LMF
LONDON MARKET FORUMS

SPECIAL LMF ROUNDTABLE BREAKFAST

18TH OCTOBER - 8.30AM-10.30AM

REGISTRATION AND COFFEE: 8.15AM

GENERATIVE AI & SPECIALTY INSURANCE

IS SPECIALTY INSURANCE AT THE BEGINNING OF A DIGITAL REVOLUTION? LISTEN & HAVE YOUR SAY

THE MONIKER, 25 FENCHURCH AVENUE, EC3M 5AD

KINDLY SUPPORTED BY

WNS

Triange

WELCOME & INTRODUCTIONS

Roger Oldham
Founder
LMForums

GENERATIVE AI & SPECIALTY INSURANCE

LMF
LONDON MARKET FORUMS

THANKS TO OUR CORPORATE MEMBER

WNS

Triange

CONTRIBUTORS

LMF
LONDON MARKET FORUMS

Guest speaker

Duncan Fraser

Global Practice Leader
Sports & Entertainment Practice
Howden

Host

Roger Oldham

Founder
LMFORUMS

Guest Speaker

Tom Downs

Chief Operating Officer
Aventum Group

GENERATIVE AI & SPECIALTY INSURANCE

WNS Triange

AGENDA

- **8.30 am:** Welcome & introductions
- **8.40 am:** Polling
- **8.50 am:** Panel Discussion - Guest speakers
  Tom Downs & Duncan Fraser
- **9.15 am:** Breakfast
- **9:45 am:** Roundtable discussion
- **10:25 am:** Conclusion
- **10:30 am:** Close

What is the difference between AI and Generative AI?

The primary difference between Generative AI and Traditional AI lies in their objectives and functioning. While Traditional AI aims to perform specific tasks based on predefined rules and patterns, Generative AI goes beyond this limitation and strives to create entirely new data that resembles human-created content.

LMF
LONDON MARKET FORUMS

By analysing historical data, generative AI models can identify risk factors and predict potential risks with greater accuracy. Insurers can leverage this information to develop comprehensive risk assessment frameworks, resulting in more tailored coverage and enhanced pricing strategies

