

TECHNOLOGY VISION FOR INSURANCE 2020

WE, THE POST-DIGITAL PEOPLE

Can your enterprise survive the “tech-clash”?

 INTO THE NEW

Provocative thinking, transformative insights, tangible outcomes

The promise of a world made better and easier by technology is being trapped behind models, architectures and governing structures that have not realized their full potential nor created adequate value. To survive the tech-clash, enterprises need to re-think these models. And to truly bring a human touch to the next decade, the new models that insurance businesses build must be rooted in collaboration.



The I in Experience

Helping people choose their own adventure

Redesign digital experiences with new models that amplify personal agency. Turn passive audiences into active participants by transforming one-way experiences into true collaborations.

77%

of insurance executives agree that organizations need to dramatically reengineer the experiences that bring technology and people together in a more human-centric manner.

AXA XL’s Connected Cargo solution is a real-time digital cargo tracking solution designed to help customers optimize their supply chain. Connected Cargo gives clients 24/7 monitoring as well as access to AXA XL’s risk engineers’ expertise to develop loss prevention plans.¹



AI and Me

Reimagine the business through human and AI collaboration

Take a new approach that uses artificial intelligence (AI) to bring out the full power of people. Move beyond deploying AI for automation alone and push into the new frontier of co-creation between people and machines.

79%

of insurance executives believe collaboration between humans and machines will be critical to innovation in the future.

At Lemonade, AI is embedded in the organization and present in nearly every workflow. The company's claims payment process was designed to play to the strength of AI and humans working together.²



The Dilemma of Smart Things

Overcome the "beta burden"

Address the new reality of product ownership in the era of "forever beta." Transform pain points into an opportunity to create an unprecedented level of business-customer partnership.

78%

of insurance executives report the industry is moving toward offering more variety in ownership models for connected products and/or services.

Groupama launched a farmtech app with three free services and three paid services. The plan is to evolve the platform through field-testing and validating new features with farmers.³



Robots in the Wild

Growing the enterprise's reach – and responsibility

Prepare for robotics to move beyond the walls of the enterprise. Companies in every industry will unlock new opportunities by introducing robots to the next frontier: the open world.

54%

of insurance executives expect their organizations will use robotics in uncontrolled environments within the next two years.

Amazon's small, six-wheeled delivery vehicle, called "Scout," can autonomously navigate real-world obstacles like trash cans, pets and snow blowers.⁴



Innovation DNA

Create an engine for continuous innovation

Tap into the unprecedented scale of disruptive technology available today. Build the capabilities and ecosystem partnerships necessary to assemble the organization's unique innovation DNA.

58%

of insurance executives surveyed this year believe that rapid advancements in new technologies and scientific innovations are poised to disrupt their industry.

Allianz and Microsoft are working together not only to move Allianz's global insurance platform Allianz Business System to the Azure cloud, but also to develop Insurance-as-a-Service offerings for other insurance carriers.⁵

¹ "AXA XL Teams Up with Contguard to Launch Connected Cargo in France", AXA XL, April 11, 2019.

² Lemonade retrieved February 17, 2019.

³ "GARI, an aggregator of innovative services", Payson Breton, March 15, 2019.

⁴ "What's Next for Amazon Scout?", The Amazon blog, August 6, 2019.

⁵ "Allianz is Partnering with Microsoft to Drive Insurance Industry Innovation," Business Insider, November 18, 2019.