



Re-energize, Refocus, Realign:

In the Real Race, Winners Excel at Sprints and Marathons

March 17-18, 2014 — Sheraton Centre Hotel, Toronto

Agenda: Monday, March 17, 2014

Exhibits Open 12:00 noon – 7:00pm		
12:00	Registration <i>Sponsored by Pitney Bowes, NTT DATA</i>	
1:00	Conference opens Welcome – <u>Thinking Innovation: How It Will Help You</u> Panel by Doug Grant, Insurance-Canada.ca RIBO M 0.5 (Grand Ballroom Centre)	
1:30	<u>The Digital Insurer</u> Scott Laiken, Accenture RIBO M 0.5 (Grand Ballroom West)	<u>Driving Innovation: A Deeper Look</u> Mike Fitzgerald, Celent RIBO M 0.5 (Grand Ballroom Centre)
	<u>BMS Supporting Broker Growth</u> The Broker's Challenge Randy Carroll, IBAO Addressing your challenges Keal, Applied, CSSI	
2:00	<u>Mobility, Autonomous Vehicles and Auto Insurance</u> Catherine Kargas, MARCON RIBO T 0.5 (Grand Ballroom West)	<u>Core Systems: Trends</u> Karen Furtado, SMA <i>[until 2:15]</i> <u>Transformation & Core Systems</u> Panel led by Leah English, OneShield (Grand Ballroom Centre)
2:45	<u>Predictive Analytics: Insuring Better</u> Greg McCutcheon, Opta Information Intelligence RIBO M 0.5 (Grand Ballroom West)	<u>Achieving Your Modern PAS Goals</u> James Harrington, The Co-operators (Grand Ballroom Centre)
	RIBO M 1.5 (Grand Ballroom East)	
3:15	Coffee Break <i>Sponsored by Guidewire, SEH Computer Systems, LexisNexis</i>	
3:45	<u>Social Goes Operational</u> Mike Fitzgerald, Celent RIBO M 0.5 (Grand Ballroom West)	<u>Legacy Core Systems Replacement to Achieve Self-Sufficiency</u> Panel led by Chuck Johnston, Exigen (Grand Ballroom Centre)
	<u>“Are the Real Challenges Being Addressed? How do We Get There?”</u> Panel led by Rick Orr, IBAO	
4:15	<u>Experiencing the Customer Experience</u> Mark Breeding, SMA RIBO M 0.5 (Grand Ballroom West)	<u>The Path to Customer Centricity</u> Salvatore Abano, MajescoMastek RIBO M 0.5 (Grand Ballroom Centre)
	RIBO M 1.0 (Grand Ballroom East)	
4:45	ICTA Awards Awards Presentation Ceremony <i>Sponsored by IBM and Applied Systems</i> (Grand Ballroom Centre)	
5:15	ICTA and ICTC Welcoming Reception Day 1 & 2 Delegates and Sponsors (Exhibit Hall)	
7:00	Day 1 Closed	

Agenda is subject to change without notice. Visit www.insurance-canada.ca/2014 for the latest information.

RIBO [CE credits](#) in Management (M) and Technical (T) categories: At least two sessions in the same category are required to qualify.





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Agenda: Tuesday, March 18, 2014 (Morning)

