

AI FUTURE WORKFORCE SURVEY FOR INSURANCE

AUDIO TRANSCRIPT

Welcome to the Future Workforce Survey for Insurance.

Realizing the Full Value of AI: Transforming the insurance workforce to collaborate effectively with artificial intelligence will enable not only efficiency, but innovation and growth.

Our 2018 Future Workforce Survey was conducted to gain a better understanding of how ready business leaders and workers are to take on sophisticated human-machine collaboration on a large scale.

In this audiobook we'll explore how AI is perceived in companies around the world and how it is set to completely transform the insurance industry. For more detail on the Future Workforce Survey results for insurance visit www.accenture.com/futureinsuranceworkforce.

Artificial intelligence, or AI, has been much in the news lately. And it's been a pretty bleak story, dominated by themes of cost-cutting and job losses. But this ignores the much more positive side of the story.

A team of Harvard pathologists have created an AI-based technique that can identify breast cancer cells. It's not perfect, but it does well, scoring 92 percent accuracy. Human pathologists do better; they typically score around 96 percent. But the biggest surprise came when humans and AI combined forces. Together, they accurately identified 99.5 percent of cancerous biopsies.

That, in a nutshell, explains the transformative potential of artificial intelligence. Or as we prefer to call it: applied intelligence. Which is where AI is synthesized with human ingenuity across the enterprise to achieve more than either on its own is capable of. And not just efficiency, but solving complex challenges, developing innovative products and services, and breaking into or creating new markets.

It's a very positive story about transformation and growth. And make no mistake about its probable impact. The research company IDC forecasts that corporate investment in cognitive and AI systems will increase at an average 54 percent a year between 2015 and 2020. Gartner predicts that deep learning and machine learning – two of the key technologies that make up the AI tool set – will reach mainstream adoption in two to five years.

We at Accenture believe AI systems that can sense, communicate, interpret and learn, will profoundly transform the way we work and live. There will be challenges, and certainly there will be jobs that will be taken over by machines. But as a whole, the impact will be overwhelmingly positive. Not only for corporate shareholders, but for just about everyone. And not only in the long term, but as our Harvard example shows: starting yesterday.

In this extensive survey we spoke to executives in the C-suite and to thousands of employees, across most sectors ... including insurance. The findings confirmed much of what I've been saying.

The vast majority of insurance executives believe AI will completely transform the industry. More than two out of three expect it will result in a net gain in jobs in their organization.

Insurance employees are just as optimistic. Over 60 percent said AI would expand their career prospects, create opportunities for their work, and improve their work – life balance.

But here's the nub. Insurance executives acknowledge that their workforce is critical to realizing the full potential of intelligent technologies. They also say only 1 in 4 of their employees are ready to work with AI. And despite this, only 4 percent are planning to significantly increase their investment in reskilling over the next three years.

This is a big problem. Applied intelligence, by definition, will fundamentally transform most parts of the organization. To deploy it effectively, insurers are going to have to change a lot of things. They're going to need a broad strategy with long-term budgeting, and a dedicated Chief AI Officer to oversee the execution of this strategy. They're also going to need a cross-enterprise engine that gives a structure to AI, and enables them to implement it at scale. And crucially, they're going to need a workforce that's skilled and deployed and managed in very different ways, allowing them to create new value through human-machine collaboration.

Without investment in this 'workforce of the future', their effort to benefit from intelligent technologies could be stillborn. Insurers are already on the back foot when it comes to recruiting especially young people, with the new skills that are so much in demand today. They're also reluctant to lay off the workers whose routine jobs are being taken over by AI. So, a lot of their effort and investment has to be directed internally, at transforming their existing workforce.

This won't be easy, and it certainly won't be quick, so it's important that it starts now. In the Insurance report, which summarizes the findings of the Future Workforce Survey specific to insurance companies we also include a set of practical recommendations for creating an insurance workforce of the future. If you're interested in either the survey results or the challenges involved in reimagining work, pivoting the workforce and scaling up 'new skilling', you can download this report at [Accenture dot com slash future insurance workforce](https://www.accenture.com/future-insurance-workforce).

I'm sure you'll find it interesting. It's a vital key to unlocking the real potential of artificial intelligence, where humans help AI to help humans.