



Agenda PAGE 1 of 2

Last modified Feb. 22

7:30	REGISTRATION AND EXHIBITS OPEN			
8:30	WELCOME AND INTRODUCTION <i>Dave Gibbons, Insurance-Canada.ca</i> (Osgoode East)			
8:45	LEADERSHIP PANEL: OBJECTIVES, ISSUES, AND OPPORTUNITIES 2011 Moderated by <i>Patrick Vice, Frank Cowan Company</i> Senior Executives, including CIOs from major insurers, discuss major drivers & enablers they see for Insurance Technology in Canada. Q&A.			
9:35	LEADERSHIP Powerful Interaction Points: Connecting With Customers <i>Christian Bieck, IBM</i> Forego conventional "channel" strategy; focus on quality interactions (D P C) (Osgoode East)	LEADERSHIP OVERCOMING THE LEGACY SYSTEM BARRIER <i>Vic Guyan, Accenture Inc.</i> Successfully overcoming the daunting challenges of replacing core systems (T P C) (Osgoode West)	LEADERSHIP CLAIMS OPERATIONS; LEADING TO PERFORMANCE EXCELLENCE <i>Karen Pauli, TowerGroup</i> Transforming a claims operation from competent to a competitive differentiator (C) (Sheraton C)	
10:20	NETWORKING BREAK			
10:40	FOCUS Broker Technologies: The Road to Better Broker-Carrier Collaboration <i>Gordon Alexander, IBM Canada</i> Delivering insurance products by leveraging technology for real business benefits (D T P) (Osgoode East)	FOCUS DEVELOPING A P&C ANALYTICS FRAMEWORK: APPLYING ANALYTICS TO SOLVE BUSINESS CHALLENGES <i>David Hartley, SAS</i> Using data assets with advanced analytics to enable fact-based decisions (G) (Osgoode West)	FOCUS LEVERAGING CRM IN THE CLOUD <i>Tony Jacob, Microsoft</i> Taking CRM to the next level for better agent/broker management, customer service, and business processing. (G) (Sheraton C)	FOCUS IT BENCHMARKING AND ACCOUNTABILITY <i>Rob Garmaise, Info-Tech Research Group Inc.</i> How the recession and recent recovery have impacted IT budgets (T) (Sheraton B)
11:30	FOCUS ENHANCING CUSTOMER COMMUNICATIONS WITH ANALYTICS: STUDY <i>Mark Breeding, SMA Strategy Meets Action</i> Enhancing Broker and Insurer Customer Communications with Analytics (D P C) (Osgoode East)	FOCUS TECHNOLOGIES THAT MAKE A DIFFERENCE IN INSURANCE <i>Christina Colby, Capgemini</i> What technologies should carriers focus on to deliver the best value (G) (Osgoode West)	FOCUS ROAD MAP TO EXPLOIT BUSINESS INFORMATION <i>James Barber, Information Builders</i> A plan, case studies and a framework for successful business information (G) (Sheraton C)	<i>We have not scheduled a speaker for this session, but one may be added as the timetable is finalized.</i>
12:15	NETWORKING LUNCH AND EXHIBITS			

Continued on next page

LEGEND

- O = Corporate Operations
- C = Claims
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Agenda PAGE 2 of 2

