



Insurance-Canada.ca

## 2008 Annual Insurance Technology Conference

# Innovation: A Business/Technology Partnership

Wednesday, February 27, 2008 at The Toronto Marriott Downtown (Eaton Centre)

### Innovation – coupling business processes and technology applications

Innovation is providing strategic advantages to insurers, brokers, and suppliers. The ability to use innovative methods and systems to seize opportunities is critical to realizing benefits in the rapidly changing P&C insurance world.

The **4th annual Insurance Technology Conference** will focus on best practices, including business and technology, that innovative organizations are using to achieve results across the organization. Our distinguished faculty will discuss:

- ♦ Trends and directions in the P&C business and technology environments;
- ♦ Emerging applications of specific interest to insurance carriers, brokers, and claims service providers;
- ♦ Impacts of emerging technologies – including Web 2.0 – on customer and industry communications;
- ♦ Changing techniques for collecting and processing source data; and
- ♦ Evolving approaches for identifying and distributing critical actionable information.

In its 4th year, the only insurance technology conference for Canada is innovating as well. The conference will have three major components:

- ♦ The morning presentations will focus on the overall direction of the insurance business and accompanying technology.
- ♦ The afternoon session will begin with two concurrent breakout sessions to drill into key elements for:
  - ♦ Underwriting and distribution; and
  - ♦ Claims.
- ♦ The conference will close by looking to the future with an update on Insurance 2020.

**All presentations will have a business focus – no technical background is required. Continuing education: RIBO – 7 Management credits.**

Join your colleagues on February 27, 2008 for a focused one-day examination of how technology and business align to provide sustained advantage through Innovation.

#### Platinum Sponsors



#### Gold Sponsors



For full details and registration, please go to:

[www.insurance-canada.ca/tech-conf-2008.php](http://www.insurance-canada.ca/tech-conf-2008.php)

# 2008 Annual Insurance Technology Conference

## Innovation: A Business and Technology Partnership

**You should attend if you are in the P&C Industry and you are concerned about Innovation as:**

- ◆ A senior business or technology manager in an Insurance company;
- ◆ An insurance broker principal or operations manager;
- ◆ A claims service provider, such as an independent adjuster, appraiser, car rental firm; or
- ◆ A technology professional or solution provider serving the insurance industry.

### Faculty

#### **Wayne Beck, Vice President**

##### **CGI**

Wayne is the V.P. Consulting Services and CIO for the Insurance Business Services (IBS) division of CGI. In this role, he is responsible for developing and delivering a range of services to the insurance industry. As the CIO for IBS Canada, he is also charged with looking for ways to leverage technology for internal clients.

#### **James (Jamie) Bisker, Global Insurance Practice Leader, Institute for Business Value**

##### **IBM Global Business Services**

Jamie's major focus is on developing thought leadership for the global insurance industry. Specifically, Jamie's focus is on researching and describing the future state of the business climate for insurance.

#### **Donald G. Canning, Director, Global Insurance Solutions**

##### **Microsoft**

Donald is focused on the expansion of Microsoft's Insurance Value Chain (IVC) of partners dedicated to combining Microsoft technologies and industry standards to deliver innovative solutions.

#### **Brian Desmond, Vice President, Marketing**

##### **Guidewire Software**

Brian is responsible for the development and execution of global marketing strategy, including demand creation, positioning, branding, public relations and product marketing for Guidewire Software, a leading global provider of technology solutions to P&C insurers.

#### **Dave DiPetta, AVP, Business Evolution Strategy Team,**

##### **Allstate Canada Group**

Dave is accountable for the implementation of new claims, policy and customer management systems for ACG. He also oversees the strategic process innovation, broker portal, and business intelligence programs as the company migrates towards a fully integrated systems solution.

#### **Christine Haeberlin, VP, Business Development,**

##### **Innovation Group**

Christine is responsible for sales and service in Canada. Her team supports Canadian insurers in transforming claims and policy processing using innovative, business process enabled software from Innovation Group.

#### **David Hanley, Vice President, Insurance Systems Inc.**

David is responsible for managing and executing strategic technology projects for the company and its clients, and sits on the industry relations committee of the Insurance Accounting & Systems Association.