Exhibits Open 8:00am – 3:45pm			
8:00	Continental Breakfast & Registration <i>Sponsored by LexisNexis, iCon Alliance, Baseline Telematics</i>		
8:30	Keynote: “Technology Enabling Transformation” Michel Laurin, President, Industrial Alliance Auto and Home Insurance Inc. RIBO M 0.5 (Grand Ballroom Centre)		
9:10	Keynote: “The Future of Marketing in Insurance: 1 + 1 = 3” Bob Humphreys, Manager, Demand Programs, IBM Canada RIBO M 0.5 (Grand Ballroom Centre)		
9:50	Keynote Panel: “Insurance Marketing 2014” Moderated by Debra Ambrose, Sr. VP, National Marketing and Distribution, Aviva Canada RIBO M 0.5 (Grand Ballroom Centre)		
10:30	Coffee Break <i>Sponsored by SEH Computer Systems, iCon Alliance</i>		
11:00	<u>Telematics Bootcamp 2014: Winning Through Differentiation</u> Panel led by Blair Currie, IMS RIBO M 0.5 (Grand Ballroom West)	<u>Natural Disasters: Keeping Above Water</u> Panel led by Greg Mortson, Pitney Bowes RIBO T 0.5 (Grand Ballroom Centre)	Question of the Day <i>[until 11:15]</i> <u>Consumer Access Point: Dream or Reality?</u> Panel led by Pat Durepos, Keal RIBO M 0.5 (Grand Ballroom East)
11:45	<u>Telematics: More than Usage-Based Insurance</u> Panel led by Richard King, ingenie RIBO M 0.5 (Grand Ballroom West)	<u>Customer Communication Management: A Perspective</u> Jeff Womack & Glen Foley, NTT DATA RIBO M 0.5 (Grand Ballroom Centre)	<u>Innovation Makes Waves</u> Panel led by Doug Grant, Insurance-Canada.ca RIBO M 0.5 (Grand Ballroom East)
12:30	Lunch <i>Sponsored by SEH Computer Systems, iCon Alliance</i> (Exhibit Hall)		

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Agenda: Tuesday, March 18, 2014 (Afternoon)

12:30	Lunch <i>Sponsored by SEH Computer Systems, iCon Alliance</i> <i>(Exhibit Hall)</i>		
1:30	<u>Forget Hardware, Find Customers</u> Steve McKay, DriveFactor <small>RIBO M 0.5 (Grand Ballroom West)</small>	<u>Big Data and Self-Service Claims</u> Panel led by Godwin Liu, Audatex Canada <small>RIBO M 0.5 (Grand Ballroom Centre)</small>	<u>Broker-Insurer Connectivity: the Brokers' Experience</u> Paul Taylor, Brovada <small>RIBO M 0.5 (Grand Ballroom East)</small>
2:00	<u>Telematics Implementation Planning Framework</u> Christine Haeberlin, IBM <i>[until 2:25; next panel begins at 2:30]</i> <small>(Grand Ballroom West)</small>	<u>Innovating in Claims</u> Stephen Applebaum, Insurance Claims Solutions <small>RIBO M 0.5 (Grand Ballroom Centre)</small>	<u>Addressing the Changing Reality</u> Panel led by Wendy Watson, ORBIT <small>RIBO M 0.5 (Grand Ballroom East)</small>
2:45	<u>Telematics & UBI: Think Globally, Insure Locally</u> Panel led by Patrick Vice <small>(Grand Ballroom West)</small>	<u>More Data: Better Decisions</u> Panel led by Kevin Paul, CGI <small>(Grand Ballroom Centre)</small>	<u>Business Intelligence Tools Help Brokers</u> Jeff Purdy, Applied Systems <small>RIBO M 0.5 (Grand Ballroom East)</small>
3:15	Coffee Break <i>Sponsored by SEH Computer Systems, iCon Alliance</i>		Exhibits close after Coffee Break
3:45	<u>e-Signature Best Practices</u> Daniel Fabiano, Fasken Martineau & Yazan Alwaid, Silanis <small>RIBO M 0.5 (Grand Ballroom West)</small>	<u>Simplifying the Customer Experience</u> Trevor Crane, GMC Software <small>RIBO M 0.5 (Grand Ballroom Centre)</small>	<u>Addressing the Customer</u> Panel led by Doug Grant, Insurance-Canada.ca <small>RIBO M 0.5 (Grand Ballroom East)</small>
4:15	<u>Innovation, Transformation, and Insurance 2023</u> Panel led by Patrick Vice, Insurance-Canada.ca <small>RIBO M 0.5 (Grand Ballroom Centre)</small>		
5:00	Conference Closed		

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