LMF
LONDON MARKET FORUMS

POLLING

GENERATIVE AI & SPECIALTY INSURANCE

WNS Triange

WNS

Triange

LMF
LONDON MARKET FORUMS

Guest speaker
Duncan Fraser
Global Practice Leader
Howden

Guest Speaker
Tom Downs
COO,
Aventum

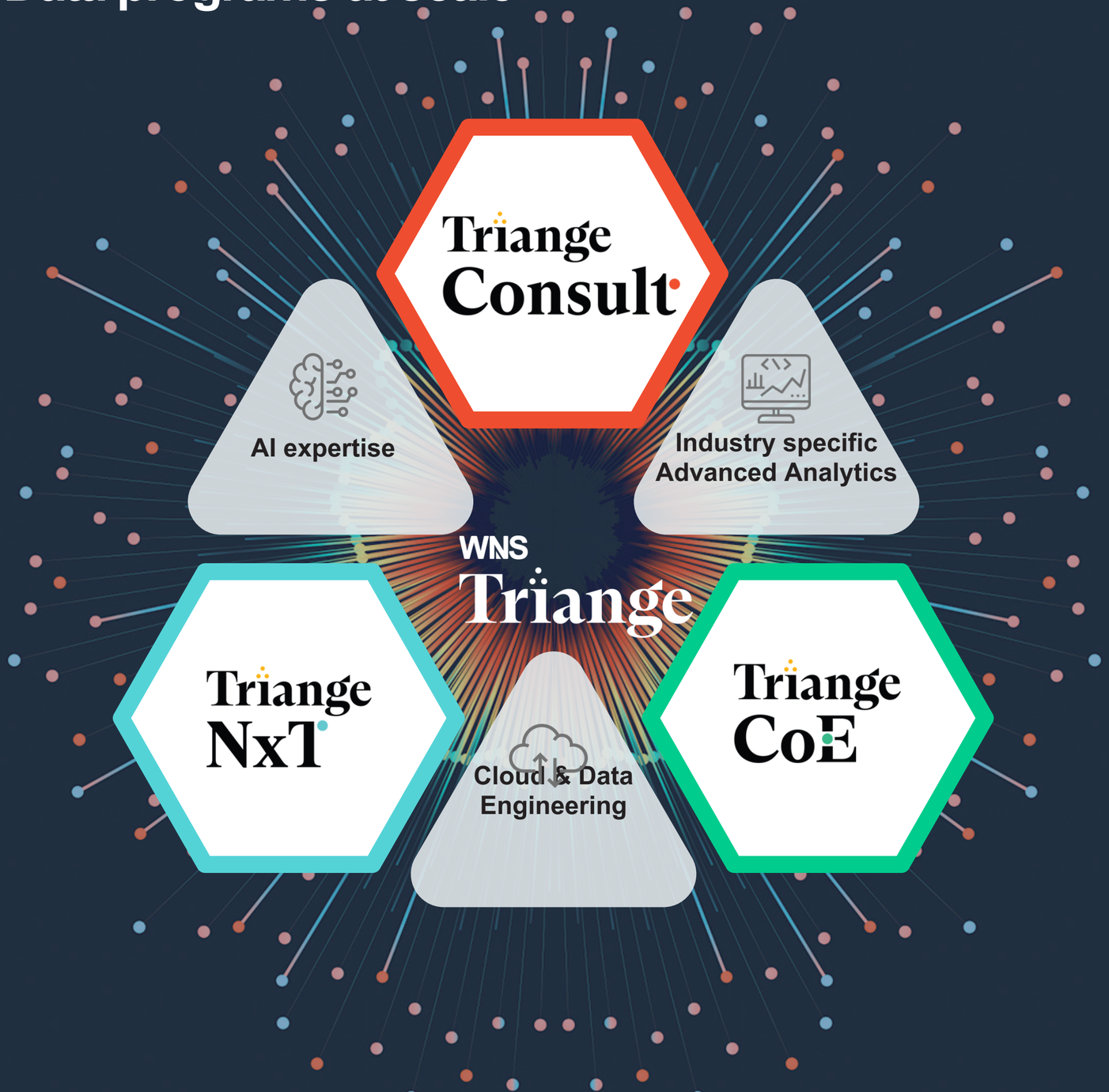
GENERATIVE AI & SPECIALTY INSURANCE

WNS

Triange

AI, Analytics, Data and Research

E2E AI, Analytics, Data programs at scale



WNS Triange

Billions of $s of value delivered

20+ Years of Experience

10+ Industry Practices

200+ Global Clients

6,000+ AI, Analytics and Data Experts

20+ International Awards

WNS Triange

Why WNS Triange?

Deep domain expertise

- Retail-CPG-E-commerce
- Insurance
- BFS
- Healthcare and Life Sciences
- Travel
- S&L
- Utilities
- Manufacturing

Industry specific proprietary AI platforms

SKENSE
Unified Analytics Platform
Powered by WNS

Insurance Analytics in a Box

INSIGHTRAC

ESG | SCM | Gage

Market Mix Modeling

Precizon SOCIOSEER

Forecasto | Fathom

Proprietary frameworks and best practices

- AI strategy
- Data Strategy
- Design thinking
- Cloud strategy
- Industry specific best practices

Engagement models delivering business outcomes

- Outcome based
- Co-creation
- Centre of Excellence
- Output based

Strategic partnerships

aws | Microsoft

Google Cloud | snowflake

databricks | neo4j | ataccama

bright data

consumer intelligence | Reltio

WNS Triange

WNS Triange delivers...

A Fortune 500 Global Beverage Company

- **Strategic marketing insights & data transformation program** to increase revenue
- **Research reuse** reduces spend and TAT to insights

A Renowned Global Insurance Company

- **~$90M** Fraud detection & recoveries
- **~$20M** Underwriting excellence
- **~$50M** Customer experience solutions
- **~$25M** Distribution Optimization

A Leading Global Bank

- Quality score of data improved from **~90%** to **~95%**
- Improved predictive analytics from customer data

* Benefits measured across various time period

WNS Triange

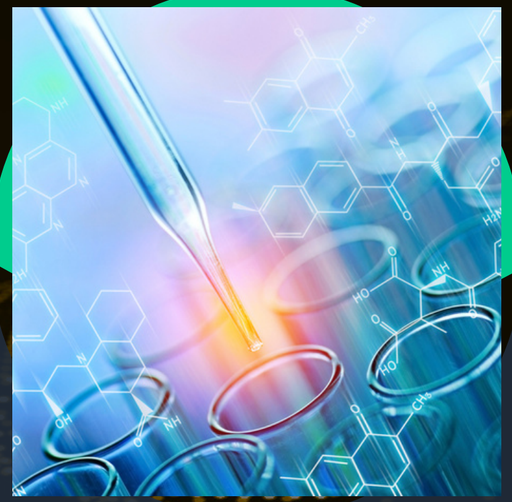
WNS Triange delivers...

