LMF Special Data & AI Market Breakfast

Introduction

Head of Insurance at Snowflake since July 2022

25+ years leading Data and Analytics organizations across several industries (mostly Property & Casualty)

Most recently:
- SVP, CDO of the Hartford Insurance Group, leading the organization's cloud data modernization initiative and migration to Snowflake

Sully McConnell
Head of Insurance

snowflake

Dimensions of AI Ecosystem Modernization

Built on a Foundation of Trusted Structured & Unstructured Data

Structured & Unstructured Data Mgmt Pipelines

Data Quality Monitoring and Measurement

Semantic Models

Feature Extraction from Unstructured Data

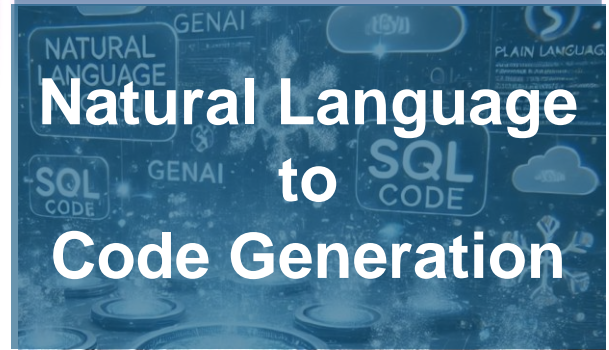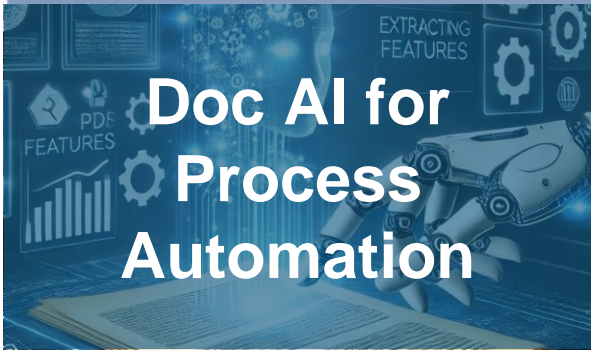**Task & Domain Oriented-Models**

Model Optionality & Flexibility

AI Observability

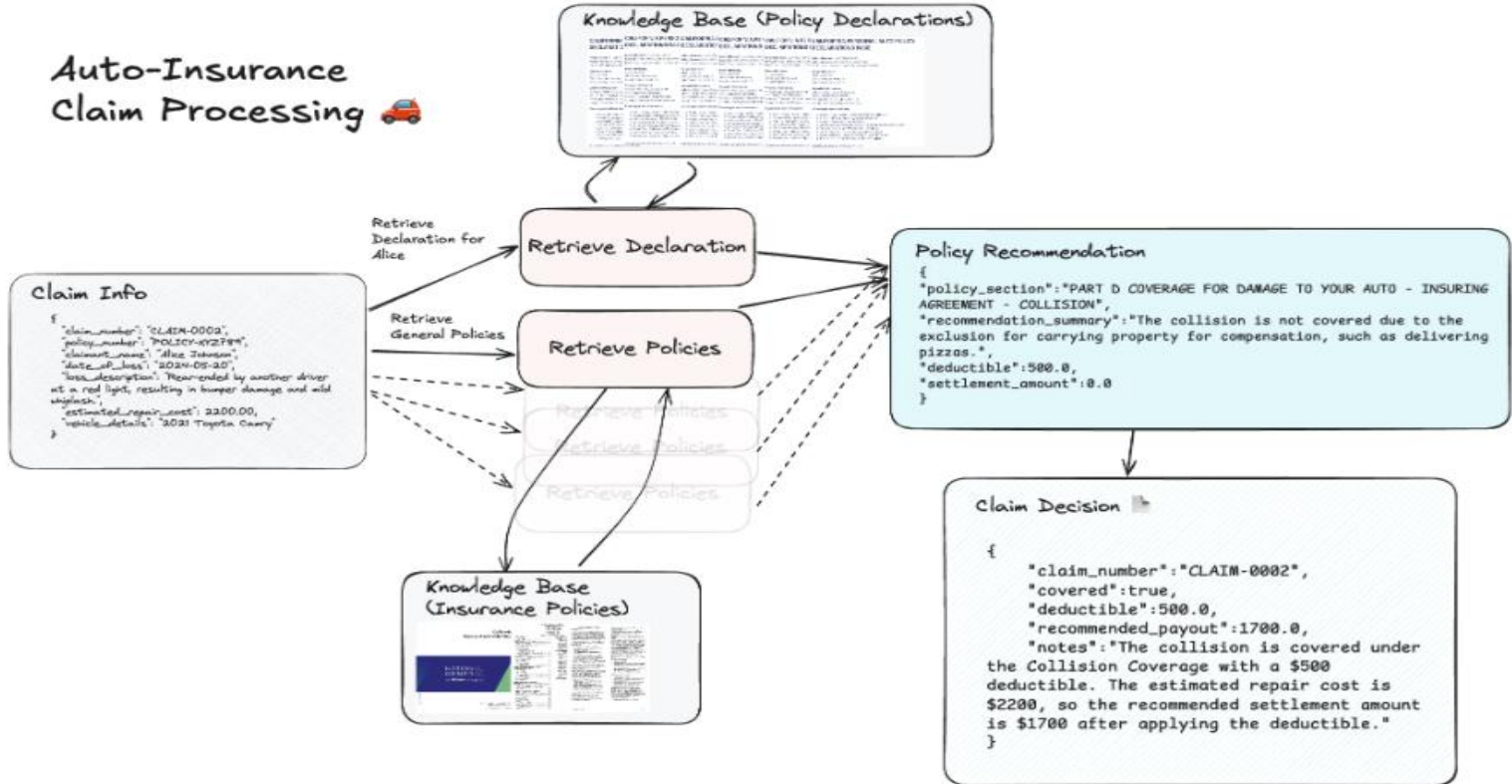# Common Thematic GenAI Use Cases in Insurance

Business Process and Functional Areas in Insurance

AI / ML Driven Operational Transformation

Agentic Applications in Insurance

Generative AI - Obstacles to Adoption
Commonly cited industry concerns

Regulatory & Compliance Hurdles

- **Evolving Regulations**
- **Fairness & Bias Concerns**
- **Explainability & Transparency**

Data Challenges

- **Data Quality & Availability**
- **Privacy & Security Risks**
- **Third-Party Data Dependencies**

Organizational & Cultural Resistance

- **Legacy Mindsets**
- **Change Management**
- **Lack of AI Literacy**

Technology & Infrastructure Limitations

- **Legacy Systems**
- **Compute Constraints**
- **Integration Complexity**

ROI Uncertainty & Business Case Justification

- **Proving Value**
- **Pilot Fatigue**
- **Competitive Pressures vs. Caution**

Ethical & Trust Issues

- **Hallucination Risks**
- **Consumer Trust**
- **Legal Liability**