With 72% of carriers having at least one core system over 11 years old, the challenge to be competitive in the digital marketplace is mounting. These aging systems were installed before the iPhone, Facebook, universal connectivity, instant access to shared information, and mobile commerce—developments that are changing dramatically the way newly empowered consumers research and purchase products in the marketplace. A push to speed processing by removing paper is underway and with it come questions and concerns about legality, compliance and improved customer experience. Join the speakers as they discuss how some carriers have crossed this bridge, automated aging systems and can articulate the value to the bottom line.

Specify Target Audience: IT, Operations, Sr. Mgt. from Sales and Marketing, Business Analysts

Presentation Type: Multiple Speakers

Learning Objective 1: Will Audit Trails from Automated Processes be Sufficient to meet Compliance Requirements?

Learning Objective 2: Electronic Delivery- is it Legal? See which states allow for eDelivery of notices, disclosures

Learning Objective 3: eSignatures- Do they hold up in court? Get court case updates.

List all Insurance companies that would participate in the presentation as a case

Florida Peninsula Insurance

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
Call For Papers

Program: TECH

Presentation Track: Transformation Strategies
Title: Mobile Strategies within Digital Insurance

Session Proposal/Abstract:
35% of carriers surveyed were challenged to deliver speed to market. 40% are dealing with slow manual processing. Customers want new and better insurance products. And they want them now. Yet over a third of the property-casualty and group life carriers surveyed expressed that their core systems aren’t smart or agile enough to bring new products to market with the speed and intuitiveness essential today. Nor are they equipped to exploit insurance micro niches that are presenting new sales opportunities, or capable of opening new partner channels to attract and retain top agents and producers.

Specify Target Audience: Sr. Managers, IT, Operations, Sales and Marketing, Business Analysts

Presentation Type: Multiple Speakers

Learning Objective 1: Learn how you add mobile access to core platforms

Learning Objective 2: Learn who needs to be involved when moving to a mobile strategy

Learning Objective 3: Learn what the value is my implementing mobile to your digital insurance strategy

List all insurance companies that would participate in the presentation as a case study:
Florida Peninsula Insurance, other CSC POINT carriers

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? 

File Name: Leader ID: 3 Prefix Mr. First: Brad Middle: Last: DuPont Suffix: Title: Phone: Mobile: Fax: EMail: Previous professional conferences spoken at:

Date Submitted: 7/6/2015 10:01:13AM

File Name: Presenter ID: 4 Prefix Mr. First: Prince Middle: Last: Thomas Suffix: Title: Phone: Mobile: Fax: EMail: Previous professional conferences spoken at:

File Name: Submitter ID: 5 Prefix Mr. First: Brad Middle: Last: DuPont Suffix: Title: Practice Director

Leader ID: 3 Prefix Mr. First: Brad Middle: Last: DuPont Suffix: Title: Phone: Mobile: Fax: EMail: Previous professional conferences spoken at:

Date Submitted: 7/6/2015 10:01:13AM

Leader ID: 3 Prefix Mr. First: Brad Middle: Last: DuPont Suffix: Title: Phone: Mobile: Fax: EMail: Previous professional conferences spoken at:

Date Submitted: 7/6/2015 10:01:13AM

Leader ID: 3 Prefix Mr. First: Brad Middle: Last: DuPont Suffix: Title: Phone: Mobile: Fax: EMail: Previous professional conferences spoken at:

Date Submitted: 7/6/2015 10:01:13AM

Leader ID: 3 Prefix Mr. First: Brad Middle: Last: DuPont Suffix: Title: Phone: Mobile: Fax: EMail: Previous professional conferences spoken at:

Date Submitted: 7/6/2015 10:01:13AM
Making the Business Case for Enterprise Wide Digital Transformation

This session will explore enterprise digital transaction management viewpoints including management, IT and architecture, the business unit, and the industry. Allstate will give the management, Architecture, and business user points of view. We will explore what projects are driving these events, who is leading the charge, and why a firm would choose to go with an enterprise solution. Discussions will include ROI, IT workload, onboarding, and economy of scale. Allstate will provide pros and cons to having one solution for DTM needs. CIC will give the Overview viewpoint to review how carriers and agencies are looking at reducing paper processes across the firm and if they see more firms going with LOB or enterprise deployments. We look to the analyst to discuss if they expect a shift in the next few years and what it will take for the industry as a whole to get on the bandwagon.

This session will pertain to both the distribution and carrier side of the financial firms. So, the target audience would be BGAs, BDs, and Insurance companies. The topics will address the executive, business and IT; so, all levels within these departments will benefit from hearing the perspective.

This session will pertain to both the distribution and carrier side of the financial firms. So, the target audience would be BGAs, BDs, and Insurance companies. The topics will address the executive, business and IT; so, all levels within these departments will benefit from hearing the perspective.

Learning Objective 1:
Exploration of what defines an enterprise solution. How is it scalable?

Learning Objective 2:
IT Architecture viewpoint for ease of onboarding other divisions

Learning Objective 3:
ROI and the total cost of ownership

List all Insurance companies that would participate in the presentation as a case

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
## Call For Papers

Previous professional conferences spoken at:

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<tr>
<th>Presenter</th>
<th>ID: 8</th>
<th>Prefix</th>
<th>Mr.</th>
<th>First: Ron</th>
<th>Middle:</th>
<th>Last: Vargo</th>
<th>Suffix:</th>
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<tr>
<td>Company:</td>
<td>Allstate</td>
<td>Address:</td>
<td>City:</td>
<td>State: AK</td>
<td>Zip:</td>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td>Mobile:</td>
<td>EMail: <a href="mailto:kdease@cic.com">kdease@cic.com</a></td>
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<th>Submitter</th>
<th>ID: 9</th>
<th>Prefix</th>
<th>Mrs.</th>
<th>First: Katherine</th>
<th>Middle:</th>
<th>Last: Dease</th>
<th>Suffix:</th>
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<tr>
<td>Company:</td>
<td>CIC</td>
<td>Address: 275 Shoreline Drive</td>
<td>City: Redwood Shores</td>
<td>State: CA</td>
<td>Zip: 35243</td>
<td>Country:</td>
<td>EMail: <a href="mailto:kdease@cic.com">kdease@cic.com</a></td>
</tr>
</tbody>
</table>

Previous professional conferences spoken at:
Session Proposal/Abstract:
This session will explore enterprise digital transaction management viewpoints including management, IT and architecture, the business unit, and the industry. Allstate will give the management, Architecture, and business user points of view. We will explore what projects are driving these events, who is leading the charge, and why a firm would choose to go with an enterprise solution. Discussions will include ROI, IT workload, onboarding, and economy of scale. Allstate will provide pros and cons to having one solution for DTM needs. CIC will give the Overview viewpoint to review how carriers and agencies are looking at reducing paper processes across the firm and if they see more firms going with LOB or enterprise deployments. We look to the analyst to discuss if they expect a shift in the next few years and what it will take for the industry as a whole to get on the bandwagon.

Specify Target Audience:
This session will pertain to both the distribution and carrier side of the financial firms. So, the target audience would be BGAs, BDs, and Insurance companies. The topics will address the executive, business and IT; so, all levels within these departments will benefit from hearing the perspective.

Presentation Type:
Panel

Learning Objective 1:
Exploration of what defines an enterprise solution. How is it scalable?

Learning Objective 2:
IT Architecture viewpoint for ease of onboarding other divisions

Learning Objective 3:
ROI and the total cost of ownership

List all Insurance companies that would participate in the presentation as a case study:
DTCC, ACORD, IRI, NAILBA, and LBTC

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 
Date Submitted: 7/31/2015 11:44:19AM

Presenter
ID: 4 Prefix Mrs. First: Katherine Middle: Last: Dease Suffix: 
Company: CIC Address: 275 Shoreline Drive City: Redwood Shores State: CA Zip: 35243 Country: EMail: kdease@cic.com
Previous professional conferences spoken at: DTCC, ACORD, IRI, NAILBA, and LBTC

Presenter
ID: 10 Prefix Mr. First: Dustin Middle: Last: Jansen Suffix: 
Company: Allstate Address: City: State: AK Zip: Country: EMail: kdease@cic.com
### Presenter

<table>
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<tr>
<td>12</td>
<td>Mr.</td>
<td>Ron</td>
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<td>Vargo</td>
</tr>
</tbody>
</table>

- **Company**: Allstate
- **Address**: 
- **City**:  
- **State**: AK
- **Zip**:  
- **Country**:  
- **Title**: Information Architecture
- **Phone**: 
- **Mobile**: 
- **Fax**: 
- **EMail**: kdease@cic.com

### Previous professional conferences spoken at:

### Submitter

<table>
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<tr>
<th>ID</th>
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<tr>
<td>13</td>
<td>Mrs.</td>
<td>Katherine</td>
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<td></td>
<td>Dease</td>
</tr>
</tbody>
</table>

- **Company**: CIC
- **Address**: 275 Shoreline Drive
- **City**: Redwood Shores
- **State**: CA
- **Zip**: 35243
- **Country**:  
- **Title**: VP Product Development
- **Phone**: 650-802-7833
- **Mobile**: 205-281-3239
- **Fax**: 
- **EMail**: kdease@cic.com

### Previous professional conferences spoken at:
Call For Papers

Paper ID: 9

Program: TECH
Presentation Track: Transformation Strategies
Title: Building a Digital Insurer: Business and Technology Transformation
Session Proposal/Abstract: Becoming a digital insurers is the top priority among life and P&C insurers today. To do this, they need to break the traditional business model to adopt new processes, launch new products, and transition to new business models which leverage technologies such as the Internet of Things. This presentation will identify key steps to become a digital insurer and the emerging business models which will revolutionize the industry.

Specify Target Audience: CIOs, IT leaders and business leaders working on digital initiatives

Presentation Type: Single Speaker

Learning Objective 1: To obtain a clear understanding of the elements of a digital insurer

Learning Objective 2: To learn key opportunities/risks of digital insurance so that you can apply to your organization

Learning Objective 3: To create a roadmap for transformation to share with business partners

List all insurance companies that would participate in the presentation as a case study: Gartner

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 
Date Submitted: 8/19/2015 1:45:03PM

Presenter ID: 25 Prefix Mrs. First: Kimberly Middle: Harris-Ferrante Last: Suffix:
Company: Gartner
Address: 56 Top Gallant Road P.O. Box 10212
City: Stamford State: CT Country 
Zip: 9192703255

Previous professional conferences spoken at: ACORD, IASA, LOMA, & many

Submitter ID: 26 Prefix Mrs. First: Kimberly Middle: Harris-Ferrante Last: Suffix:
Company: Gartner
Address: 56 Top Gallant Road P.O. Box 10212
City: Stamford State: CT Country 
Zip: 9192703255

Previous professional conferences spoken at:
Call For Papers

Paper ID: 10  
Program: TECH  
Presentation Track: Transformation Strategies  
Title: IT Challenges and Best Practices for Smaller Insurance Carriers  
Session Proposal/Abstract: Smaller insurers face the same industry challenges as their larger peers, only with limited staff and funding resources. In this session, Tom Benton, VP Research and Consulting at Novarica, will share some of his own experiences as CIO at a small carrier along with research on issues, trends and best practices at smaller carriers. Tom will be joined by a Novarica Research Council member CIO (to be invited).  
Specify Target Audience: Small carrier (both P&C and Life/Annuities) CIOs, IT VPs, Directors and functional business leaders at small carriers interested in more effective use of information technology.  
Presentation Type: Multiple Speakers  
Learning Objective 1: Attendees will learn about industry trends and how they affect smaller carriers in particular.  
Learning Objective 2: Attendees will also learn about best practices to address lack of resources at smaller carriers.  
Learning Objective 3: Finally, attendees will see an overall strategy to run, grow and transform IT at smaller carriers.  
List all insurance companies that would participate in the presentation as a case study: Novarica  

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?  