1:15	<p>SHOWCASE COMMERCIAL LINES: WHAT'S NEXT? (PART 1) <i>Doug Johnston, Applied Systems, Inc.</i> Commercial policy lifecycle: what needs to change; with panel</p> <p>D P (Osgoode East)</p>	<p>SHOWCASE MODELING PRODUCT DEFINITION <i>Andrew Yohn, Duck Creek Technologies</i> Designing an insurance product: rating and underwriting rules</p> <p>T P (Osgoode West)</p>	<p>SHOWCASE ITV ACTIONABLE INTELLIGENCE <i>Jeff Sutton, SCM; Colin Smith, Economical; Matthew Turack, CAA</i> Industry panel</p> <p>P D O (Sheraton C)</p>	<p>SHOWCASE SOFTWARE SELECTION: A BEST PRACTICE APPROACH <i>Bill Garvey, Eastern Shore Consulting</i> Sponsored by Sapiens</p> <p>G (Sheraton B)</p>	<p><i>We have not scheduled a speaker for this session, but one may be added as the timetable is finalized.</i></p>
1:50	<p>SHOWCASE COMMERCIAL LINES: WHAT'S NEXT? CONT'D <i>Doug Johnston, Applied Systems, Inc.</i> Vendor/carrier panel discussion continues</p> <p>P D (Osgoode East)</p>	<p>SHOWCASE CLOUD, SAAS AND CORE SYSTEMS <i>Philippe Lafreniere, Exigen</i> A conceptual model and decision frameworks to evaluate Cloud &/or SaaS</p> <p>T (Osgoode West)</p>	<p>SHOWCASE SIMPLIFY, OPTIMIZE & SECURE DOCUMENT COMMUNICATIONS <i>Lorne Gladstone, Centric</i> Managing paper & digital customer communications</p> <p>G (Sheraton C)</p>	<p>SHOWCASE MAXIMIZING DATA QUALITY <i>Navin Sharma, PBBI</i> The right customer data at the right time</p> <p>G (Sheraton B)</p>	<p>SHOWCASE CLAIMS VENDOR EXPENSE MGMT <i>Wayne Nykyforchyn, Allegiant</i> Explore Expense Mgmt vs Best Practices</p> <p>C (Sheraton A)</p>
2:25	<p>SHOWCASE TOP TECHNOLOGY TRENDS FOR BROKERS <i>Pat Durepos, Keal Technology</i> Competitive brokers adopting top technology trends</p> <p>D (Osgoode East)</p>	<p>SHOWCASE NEW BUSINESS UPLOAD PORTAL-FREE EFFICIENCY <i>J.R. Tisdale, Pembridge</i> <i>Chuck Samolczyk, Brovada</i> Business impacts and broker feedback</p> <p>P D (Osgoode West)</p>	<p>SHOWCASE POLICY ADMIN REPLACEMENT: SUCCEED OR FAIL <i>Neil Betteridge, Guidewire</i> Strategies to ensure project success</p> <p>T P (Sheraton C)</p>	<p>SHOWCASE INTERACTIVE CHANNELS FOR INSURANCE CARRIERS <i>Greg Black, HCL</i> Moving into web, mobile and social media based channels</p> <p>G (Sheraton B)</p>	<p>SHOWCASE EFFECTIVE RISK DECISIONING USING LOCATION <i>Arthur Berrill, DMTI Spatial</i> Location-based Perils and Scorecards</p> <p>C P D (Sheraton A)</p>
2:55	NETWORKING BREAK				
3:15	<p>LEADERSHIP THE SOCIAL WEB AND INSURANCE <i>Rick Morgan, Aartrijk</i> Lessons learned and best practices for brokers</p> <p>D (Osgoode East)</p>	<p>LEADERSHIP CLEARING THE AIR: SAAS AND CLOUDS <i>Donald Light, Celent</i> Evaluating where SaaS and Clouds belong in operational and strategic plans</p> <p>T (Osgoode West)</p>	<p>LEADERSHIP BUILDING FACT-BASED DECISION ENVIRONMENTS IN INSURANCE <i>Mark Gorman, The Gorman Group</i> Expanding utilization of fact-based decisioning (Sponsored by SAS)</p> <p>G (Sheraton C)</p>		
4:05	<p>KEYNOTE: THE EVOLVING INSURANCE MARKET <i>Kimberly Harris-Ferrante, Gartner</i> (Osgoode East)</p> <p>Using original research from a commissioned study in Canada, the presentation will explore how the future is being created now by individuals and organizations which understand new demands for profitability combined with new social values and consumer expectations</p>				
4:50	CONCLUSIONS AND CLOSE <i>Doug Grant, Insurance-Canada.ca</i>				
5:05	NETWORKING RECEPTION AND EXHIBITS				
6:00	CONFERENCE CLOSE				

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