

# ITC 2012

## INSURANCE TECHNOLOGY CONGRESS

**9-10 OCTOBER 2012**

GRANGE TOWER BRIDGE HOTEL, LONDON

### WHAT IS THE INSURANCE TECHNOLOGY CONGRESS?

It is **THE** most important gathering of insurance technology experts in the industry during 2012. By attending this premier two day event in London you will learn first-hand from the key stakeholders shaping the market how to plan and implement an effective technology strategy suitable for your organisation. If you don't register to attend now you will miss discovering how the latest technological innovations and initiatives are impacting your business, both today and in the future.

### WHO SHOULD ATTEND AND WHY?

- **IT Systems Directors**  
Examine the next generation technology on show
- **Chief Information Officers**  
Find out how your peers are managing change programmes
- **Chief Executive Officers**  
See how companies are implementing their technology strategies
- **Project Managers**  
Discover what type of work you'll be doing next year
- **e-Business Directors**  
Hear how to bring market modernisation initiatives together as part of a coherent technology strategy
- **Heads of Claims**  
Review the latest automated claims developments
- **Managing Directors**  
Find out how companies are spending their technology budgets
- **Compliance Officers**  
Find out how regulatory change will impact your role
- **Consultants**  
What does the insurance industry want from you?
- **Analysts**  
Discover which companies are implementing technology most effectively

### WHY YOU SHOULD ATTEND

- **Map out** your technology-purchasing decisions and strategy for the next 12 months and beyond
- **Transform** your business and gain the edge over your competitors by getting to grips with the latest technological developments transforming the insurance industry
- **Find out** where the market's technology priorities really lie and how they are being funded
- Have **direct access** to pose questions to key industry and technology leaders on their successes and the challenges they have faced. Learn from other industries' change programme experiences

## TO REGISTER YOUR ATTENDANCE:

contact our hotline on **+44 (0)20 7017 7558**  
or email **ITCbookings@informa.com**

**OR** scan this QR  
code to register



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# AGENDA DAY 1 – TUESDAY 9 OCTOBER 2012

08.30 **Registration opens**

08.50 **WELCOME ADDRESS**

Handover to Chair for Day One:  
Christopher Croft, Head of the [London Market Group Secretariat](#)

09.00 **OPENING KEYNOTE ADDRESS**

09.20 **PANEL: London market modernisation – which initiative will lead to the Holy Grail?**

- Does London have an agenda? Piecing together the different initiatives into a coherent London market technology strategy
- Is London ready to take on innovation?
- Where are we at with market reforms?
- Progress of e-placing
- Project Darwin – who is going to build it? Who will pay for it?
- Sorrento – what is different about Xchanging's new model?
- Ruschlikon/Non-bureau group – does this provide a long term alternative to the bureau model?
- Is optionality holding modernisation back? Is London too democratic?
- How can the market work better together to drive forward change?

Stephen Riley, Chairman, [London Market Group](#)  
Ian Summers, Chief Information Officer, [Aon Risk Solutions](#)  
Robert Humphreys, Head of Market Development and Implementation, [Lloyd's](#)  
Michael Cook, Associate Partner, [CSC](#)

10.20 **KEYNOTE ADDRESS**

James Wrynn, Partner, [Goldberg Segalla](#)  
Former New York State Superintendent of Insurance

10.50 **Networking Refreshments and Exhibits**

11.10 **PANEL: Emerging e-trading; platforms and messaging**

- How is London engaging with these new platforms?
- Is it doing it at the right time or the right level?
- How is technology speeding up penetration levels in emerging territories?
- What can be learnt from international automated trading models?
- Qatar: friend or foe?

11.50 **PANEL: Catastrophe data**

- How is it being collated and utilised?
- Are the models working?
- Challenges of the non-peak regions
- Identifying trends

12.40 **KEYNOTE ADDRESS**

David Gittings, Chief Executive, [Lloyd's Market Association](#)

13.10 **Lunch**

14.10 **CHOOSE FROM ONE OF THE FOLLOWING BREAKOUT SESSIONS**

**PANEL A: Claims in a global market**

- Claims transformation programme – where next?
- Latest tools for streamlining processes
- Using technology to combat fraudulent claims

John Muir, Senior Partner, Head of London Contracts, [Willis](#)

**PANEL B: Binder authority – evolution of standards**

- Latest binder management systems
- Supplying coverholders with the right data
- Update on Ruschlikon and emergence of sister programmes in Bermuda and the US
- What next?