File Name:  
Date Submitted: 8/19/2015 3:59:08PM  
Presenter  
ID: 27  Prefix: Mr.  First: Tom  
Company: Novarica, Inc.  
Address: 175 Federal St, Suite 501  
City: Boston  State: MA  
Zip: 02110  
Previous professional conferences spoken at: LOMA Life, LOMA Social Media, LIMRA Retirement, Silvervine User Conference, Novarica webinars  
Title: VP, Research and Consulting  
Phone:  
Mobile: 240-888-4447  
Fax:  
EMail: tbenton@novarica.com  
Submitter  
ID: 28  Prefix: Mr.  First: Tom  
Company: Novarica  
Address: 175 Federal St, Suite 501  
City: Boston  State: MA  
Zip: 02110  
Previous professional conferences spoken at:  
Title: VP, Research and Consulting  
Phone:  
Mobile: 240-888-4447  
Fax:  
EMail: tbenton@novarica.com
Title: Dissecting the “Perfect” Customer Experience

Session Proposal/Abstract:
Everyone is talking about “improving the customer experience.” Unfortunately, the “perfect” customer experience has many moving parts, and no silver bullet for making significant improvements overnight. Insurers are facing empowered, impatient customers who have many choices in the insurance marketplace, and a positive customer experience help gain and retain the best customers AND a sustainable competitive advantage. By recognizing that customer experience is about more than designing a clean and friendly user interface (UI), insurers can move beyond the superficial and achieve real results. Attend this session and ride along as industry experts and insurance professionals dissect the “perfect” customer experience by focusing on tangible improvements to claims (improved cycle time and fraud detection), analytics (improved customer service through a single point of contact with a 360 degree view of the customer), and policy (automating business and underwriting rules to achieve true speed-to-market).

Learning Objective 1: Identify ways technology can improve and enhance an insurer’s ability to engage customer
Learning Objective 2: Better evaluate their company’s competitive differentiators
Learning Objective 3: More effectively use data from multiple channels and systems to improve the customer experience
### Presenter

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<th>ID</th>
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<tbody>
<tr>
<td>46</td>
<td>Grace</td>
<td>Homesite Group</td>
<td>One Federal Street</td>
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**Contact Information**

- **City:** Boston
- **State:** MA
- **Zip:** 02110
- **Email:** ghanson@homesite.com

### Submitter

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<tr>
<td>47</td>
<td>Tim</td>
<td>St. Nick Media Services</td>
<td>3907 Rankin Drive</td>
</tr>
</tbody>
</table>

**Contact Information**

- **City:** Erlanger
- **State:** KY
- **Zip:** 94111
- **Email:** tim@stnickmedia.com
Title: Machine Intelligence in Insurance - Designing an Aware Machine

Session Proposal/Abstract:
Advances in techniques such as artificial intelligence, machine learning, deep learning, and cognitive computing are challenging traditional IT assumptions and opening opportunities for business solutions. This presentation describes the Aware Machine model, identifies the characteristics of high-value problems best suited for such platforms, and suggests specific use cases to serve as proof-of-concept experiments. A representative from Celina Insurance will review how they use machine intelligence in their predictive modelling platform.

Many insurers will be experimenting with intelligent machine systems in the near future. This session provides practical steps to guide these efforts. Attributes of problems best addressed with these platforms and specific examples of the application of the technology will be reviewed. Any insurer or vendor which has machine learning or cognitive computing on their “watch list of emerging technologies” will want to attend.

Specify Target Audience: Insurers, Vendors, Business leaders, Enterprise Architects

Presentation Type: Multiple Speakers

Learning Objective 1: Provide a framework for understanding the capabilities of intelligent machine platforms.

Learning Objective 2: Provide specific use cases for which this technology is uniquely suited.

Learning Objective 3: Guide the efforts of insurers and vendors as they select proofs of concepts for these platforms.

List all Insurance companies that would participate in the presentation as a case

Celina Insurance

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

File Name: Date Submitted: 8/25/2015 12:12:20PM

Presenter ID: 48 Prefix: Mr. First: Michael Middle: Last: Fitzgerald Suffix: 
Company: Celent
Address: 
City: State: AK Zip: Country 
Previous professional conferences spoken at: IASA, ACORD, IIBA, CPCU

Presenter ID: 49 Prefix: Mr. First: TBD Middle: Last: TBD Suffix: 
Company: Celina Insurance
Address: 
City: State: AK Zip: Country 
Previous professional conferences spoken at: 

mfitzgerald@celent.com
Call For Papers

Previous professional conferences spoken at:

<table>
<thead>
<tr>
<th>Submitter</th>
<th>ID: 50</th>
<th>Prefix</th>
<th>Mr.</th>
<th>First: Mike</th>
<th>Middle:</th>
<th>Last: Fitzgerald</th>
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<tr>
<td>Company:</td>
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Previous professional conferences spoken at:

Company: Celent
Address: 
City: 
Zip: 
Country: AK
EMail: mfitzgerald@celent.com
The NPD Group reports that Americans spend over $21 billion on video and mobile games. When you add card games, sports, and politics, there's a lot of game-playing happening. But we don't usually think of games as being a legitimate activity to take on during work. Well, that's changing. An emerging field being explored in the insurance industry is "gamification" - a hot new term that means applying game techniques to non-game activities to solve real-world problems. In fact, more and more work activities are being gamified. Learn about this emerging trend's potential for the insurance industry and get ideas for exploiting it with real-life insurance examples. We'll also touch on regulatory issues and other areas that insurers must consider as they examine the possibilities for gamification in their own businesses.

Carriers that are interested in exploring new ways of engaging with agents, policyholders and employees to drive improved results.

Learning Objective 1: Understand the mechanics of gamification and how to put the pieces together in a business context.

Learning Objective 2: Get real life examples of insurance carriers using gamification.

Learning Objective 3: Understand the legal and regulatory aspects of gamification.

List all insurance companies that would participate in the presentation as a case study:

TBD - Kemper tentative

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
Call For Papers

Paper ID: 20
Program: TECH
Presentation Track: Data (including Management, Security
Title: Driving Growth by Optimizing the Agent Experience
Session Proposal/Abstract:
With an ultracompetitive market and the persistent financial pressure resulting from a low interest rate
environment, insurance carriers are under increasing pressure to perform. Carriers are faced with new
entrants disrupting traditional distribution channels and is likely to continue to experience increasing channel
complexity. This means there are opportunities both to improve the agent experience and to reduce costs
along the way. Beyond encouraging a strong personal relationship with an underwriter, what else can a
carrier do to systematically build a stronger connection with an agent and grow their book? This session will
review recent agent research focused on what agents say is needed to earn their business and will prioritize
areas for carrier investment.

Specify Target Audience: Carriers who work with independent agents.
Presentation Type: Single Speaker

Learning Objective 1: Learn the most important priorities from an agent's perspective.

Learning Objective 2: See how top carriers deliver on the agent needs.

Learning Objective 3: Learn ways of prioritizing investments to drive growth from the agent channel.

List all Insurance companies that would participate in the presentation as a case
TBD - Tentative Erie

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Date Submitted: 8/26/2015 11:29:08AM

Presenter
ID: 57 Prefix Mr. First: Karlyn
Middle: Carnahan Last: Carnahan
Company: Celent
Address:
City: Country State: AK
Zip:
Previous professional conferences spoken at: IASA, ACORD, PCI, NAMIC, RIMS, Multiple vendor user conferences (Guidewire connections, majesco, iscs, csc, valen, accenture, vertafore, fineos etc.)

Submitter
ID: 58 Prefix Mr. First: Karlyn
Middle: Carnahan Last: Carnahan
Company: Celent
Address:
City: Country State: AK
Zip:
Previous professional conferences spoken at:
The insurance industry has entered a period of disruptive change. This session will review the impact of digitization in the Life and Annuity industry. Digitization strategies, in the current environment, will flow from three enablers: digitization of data and information, growth of analytics and rules, and mobility-driven user interfaces and user experiences. An overview of the trends that are emerging, how digitization is evolving, and what the disruption may mean. Is the disruption a bubble or a lasting change?

Specify Target Audience:
Life Insurance Company IT leadership, Tier 2 - Tier 5 companies

Presentation Type:
Single Speaker

Learning Objective 1:
How is the insurance industry reacting to innovation?

Learning Objective 2:
What does digitization mean in life insurance

Learning Objective 3:
Is investment in financial technology going to be mainstream or a bubble

List all Insurance companies that would participate in the presentation as a case

TBD

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”
Call For Papers

Paper ID: 23

Program: TECH

Presentation Track: Emerging Technologies

Title: Insurance, Digitization and Bubbles

Abstract: The insurance industry has entered a period of disruptive change. This session will review the impact of digitization in the Life and Annuity industry. Digitization strategies, in the current environment, will flow from three enablers: digitization of data and information, growth of analytics and rules, and mobility-driven user interfaces and user experiences. An overview of the trends that are emerging, how digitization is evolving, and what the disruption may mean. Is the disruption a bubble or a lasting change?

Specify Target Audience: Life Insurance Company IT leadership, Tier 2 - Tier 5 companies

Presentation Type: Single Speaker

Learning Objective 1: How is the insurance industry reacting to innovation?

Learning Objective 2: What does digitization mean in life insurance

Learning Objective 3: Is investment in financial technology going to be mainstream or a bubble

List all Insurance companies that would participate in the presentation as a case: TBD

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Presenter

ID: 65 Prefix Mrs. First: Colleen Middle: Last: Risk Suffix: 

Company: Celent Title: Senior Analyst Phone: Mobile: 317-919-5755 Fax:

Address: 3621 Woodland Streams Drive City: Greenwood State: IN Zip: 46143 Country EMail: crisk@celent.com

Previous professional conferences spoken at: LOMA Tech, Women in Insurance, National Underwriter

Submitter

ID: 66 Prefix Mrs. First: Colleen Middle: Last: Risk Suffix: 

Company: Celent Title: Senior Analyst Phone: (317) 919-5755" Mobile: same Fax:

Address: 3621 Woodland Streams Drive City: Greenwood State: IN Zip: 46143 Country EMail: crisk@celent.com

Previous professional conferences spoken at:
Gateways to growth: Insurance portals that deliver

Portals offer property and casualty insurers the opportunity to forge stronger agent ties and deepen policyholder relationships. But many insurers treat their portal implementation as a one-size-fits-all solution, producing results that are far short of extraordinary. We’ve identified three steps that can help insurers create portals that deliver the right results for policyholders, agents, and employees—and help promote the brand identity they want.

Clients who are looking to enhance customer and agent experience through more advanced Portal functionality. Even more specifically, we are targeting clients who have expanded their core transformation programs to include Portal and customer experience functionality.

Specify Target Audience: Multiple Speakers

Learning Objective 1: Describe how a structured portal implementation approach can maximize benefits for both portal and core investments.

Learning Objective 2: Learn the value of building strong client interfaces and portals in the digital solution.

Learning Objective 3: Learn the three dimensions to consider when evaluating which capabilities will help drive business growth.