A Fortune 500 Global FMCG Brand

- Exponential outcomes using **AI/ML** technologies
- **~96%** reduction in data processing time
- Central access to critical information for global production units

A Fortune 500 Social Media & Tech company

- Improved data center components' reliability and quality
- **ML based** risk identification across data center content component suppliers



A Leading Biotechnology Firm

- Early signals and predictions for Physician transition between segments identified through **ML models**
- **Recommendation engine** to maximize RoI for Physicians with higher prescribing potential

* Benefits measured across various time period

WNS Triange

WNS Triange delivers...

A Global Retail Chain

- Strategic targeting program enabled conversion **52K** customers from Low to high engagement segments
- Predictive churn model delivers **4x** reduction in customer reactivation cost

An American Insurance Leader

- Extracting and indexing of **~88% claims documents** using AI/ML models
- Reducing Average Handling Time of claims processing by **~68%**

A Leading Global Food Manufacturing Brand

- **~10% incremental sales** volume in Pet Care
- **~15% incremental ROI** in marketing spend

* Benefits measured across various time period

WNS Triange

WNS Triange: Recognitions

TIME

World's Best Companies
2023

ISG
imagine your future®

Leader
AI and Analytics, and Social Media for CX Services
2022, 2023

NelsonHall
Success through Insight

Leader
Advanced Analytics
2019

Gartner

Service Provider
Data & Analytics Services
2020, 2021, 2022

Everest Group
RESEARCH

Major Contender

Data & Analytics BPS	Customer Experience (CX) Analytics	Advanced Analytics and Insights (AA&I)	Insurance Analytics
2019	2019	2019, 2020, 2021, 2022, 2023	2020

IDC

Major Player
Worldwide Analytics for Business Operations
2019

WNS Triange

WNS Triange: Awards

Best Collaboration Solution
Cognitive Data Capture

Best New Product
SocioSEER

Best New Product
InTouch

Best BI/CI solution
Precizon, Brandttitude

Best New Supply Chain Analytics Solution

Best AI/ML Solution
Skense, XClaim

Best BI/CI Solution
Agilius

WNS Triange

WNS Triange: Awards

Best Social & Web Analytics
SocioSEER

Best Business Intelligence
Brandttitude

Best Personalization Campaign
Services

Best New Product / Service for a Contact Center InTouch

AI Game Changer Award
Image analytics

Customer Loyalty Measurement
Services

WNS Triange

WNS

Triange

AI, Analytics, Data and Research

Breakfast

In proud association with

WNS

Triange

LMF
LONDON MARKET FORUMS

ROUNDTABLE

- When developing a strategy and buisness case for implementing Gen AI, what critical factors should buisnesses prioritize?
- Discuss the potential risks, biases, and privacy concerns associated with Gen AI systems and propose strategies to address them
- As we look ahead to the future, what are your thoughts on the emerging trends in the field of Generative AI and how they might influence business transformation?

LMF
LONDON MARKET FORUMS

WNS
Triange

CONCLUSIONS & CLOSE

Roger Oldham
Founder
LMForums

GENERATIVE AI & SPECIALTY INSURANCE

THANKS FOR COMING

THANKS TO OUR CORPORATE MEMBER

WNS

Triange

LMF
LONDON MARKET FORUMS

LMF
LONDON MARKET FORUMS

WINTER LMF SOCIAL GATHERING

23RD NOVEMBER - 5.30 PM - 9.30 PM

Drinks, entertainment, amazing conversation.

A time for Market friends, old and new, to look back over the last year and look forward to 2024.

TEN TRINITY SQUARE PRIVATE CLUB, 10 TRINITY SQUARE, LONDON, EC3N 4AJ

KINDLY SUPPORTED BY

Novidea

LMF

LONDON MARKET FORUMS

CYBER RESILIENCE LEADERS PRACTICE GROUP

28TH NOVEMBER 2023 - 8:30 AM - 10:30 PM

Discussing likely trends in pricing, capacity, coverage and international competition.

There's never been a more important time to keep yourself informed and stay connected.

THE MONIKER, 25 FENCHURCH AVENUE, EC3M 5AD

KINDLY SUPPORTED BY

FORTINET®