

TECHNOLOGY VISION FOR INSURANCE 2018

Internet of Thinking Transcript

Portland Helmich: The final trend in the Accenture Tech Vision for 2018 is the Internet of Thinking. How is this different from the Internet of Things?

Michael Costonis: The Internet of Thinking is an extension of the Internet of Things. Consider this: by 2020, sensors and IoT devices will be generating 500 zettabytes of data. This volume of data cannot be efficiently processed today in the cloud. So, what do we do? What we need to do is embrace edge computing. These are specific devices and computational capability that exists at the action, where the center is generating the data. So, now if I move the computing power to there I can more effectively take advantage of that.

Portland Helmich: Then, to fully enable real-time intelligence, you're saying that businesses have to do their analysis and their decision-making closer to where their sensors are, to where the data is being generated.

Michael Costonis: Absolutely. I think what we're starting to see is more special purpose hardware and processors being created to most effectively take advantage of this data. For example, if we take a self-driving car, what we don't want to do is rely on the cloud to do all of the processing to keep the car in its lane. You're going to see very special devices that get put into the automobile itself to be able to real-time process at the site, as the sensors are pulling in the information.

Portland Helmich: How is that going to affect insurance organizations?

Michael Costonis: Insurance companies really need to re-think how they're gathering this data. So, for example, am I accessing a specific set of devices that I've now given to my customer to be able to get that data back. It's not just, I can go up to the cloud, point there and pull it all down. I now need to really be cognizant of the centers that are in the environment and how we can effectively pull that data in.

Portland Helmich: And how should insurers balance cloud processing and edge processing in their IoT strategies?

Michael Costonis: Cloud processing will remain absolutely critical for insurance companies, whether it's for high volume artificial intelligence, learning applications, storage, et cetera. The difference will be, how do I use cloud in conjunction with edge computing and those capabilities that come along with it. It'll be a bit of balancing act between the two. The difference will be, I may not go to the cloud for everything that I need because of the efficiency that I'll get there but I'll be going to these other devices and these other methods to be able to take advantage of that.