List all Insurance companies that would participate in the presentation as a case study:

Frankenmuth, Motorists

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 

Date Submitted: 8/27/2015 4:12:16PM

Presenter ID: 67 Prefix Mr. First: Imran Middle: Last: Ilyas Suffix:
Company: PwC Insurance Advisory Address: 
City: State: AK Zip: Country EMail: imran.ilyas@pwc.com

Previous professional conferences spoken at:

Presenter ID: 68 Prefix Mr. First: Phil Middle: Last: McCain Suffix:
Company: Frankenmuth Address: 
City: State: AK Zip: Country EMail: philip.mccain@fmins.com

Previous professional conferences spoken at:

Presenter ID: 69 Prefix Mr. First: John Middle: Last: Kessler Suffix:
Company: Motorists Mutual Insurance Address: 
City: State: AK Zip: Country EMail: john.kessler@motorists.com

Previous professional conferences spoken at:
Call For Papers

Submitter
ID: 70  Prefix: Mrs.  First: Cybil  Middle:  Last: Rose  Suffix:
Company: KemperLesnik
Address:
City:  State: AK  Country
Zip:  Fax:  EMail: cybil.rose@kemperlesnik.com

Previous professional conferences spoken at:

Submitter
ID: 70  Prefix: Mrs.  First: Cybil  Middle:  Last: Rose  Suffix:
Company: KemperLesnik
Address:
City:  State: AK  Country
Zip:  Fax:  EMail: cybil.rose@kemperlesnik.com

Previous professional conferences spoken at:
Call For Papers

Paper ID: 25
Program: TECH
Presentation Track: What's Your Risk? A Study in Cyber Security
Title: What's Your Risk? A Study in Cyber Security

Session Proposal/Abstract:
How do you stay ahead of a threat that is constantly evolving, changing tactics and getting smarter? You have to do the same. The first step is to understand your cyber risk, and - whether they realize it or not - all companies are at risk. In this session we will discuss a study conducted with a group of insurers who allowed our ethical hackers to try to penetrate their networks. We will present our approach, the results and our recommendations for avoiding common vulnerabilities. We will also talk about why it is important for companies to go beyond technical solutions to build a comprehensive approach that includes mitigation and incident response across all aspects of the business.

Specify Target Audience: Multiple Speakers
Presentation Type: Multiple Speakers
Learning Objective 1: Discuss the results of a real world ethical hacking study
Learning Objective 2: Understand the importance of a holistic approach to cyber risk
Learning Objective 3: Learn the top 5 technical and business actions companies should be taking

List all Insurance companies that would participate in the presentation as a case
XL Catlin; TWIG

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Date Submitted: 8/27/2015 4:22:06PM
Presenter ID: 71 Prefix Mrs. First: Janeen Middle: Last: Blanton Suffix: BP
Company: Salient Commercial Solutions
Address:
City: State: AK Zip:
Country

Previous professional conferences spoken at:

Presenter ID: 72 Prefix Mr. First: Dan Middle: Last: Borges Suffix: BP
Company: Tuscarora Wayne
Address:
City: State: AK Zip:
Country

Previous professional conferences spoken at:

Presenter ID: 73 Prefix Mr. First: Tom Middle: Last: Dunbar Suffix: BP
Company:
Address:
City: State: AK Zip:
Country

Previous professional conferences spoken at:
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<th><strong>Prefix</strong></th>
<th><strong>Ms.</strong></th>
<th><strong>First:</strong> La Shonda</th>
<th><strong>Middle:</strong></th>
<th><strong>Last:</strong> Wilson</th>
<th><strong>Suffix:</strong></th>
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<td><strong>Company:</strong> Salient Commercial Solutions</td>
<td><strong>Title:</strong> Marketing Communications Associate</td>
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<td><strong>Address:</strong></td>
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<td><strong>Country</strong></td>
<td><strong>EMail:</strong> <a href="mailto:lashonda.wilson@salientcommercial.com">lashonda.wilson@salientcommercial.com</a></td>
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Call For Papers

Paper ID: 26
Program: TECH
Presentation Track: Core Administration(Policy/Billing/Cl
Title: Adding it all up: Modern rating systems for P&C carriers
Session Proposal/Abstract: Sophisticated rating capabilities are rapidly becoming the new normal for P&C carriers. Today's rating solutions provide advanced usage-based models and other analytics that can help carriers thrive in a market being transformed by telematics and new pricing strategies. But many carriers have stumbled on the path to modernization. We explore the most common challenges, and discuss four steps carriers are taking to make the most of their rating modernizations.
Specify Target Audience: Carriers who are looking to enhance their rating or predictive modeling capabilities through the course of a core transformation program will want to hear the perspective that we outline in this session.
Presentation Type: Multiple Speakers
Learning Objective 1: Understand the connection between PAS and ratings systems, and how to drive success.
Learning Objective 2: Learn the four steps carriers are taking to make the most of their rating modernizations.
Learning Objective 3: Getting the most out of your rating implementation by avoiding common pitfalls while elevating the capabilities.
List all Insurance companies that would participate in the presentation as a case:
Frankenmuth and Kentucky Farm Bureau

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? X

File Name: Presenter ID: 75 Prefix Mr. First: Imran Middle: Last: Ilyas Suffix: Company: PwC Insurance Advisory Address: City: State: AK Zip: Country Fax: Mobile: Phone: Title: Partner EMail: imran.ilyas@pwc.com Previous professional conferences spoken at:

Presenter ID: 76 Prefix Mr. First: Phil Middle: Last: McCain Suffix: Company: Frankenmuth Address: City: State: AK Zip: Country Fax: Mobile: Phone: Title: CIO EMail: philip.mccain@fmins.com Previous professional conferences spoken at:

Presenter ID: 77 Prefix Mr. First: Jeff Middle: Last: Koch Suffix: Company: Kentucky Farm Bureau Address: City: State: AK Zip: Country Fax: Mobile: Phone: Title: VP of Underwriting EMail: Previous professional conferences spoken at:

9/14/2015
Call For Papers

Submitter

ID: 78  Prefix: Mrs.  First: Cybil  Middle:  Last: Rose  Suffix:

Company: KemperLesnik  Title: Vice President

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City:  State: AK  Fax:

Zip: Country  EMail: cybil.rose@kemperlesnik.com

Previous professional conferences spoken at:

Address:

City:  State: AK  Fax:

Zip: Country  EMail: jeffrey.koch@fbins.com

Previous professional conferences spoken at:
Call For Papers

Paper ID: 27

Program: TECH

Presentation Track: Core Administration(Policy/Billing/Claims)

Title: Don't miss the point of a policy administration transformation

Session Proposal/Abstract:

Leading insurers are already reaping the benefits of modern and flexible policy admin systems because they prioritized business drivers and aligned them with the PAS transformation. They have successfully replaced policy administration systems via business-led programs, allowing them to plan and execute a PAS transformation that was fully aligned with their long-term business priorities. These leading insurers understood what was driving their business and planned for the PAS transformation to be an enabler for those improvements. Join us in the conversation of what strategic questions need to be considered to make this transformation successful.

Specify Target Audience: Carriers who are planning to undergo a large scale policy administration transformation and want to ensure that they are prioritizing the right benefits.

Presentation Type: Multiple Speakers

Learning Objective 1: Understand the benefits associated with PAS transformation and the importance of prioritizing those benefit drivers.

Learning Objective 2: Understand the steps of successfully aligning business drivers with PAS implementation goals.

Learning Objective 3: Learn how to map and monitor the benefits drivers to key capabilities within the PAS transformation

List all insurance companies that would participate in the presentation as a case

West Bend Mutual Insurance, Frankenmuth

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Presenter ID: 79 Prefix Mr. First: Imran Middle: Last: Ilyas Suffix:
Company: PwC Insurance Advisory Address:
City: State: AK Zip: Country
Previous professional conferences spoken at:

Presenter ID: 80 Prefix Mrs. First: Tracey Middle: Last: Berg Suffix:
Company: West Bend Mutual Address:
City: State: AK Zip: Country
Previous professional conferences spoken at:

Presenter ID: 81 Prefix Mr. First: Phil Middle: Last: McCain Suffix:
Company: Address:
City: State: AK Zip: Country
Previous professional conferences spoken at:
Call For Papers

Company: Frankenmuth

Address:

City: AK

Zip: Country

Previous professional conferences spoken at:

Submitter

ID: 82
Prefix: Mrs.
First: Cybil
Middle:
Last: Rose
Suffix:

Company: KemperLesnik

Address:

City: AK

Zip: Country

Previous professional conferences spoken at:

Company: Title: CIO

Address:

City: AK

Zip: Country

Previous professional conferences spoken at:

Title: Vice President

Phone: 312-755-3537

Mobile:

Fax:

EMail: philip.mccain@fmins.com

EMail: cybil.rose@kemperlesnik.com
Implementing fast, flexible policy administration systems in P&

While it will likely be the largest single project investment a carrier ever pursues, the historical track record of implementing new policy administration systems shows that most projects are “challenged” with only a small percentage optimizing their outcome. The goal of a policy administration program is not merely to implement another legacy application, but to deliver transformative capabilities to the business. How are small to mid-size carriers using policy administration to leapfrog larger, better-funded competitors? Learn how to use strategic investment to get ahead.

Specify Target Audience: Carriers who have completed the early phase planning for a core transformation program and are beginning to mobilize for full execution of the program.

Presentation Type: Multiple Speakers

Learning Objective 1: Investigate how to operationalize strategic goals through the use of PwC’s Policy Administration Delivery Framework.

Learning Objective 2: Learn why projects struggle, looking at common causes across implementations regardless of size, geographies, and business-model.

Learning Objective 3: Explore recent trends in the marketplace carriers can capitalize on to increase their chances of success.

Frankenmuth, Motorists

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

Presenter
ID: 83
Prefix Mr.
First: Imran
Middle: 
Last: Ilyas
Suffix: 
Company: PwC Insurance Advisory
Address: 
City: 
State: AK
Zip: Country 
EMail: imran.ilyas@pwc.com
Previous professional conferences spoken at:

Presenter
ID: 84
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Last: McCain
Suffix: 
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State: AK
Zip: Country 
EMail: philip.mccain@fmins.com
Previous professional conferences spoken at:

Presenter
ID: 85
Prefix Mr.
First: John
Middle: 
Last: Kessler
Suffix: 
Company: Motorists Mutual Insurance
Address: 
City: 
State: AK
Zip: Country 
EMail: 
Previous professional conferences spoken at:
## Call For Papers

Submitter

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<td>Rose</td>
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</table>

Company: KemperLesnik  
Title: Vice President  
Phone: 312-755-3537

Address:  
City:  
Zip:  
State: AK  
Country  
EMail: john.kessler@motoristsgroup.com  
Previous professional conferences spoken at:
Cloud Services Mitigate Implementation Risk and Streamline Release Management

How an organization manages system changes and defect resolution during initial implementation long after “go live” is critical to the overall quality and success of a core system replacement. And while hosting core administration in the cloud is still somewhat of a bitter pill for insurers to swallow, embracing the “on-demand” characteristics of cloud services can help reduce the initial implementation cycle and can also streamline day-to-day policy or regulatory changes and regular release management. Knowing the impact of system changes before putting them into production means insurers can proactively identify and fix any incompatibilities so they don’t negatively impact the business and ultimately the customer. Insurers can leverage cloud services to more efficiently manage and maintain system configuration and testing in parallel throughout the lifecycle of their production site. This session identifies ways to improve and accelerate system configuration and testing with both lower risk and higher quality.

This session will provide actionable insights for C-level executives at P&C insurance companies, including CIOs, VPs, Directors, Managers, IT and Operations Professionals.

