

KINDLY SPONSORED BY:



# Driving Change in The “NEW WORLD”

## ENABLING CHANGE IN A NEW WORLD

At a time of unprecedented uncertainty, combined with a fundamental shift in working practices, enforced through varying degrees of remote working, the role of an operations, change or technology professional in the insurance sector can most certainly be described as “challenging”.

## WHEN & WHO?

Join us on 2nd June, 2pm GMT, where we'll assemble a group of experienced international insurance professionals from the UK, USA and Europe to discuss and debate some of the key challenges affecting those with a responsibility for change and business transformation. We'll also be joined by Professor Alan Brown of Exeter University Business School and other subject matter experts, including our guest speaker, David Kuhn from Mendix, who are kindly sponsoring this special event.

[CLICK HERE TO REGISTER](#)

2<sup>nd</sup> June 2020



9.00AM



2.00PM



3.00PM

## PROGRAMME

- 1.50pm - 2.00pm - Waiting Room Open
- 2.00pm - 2.10pm - Welcome & Introductions
- 2.10pm - 2.20pm - Overcoming the Challenges - Prof. Alan Brown
- 2.20pm - 2.30pm - Driving Change in the New World - David Kuhn
- 2.30pm - 2.40pm - Leading Change in the London Market - Mark Firman
- 2.40pm - 3.15pm - Roundtable - Discuss, Debate & Collaborate
- 3.15pm - 3.20pm - Key Learning Points & Close



LONDON MARKET FORUMS  
BRINGING INSURANCE PROFESSIONALS TOGETHER



## Mark Firman

Change & Transformation Leader Ascot Underwriting Ltd,  
London

Mark has been Head of Change Management for Ascot Underwriting Limited for the last three years and was brought into set-up a new Change function to enable their rapid growth plans. By listening to what the leadership are asking for and surrounding himself with a great team, Mark and his colleagues are embedding a commercially focussed function that puts their people and

customers at heart of everything they deliver.

Over the past 15 years Mark has worked in both underwriting and broking organisations of varying size across underwriting, operational and change roles in London as well as numerous spells living and working in Continental Europe.



## Alan W. Brown

Professor in Digital Economy,  
University of Exeter Business School

Alan co-leads the Initiative in Digital Economy at Exeter (INDEX). Alan's research is focused on agile approaches to business transformation, and the relationship between technology innovation and business innovation in today's rapidly-evolving digital economy. His latest book on "Delivering Digital Transformation" was published at the end of 2019. In March 2019 Alan received a Fellowship from the Alan Turing Institute, the UK national institute for AI and data science.



## David Kuhn

Insurance Solutions Director, Mendix

David is an experienced business and IT leader who has a demonstrated history of growing revenue and reducing expenses with creating, thoughtful, industry leading solutions for the insurance market. David previously held the position of Chief Architect of Erie Insurance where he implemented Mendix to address the changing insurance landscape, using the platform to deliver applications to keep pace with competition, improve efficiency and ensure their agents better serve customers.

## BACKDROP

We were already facing a lot of demands as part of many wider transformation projects underway to improve areas such as the customer experience or generate operational efficiencies, being driven by varying factors such as emerging competition, along with new technologies, products and operating models. However, a sudden shift in our operating environment, has seen new and added pressures and left some professionals wondering how best to manage change in absentia of key stakeholder groups, such as the user.

So, some big questions arise around the ability of the industry to continue to drive change, when much of the workforce is remotely based. At every corner, firms are being told that they must be agile, but this is often weighed down by technical debt. During this interactive roundtable, we'll look at the pro's and con's of technical debt and how best to implement technology projects under pressure in these unusual times.

## WHAT WE'LL AIM TO COVER:

- CAN WE CREATE A HYBRID MODEL OF GOING FAST AND CLEANING THE HOUSE AT THE SAME TIME?
- DOES THE ABSENCE OF USERS AND KEY STAKEHOLDERS ASSIST OR IMPEDE THE IMPLEMENTATION OF CHANGE PROGRAMMES?
- WHAT LESSONS ARE WE ALL LEARNING FROM DELIVERING BUSINESS TRANSFORMATION DURING THIS UNIQUE PERIOD?



KINDLY SPONSORED BY



[CLICK HERE TO REGISTER](#)

[www.lmforums.com](http://www.lmforums.com)

enquiries to **0203 551 9188** or [info@lmforums.com](mailto:info@lmforums.com)

Organised by

[www.lmforums.com](http://www.lmforums.com)