

TIN tech

Leveraging technology to drive innovation, transform the customer experience and enable digital operations

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Overview

There has been a step change in technology-driven change in recent months - and now is the time to get ahead of the curve.

Rapidly developing new technologies powered by AI and other emerging technologies are pushing the boundaries of traditional thinking and the art of the possible. The next wave of digital transformation will revolutionise the insurance landscape and traditional industry dynamics – organisations that can effectively invest in the best technology for their business and operating models and can implement effectively that will enhance their competitive position... others will be left behind.

TINtech focuses on how you leverage digital technologies, data and AI to transform business & operating models to deliver competitive advantage both now, and even more so, in the future.

Attend TINtech to hear how industry experts are overcoming the operational challenges to improve the customer experience as well as deliver efficiencies - and gain the practical insights that will enable your digital strategy to succeed.

Key themes for this year include:

- Discover how you successfully drive and enable technology-led change in your organisation
- Leverage data, automation and AI to transform processes and the user experience
- Design and develop digital journeys that delight customers and reduce resolution times...and costs
- Hear from the innovators that will change how you think about insurance in a digital age



Speakers include

KEYNOTE SPEAKERS:



Peter Martin-Simon
Chief Customer Officer
esure Group



Alan MacEwan
Director of Operations
esure Group



Ahmed Sheikh
*Former Digital
Technology Director*
RSA Insurance Group

EXPERT SPEAKERS INCLUDE:



Christian Kitchen
CIO
Travelers Insurance



Tim Yorke
Group Transformation Director
Benefact Group



Helen Rogers
*Head of Claims Digital
Experience*
Zurich Insurance



Arvinder Mudhar
*Chief Information & Digital
Officer*
Unum UK



Jenny Trueman
*Head of New Insurance
Products*
Simply Business



Alan Patefield-Smith
CIO
Admiral Group





“ The Web as I envisaged it, we have not seen it yet. The future is still so much bigger than the past. ”

Tim Berners-Lee,
Inventor of the World Wide Web

Programme

🕒 08.00 – 08.50 Registration, coffee and networking

🕒 09.00 Introduction by the chair

KEYNOTE PRESENTATIONS, DISCUSSION AND Q&A

Enabling the next generation insurer through digital core systems

Rethinking products, propositions and delivering exceptional customer experiences



Peter Martin-Simon
Chief Customer
Officer
esure Group



Alan MacEwan
Director of
Operations
esure Group

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Leveraging customer technology and next-generation architecture

Transform customer experiences, supercharge growth and push the boundaries of innovation



Ahmed Sheikh
Former Digital Technology
Director
RSA Insurance Group

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FOLLOWED BY Q&A

🕒 10.20 Coffee & networking in the exhibition area

Facilitated by:



Ben Tyte
Director
EY

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BREAKOUT SESSIONS

🕒 10:50 Choose one of the following sessions

SESSION 1

Digitising the London Market

Tackling the practical challenges to deliver a digital market place

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Christian Kitchen
CIO
Travellers



Ketan Motwani
*Chief Operating Officer -
Global Wholesale &
Speciality Broking*
Aon

SESSION 2

Transforming SME commercial insurance

Meeting changing customer needs for products and service

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Chris Thompson
*Head of Digital Next
Generation, Commercial Lines*
Aviva



Jenny Trueman
*Head of New Insurance
Products*
Simply Business

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SESSION 3

The future of personal lines

Enabling personalisation, omni-channel and new business models

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David Thompson
Claims Director
Tesco Underwriting

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🕒 11:50 Coffee and networking in the exhibition

BREAKOUT SESSIONS

🕒 12.10 Choose one of the following sessions

SESSION 4

Enhancing operations through digital

Overcoming the practical challenges to improve efficiency and improve service



Arvinder Mudhar
Chief Information &
Digital Officer
Unum UK

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SESSION 5

Data & Analytics

Harnessing the power of data and analytics to unlock customer value



Richard Booth
Head of Data Science, Claims
Analytics
AXA UK

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Adrian Blidarus
CEO
Softelligence

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SESSION 6

Enabling the bionic underwriter

Leveraging digital to enable the bionic underwriter



Tim Yorke
Transformation Director
Benefact Group

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🕒 13:00 Lunch and networking in the exhibition area



🕒 14:00 – 15:00 Fire-side insights

Delivering successful technology led change in insurance



Insights and real life experiences to help your digital transformation deliver ROI at speed and scale

Successfully delivering change in large, complex organisations presents tough operational, technological and cultural challenges that need to be overcome. Companies need to take a holistic approach to digital transformation that includes all stakeholders, including leadership teams, employees and customers.

Our industry experts will each share a short case study on delivering effective change and the two key lessons they learned from their experience. The session will close with Q&A with the audience to have your specific questions answered.