Learning Objective 1: Explain why cloud services are a better option for configuration and testing processes

Learning Objective 2: Identify ways cloud testing can speed implementation success, boost quality and decrease maintenance

Learning Objective 3: Reduce overall implementation risk with cloud-based testing and release management

CSAA Insurance Group,

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? 

Presenter ID: 89  Prefix: Mr. First: Scott
Company: CSAA Insurance Group
Address:
City: State: AK Zip: Country
Previous professional conferences spoken at:

Presenter ID: 90  Prefix: Ms. First: Karen
Company: CEB TowerGroup
Address:
City: State: AK Zip: Country

Date Submitted: 8/28/2015 8:11:22AM

File Name: 

Company: Title: General Manager of PAS Transformation Phone: 
Mobile: Fax:
EMail: scott.hunt@csaa.com

Company: Title: Senior Executive Advisor Phone: 
Mobile: Fax:
EMail: k pauli@towergroup.com

9/14/2015 Page 28 of 144
Call For Papers

Previous professional conferences spoken at:

Presenter  ID: 91  Prefix  Mr.  First: Dellroy  Middle: "Dell"  Last: Birch  Suffix:
Company: EIS Group
Address:
City:  State: AK  Country
Zip:  EMail: dbirch@eisgroup.com

Previous professional conferences spoken at:

Submitter  ID: 92  Prefix  Mr.  First: Kevin  Middle:  Last: Haydon  Suffix:
Company: Marketing & Communications Director
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City:  State: AK  Country
Zip:  EMail: khaydon@eisgroup.com

Previous professional conferences spoken at:
Call For Papers

Paper ID: 31
Program:
Presentation Track: Customer Experience/Customer Centricity
Title: Core Customer Intelligence at Work = True Customer-Centricity for Insurers
Session Proposal/Abstract:

With the customer in the driver’s seat, insurers are disrupting operating models in favor of customer-centric business transformation efforts. Becoming more customer-centric requires access to customer data at a core administration level, but having access is only part of the battle. Insurers also need actionable intelligence from the data to enable personalized offers and experiences to be delivered to the front lines (digital channels, CSRs and agents). Insurer priorities must focus on increasing customer value and engagement in spite of the barriers created by organizational silos and complexity created by disparate underlying legacy technology. A unified approach to core administration systems, marketing and sales solutions, data management and analytics is needed to deliver real-time customer insight and omni-channel service across the customer lifecycle. This session identifies customer-centric strategies and core technologies for overcoming barriers to achieving superior customer experience management, increasing retention, enabling more effective cross-selling, and boosting customer value.

Specify Target Audience: This session will provide actionable insights for C-level executives at P&C insurance companies, including CIOs, VPs, Directors, Managers, IT and Operations Professionals.

Presentation Type: Multiple Speakers

Learning Objective 1: Identify processes which do not promote customer-centric insurance relationships

Learning Objective 2: Improve cross-selling opportunities with integrated analytics

Learning Objective 3: Increase customer service and engagement levels with more targeted insights into customer needs

List all Insurance companies that would participate in the presentation as a case study:

AIG Property Casualty

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 

Date Submitted: 8/28/2015 8:19:48AM

Presenter ID: 93
Prefix Mr. First: Mark
Company: Strategy Meets Action
Address:

City: State: AK
Zip: Country

Previous professional conferences spoken at:

Presenter ID: 94
Prefix Mr. First: Karl
Company: AIG Property Casualty
Address:

City: State: AK
Zip: Country

Previous professional conferences spoken at:
Call For Papers

Previous professional conferences spoken at:

**Presenter**  ID: 95  Prefix Mr.  First: Christian  Middle:  Last: Bieck  Suffix:
Company: IBM Institute for Business Value
Address:
City:  State: AK  Country  Zip:  
EMail: christian.bieck@de.ibm.com

Previous professional conferences spoken at:

**Presenter**  ID: 96  Prefix Mr.  First: Philippe  Middle:  Last: Lafreniere  Suffix:
Company: EIS Group
Address:
City:  State: AK  Country  Zip:  
EMail: plafreniere@eisgroup.com

Previous professional conferences spoken at:

**Submitter**  ID: 97  Prefix Mr.  First: Kevin  Middle:  Last: Haydon  Suffix:
Company: EIS Group
Address:
City:  State: AK  Country  Zip:  
EMail: khaydon@eisgroup.com
Prevent, detect and correct: Cybersecurity and data breach preparedness

Speakers will offer the latest insights to help companies step up their security posture and data breach preparedness. Among the topics covered will be:
• The value of personal health information in the black market: Why insurers are attractive to hackers?
• Assessing risk and identifying potential weaknesses in your environment
• Preventive controls to help you strengthen your internal and external environment
• Strategies to help identify, as early as possible, whether controls have been bypassed
• Effective data breach response plan components to limit damages
• Impact of regulation and recent examination experience

Specify Target Audience: CEOs, CFOs, CIO, risk professionals from all types of middle-market insurance companies

Learning Objective 1: Learn how to identify potential weaknesses in your environment

Learning Objective 2: Understand ways to strengthen your environment

Learning Objective 3: Understand regulation impacts and what examiners are looking at

List all insurance companies that would participate in the presentation as a case

Not confirmed at this time

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

P. Gutiérrez-Arana
McGladrey
Director
Charlotte, NC
215-494-6622

A. Obuchowski, Jr
McGladrey
Director
Boston, MA
617-241-1219
Call For Papers

Presenter  ID: 103  Prefix Mr.  First: Philip  Middle:  Last: McNary  Suffix:
Company: Risk & Regulatory Consulting
Address: 20 Batterson Park Road
        Suite 380
City: Farmington  State: CT  Zip: 06032  Country
Previous professional conferences spoken at: various

Submitter  ID: 104  Prefix Ms.  First: Connie  Middle:  Last: Benning  Suffix:
Company: McGladrey
Address: 301 N. Harrison St.
        Suite 300
City: Davenport  State: IA  Zip: 28210  Country
Previous professional conferences spoken at:
Call For Papers

Title: Strategic spaghetti: Leading practices for project managing multiple strategic initiatives

Session Proposal/Abstract:
Insurance companies, like other industries, are often faced with trying to manage multiple initiatives simultaneously. These initiatives aren’t always aligned with organizational strategy, and can often get bogged down due to insufficient resources, competing priorities, organizational structure, disparate systems, cultural issues, etc. Speakers will offer proven methods for effectively moving the most important initiatives forward, helping ensure initiatives are aligned with organizational strategy, and that project teams are coordinated and working together. Among the topics covered will be:

- Leading practices in project/portfolio management and decision making and how to avoid the following pitfalls:
  - Insufficient project governance for effectively prioritizing projects
  - "Pet" projects that lack strong return on investment
  - Lack of leadership visibility into project status, issues, risks
  - Missed deadlines, budget overruns, scope creep
  - Poorly defined and measured project results/benefits
  - Insufficient coordination, communication, change management across the business, technology and other impacted groups

Specify Target Audience: CEOs, CFOs, COOs, CIOs, Project Leaders, middle market insurance companies

Presentation Type: Multiple Speakers

Learning Objective 1: Learn project and portfolio management leading practices

Learning Objective 2: Understand risks of poor project and project portfolio management

Learning Objective 3: Identify ways to improve alignment between strategy and your project portfolio

List all Insurance companies that would participate in the presentation as a case

None committed at this time.

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
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**Previous professional conferences spoken at:** Numerous

### Submitter

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<td>connie</td>
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<td>Benning</td>
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**Company:** McGladrey

**Address:**

301 N. Harrison St.

Suite 300

**City:** Davenport

**State:** IA

**Zip:** 64112

**Country**

**Previous professional conferences spoken at:**

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<tr>
<td>Director</td>
<td>563-888-4061</td>
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</tbody>
</table>

**Address:**

301 N. Harrison St.

Suite 300

**City:** Davenport

**State:** IA

**Zip:** 64112

**Country**

**EMail:** connie.smith.benning@mcgladrey.com
What do customers truly want from an insurance portal? The answer varies greatly depending on the definition of "customer." Policyholders, agents/brokers, internal CSRs, and employees are all customers. In turn, new business, retention, and all-important online satisfaction ratings can be greatly impacted by a good (or bad) portal.

Attend this session to hear one carrier's experience as they defined a comprehensive portal strategy and identified a solution to serve the needs of a diverse customer mix. The presenters will walk through a framework you can use to assess your own portal requirements, and provide an overview of trends and best practices for insurer portals.

Specify Target Audience: Technology professionals and business stakeholders who are involved in portal deployments

Learning Objective 1: Identify typical business requirements for various types of insurer portals

Learning Objective 2: Describe a process for translating requirements into a comprehensive portal strategy

Learning Objective 3: Define the factors that drive the selection of portal solutions

List all Insurance companies that would participate in the presentation as a case study: Fidelity Security Life

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? 

File Name: 
Date Submitted: 9/1/2015 1:55:33PM

Presenter ID: 154 Prefix Mr. First: Leroy Middle: Last: McCarty Suffix: 
Company: Fidelity Security Life 
Address:  
City:  
State: MO  
Zip:  
Country  
Previous professional conferences spoken at: 

Leader ID: 155 Prefix Mr. First: Donald Middle: B. Last: Himes Suffix: 
Company: The Nolan Company 
Address:  
City: Simsbury  
State: CT  
Zip:  
Country  
Previous professional conferences spoken at: 

Submitter

Company: The Nolan Company
Address: 92 Hopmeadow Street
City: Simsbury
Zip: Country

Previous professional conferences spoken at:

ID: 156
Prefix: Mr.
First: Donald
Middle: B.
Last: Himes
Suffix:

Title: Principal Consultant
Phone: 860-658-1941
Mobile: 860-559-6611
Fax:

EMail: don_himes@renolan.com
The term “cybersecurity” is all the rage today. The recent cyberattack breaches at Anthem, Home Depot, Target, JPMorgan, and others simply emphasize the importance of cybersecurity. As previous articles have stated, the term “cybersecurity” is defined as “the ability to protect or defend the use of cyberspace from cyber-attacks.” Organizations spend millions of dollars on the latest security technologies and infrastructure to protect themselves from becoming the next organization in the news. However, cybersecurity is more than policies, procedures and technologies. It has to be woven into the fabric of how each person, whether employee or customer, thinks about security of data. It begins with a culture.

All sizes of insurance companies; Positions include those stakeholders with involvement of their organization’s data security.

Best practices for cybersecurity and incident response.

How to manage incident response.

TBD

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

Submitter

Company: Eide Bailly LLP
Address: 1601 NW Expressway, STE. 1900
City: Oklahoma City
State: OK
Zip: 73118
Country: EMail: cweeks@eidebailly.com

Previous professional conferences spoken at:
Numerous; Can provide list of conferences at request
Call For Papers

Paper ID: 51

Program: TECH

Presentation Track: Data (including Management, Security, Conversion, Big Data & Analytics)
Title: Creating the Data Driven Insurer

Session Proposal/Abstract: Data has quickly become the key differentiator between insurance companies. Hamilton USA is a relatively new insurance company created specifically to deliver the benefits of cutting-edge analytics and technology to the insurance market, offering rapid, efficient, customized service to its agents and brokers. As a start-up, Hamilton USA had the advantage of creating their company from the ground up, taking advantage of industry best practices and technologies to implement the most efficient and effective processes and systems to take full advantage of the data-rich environment that insurers enjoy. Hamilton USA has made strategic systems decisions to take advantage of the data available today while also positioning to take advantage of the data opportunities that continue to rapidly emerge. While most insurers don’t have the advantage of starting from scratch, they can benefit by attending this session to gain insight into many of the key aspects of Hamilton’s data-centric approach.

