



11TH ANNUAL

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Technology
CONFERENCE

THE ENGAGED INSURANCE ENVIRONMENT: Agile, Mobile, Analytic, Collaborative March 18-19, 2013 — Sheraton Centre Toronto

Day 1 Agenda: Monday, March 18, 2013

12:00	Registration		Exhibit Area Closed for Set-up	
12:45	<p><u>Social Boot Camp</u> View Session details</p> <p>Current State of Insurance & Social From social sites to business value</p> <p>Confluence of Mobility and Social Does mobile change the game?</p> <p>Operationalizing Social Media Integrating into business processes</p> <p>Canadian Insurance Case Studies Panel: reviews and comments</p> <p>(Grand Ballroom West)</p>	<p><u>UBI and Telematics in Canada</u> View Session details</p> <p>UBI/Telematics Boot Camp</p> <p>Business Models UBI & Telematics: Making the economics work</p> <p>Factors in Devices and Deployment How to choose devices and deploy them wisely</p> <p>Emerging Trends in Data Quality and Tech Going from raw data to useful intelligence</p> <p>Factors in Consumer Adoption Best practices in customer acceptance</p> <p>(Grand Ballroom East)</p>		
2:30	Coffee Sponsored by L&T Infotech			
2:45	<p>What is Your Digital Footprint? Engaging for sales and retention</p> <p>Canadian Insurance Case Studies Panel: reviews and comments</p> <p>(Grand Ballroom West)</p>	<p>Is The Industry at a Tipping Point? After 15 years, is mass implementation near?</p> <p>Beyond UBI to Self-Drive, Shared, and more Auto trends are multifaceted. Looking ahead.</p> <p>Telematics: Opportunities & Challenges Panel moderated by Telematics Update</p> <p>(Grand Ballroom East)</p>		
4:30	Coffee Sponsored by L&T Infotech			
4:45	ICTA Awards Sponsored by IBM, MajescoMastek and iGATE (Grand Ballroom Centre)			
5:15	ICTA and ICTC Welcoming Reception Day 1 & 2 Delegates and Sponsors Sponsored by SAS and Applied Systems (Exhibit Hall)			Exhibits Open Networking
7:00	Day 1 Closed			Exhibits Closed

Agenda is subject to change without notice. Visit www.Insurance-Canada.ca/2013 for the latest information.



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Day 2 Agenda: Tuesday, March 19, 2013 – Morning

7:30	Continental Breakfast <i>Sponsored by TELUS, SAS and SRC</i>	ICTC Registration		Exhibits Open All Day Vendor Forums: 10:20 Quoting: A New Approach QFD Smart Design 12:20 The Path to Location Economics DMTI Spatial 12:40 Five Keys to a Successful Data Management Project Microdea
8:30	ICTC Welcome & ICTA Award Winners <i>(Grand Ballroom Centre)</i>			
8:45	Keynote: The Accelerating Pace-of-play Alister Campbell, CEO, The Guarantee <i>(Grand Ballroom Centre)</i>		View Session details	
9:30	Navigating New Territory: marketing in insurance in the age of the mobile, social, online price shopper -- a panel discussion among industry peers Moderator: Julie Donahue, VP and Partner Insurance, Global Business Services IBM <i>(Grand Ballroom Centre)</i>			
10:15	Coffee <i>Sponsored by TELUS, SAS and SRC</i>			
10:45	Broker Sessions View Session details Brokers: Where Is It Going? What competitive advantage? Enabling Innovation Leveraging what we have e-Docs: A Review Unfinished Business Commercial Lines Looking further ahead <i>(Grand Ballroom West)</i>	Leveraging Data & Analytics View Session details Improving Risk Management Aggregation & Location Intelligence Optimizing Claims Experience Quality, Speed, Loyalty, Analytics Improving Customer Service Auto repair and client sat <i>(Grand Ballroom Centre)</i>	Policy Management View Session details Modern Policy Admin Systems Multi-line replacement of legacy systems Beyond Modern Technology Going the next steps to take advantage of the PAS investment <i>A panel discussion among industry peers and sponsors</i> <i>(Grand Ballroom East)</i>	
12:30	Lunch <i>Sponsored by SAS, SRC, and Pitney Bowes Software</i> <i>(Exhibit Hall)</i>			

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Day 2 Agenda: Tuesday, March 19, 2013 – Afternoon

12:30	<p>Lunch Sponsored by SAS, SRC, and Pitney Bowes Software</p>			<p>Exhibits all day Vendor Forums:</p>
1:15	<p>Broker Sessions View Session details</p> <p>Real-Time Policy Change Innovation becomes real</p> <p>Brokers and Analytics Advancing from the basics</p> <p>Tomorrow's Brokers External View: What's Coming</p> <p>(Grand Ballroom West)</p>	<p>Leveraging Data & Analytics View Session details</p> <p>Risk Proximity to Peril Location smarter enterprise</p> <p>Information Feeds Growth/Profit Data & Analytics for Property</p> <p>Rating on Social: Big Data Feeding the rating engine</p> <p>(Grand Ballroom Centre)</p>	<p>Potpourri Sessions View Session details</p> <p>Agile as a Change Enabler Into production more quickly</p> <p>The Voice of the Consumer Communicating their way</p> <p>Social - Another look Boot camp & beyond</p> <p>Telematics Redux Boot camp & beyond</p> <p>(Grand Ballroom East)</p>	<p>1:00 Empower Your Team to Take Action on the Move Microstrategy</p>
3:00	<p>Coffee Sponsored by SAS, SRC, and Pitney Bowes Software</p>			<p>3:00 A New Cloud-Based Platform for Specialty Product Distribution CGI</p>
3:30	<p>Leading Brokers Look to Tomorrow Changing today; evolving for the future (Moderated by CI Top Broker)</p> <p>(Grand Ballroom West)</p>	<p>TD: Data Leads to the Future Value today; A foundation for tomorrow</p> <p>The Analytical Insurer Innovation, productivity and profits from data and analytics</p> <p>(Grand Ballroom East)</p>	<p>View Session details</p>	
4:15	<p>Keynote: The Nexus of Forces: Driving Innovation & Transformation in Insurance Kimberly Harris-Ferrante, Vice President and Distinguished Analyst, Gartner</p> <p>The Engaged Insurance Environment: Agile, Mobile, Analytic, Collaborative An Industry Panel Providing Perspective</p> <p>(Grand Ballroom Centre)</p>			
5:15	<p>ICTC Closing Reception Sponsored by SAS and Applied Systems</p> <p>(Exhibit Hall)</p>			
6:00	<p>Conference Closed</p>			<p>Exhibits Closed</p>

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