Julian Sawyer, Head of Business Unit Operations – Programmes & Facilities, [Miller Insurance](#)  
Sarah Thacker, Senior Business Analyst, [Lloyd's](#)

15.10 **Networking Refreshments and Exhibits**

15.30 **CHOOSE FROM ONE OF THE FOLLOWING BREAKOUT SESSIONS**

**PANEL C: Exploiting the power of social media**

- The role of Twitter and Linked-in
- Will social media sell more products and improve business performance?
- Analysing unstructured social media data to gain competitive advantage
- Using social media as an employment and educational tool
- Learning from the personal lines space

**PANEL D: Cyber Liability**

- Challenges of new emerging technologies
- Managing the risks
- Underwriting cyber liabilities
- Reputation management
- How are new tech risks such as cyber and reputation risk impacting the traditional expertise of the London market?
- Will we need a different skills base? What new roles, structures and governance will need to be introduced?

Simon Milner, Partner, Financial Risks Division,

[JLT Speciality](#)

Emily Freeman, Executive Director, Global Technology and Privacy Practice, [Lockton Companies](#)

Jacob Ingerslev, European Underwriting Director, Technology and Cyber Risks, [CNA Insurance](#)

Michael Shen, Senior Underwriter, [Liberty International Underwriters](#)

16.20 **CHOOSE FROM ONE OF THE FOLLOWING BREAKOUT SESSIONS**

**PANEL E: Just the facts: How eBusiness is transforming the global insurance industry**

- As eBusiness gains traction in London, Europe, the US, and Bermuda, are the days of pen and paper drawing to a close?
- Get the facts, figures and realities of eBusiness from global pioneers

**PANEL F: Making the most of cloud technology**

- Does it really improve efficiency, agility and economic utility?
- Document sharing in the cloud
- Public, private or hybrid?
- Can you really trust and control the cloud?
- Business continuity and disaster recovery in the cloud

17.20 **Drinks Reception**

# AGENDA DAY 2 – WEDNESDAY 10 OCTOBER 2012

08.30 **Registration opens**

09.00 **OPENING REMARKS FROM THE CHAIR**

David Smith, Chief Executive Officer, *Global Futures and Foresight*

09.10 **OPENING KEYNOTE ADDRESS**

Rowan Douglas, Chief Executive Officer, *Global Analytics, Willis Group*

09.40 **PANEL: Gaining competitive advantage through Big Data and successful data management techniques**

- Using technology to revolutionise data acquisition and management
- Compliance and Solvency II issues
- How do you capture and interpret data from a growing number of structured and unstructured sources?
- Using growing sets of data to penetrate new markets, spot trends and tailor products to meet customer needs

Justin Emrich, Head of Information Systems, *Atrium Underwriting*  
Anthony Siggers, Group Director of Knowledge, *Willis*

10.40 **PANEL: The changing role of the CIO**

- What are the current challenges facing the CIO?
- Is the CIO turning into the Chief Innovation Officer?
- Can the CIO keep up with the business strategy?
- How do you encourage employees to embrace technological change and the impact on the processes?

Ed Slade, Chief Information Officer, *Tysers*

Mark Chapman, Group Chief Information Officer, *Global Aerospace*

Phil Hill, Chief Information Officer, *BMS Group*

Philip Proost, Chief Information Officer, *Catlin*

11.20 **Networking Refreshments and Exhibits**

11.40 **KEYNOTE ADDRESS**

12.10 **PANEL: Working with legacy systems**

- How do you prepare for the future marketplace?
- Can you integrate with your legacy systems?
- Is it easier to create a new company rather than buy one and unpick antiquated processing systems?
- Will you be able to adapt legacy systems to deliver the future business objectives?

Mark Kinsella, Head of Information Technology, *RFIB*

Ben Spencer, Global Head of IT, *Beazley*

12.50 **KEYNOTE ADDRESS**

13.10 **Lunch and Exhibits**

14.10 **KEYNOTE ADDRESS**

Robert Kelly, Chairman and Chief Executive, *Steadfast Group*

14.40 **PANEL: eAccounting**

- London progress to date
- Global opportunities
- Broker participation
- Ambitions – what can be achieved?