Specify Target Audience: The content of this session is specifically designed for insurance company business and IT professionals from the level of chief information officers (CIOs) and chief operating officers (COOs) through those with more tactical roles, including VPs of IT, IT directors and managers, information architects, solution architects, business analysts and projects managers.

Presentation Type: Multiple Speakers

Learning Objective 1: Understand an insurer’s key benefits from establishing a data-centric focus.

Learning Objective 2: Understand the scope and sources of data required to deliver those benefits.

Learning Objective 3: Understand the data application approach chosen to deliver today’s benefits while positioning for emerging data opportunities.

List all Insurance companies that would participate in the presentation as a case
Hamilton USA

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Presenter ID: 161 Prefix Mr. First: Owen Middle: Last: Williams Suffix: Title: CIO
Company: Hamilton USA
Address: City: State: AK Zip: Country
Phone: Mobile: Fax:
EMail: Owen.Williams@Hamilton-USA.com

Previous professional conferences spoken at:

Presenter ID: 162 Prefix Mr. First: Bruce Middle: Last: Broussard Suffix: Title: VP, Data Products & Strategy
Company: Insurity
Address: City: State: AK Zip: Country
Phone: Mobile: Fax:
EMail: bruce.broussard@insurity.com

Date Submitted: 9/2/2015 2:00:10PM
Previous professional conferences spoken at:

<table>
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<tr>
<th>Submitter</th>
<th>ID: 163</th>
<th>Prefix</th>
<th>Ms.</th>
<th>First: Stephanie</th>
<th>Middle:</th>
<th>Last: Chaia</th>
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<tbody>
<tr>
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Call For Papers

Paper ID: 52

Program TECH

Presentation Track: Data (including Management, Security)

Title: Demystifying analytics: Helping insurers go from data to decision.

Session Proposal/Abstract:
Analytics is at the heart of critical business decisions – from improving product pricing to detecting fraud or finding new sales opportunities. However irrespective of an insurance company’s analytical maturity levels, turning the increasing volumes of data into useful information is a challenge for most organizations. This session will discuss some of the best analytical practices and techniques available to insurers and share the benefits one insurer gained from analytics.

Specify Target Audience: Insurance executives, business analysts, data scientists, actuaries, and IT managers from both life and P&C insurers

Presentation Type: Single Speaker

Learning Objective 1: How data visualization is empowering business users to gain insights from big data

Learning Objective 2: Analytical lifecycle - How insurers are creating and deploying analytics models?

Learning Objective 3: What value proposition and benefits insurers can gain by using analytics throughout their organization

List all insurance companies that would participate in the presentation as a case includes case studies from Ohio Mutual, CNA, AVIVA

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

Submitter

Company: SAS
Address:
City: Cary
State: NC
Zip: 27513
Country
Previous professional conferences spoken at: IASA, ACORD, IDMA, Global Insurance Symposium, Telematics USA, Insurance Canada

ID: 165
Prefix: Mr.
First: Stuart
Middle: Middle:
Last: Rose
Suffix:
Title: Director, Global Insurance Practice
Phone: 919-531-1853
Mobile:
Fax:
EMail: stuart.rose@sas.com

Company: SAS
Address:
City:
State: AK
Zip: 27513
Country
Previous professional conferences spoken at:
CCM technology transforming strategic core system initiatives & drive growth?

Carriers are harnessing the power of modern Customer Communication Management (CCM) technology to achieve growth and client retention in a fraction of the time. Understand how 3 carriers have brought immediate value to their strategic initiatives including core system replacements, implementing dynamic client communication in lieu of replacing dated core systems, and the automation of manual policy packages without a supporting core system.

By leveraging familiar technologies like Microsoft Word, carriers can empower their client facing teams to communicate with their customers when and how they want directly from their core systems without costly system changes. Additionally, utilizing web technology and Omni-channel distribution tools, carriers are interacting in ways that their clients want.

Learning Objective 1: What are the costs/benefits justifications of using this lightweight alternative to a full-featured core systems?

Learning Objective 2: Benefits of leveraging Microsoft Word to issue dynamic CCM as opposed to proprietary document/forms technology.

Learning Objective 3: How modern document technology mitigates integration challenges & presents opportunities to bring value to core initiatives

List all Insurance companies that would participate in the presentation as a case

Hanover, Medical Protective (MedPro), HealthPartners

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
Previous professional conferences spoken at:

**Presenter**  
ID: 168  
Prefix: Mr.  
First: Mark  
Middle:  
Last: Schwob  
Suffix:  
Company: Healthpartners Insurance  
Address:  
City: Minneapolis  
State: MN  
Zip:  
Country:  
Phone: 952-883-5207  
Mobile:  
Fax:  
EMail: mark.j.schwob@healthpartners.com

Previous professional conferences spoken at:

**Submitter**  
ID: 169  
Prefix: Mr.  
First: David  
Middle: B  
Last: Squibb  
Suffix:  
Company: Xpertdoc  
Address: 1160 Levis Street  
Suite 102  
City: Terrebonne  
State: QC  
Zip: 01653  
Country:  
Phone:  
Mobile: 978-595-8949  
Fax:  
EMail: dsquirb@xpertdoc.com
**Title:** The Cloud-Connected Core

Historically, insurers' siloed, on-premise, core administration systems have no ability to communicate with each other, with back office systems, or to deliver critical information to the “front lines” for sales and service purposes. Cloud can improve scalability, data security and redundancy, and up the business continuity/disaster recovery game for insurers willing to step outside the traditional on-premise box for core administration solutions. This interactive discussion will examine how today’s cloud-based modern enterprise suites are redefining core administration. Technology has become table stakes, and the competitive edge for insurers now leans toward price, plus product innovation and service standards. A cloud-connected core administration enterprise suite can lower operational costs, improve risk management, and deliver greater flexibility. Cloud for core is infrastructure engineered for the future. And, with operational costs controlled and IT management simplified, insurers can get back to better underwriting, product innovation and the real business of insurance.

**Specify Target Audience:** Insurance company professionals with responsibilities for IT, underwriting, and core administration can all benefit from this session. CIOs, VPs, directors and managers of IT and insurance business units should all plan to attend.

**Learning Objective 1:** Baseline the ways in which cloud connectivity could improve operations, disaster recovery and data redundancy

**Learning Objective 2:** Begin to plan for incorporating cloud into core administration

**Learning Objective 3:** Increase organic growth by employing scalability offered via the cloud

**List all Insurance companies that would participate in the presentation as a case study:**

- Madison Mutual Insurance
- American Integrity Insurance Group

---

**Presenter:**

**ID:** 179  
**Prefix:** Mr.  
**First:** Doug  
**Suffix:**  
**Company:** ISCS  
**Address:**  
**City:**  
**State:** AK  
**Zip:**  
**Country:**  
**Phone:**  
**Mobile:**  
**Fax:**  
**EMail:** Douglas.moore@iscs.com

**Previous professional conferences spoken at:**

---

**Presenter:**

**ID:** 180  
**Prefix:** Mr.  
**First:** Ken  
**Suffix:**  
**Company:** Madison Mutual Insurance  
**Address:**  
**City:**  
**State:** AK  
**Zip:**  
**Country:**  
**Phone:**  
**Mobile:**  
**Fax:**  
**EMail:** kesomogyi@madisonmutual.com

---

**If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”** X
The Suite of the Future: A Platform for Progress

Many legacy systems have lasted 10, 15, 20 or even 30 years in some cases. In the absence of something better, these siloed systems ran insurance companies, facilitating policy administration, claims, batch billing, underwriting, distribution channels, and even mailroom functions. Unfortunately, the way insurers do business has changed, and legacy systems must be replaced or upgraded. The fear is that unknowingly an insurer might be ripping out an old legacy system and replacing it with a new legacy system which has no clear upgrade path, no integration capabilities, and no ability to scale. The suite of the future is no new legacy system, but rather a modern-day hub for the omni-channel insurance company which moves well beyond core with advanced architecture (including microservices and APIs), regular upgrades, cloud connectivity for data redundancy and scalability, mobile accessibility, heightened configurability, and sophisticated communications options providing a seamless, painless customer experience.

Insurance company professionals with responsibilities for IT, underwriting, and core administration can all benefit from this session. CIOs, VPs, directors and managers of IT and insurance business units should all plan to attend.

Learning Objective 1: Identify ways a pre-integrated modern enterprise suite could improve overall core administration and operations

Learning Objective 2: Focus efforts on using cloud for connectivity, scalability, security and data redundancy

Learning Objective 3: Explain why upgrading to more modern technology can help insurers reduce maintenance costs and improve operations

Cornerstone National Insurance Company, Union Mutual of Vermont Companies

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
### Presenter

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<th>ID</th>
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<th>Mr.</th>
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<tr>
<td>185</td>
<td></td>
<td>Mr.</td>
<td>Gary</td>
<td></td>
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<table>
<thead>
<tr>
<th>Company</th>
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<tbody>
<tr>
<td>Address</td>
<td>P.O. Box 158</td>
</tr>
<tr>
<td>City</td>
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<td>EMail</td>
<td><a href="mailto:gouellette@umfic.com">gouellette@umfic.com</a></td>
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### Submitter

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<th>ID</th>
<th>Prefix</th>
<th>Mr.</th>
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<tr>
<td>186</td>
<td></td>
<td>Mr.</td>
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<tr>
<td>EMail</td>
<td><a href="mailto:phil.iaccarino@iscs.com">phil.iaccarino@iscs.com</a></td>
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Doing Away with Data Silos: Insurers Moving to Integrate Analytics

Analytics is one of the hottest topics in insurance, and insurers are starting to generate significant business returns by using analytics to improve underwriting, claims, distribution channel management, customer service and marketing. But, insurers often conduct business handicapped by a patchwork of disjointed systems and processes, which make it nearly impossible to get an accurate picture of an insured on any given day. By seamlessly integrating analytics tools with core systems, insurers can stop looking for insights in pretty pie charts and mash-up reports from siloed systems. When analytics solutions communicate clearly with core systems, insurers gain opportunities for improved underwriting decisions, better claims processes, and dramatic growth through marketing insights. But, what’s the most effective way to get there, and is this right for your company? This session will review ways analytics is driving dramatic change, outline a solid benefits roadmap, and provide tactical, get-started steps.

Insurance company professionals with responsibilities for IT, underwriting, and core administration can all benefit from this session. CIOs, VPs, directors and managers of IT and insurance business units should all plan to attend.

Learning Objective 1: Identify benefits which an enterprise analytics layer could deliver

Learning Objective 2: Provide core administration level data to front line systems and employees for better insight

Learning Objective 3: Improve operational efficiency by integrating analytics with core administration systems

List all Insurance companies that would participate in the presentation as a case study:

GuideOne Insurance

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
Previous professional conferences spoken at:

**Presenter**
ID: 189  Prefix: Mr.  First: Ben  Last: Moreland  Suffix:
Company: Innovation Group
Address: 76 Batterson Park Blvd
City: Farmington  State: CT  Zip: 06032  Country
Title: VP, Data & Analytics  Phone: 860.559.9831  Mobile:
EMail: morelandb@us.innovation-group.com

Previous professional conferences spoken at:

**Submitter**
ID: 190  Prefix: Mr.  First: Tim  Last: Herrmann  Suffix:
Company: St. Nick Media Services
Address:
City:  State: AK  Zip: 94111  Country
Title: Client Services Manager  Phone:
Mobile: 859-628-5668  Fax:
EMail: tim@stnickmedia.com

Previous professional conferences spoken at:
Title: Suite Strategies: Strapping in for the Future

Session Proposal/Abstract: With new business and technical requirements surfacing on a regular basis, carriers are strapping in for the turbulence that the future promises to bring … and they know that being able to share information on the same platform across an enterprise is valuable. Suites deliver value from a number of perspectives when it comes to emerging technologies like mobile, drones, wearable devices, and more. Is this why the trend has turned from best of breed to suites? This session includes analyst input on where innovation is heading and what it means to carrier organizations.

