



Insurance-Canada.ca

2010 P&C Insurance Technology Conference
RealTime Insurance Technology: Agile, Integrated, Aligned
Monday, February 22, 2010
Toronto Marriott Downtown Eaton Centre

Agenda*

RIBO, 7 credits, Management Category

(Click any topic for full description and speaker details)

7:30 **Registration and Exhibits Open**

8:30 **Welcome and Introduction** - Dave Gibbons, Insurance-Canada.ca; Patrick Vice, Frank Cowan Company Limited

8:45 **Keynote: Hope and Optimism, Insurance 2010** - Kimberly Harris-Ferrante, Gartner

9:30 **The Integrated Office: Creating Customer Opportunity** - Steve Hancock, SAP

10:10 **Networking Break**

Concurrent Focus Sessions

	Focus: Broker Operations	Focus: Carrier Operations	Focus: Value Added Technology	Solutions Showcase
10:35	OK, so you want a Website ... Why? - Denny Edwards - Martin Eising The 21-Day Challenge for Improving Broker Efficiency - Doug Johnston, Applied Systems	Real-Time for the First Time: Going Portal Free - Bob Tisdale, Pembridge; - Charles Samolczyk, Brovada	Customer Communications: Ten Best Practices - Lisa Lynn Sutrick, PBBI	Property Underwriting in Quebec - Thierry Baulu, JLR Integration and Collaboration through Claims Technology - James Swayze, Symbility
11:20	BMS For Today and Tomorrow: Panel - Wendy Watson, Precept Group - TBA - Pat Durepos, Keal - Doug Johnston, Applied - Jackie Selby, AXA	How Winning Companies Enhance Distribution Channel Performance - Glen Piller, iter8	Building a Business Analytics Culture - Mark B. Gorman & Associates (SAS Canada sponsor)	Aligning IT with Business Strategy - Len O'Sullivan and Gary Dandridge, Stratix Consulting Mobile Technology and Process Optimization - Joel W. Collamer, Wipro

12:00 **Networking Lunch and Exhibits**

* Presentation sequence and times subject to change.
 Please check back periodically.

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12:00 **Networking Lunch and Exhibits**

1:00 PM **Social Networking and Insurance - You Have Got To Be Kidding!** - Rick Morgan, Rick Morgan Consulting

Concurrent Focus Sessions Continue

1:30	Standards: Progress and Programs - USA: Cal Durland, ACORD (AUGIE) - UK: Greg Purdy, Pathway Partners - Steve Kaukinen, CSIO	New Policy Management System with Web 2.0 - Bryan Harper, Jevco - Greg Thornton, Octello	Demystifying P&C Business Intelligence - Philippe Torres and Gerry Lee, SQLiaison	He Said, She Said - Call Recording - Bob Casselli, blueC 802; - Pat Durepos, Keal
			Real-time Analytics in Underwriting - Marlowe Leibensperger, Eagle Eye (Duck Creek sponsor)	Integrated Outsourcing: Optimizing Cost-of-Business Processes - Ganesh Pai, MphasisS
2:20	Canadian Initiatives including Panel Q&A ORBIT Update: - Wendy Watson IBAC Project: - Brenda Rose and Sheldon Wasylenko Company View: - Jackie Selby, AXA	Core System Replacement – Closing the Productivity Gap - Brian Desmond, Guidewire	Leveraging Customer Data for Marketing - Catherine Pearson, Environics Analytics	Billing as a Customer Service Tool - Anil Chitale, MajescoMastek
			Effective Address Management - Chris North, DMTI Spatial	Good IT Governance - Linda Bowers, Stratix

3:00 **Networking Break**

3:20 **Balancing the Scales** - Jamie Bisker, IBM
Keynote

4:05 **Moving Ahead Together: Insurer/Broker Panel**
- Colin Smith, Economical
- Sean Christie, Gore
- Jim McGregor, Precept
- Rick Orr, Vice President, IBAO
- Rick Morgan, Moderator

4:50 **Conclusions & Close** - Doug Grant, Insurance-Canada.ca

5:00 **Networking Reception and Exhibits**

6:00 **Conference Close**

Visit: [Conference Overview](#)

[Topic Descriptions and Speaker Details](#)

[Registration On-line](#)

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