15.20 **Networking Refreshments and Exhibits**

15.40 **PANEL: Integrating mobile technology into your systems**

- The rise of iPad and tablet technology and 'bring your own device to work' initiatives
- Getting the most out of your iPad – how the right app will transform the iPad from being merely an electronic document carrier to a real time message management tool
- What are the best apps out there for the insurance and reinsurance sector?
- Coping with the security issues and separation of personal data from work data
- Capability. Will we see front end use of tablets where all data is available at a click of a button?
- Tablet applications as risk mitigation tools. What next?

Paolo Cuomo, Head of Business Change, *Beazley*

16.30 **PANEL: The Crystal Ball: leaders predict the future**

Five minutes. One big question. Hear how some of the industry's technology leaders respond to the tough enquiry in this fast-paced closing session. Then, you get the chance to comment and cross-examine the panel. It's fun, fast and a great way to end the event. One of these answers could transform your future so don't miss out. **Christian Torkington**, Insurance Strategist and Visionary  
**Rob Gillies**, Head of Market Processes, *Lloyd's Market Association*

17.15 **Chair's closing remarks**

# ADVANTAGES OF SPONSORING

The Insurance Technology Congress (ITC) reflects the increasing emphasis on using technology and improving efficiencies in London, as the market strives to retain its pre-eminence as an insurance centre in the face of global competition.

Being a sponsor lets you join an elite group of companies that proudly show their support of the Congress and the industry. Don't miss out on this opportunity to get your company's message across to the leading decision makers in technology and process reform from the London insurance market and further afield.

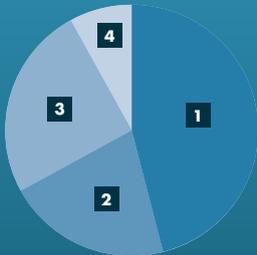
**PROMOTE** your brand and product offerings directly to an exclusive executive audience.

The sooner you take up a sponsorship the better, as your logo will be seen on all our marketing in the months leading up to the event day. Your brand will be exposed to the insurance technology market via the following mediums.

- 1. WWW.ITCEVENT.COM** – your logo and company profile will be displayed on the event's web portal, which is estimated to receive 2,000 unique visitors per month.
- 2. PROMOTIONAL HTML MARKETING CAMPAIGNS** – we will be promoting the event to attract delegates in the months leading up to October 9, targeting those insurance technology decision makers in the industry and all ACORD members. Your logo will be placed on all of these messages going out, giving your brand consistent exposure in the market.
- 3. PROMOTIONAL LITERATURE** – The ITC2012 will also be promoted through a series of hardcopy mailings to the industry and ACORD members. Ensure your logo is seen on the front of this marketing medium from the start to further boost your brand awareness.
- 4. BRANDING ON ALL OF INSURANCE DAY'S NEWSPAPER ADVERTS** – Our readers will be exposed to a series of in-house ads on a weekly basis leading up to the event date. Place your sponsorship early with us to ensure your brand doesn't miss out on reaching our core readership.

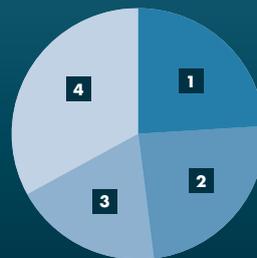
## BREAKDOWN OF 2011 ATTENDANCE:

### ORGANISATION TYPE



1. (Re)insurer.....	46%
2. Broker .....	21%
3. Vendor .....	25%
4. Association .....	7%

### JOB TITLE



1. C Level .....	24%
2. Business Manager .....	24%
3. IT Manager .....	19%
4. Business/IT Specialist .....	32%

## KEY REASONS FOR SPONSORING THE CONGRESS INCLUDE:

- **COMMUNICATE** and network directly with your target buyers.
- **DEMONSTRATE** valuable thought leadership both at the event itself and afterwards to a targeted community through coverage in the Insurance Day newspaper and website.
- **BE SEEN** to be participating in and driving development of the insurance market.

This is your opportunity to increase your brand recognition and broaden your exposure by being a sponsor of the 2012 Insurance Technology Congress.

**Don't hesitate; contact us now to book your sponsorship of the Insurance Technology Congress**

**Josef Lanjri**

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