



AGENDA

- 08:30 Registration
- 09:00 **Chairperson's Opening Remarks**
 Glen McCrea, Chief Policy Officer, Association of Superannuation Funds of Australia (ASFA)
- 09:05 **Disruptive Technologies and the Forging of the New 'Data Sharing Economy'**
 Robert Bauer, Managing Director, Strategy and Innovation, AIG (USA)
- 09:25 ROUND ONE PEER-TO-PEER DISCUSSION
- 10:00 ROUND TWO PEER-TO-PEER DISCUSSION
- 10:35 ROUND THREE PEER-TO-PEER DISCUSSION
- 11:05 Morning Tea
- 11:20 **Transforming your Core Systems – Improving Efficiency through ICT Infrastructure**
 Thomas Ruedesheim, Chief Information Officer, Allianz Australia
- 11:40 ROUND FOUR PEER-TO-PEER DISCUSSION
- 12:15 ROUND FIVE PEER-TO-PEER DISCUSSION
- 12:45 **Customer Centricity at IAG**
 Jill Baptist, Executive General Manger, Customers Future, IAG
- 13:05 Networking Lunch and Conference Concludes

ROUNDTABLE GUEST SPEAKERS

Robert Bauer MD Strategy and Innovation AIG (US)	Atul Sood GM Architecture TAL Life
Marc Fabris Head of Digital Zurich	Ben Pullinger Head of Architecture Asia Pacific Chubb Group
Hozefa Rangoonwala Executive Manager Business Intelligence Suncorp Group	Tim Roso Head of Digital MLC Life Insurance
Sarah Cummings General Manager – Development ClearView Wealth Limited	Ross Seeger Senior Manager Corporate Development and Partnerships IAG
Marc Miller General Manager Group Strategy & Innovation Medibank	Gareth Rydon Head of Operations Design & Innovation AMP
Sean Brennan Head of Design Innovation AMP	

TENTATIVE DISCUSSION TOPICS



Digital

- Reshaping the mindset of your business – getting digitalised
- Mastering the digital transformation strategy across the insurance value chain



Channels

- Optimising real-time visualisation channels of your customers
- Achieving true personalisation through seamless and integrated omni-channel engagement



CX

- Catering for your customers through bespoke solutions – from channels to journeys
- Driving customer experiences to new levels



Data Analytics

- Weaving big data and analytics into the fabric of your business
- Transitioning to customer-centric enterprise – a data-led approach



IoT

- Building your capabilities powered by the limitless potential of IoT
- Actualising the potential of IoT and big data analytics



Enterprise Mobility

- Leveraging the power of enterprise mobility to unleash business productivity
- Reaping the benefits of synergy between cognitive technologies and enterprise mobility



Cloud

- Adopting a cloud-first strategy for your applications
- Beyond the cloud – is machine learning the next big thing in insurance?



Security

- Creating a security framework that protects you from evolving global threats
- Fostering enterprise security through end-to-end solutions



Business Intelligence

- What role can SMAC play in setting up your business intelligence strategy
- Meeting the growing user and enterprise requirements for business intelligence



IT Infrastructure

- Disrupting insurance with next generation and agile core systems
- Leveraging open source technology in insurance