Change, Creativity & Automation

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Overview

- Change in world focus
- Adapting to change
- Facing a shifting landscape
- Creativity and Innovation
- Globalization of risk
- e-Business evolution
- Improving market share
- Operational excellence
Change in world focus

- World of global competition
- Fundamental change exists
- Innovation
- Globalization
Adapting to change

- Changing world of our customers
- Complex marketplace
- Understanding risk across global businesses
- Cutting edge innovation
Facing a shifting landscape

- Driving Profitable Growth
  - Distribution networks
  - Strategic M&A approach
Facing a shifting landscape (cont’d)

- Customer centricity
- Talent Strategies
- Global capabilities
Creativity and Innovation

- Trends in the P&C business
- Emerging applications
- Emerging technologies
- Changing techniques
Globalization of risk

- Economic risk
- Geopolitical risk
- Environmental risk
- Society risk
- Technology risk
e-Business Evolution

- Automation
- Role and purpose
- Short-term benefits
- Long-term benefits
Improving market share

- Innovation
- Profitable Growth
- Cycle Management
Operational excellence

❖ Enterprise cost reduction

❖ Increase return on IT spend

❖ Off-shoring

❖ Taking a holistic approach