increasing computer power are creating new opportunities to reshape risk models and pricing - and deliver valuable insights to clients. But how do you build the capability to gain these tangible business outcomes?

Topics to be discussed include:

- Key criteria needed to build a successful data analytics capability – across people, process and technology
- Leveraging data enrichment and advanced risk modelling to inform and enhance underwriting and pricing capabilities
- Developing and utilizing new smart technologies and associated data to drive efficiency and new ways of working



Constantin Beier
Aon Inpoint, Chief Operating Officer
Aon



Matthew Churchill
Head of Hiscox Futures
Hiscox



Paul Umpelby
Head of Data and Analytic
JLT Specialty Limited

15:00 **Coffee and networking**

Panel 4

Implications & opportunities of AI and machine learning

New speaker

Separating the hype from the reality

This panel discussion will explore how this technology will reshape insurance products, businesses and operating models - as well as the impact on the wider world and what this means for your strategic planning

Topics to be discussed include:

- How will AI impact insurance operating models and how do you prepare?
- Is the ability to price dynamically, in real-time for specific risks within our grasp?
- Will AI facilitate the disintermediation of insurance?
- Developing the skills, capabilities and technology you will need to leverage the opportunities



Professor Paul Newman
BP Professor of Information Engineering
University of Oxford
Head, Oxford Mobile Robotics Group
& Founder, Oxbotica



Dr Yuanyuan Liu
Director Statistical Machine Learning
AIG



Barry Panayi
Chief Data Officer
MS Amlin

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ate £299 + VAT (full price £499 + VAT)

15.20 WORKSHOPS

Please
choose one
workshop.

Each features a 20min presentation followed by round table discussion to allow the sharing of best practice.

Workshop 1 Digital Claims

Transforming claims operations to deliver efficiencies and improve the client experience

Successfully transforming claims through the use of digital, data and analytics.

- Creating an environment where innovation can thrive
- Devising and implementing a claims and analytics transformation strategy
- Understanding and overcoming organisational design, culture change and digital transformation challenges
- Key criteria for running a successful change management programme



Alan Burtonshaw
Group Head of
Insurance Claims
Aspen Insurance

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Workshop 2 Blockchain

Implications now for the London market as B3i goes live

CASE STUDY: Creating a working smart contracts prototype that radically simplifies insurance processes.

- Update on the B3i blockchain proof of concept
- How the system generates a self-executing smart contract
- Automating both premium and claim settlements
- Broadening the scope of the initial project – how this technology is transforming the future of insurance distribution and claims



Gregory Crow
Group Head of Architecture,
Platform – Global Technology
XL Catlin



Workshop 3

Core systems modernisation

New speaker

Building new agile capabilities for the digital age

Overcoming the key challenges of modernising global core systems in a constantly changing, digital environment.

- Balancing the need to modernise with cost pressures and a constantly evolving tech environment
- Making strategic decisions to invest in areas that will enhance your ability to compete
- Overcoming the people, process and technology challenges encountered as traditional systems change
- Future development through automation and AI technologies



Bent Isachsen
COO
StarStone International

Workshop 4

Leveraging robotics

Overcoming the practical challenges of robotics

CASE STUDY: Implementing RPA and assessing the impact on your business both now and in the future.

- Defining robotics and building a business case
- If reducing headcount is your primary objective then be careful!
- Developing a small scale proof of concept in order to test and learn
- The law of unintended consequences – what will RPA change within your business?



Tim Yorke
Former Chief Operating Officer
ERS

16:30 Closing panel discussion

Insurance Industry 4.0

Will Cyber-Physical Systems be the saviour of the London market?

Cyber-Physical Systems will transform the world of risk, enabling autonomous mobile systems, medical monitoring, process control systems, robotic systems and automatic pilot avionics - to name just a few. The question is will this new, hyperconnected world create the burning platform for transformative change in the London market's products, services and processes...or is it simply too late?

Our expert panel will explore the changes that are on the horizon, their potential impact on the industry and how we should respond.

Topics to be discussed include:

- Are we at a tipping point? Is technology driven change revolutionising the nature of risk and the insurance that London offers? Or is it business as usual?
- Is there still time to innovate the traditional linear value chain into a set of dynamic networks?
- Do we have the appetite, skills and capabilities to meet the challenge?
- What does the London market of the future look like, *and what will be its USP?*



Marc Davis
Head UK, Ireland
& MENA
Swiss Re Corporate
Solutions



Steven Haasz
Global Chief Operating Officer
AXA Corporate Solutions



Siobhan O'Brien
UK Cyber Placement Leader &
MD FINPRO Practice
Marsh

New speaker

17.10 DRINKS RECEPTION

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By including dedicated time for discussion, reflection and benchmarking, you can pick up valuable learnings and practical techniques from your peers

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 -  info@the-insurance-network.co.uk
 -  **020 7079 0270**
-  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.
-  Please add the date to your diary. Closer to 6th February 2018 we will send through a map & directions to the venue.

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