Specify Target Audience: Property & Casualty insurance professionals in IT, Financial, Claims and Operations

Presentation Type: Panel

Learning Objective 1: How an insurer can maximize what a suite offers when architected to power what's next

Learning Objective 2: How a suite enables response to rapidly changing market needs

Learning Objective 3: How understanding suite workflow benefits the organization

List all Insurance companies that would participate in the presentation as a case

Cameron Mutual Insurance Company

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? [ ]
Title: Easily Estimate Projects Using Statistical PERT

Session Proposal/Abstract:
Want to quickly, easily, and confidently make estimates that align stakeholder expectations? How confident do you need to be? Highly confident estimates mean higher project costs and longer schedules. Lower project costs and shorter schedules involve more risk and less certainty. In this presentation, you'll learn how to use Microsoft Excel's built-in statistical functions and a new estimation technique called Statistical PERT. Statistical PERT lets estimators quickly and easily make probabilistic estimates for virtually any bell-shaped uncertainty. Unlike other estimation techniques, Statistical PERT allows estimators to use subjective opinion about how likely the most likely outcome really is to influence the resulting probabilistic outcomes. All session attendees will have immediate access to freely download, use, modify, and redistribute Statistical PERT Excel templates. [Note: For more information about Statistical PERT, visit http://www.statisticalpert.com]

Specify Target Audience: Suitable for anyone -- in any organizational type or size -- who is faced with estimating an uncertainty that has bell-shaped probability properties. So, business managers, project managers, C-level executives and more.

Learning Objective 1: Become acquainted with the standard, built-in statistical functions inside Microsoft Excel
Learning Objective 2: Learn how to employ those statistical functions using Statistical PERT and Microsoft Excel
Learning Objective 3: Learn how to adapt Statistical PERT for estimating any bell-shaped uncertainty

List all insurance companies that would participate in the presentation as a case study:

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
Call For Papers

Previous professional conferences spoken at:
There probably isn't a bigger, scarier project to take on than replacing your core systems. These projects are big, risky, and fraught with potential pitfalls. So before you begin, be prepared. This session will talk about things you can do to prepare your company and its people for a Core System Replacement Project (CSRP). We will also cover the Big 6 risks for projects. So even if you have already started, there are some nuggets in here for you too. You'll hear firsthand from a couple of companies who took on a CSRP and what they did (and didn't) do.

Anyone who is contemplating or doing a core system replacement project.

Learning Objective 1: Learn things you can do before a large project to increase your chances of success.

Learning Objective 2: Learn the major project risk categories and what to do to mitigate them.

Learning Objective 3: Learn from others who have been there, done that.

Wisconsin Lawyers Mutual, Holmes Murphy and Assoc
Call For Papers

Paper ID: 67
Program: TECH
Presentation Track: Project Management & Risk
Title: Can I Buy Insurance for Project Risk
Session Proposal/Abstract: Our whole industry is built on risk management and risk mitigation. But do we look at projects the same way we would look at a complex commercial risk; what are those things that can cause frequency issues, what about severe issues, and what about catastrophic project failure. Does our project have “oily rags” piled in the corner waiting to combust? IT project still fail to achieve the business case at too high a rate. If we can manage, not eliminate, project risk, we have a good chance to have our project meet the business objectives. We will discuss the risk categories and mitigation strategies. There is no such thing as a bad risk, just a bad risk mitigation strategy.

Specify Target Audience: Anyone who wants their project(s) to succeed.

Presentation Type: Panel
Learning Objective 1: Learn the 6 main categories of project risk – Expectation, Acceptance, Alignment, Execution, Solution, and Resource.
Learning Objective 2: Learn key mitigation strategies for these risks
Learning Objective 3: Learn from others and how they mitigated risk

List all Insurance companies that would participate in the presentation as a case
Wisconsin Lawyers Mutual, Holmes Murphy, others TBD

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

Leader: ID: 205 Prefix Mr. First: David Middle: Last: Wagner Suffix:
Company: Wipfli LLP
Address:
City: State: AK Zip:
Previous professional conferences spoken at: IASA, AAIS Anni Conf, AAA National IT Conf, many others
Title: Senior Manager
Phone:
Mobile:
Fax:
EMail: dcwagner@wipfli.com

Presenter: ID: 206 Prefix Ms. First: Katja Middle: Last: Kunzke Suffix:
Company: Wisconsin Lawyers Mutual
Address:
City: State: AK Zip:
Previous professional conferences spoken at:
Title: President
Phone:
Mobile:
Fax:
EMail: katja.kunzke@wilmic.com

File Name: Date Submitted: 9/7/2015 5:43:16PM
Call For Papers

Presenter
ID: 207 Prefix Mr. First: Aaron Middle: Last: Witt Suffix:
Company: Holmes Murphy and Assoc
Address:
City: State: AK Zip: Country
Previous professional conferences spoken at:
Title: IT Business Solutions Manager Phone: Mobile: Fax: EMai: awitt@holmesmurphy.com

Submitter
ID: 208 Prefix Mr. First: David Middle: Last: Wagner Suffix:
Company: Wipfli LLP
Address:
City: State: AK Zip: Country
Previous professional conferences spoken at:
Title: Senior Manager Phone: Mobile: Fax: EMai: dcwagner@wipfli.com
More than 50% of ERP Projects either under-deliver value, take longer than expected, or costs exceed the budget. If you are considering an ERP implementation or significant upgrade, how do you navigate the chaos to deliver value, retain personnel, and manage implementation costs? In this session, we will walk through examples of how to identify program risks throughout each phase of a system implementation, analyze the potential root causes, and discuss practical strategies to manage those risks effectively. We will discuss how to involve internal audit throughout the implementation process to provide an independent assessment of the project and identify risks prior to material, negative impact on the project. Examples of common root causes that may impact the budget, timeline and value delivered include: poor system requirements, unclear responsibilities and communication protocols, lack of focus on business process re-engineering and organizational change management, insufficient testing of security and controls.

Specify Target Audience: Insurance Companies considering or in process of an ERP implementation

Learning Objective 1: Review statistics of ERP implementations related to cost, duration, and value delivery.

Learning Objective 2: Walk through examples of how to identify program risks throughout each phase of a system implementation.

Learning Objective 3: Discuss practical strategies to manage implementation risks effectively.

List all Insurance companies that would participate in the presentation as a case

Navigators Management Company, Inc.

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
**Call For Papers**

Previous professional conferences spoken at:

North Jersey Chapter of the IIA: New Accounting Standards on Fair Value – FAS No. 157 and No. 159, October 2007, and Risk Assessment and ERM, June 2008

**Presenter**

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<td>215</td>
<td></td>
<td>Mrs.</td>
<td>Uso</td>
<td></td>
<td>Sayers</td>
<td></td>
<td>Johnson Lambert</td>
<td>7000 Central Parkway</td>
<td>Atlanta</td>
<td>GA</td>
<td>3328</td>
<td></td>
<td><a href="mailto:usayers@johnsonlambert.com">usayers@johnsonlambert.com</a></td>
</tr>
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</table>

Previous professional conferences spoken at:

- August 2015 - presented "Time Management and Effective Leadership Skills to NABA Students" (approx 20 attendees)
- March 2015 - moderated panel of five on "The State of the Accounting Profession" (approx 75 attendees)
- March 2015 - presented "Overview of BAS to UGA Society of Management Information Systems (over 80 attendees"
- February 2015 - presented "Networking for Success & PII/Data Security Overview" to Georgia State ISACA students (approx 30 attendees)
- June 2014 - presented to students and professionals at NABA Scholarship Luncheon (over 1000 attendees)

**Submitter**

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<tr>
<td>216</td>
<td></td>
<td>Mrs.</td>
<td>Kim</td>
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<td>Mobley</td>
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<td>Johnson Lambert</td>
<td>7000 Central Parkway</td>
<td>Atlanta</td>
<td>GA</td>
<td>30328</td>
<td></td>
<td><a href="mailto:kmobley@johnsonlambert.com">kmobley@johnsonlambert.com</a></td>
</tr>
</tbody>
</table>

Previous professional conferences spoken at:
The Art of Running IT Like a Business

For insurance companies today, their technical capabilities are critical to developing competitive advantage and maintaining market position. For many, however, IT operates as a separate utility that does not clearly tie to the operational and strategic objectives of the carrier. Learning to Run IT Like a Business within the overall construct of a carrier makes for a marked change in approach and support.

Managers / Executives in IT and the business units they support.

Learning Objective 1: Learn key aspect of setting II up for success.

Learning Objective 2: Clarify key terminology to develop a shared business / IT nomenclature.

Learning Objective 3: Devise a framework for improved governance over IT resources.

List all insurance companies that would participate in the presentation as a case

NA

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Presenter: Robert McIsaac

ID: 217 First: Robert Middle: P. Last: McIsaac Suffix: Mr.

Company: Novarica Address: 175 Federal Street Suite 501 City: Boston State: MA

Fax: EMail: Rmcisaac@noverica.com

Previous professional conferences spoken at: ACORD, LIMRA, PegaWorld, Stone River, LOMA, etc.

Submitter: Robert McIsaac

ID: 218 First: Robert Middle: P. Last: McIsaac Suffix: Mr.

Company: Novarica Address: 175 Federal Street Suite 501 City: Boston State: MA

Fax: EMail: Rmcisaac@noverica.com

Previous professional conferences spoken at:
Call For Papers

Paper ID: 73
Program: TECH
Presentation Track: Transformation Strategies
Title: The Digital Transformation of Insurance…Changing Today to Survive Tomorrow
Session Proposal/Abstract:
Digital is far more than replacing or upgrading technology packages or infrastructures. Digital strategy means re-examining all aspects of customer engagement and company operations in the light of modern information and communication technologies. Not only must insurers facilitate and support business transformation efforts that provide customers with an effective digital channel, but these digital initiatives must be fully linked to all of the insurer’s back-end business processes and technologies as well. Success can only be achieved by ensuring that all elements of the business organization are aligned in a way that achieves a delightful customer experience using digital touchpoints in an omni-channel environment.

Specify Target Audience: Senior IT Leaders and interested department business leaders in small, mid sized or large insurers.
Presentation Type: Single Speaker
Learning Objective 1: What is digital and how will digital impact the insurance industry
Learning Objective 2: How should IT prepare for digital transformation
Learning Objective 3: How to prevent a digital roadblock by overcome reluctant users

List all Insurance companies that would participate in the presentation as a case
Novarica

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

File Name: 
Date Submitted: 9/8/2015  11:19:22AM

Presenter
ID: 222
Prefix: Mr.
First: Mitchell
Middle: 
Last: Wein
Suffix: 
Company: Novarica
Address: 175 Federal Street
Suite 501
City: Boston
State: MA
Zip: 02110
Country
Phone: 908-461-5991
Mobile: 908-461-5991
Fax:
EMail: mwein@novarica.com
Previous professional conferences spoken at: IASA Atlantic City 2015, IDMA Philadelphia 2015, CIO Insurance Summit

Submitter
ID: 223
Prefix: Mr.
First: Mitchell
Middle: 
Last: Wein
Suffix: 
Company: Novarica
Address: 175 Federal Street
Suite 501
City: Boston
State: AK
Zip: 02110
Country
Phone: 908-461-5991
Mobile: 908-461-5991
Fax:
EMail: mwein@novarica.com
Previous professional conferences spoken at:
Call For Papers

Paper ID: 74
Program: TECH

Presentation Track: Emerging Technologies
Title: Emerging Technology and the Future of Insurance: Wearables, IoT, Drones.