#### **Kimberly Harris-Ferrante, Research Vice President**

##### **Gartner Inc., Insurance Industry Advisory Services**

Kimberly is responsible for monitoring the business and technology trends within the global property and casualty and life insurance industries. She specializes in strategies and technologies to support distribution, customer relationship management, exception-based underwriting, policy administration, claims management, business process management, and back office processing and optimization.

#### **Ismail Pishori, Vice President, Financial Services Marketing**

##### **TELUS**

Ismail is responsible for developing TELUS' marketing strategy and programs for the financial services industry. In this capacity, he creates and drives thought leadership in strategic areas for this industry vertical. Ismail also identifies current capabilities and solutions that exist within TELUS, and positions them for use in financial services.

#### **Peter L. Walker, Executive Vice President**

##### **Munich Reinsurance Company of Canada and Temple Insurance Company**

Peter has strategic and management responsibilities for the Information Services, Human Resources, Office Services and Real Estate departments within Munich's Canadian non-life operations.

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# Innovation: A Business/Technology Partnership

## Agenda

### Morning

8:00 Registration and Coffee

8:45 Welcome and Opening Remarks – Conference Co-Chair Patrick Vice, Frank Cowan Company Limited

#### Keynote: “New Directions for Insurance – Innovation and Transformation”

**Kimberly Harris-Ferrante**, Research Vice President, Gartner - Insurance Industry Advisory Services. Drawing on her extensive experience as an analyst focused on Insurance and Technology, Kimberly will provide an overview of the major changes occurring in the global insurance industry and present examples of how leading insurers are innovating in order to better compete.

#### “Communicating with the Insurance Consumer of the Future”

**Ismail Pishori**, Vice President, Financial Services Marketing, TELUS. Ismail will provide innovative ideas on the influencers affecting the consumer of the future (e.g., social networking, blogging, etc.), and how consumers will want to interact with insurance companies and financial services organizations.

#### “Leveraging the Global Information Market for Competitive Advantage”

**Wayne Beck**, Vice President, CGI. Wayne will draw on his extensive experience with insurers to outline how insurers are gaining competitive advantage from new tools, such as business process automation, combined with access to rich and timely data.

#### “Unlocking Innovation Through the Insurance Value Chain”

**Don Canning**, Director, Global Insurance Solutions, Microsoft. Don will present examples from his deep career in insurance and technology to demonstrate how the use of Standards combined with emerging technologies provides the key elements necessary for successful innovation throughout the value chain.

### ---- Networking Lunch ----

### Afternoon, two concurrent sessions

#### Underwriting/Distribution Track

“Insurance Systems Development – Think Locally, Act Globally” by **Peter L. Walker**, Executive Vice President, Munich Reinsurance Company of Canada.

“Web 2.0 & Insurance Technology” by **David Hanley**, VP, Insurance Systems Inc.

#### Underwriting/Distribution Innovation Briefings

Hear about new technologies, applications and uses of applications as presented by leading suppliers, including:

PolicyWorks ♦ Keal ♦ Applied ♦ Brovada

#### Claims Track

“Achieving Claims Excellence via Modern Technologies” by **Brian Desmond**, Vice President, Marketing, Guidewire Software.

“Implementing a New Claims System: The Importance of Partnerships” by **Dave DiPetta**, AVP, Business Evolution Strategy Team, Allstate Canada Group and **Christine Haerberlin**, VP, Business Development, Innovation Group

#### Claims Innovation Briefings

Hear about new technologies, applications and uses of applications as presented by leading suppliers, including:

Symbility ♦ Vaisala ♦ Allegient ♦ MediSys

#### Keynote: “Insurance 2020: Now What?”

**Jamie Bisker**, Global Insurance Practice Leader, Institute for Business Value, IBM Global Business Services. Jamie will present a follow-up to the acclaimed Insurance 2020 Study (first presented to Insurance-Canada.ca audiences in 2006). The presentation will address tactical ideas on how to make innovation real for insurers, citing results from other recent IBM studies.

4:45 PM Conclusions and Close – Conference Co-Chair Doug Grant, Insurance-Canada.ca

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