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**JAN 2020**

**JUN 2020**

# “NEW WORLD” SERIES

## ROLE OF TECHNOLOGY & INNOVATION

**16<sup>th</sup> June 2020**  
**11.30AM - 1.00PM**  
**ZOOM ROUNDTABLE**

We are excited to announce a very special series that we've created, especially for London Market Practitioners. LMForums, the Market's most active Thought Leadership and Networking Hub, will be bringing together some amazing people to discuss and debate how the pandemic has impacted our working environment.

In this **SECOND** Management Roundtable, we'll be discussing and debating the role that technology & innovation has played in allowing us to function effectively and service our clients. We'll also examine whether the pandemic has expedited the adoption of planned and new technologies at a faster rate than we'd previously anticipated and how this has happened.

- **EXPERT SPEAKERS**
- **LIVE POLLING**
- **BREAKOUT ROOMS**
- **ROUNDTABLE**
- **PEER TO PEER DEBATE**

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### PROGRAMME

- 11.20am - 11.30am - Waiting Room Open
- 11.30am - 11.35am - Welcome & Introductions
- 11.35am - 11.45am - David Clarke / Callum Mayor
- 11.45am - 11.55am - Richard Farrell
- 11.55am - 12.05pm - Dr Phil Godsiff
- 12.05pm - 12.10pm - Time to vote
- 12.10pm - 12.30pm - Breakout rooms
- 12.30pm - 12.45pm - Roundtable discussion
- 12.45pm - 12.55pm - Conclusions & Close

**ROUNDTABLE 3 (23RD JUNE)**  
**FOCUS ON HUMAN IMPACT**





**David Clarke**  
Associate Partner - London  
Market Lead  
PEN Partnership

An experienced consulting practitioner with over a decade of experience working for global consulting and advisory businesses, with a particular focus on London Markets. David's skill set sits firmly at the intersect of business and technology strategy; this coupled with David's experience in delivery and execution, has led to him successfully support his clients to navigate their most challenging problems – ensuring that they realise their desired outcomes and benefits.



**Callum Mayor**  
Partner - Insurance,  
Pensions, Platforms Lead  
PEN Partnership

Renowned for making complex situations simple and delivering major transformation programmes across all aspects of business, operations, and technology. Callum has spent over 15 years delivering high-impact client solutions, including business transformation initiatives, the launch of complex financial products, and the integration of strategic platforms.



**Nick Dennis**  
Partner – Insurance,  
Pensions, Platforms  
PEN Partnership

Nick supports clients with performance improvement and large-scale change, helping them to enter new markets, operate more efficiently and improve the experience for their customers. Nick enjoys working closely with clients to help them solve complex problems and to shape and deliver change. He has worked with clients across multiple sectors, particularly the financial services industry. His experience is in shaping and leading complex change and operational excellence programmes.



**Dr Phil Godsiff**  
Senior Research Fellow  
- University of Exeter  
Specialist in the Digital  
Economy

Phil is a senior researcher at the University of Exeter and Network Co-ordinator for DEAS, as well as a Government adviser. His current research interests include the effect of developments in the digital economy on industries such as the financial services, and service productivity.



**Richard Farrell**  
Chief Innovation Officer  
Netcall

Richard began his career in contact centres in the mid-1990s working in contact centre management, creating operational procedures, opening new sites and closing old sites, specifying solutions, and managing procurements and deployments. During the past 19 years at Netcall, Richard has developed a deep understanding of the strategic challenges facing clients and the digital solutions that can make a fundamental impact on the organisation.

**TECH & INNOVATION ROUNDTABLE**

- **WHEN?** 16TH JUNE 11.30AM - 1.00PM
- **HOW?** ZOOM CONFERENCE ROOM - [CLICK HERE TO REGISTER](#)
- **WHO?** TECHNOLOGY/INNOVATION LEADERS WITHIN INSURANCE FIRMS, CIO'S CTO'S, C SUITE MANAGEMENT, OPERATIONAL MANAGEMENT, FINANCIAL MANAGEMENT, CLAIMS/UNDERWRITING/ BROKING FUNCTIONAL/TEAM LEADERS, LLOYD'/IUA
- **WHY?** LEARN FROM LEADING SUBJECT MATTER EXPERTS WORKING ACROSS MULTIPLE SECTORS, HEAR FROM THIS FIRMS WORKING WITH LONDON MARKET COMPANIES AND HAVE THE CHANCE TO MEET AND COLLABORATE WITH YOUR MARKET PEERS
- **WHAT?** EXPERT SPEAKERS, LIVE POLLING, BREAKOUT ROOMS, LMFORUMS OPEN ROUNDTABLE ROOMS, LMFORUMS OPEN ROUNDTABLE

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