Session Proposal/Abstract: In the past few years, wearable technology, Internet of Things devices, drones and other technologies have experienced explosive growth as consumer technologies and in 2015 began finding use in insurance applications. As we look to 2016 and beyond, how will these new technologies transform insurance products and operations? What impact will they have on customer experience? What new opportunities will arise for innovative carriers who embrace them? This session will look at how these emerging technologies are disrupting the insurance industry and provide a vision of the future of insurance in a world where everything will be measured, recorded and responsive to consumer needs.

Specify Target Audience: CIOs, CTOs, IT Leaders, Innovation leaders at carriers of all types and sizes

Presentation Type: Single Speaker

Learning Objective 1: Attendees will get an up-to-date review of emerging technologies (as of date of session).

Learning Objective 2: Attendees will understand how future technologies can be applied for insurance innovation.

Learning Objective 3: Attendees will explore a vision of the future of insurance interactively to end the session.

List all Insurance companies that would participate in the presentation as a case

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Presenter:

ID: 224 Prefix: Mr. First: Tom Last: Benton Suffix:
Company: Novarica
Address: 175 Federal St, Suite 501
City: Boston State: MA
Zip: 02110 Country: EMail: tbenton@novarica.com

Previous professional conferences spoken at: LIMRA/LOMA Life, LOMA Social Media Conference, LOMA Retirement, vendor user conferences, Novarica webinars, etc.

Submitter:

ID: 225 Prefix: Mr. First: Tom Last: Benton Suffix:
Company: Novarica
Address: 175 Federal St, Suite 501
City: Boston State: MA
Zip: 02110 Country: EMail: tbenton@novarica.com

Previous professional conferences spoken at: 

Date Submitted: 9/8/2015 11:55:50AM
Call For Papers

Paper ID: 80
Program: TECH
Presentation Track: Core Administration(Policy/Billing/CI)
Title: Getting to Last Product/Last State – And Your Business Case
Session Proposal/Abstract: It seems like you can’t swing a cat without hitting a Policy Admin System (PAS) implementation these days. And that is nothing against cats but it does say something about the way the U.S. P&C insurance industry is all-in in replacing its core systems.
You’ve developed a solid business case. You’ve assembled an energized implementation team, the vendors’ implementation consultants, and possibly a third-party systems integrator. And, importantly, you’ve selected the first product and first state for initial implementation. One that’s not too risky and is that greenfield product and/or geography that you never implemented with your old PAS because it was just too difficult and expensive.
So when you go live with that first product/first state celebrate…but not for very long. Because until you get to your last product in your last state and unplug the old PAS, you won’t fully achieve the business case.

Specify Target Audience: Anyone who is doing or planning a core PAS implementation.

Presentation Type: Multiple Speakers

Learning Objective 1: Gain insight to the hurdles and hard questions to overcome to get to last product/last state.

Learning Objective 2: Learn how and when to accelerate and not decelerate after first product/first state.

Learning Objective 3: Gain lessons learned from trailblazers.

List all Insurance companies that would participate in the presentation as a case
Society Insurance

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

File Name: Date Submitted: 9/8/2015 12:19:00PM
Presenter ID: 236  Prefix Mr. First: Steven
Company: Wipfli LLP
City: State: AK
Zip: Country
Previous professional conferences spoken at: IASA

Presenter ID: 237  Prefix Mr. First: John
Company: Society Insurance
Address: 150 Camelot Dr
City: Fond du Lac  State: WI
Zip: 54935

Date Submitted: 9/14/2015  Page 61 of 144
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<td>Address</td>
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<td>Title</td>
<td>Director</td>
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<td>Phone</td>
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<td>Mobile</td>
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<td>Fax</td>
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</tr>
<tr>
<td>EMail</td>
<td><a href="mailto:skronsnable@wipfli.com">skronsnable@wipfli.com</a></td>
</tr>
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</table>

Previous professional conferences spoken at:
**Call For Papers**

**Paper ID:** 81

**Program**

**Presentation Track:** Core Administration(Policy/Billing/CI)

**Title:** Agile and Core Systems replacement projects: Yes, No, or ?

**Session Proposal/Abstract:** Over the last decade, the use of the Agile methodology in the insurance industry has become increasingly more common. The benefits of increased velocity, higher quality, and reduced risk are being realized on many “greenfield” projects. But what about PAS core system replacement projects? How does agile fit a once-a-generation project with formidable expectations and constraints? In this session, we will examine how best to apply agile to large core systems projects where iterative and incremental takes on a whole new meaning.

**Specify Target Audience:** Stakeholders and participants in core systems replacement projects.

**Presentation Type:** Multiple Speakers

**Learning Objective 1:** Learn to plan in the large and iterate in the small and how to apply it.

**Learning Objective 2:** Learn which agile practices fit well and which ones should be modified.

**Learning Objective 3:** Gain lessons learned from trailblazers.

**List all Insurance companies that would participate in the presentation as a case study:** Society Insurance

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

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<td>Milwaukee</td>
<td>WI</td>
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<td><a href="mailto:skronsno@wipfli.com">skronsno@wipfli.com</a></td>
</tr>
<tr>
<td>240</td>
<td>Mr.</td>
<td>John</td>
<td>Worden</td>
<td></td>
<td>Society Insurance</td>
<td>150 Camelot Dr</td>
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<td>WI</td>
<td>54935</td>
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<td><a href="mailto:jworden@societyinsurance.com">jworden@societyinsurance.com</a></td>
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If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? 

**Submitter**

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</table>
Innovation Practices in Traditional Insurance companies

Insurance Industry for all practical purposes seems to be the laggard when it comes to Innovation in the marketplace. Most companies seem to be doing small incremental changes and everyone talks about the seismic changes that might come from outside forces like Google and Amazon.

This session will explore the predictions for the Insurance marketplace and how it will impact the very foundation of how we offer insurance/how we deal with the insureds and how the eco-system will change dramatically in future.

Specify Target Audience: Business folks and technologists

Presentation Type: Single Speaker

Learning Objective 1: Understand the seismic changes expected in the industry.

Learning Objective 2: View of the predictions on the industry and the potential impact on our workplace.

Learning Objective 3: Through participative discussions learn coping mechanism to shape our workplace to adapt and build competitive advantage.

List all Insurance companies that would participate in the presentation as a case

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

Date Submitted: 9/8/2015 1:53:52PM

File Name: Presenter

ID: 247 Prefix Mr. First: Piyush

Company: formerly Great American Insurance Company

Address:

City: State: AK Zip: Country

Previous professional conferences spoken at: Trade and Industry conferences.

Submitter ID: 248 Prefix Mr. First: Piyush

Company: Formerly Great American Insurance Group

Address:

City: State: AK Zip: Country

Previous professional conferences spoken at:
Call For Papers

Paper ID: 86
Program: TECH
Presentation Track: Data (including Management, Security, Conversion, Big Data & Analytics)
Title: Cybersecurity Trends

Session Proposal/Abstract:
Information Security is one of the hottest topics across all industries. Little is known about hacking, outside of what we see on the news or in the movies. In this session we will demystify hacking by discussing how most attacks begin, by showing you what a typical hack would look like, and by walking you through what it takes for organizations to better protect themselves from cyber criminals.

Specify Target Audience: All companies, all sizes, all attendees

Presentation Type: Single Speaker

Learning Objective 1: To understand why hackers are successful

Learning Objective 2: To see a real world attack

Learning Objective 3: To understand the cultural shifts necessary to better protect your organization

List all insurance companies that would participate in the presentation as a case study:

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

Date Submitted: 9/8/2015 3:52:28PM

Presenter:
ID: 253
Prefix: Mr.
First: Joe
Middle: 
Last: Oleksak
Suffix: 
Company: Plante Moran, PLLC
Address: 
City: 
State: AK
Zip: Country
Previous professional conferences spoken at:

Submitter:
ID: 254
Prefix: Ms.
First: Margarete
Middle: 
Last: Chalker
Suffix: 
Company: Plante Moran, PLLC
Address: 
City: 
State: AK
Zip: Country
Previous professional conferences spoken at:
Cyber Security: Best Practices to Protect Systems, Data and Clients

Cyber security is a massive threat faced by the Insurance industry. Insurers and their clients need to be extremely diligent in protecting their networks, technology infrastructure and data to address this threat. This session will explore best practices in the technology and insurance industry today, leveraging expertise from a range of perspectives, from vendor to a cyber-security consultant to two carriers. We will look at issues such as DDOS, intrusion monitoring and detection, dual factor authentication, data security and data privacy amongst others. How should you respond in the event your network is hacked? Is your Disaster Recovery plan up to the task? What training can you provide your employees to protect yourself from this risk? The session will also focus on particular cyber risks associated with the cloud and SaaS-based delivery models, including a look at how this issue is impacted by different jurisdictional and regulatory compliance issues.

The content of this session is specifically designed for insurance company IT professionals from the level of chief information officers (CIOs), chief security officers and chief operating officers (COOs) as well as those with more tactical roles, including VPs of IT, IT directors and managers, information architects, solution architects, business analysts and projects managers.

Learning Objective 1: Understand the key steps necessary to mitigate cyber risks

Learning Objective 2: Evaluate cloud vs. on-premises implementation from the cyber perspective

Learning Objective 3: Ensure their response/DR plans are up to the task in the event of a hack

List all Insurance companies that would participate in the presentation as a case study:

- HDI Gerling American Insurance Company
- AIG

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

Presenter:
- ID: 255
- Prefix: Mr.
- First: Xander
- Last: LeRoy
- Title: Global Operations Executive
- Company: AIG Property Casualty
- Address: [removed]
- City: [removed]
- State: AK
- Zip: [removed]
- Country: [removed]
- Phone: [removed]
- Mobile: [removed]
- Fax: [removed]
- Email: Xander.LeRoy@aig.com

Previous professional conferences spoken at:

Presenter:
- ID: 256
- Prefix: Mr.
- First: Tony
- Last: Scharf
- Title: VP of IT
- Company: HDI Gerling American Insurance Company
- Address: [removed]
- City: [removed]
- State: AK
- Zip: [removed]
- Country: [removed]
- Phone: [removed]
- Mobile: [removed]
- Fax: [removed]
- Email: tony.scharf@hdi-gerling.com
Call For Papers

Previous professional conferences spoken at:

Presenter

ID: 257
Prefix Mr.
First: Gary
Middle:
Last: Miller
Suffix:

Company: CGI

Address:

City: State: AK
Zip:

EMail: gary.w.miller@cgi.com

Previous professional conferences spoken at:

Presenter

ID: 258
Prefix Mr.
First: Jonathan
Middle:
Last: Victor
Suffix:

Company: Oceanwide

Address:

City: State: AK
Zip:

EMail: jonathanv@oceanwide.com

Previous professional conferences spoken at:

Submitter

ID: 259
Prefix Mrs.
First: Beth
Middle:
Last: Bartlick
Suffix:

Company: Oceanwide

Address:

City: State: AK
Zip:

EMail: bethb@oceanwide.com

Previous professional conferences spoken at:
Abstract:
As the future becomes a little clearer we can see a few emerging trends develop. All of them appear to be centered on replacing or enhancing people. The first case is focused on the insurance industry and its people. Some estimates show that the insurance industry will face a massive retirement of its knowledge base by 2020. How will technology be looked at to help any gaps going forward? The second case looks at the diminishing factors of risk based on machine versus man. If human intervention becomes diminished, will that guarantee that risks become mitigated?