Alan Patefield-Smith
CIO
Admiral Group



Rashmi Rao
Chief Information Officer
Ageas UK



Simon Buckley
Director of Transformation & Change
AXA Insurance



Shanth Shanmugham
Insurance CTO
TCS

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BREAKOUT SESSIONS

🕒 15.20 Choose one of the following sessions

SESSION 7

AI & Automation

Beyond the hype of ChatGPT

CASE STUDY: Successfully applying A.I technologies in insurance



Chris Thompson
*Head of Digital Next Generation,
Commercial Lines
Aviva*



Erdal Atakan
*Chief Information Officer
Inigo Insurance*

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SESSION 8

Enhancing the customer experience

Meeting digital customer expectations

CASE STUDY: Successfully applying digital to transform customer journeys



Helen Rogers
*Head of Claims Digital
Experience
Zurich Insurance*



Douglas Godinho
*Head of Digital Transformation
Bradesco Insurance*

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SESSION 9

New Distribution and Operating Models in the London Market

Transforming London market operations for a digital age



Tunu Sokiri
*Head of Operations
Travelers Insurance*



Steven McGuckin
*Head of Business Services
Howden UK Group*

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🕒 16:30 Closing panel session

Insurance 2028: The future of digital Insurance

It feels like we are at a tipping point for the next stage of digital insurance.

The convergence of rapidly developing technologies coupled with A.I capabilities hold the potential to develop products, services and a customer experience almost unimaginable a few years ago.

Our expert panel will discuss the opportunities and threats that this new world presents, who will be the winners and what the future operating and business models will look like.



Annarita Roscino
Group Data & Insights Leader, Claims
Zurich Insurance



James Wright
Head of Technology
Beazley Digital



Paolo Cuomo
Director - Strategic Advisory
Gallagher Re

🕒 17:00 Drinks reception



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Our global team of professionals combines industry knowledge and technical experience to help with your most pressing issues. Whether through our tax and audit advice or our innovative advisory services, we help insurers explore M&A strategies, adopt new business models, develop new products, embrace technology, optimize customer experience and address shifting workforces.

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Magnolia is a world leading composable Digital Experience Platform. Our platform combines the functionality of an enterprise DXP with the flexibility of an API-first headless solution - in short, we deliver scalability at speed. Magnolia lets you bring together content, data, and services seamlessly in any tech stack, making it easy to orchestrate and deliver great digital experiences across channels in an agile way. We operate globally with offices on five continents and more than 200 Magnolia-certified partners around the world.

Established insurers have too many disconnected products and digital journeys, giving challengers an opportunity to attract buyers with alternative and more focused digital-first services. A digital experience platform (DXP) enables established insurers to find and retain customers. Magnolia helps insurers like American Express, Domestic & General, and Generali enrich every touchpoint with high-quality content, cross-sell and upsell, reduce the number of claims, and build on their core strengths to consolidate their role.

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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 500 insurers, from new ventures to the largest and most complex in the world, run on Guidewire.

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Founded in 2006, Softelligence enables organisations in the Insurance and Banking industries to accelerate data-driven growth with next generation InsurTech through automation, AI and machine learning. We have extensive industry knowledge and a broad expertise in digital projects covering paperless quote and bind flows, automation of the claims process through AI, fraud detection using machine learning algorithms across personal and commercial lines, corporate and specialty.

From data to insights with compelling dashboards, from manual processes and forms to pure digital customer journeys, Softelligence is the partner of choice for many Top-Tier Insurers and Banks in Europe and North-America.

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Quadient helps companies deliver meaningful interactions with current and future customers. A leading and publicly listed company, the Quadient portfolio of CXM technology enables organizations to transform the experiences for their customers through timely, optimized, contextual, highly individualized, and accurate communications for all channels. Our solutions bring together and activate the entire organization in the name of customer experience, through better collaboration, visibility into, and orchestration of the customer journey.

Quadient supports thousands of clients and partners worldwide in the banking, financial services, insurance, and service provider industries in their quest to achieve customer experience excellence via mobile, digital, social media and print technologies.

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LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world.

Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree - a Larsen & Toubro Group company - combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale.

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Sapiens International Corporation empowers insurers to succeed. The company offers digital software platforms, solutions and services for the P&C; life, pension and annuity; reinsurance; financial & compliance; workers' compensation and financial markets. With more than 35 years of delivering to over 500 organizations globally, Sapiens satisfies 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 3,300 operates in North America, the United Kingdom, EMEA and APAC. www.sapiens.com.

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Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development. A part of the Tata group, India's largest multinational business group, TCS has over 613,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2022, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index.

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Sollers Consulting is an international operational advisory and software integrator. Established in 2000, the company supports insurers, banks, and leasing firms in business transformations and adapting to modern technologies. Over the last 2 decades Sollers has helped 100 financial

groups, including Allianz, AXA, BNP Paribas Cardif, Basler, Generali, Zurich, Santander Consumer Bank, Aviva, Liberty, Beazley, VHV, VIG, NN, Warta, Amica and ING to enhance their digital capabilities.

Sollers' expanding portfolio includes RIFE™, a low code and highly configurable platform proven in bancassurance and affinity insurance business that allows to deliver new products in fast way and truly embed insurance.

Sollers Consulting cooperates with more than 15 technology providers such as Guidewire Software, Fadata, Oracle, AWS, Google Cloud and Microsoft. Over 800 business and IT specialists from Warsaw, Cologne, Tokyo, Paris, Barcelona, Lublin, Poznan, Gdansk and Wrocław, are helping financial institutions in Germany, Great Britain, Poland, Scandinavia, France, Japan, the USA and many other countries in the world, to reap the benefits of digitalisation. For more information, please visit sollers.eu.

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

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 www.TINtech.co.uk

 **Email: 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:



Closer to 20th June we will send through a map & directions to the venue

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