



# Insurance Transformation

## Special Executive Breakfast

**22nd November, 2018 from 8.30am-10.30am**

The Ivy City Garden, Dashwood House, 69 Old Broad St, London EC2M 1QS

**T**HE LONDON MARKET HAS BEEN SLOW TO CHANGE, OFTEN HELD BACK BY LEGACY SYSTEMS AND HISTORICAL PROCESSES, HOWEVER, THINGS ARE CHANGING AND COMPANIES ACROSS OUR MARKETPLACE ARE EMBRACING NEW TECHNOLOGIES AND FINALLY ACCEPTING THAT CHANGE IS INEVITABLE IN ORDER FOR US TO REDUCE OUR OPERATING COSTS, REMAIN COMPETITIVE AND DELIVER WHAT OUR CUSTOMERS EXPECT.

Join us on 22nd November at 8.30am for an Executive LMForums breakfast, kindly sponsored by MatsSoft, where we'll explore how to manage our legacy burden, supported by technologies that embrace the future.

This event is strictly limited to 20 professionals with functional responsibility for areas such as operations, claims, underwriting/broking, change, technology, innovation and strategic management. We'll have academic contribution from one of the UK's leading professors in this space, as well hear from other experts, alongside a roundtable where you can have your say. Plus, we'll be serving a

delicious hot breakfast at the beautiful Ivy City Garden, so don't miss it.

You may not know your transformation destination but that shouldn't stop you getting started. There are countless futurists making fabulous predictions and shiny new technologies, but how do we know when to jump and what to jump in to? At this Executive Breakfast, we'll have an open and honest debate about the barriers to new technology adoption and explore some of the ways of overcoming them.

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## PROGRAMME

**Date:** Thursday 22nd November 2018

**Time:**

Registration & Coffee	8.15am
Welcome	8.30am
The Insurance Business, Technology & The Digital Economy	8.35am
Breakfast	9.00am
No need for the past to dictate the future	9.30am
Roundtable discussion & debate	10.00am
Conclusions	10.25am
Close	10.30am



## Roger Maull

Professor of Management in the University of Exeter Business School.

He has a BA in Economics, and an MSc in Management Information Systems. He gained his PhD in 1986 in the use of systems modelling (IDEFO) in manufacturing. His research interests are in applying systems thinking to the management and design of service organisations, in particular those

problems that are at the nexus of marketing, operations, IT and HR. At the centre of his research is the question "how do we design service systems?"



## Paul Bermingham

Director, Advent Insurance Management Limited

A highly regarded insurance professional and MBA, Paul has over 30 years' experience in the London, national and global insurance markets. With proven strategic account management ability at Fortune 1000 level, Paul has grown and managed multinational outsourced insurance service business and has a consistent track record in improving

profitability through operational and business process improvement projects for both his employers and his clients.



## Richard Billington

Chief Technology Officer, MatsSoft

Throughout his career Richard has focused on web development and has over 20 years' experience in this speciality. Richard heads up the development organisation for MATS where he is responsible for ensuring the solution maintains its recognised position as an industry-leading Low-code development platform.

In the fourth industrial revolution, old meets new, not just in terms technology but thinking too. Any new tech investments need to knit together with legacy systems to optimise processes and customer experience. Then there's also your people to consider, they need to be on this journey with you too.

### KEYNOTE: PROFESSOR ROGER MAULL – UNIVERSITY OF EXETER AND ADVISER ON THE DIGITAL ECONOMY

We're delighted to welcome Professor Maull, who will share his views on striking the balance between the 'state of the art' and the 'state of the practical' During his address, Roger will cover the following:

- The Digital revolution
- Transitioning the business model through product-service-data
- Digital transformation across the three horizons of growth, now/soon/later
- Ambidextrous organisations
- Understanding organisational resistance
- Managing conflict in contested organisations

We'll also hear from London Market expert, Paul Bermingham of Advent.

### THINK BIG, START SMALL, MOVE FAST.

Paul joins us to expand on how to put theory into practice. He'll talk through the market's need to ensure that customer and user journeys are at the heart of processes. And he'll share his experience of how organisations implement change, without disrupting "business as usual".

After a delicious breakfast is served, we'll finish the session with an open round table discussion about the opportunities from the digital revolution for claims, underwriting and placing (re)insurance. We'll look at how all stakeholders will benefit and how our clients can now experience a new level of customer service and transparency.

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