Can technology become a disruption or can it be used to overcome industry trends?

Learning Objective 1: Technology that will allow the insurance industry to avoid a knowledge crisis.

Learning Objective 2: Looking at risk from a human change perspective. Can smart technology actually cause greater human risks.

Learning Objective 3: Looking at risk patterns, human based risk Vs. machine based risks.

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
Call For Papers

Paper ID: TECH

Presentation Track: Core Administration(Policy/Billing/Claims)
Title: Maximize core system transformation business value

Session Proposal/Abstract:
Show how Personal Lines and Commercial carriers are integrating business and technology teams to maximize the business value of a core system transformation while minimizing risk, reducing timelines and expenses. This panel of CIOs and Sr. business leaders will discuss how they've integrated their business and technology teams at all stages of the core system transformation including: developing a business case, defining a product strategy, implementation and running in production.

Specify Target Audience: Business and IT leaders who are endeavoring or already on a core system transformation journey. For P&C carriers from $100M DWP and above

Presentation Type: Panel

Learning Objective 1: Learn how business cases are created; maintained through implementation; and used to evaluate value after delivery.

Learning Objective 2: Learn how to organize product management, business and IT teams to reduce timelines and expenses.

Learning Objective 3: Learn the good, bad and ugly of core transformations from senior business and IT leaders

List all Insurance companies that would participate in the presentation as a case study:
State Auto, Hamilton Insurance, TD Insurance

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? [ ]

Leader ID: 270
Prefix: Mr.
First: Nicholas
Middle: Frank
Last: Suffix:
Company: Deloitte
Address:
City: State: AK
Zip: Country
Previous professional conferences spoken at: IASA, Casualty Actuarial Society, PMI

Presenter ID: 271
Prefix: Mrs.
First: Karen
Middle: Last: Longshore
Suffix:
Company: State Auto
Address:
City: State: AK
Zip: Country
Previous professional conferences spoken at:

Presenter ID: 272
Prefix: Mrs.
First: Kara
Middle: Last: Kneidel
Suffix:
Company: State Auto
Address:
City: State: AK
Zip: Country
Previous professional conferences spoken at:
Call For Papers

Submitter
ID: 273  Prefix: Mr.  First: Nicholas  Middle:  Last: Frank  Suffix:
Company: Deloitte
Address:
City:  State: AK  Zip: Country
Previous professional conferences spoken at:

Mobile: 678-520-3284
Fax:
EMail: nfrank@deloitte.com
Session Proposal/Abstract:
There are numerous IoT benefits for insurers and customers alike. The time and money it takes to recover from accidents can be substantially mitigated. Prompt interaction and remediation via IoT devices and processes can also enhance customer relationships. Customers have mixed emotions about their insurance company; worrying if they pay too much and glad someone can help them when a loss occurs. With IoT, insurers can change the conversation to more of a proactive partnership – they want the customer to have less incidents and so does the customer. By enabling sensors and services, customers will have someone else looking out for their best interest too.

If predictions are true, that there will be 100 trillion sensors by 2020, then insurers can’t ignore this next Industrial Movement. Whether it’s a home, a business, farm, or ranch, IoT is changing the way customers manage their lives and gain piece of mind.

Specify Target Audience: Insurance company executives, business and IT leaders, product managers and actuaries.

Learning Objective 1: How IoT changes engagement with consumers and how that data brings new insights

Learning Objective 2: How to ease customer concerns about sharing their IoT data

Learning Objective 3: How insurers can prepare to take an active role assisting customers and staving off the threats

List all Insurance companies that would participate in the presentation as a case
Idaho Farm Bureau
Guidewire Software

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

File Name: Presenter ID: 277 Prefix Mr. First: Adam Middle: T Last: Waldron Suffix:
Company: Idaho Farm Bureau
Address: 275 Tierra Vista Dr
City: Pocatello State: ID Zip: 83201 Country
Previous professional conferences spoken at:

Leader ID: 278 Prefix Ms. First: Dawn Middle: M Last: Mortimer Suffix:
Company: Guidewire Software
Address: 7384 Morrisonville Rd
City: De Forest State: WI Zip: 53532 Country
EMail: awaldron@idfbins.com
**Call For Papers**

Previous professional conferences spoken at:


<table>
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<th>ID: 279</th>
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<th>Ms.</th>
<th>First: Dawn</th>
<th>Middle: M</th>
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<td>EMail: <a href="mailto:dmortimer@guidewire.com">dmortimer@guidewire.com</a></td>
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Call For Papers

Paper ID: 96
Program: TECH
Presentation Track: Emerging Technologies
Title: IoT: Interaction overcomes Threats
Session Proposal/Abstract:
There are numerous IoT benefits for insurers and customers alike. The time and money it takes to recover from accidents can be substantially mitigated. Prompt interaction and remediation via IoT devices and processes can also enhance customer relationships. Customers have mixed emotions about their insurance company; worrying if they pay too much and glad someone can help them when a loss occurs. With IoT, insurers can change the conversation to more of a proactive partnership – they want the customer to have less incidents and so does the customer. By enabling sensors and services, customers will have someone else looking out for their best interest too.
If predictions are true, that there will be 100 trillion sensors by 2020, then insurers can’t ignore this next Industrial Movement. Whether it’s a home, a business, farm, or ranch, IoT is changing the way customers manage their lives and gain piece of mind.

Specify Target Audience: Insurance company executives, business and IT leaders, product managers and actuaries.

Presentation Type: Multiple Speakers

Learning Objective 1: How IoT changes engagement with consumers and how that data brings new insights

Learning Objective 2: How to ease customer concerns about sharing their IoT data

Learning Objective 3: How insurers can prepare to take an active role assisting customers and staving off the threats

List all Insurance companies that would participate in the presentation as a case
Idaho Farm Bureau

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
Title: Driving differentiation through the power of data

Abstract: The power of data and analytics is undeniably linked to differentiation. Hear how one leading insurer is thinking, planning, and executing – taking meaningful steps to capitalize on the explosion of big data coupled with advanced analytics and maximizing the benefits for their company. Discover what they are doing today to move the organization forward as they use the power of data to transform.

Specify Target Audience: business and technical exec level discussion

Learning Objective 1: Insurers will learn how this insurer embraced the data challenge to provide meaningful actions.

Learning Objective 2: Insurers will learn what the steps in creating actionable insights from data.

Learning Objective 3: Insurers will learn the difference between big data and advanced analytics.

List all insurance companies that would participate in the presentation as a case

AXA, SMA

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

Date Submitted: 9/9/2015 8:38:26AM

Leader

ID: 285  Prefix Ms. First: Monique  Last: Hesseling  Suffix:

Company: Strategy Meets Action
Address:
City:  State: MA  Zip:  Country
Previous professional conferences spoken at: ACORD, IASA, Multiple industry events worldwide

Presenter

ID: 286  Prefix Ms. First: Jackie  Last: Morales  Suffix:

Company: Axa Financial
Address:
City:  State: NY  Zip:  Country
Previous professional conferences spoken at:

Presenter

ID: 287  Prefix Mr. First: Louis  Last: DiModugno  Suffix:

Company: Axa Financial
Address:
City:  State: NY  Zip:  Country
Previous professional conferences spoken at:
**Call For Papers**

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<td>State: NY</td>
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<td>EMail: <a href="mailto:mheseling@strategymeetsaction.com">mheseling@strategymeetsaction.com</a></td>
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Previous professional conferences spoken at:

Submitter

MoniqueMs. Hesseling

Company: Strategy Meets Action

Address: 

City: NY

Zip: Country

Previous professional conferences spoken at:
Call For Papers

Paper ID: 99
Program: TECH
Presentation Track: Customer Experience/Customer Centricity
Title: The Emerging Faces of Insurance Distribution
Session Proposal/Abstract: Insurance Companies are at a critical juncture. They must re-think their distribution approach to keep up with shifting buyer habits. Technology is driving how customers purchase insurance products. It is no longer sufficient to allow our customers to find us – we must find our customers. We must deliver products that they understand, are innovative, and meet their evolving needs. Smaller agile start-up organizations are being funded to do just that. These organizations represent the changing face of our industry. This session will allow you to meet and interact with executives from these emerging organizations and learn what they are doing in the industry and how they will impact distribution in the years to come.

Specify Target Audience: Insurance company professionals with responsibilities for IT, underwriting, core administration, and operations can all benefit from this session. CIOs, VPs, directors and managers of IT and insurance business units should all plan to attend.

Presentation Type: Multiple Speakers
Learning Objective 1: 1. Understand the types of innovation occurring in this space
Learning Objective 2: 2. Appreciate the importance of looking at business from the perspective of the consumer
Learning Objective 3: 3. Recognize how data will help improve underwriting results and change distribution models

List all Insurance companies that would participate in the presentation as a case
XL Catlin
MVP Advisory Group
Embroker, Inc

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Leader
ID: 289
Prefix: Mr.
First: Donn
Middle: Last: Vucovich
Suffix:
Company: MVP Advisory Group
Address: 830 West Main Street, Suite 46
City: Lake Zurich
State: IL
Zip: 60047
Country
Prevous professional conferences spoken at: IASA 2015 and other industry conferences

File Name: Presenter
ID: 290
Prefix: Mr.
First: Thad
Middle: Last: Hall
Suffix:
Company: XL Catlin
Address: 100 Washington Blvd
City: Stamford
State: CT
Zip: 06902
Country
Prevous professional conferences spoken at: Multiple events

File Name: Presenter
ID: 291
Prefix: Mr.
First: Matt
Middle: Last: Miller
Suffix:
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<tr>
<td><strong>Address:</strong> 130 Bush Street – 6th Floor</td>
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<tr>
<td><strong>City:</strong> San Francisco</td>
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<td><strong>Zip:</strong> 94104</td>
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<th><strong>Prefix:</strong> Ms.</th>
<th><strong>First:</strong> Kim</th>
<th><strong>Middle:</strong></th>
<th><strong>Last:</strong> Morton</th>
<th><strong>Suffix:</strong></th>
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<tr>
<td><strong>Company:</strong> MVP Advisory Group</td>
<td><strong>Title:</strong> Marketing</td>
<td><strong>Phone:</strong></td>
<td><strong>Mobile:</strong> 518.330.3262</td>
<td><strong>Fax:</strong></td>
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<td><strong>Address:</strong></td>
<td><strong>EMail:</strong> <a href="mailto:kmorton@first-division.com">kmorton@first-division.com</a></td>
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</tr>
<tr>
<td><strong>City:</strong></td>
<td><strong>State:</strong> AK</td>
<td><strong>Zip:</strong> 60047</td>
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Call For Papers

Paper ID: 121
Program: TECH
Presentation Track: Data (including Management, Security)
Title: The Current and Future State of Big Data in Insurance
Session Proposal/Abstract: All of the emerging technology that will be transforming insurance and other industries -- drones, internet of things, wearables, social networks, and lots of connected devices -- really amounts to one thing: new sources of data. Though some innovative insurers have embraced big data and big data technologies, in general the industry is not ready to capture and derive insight from all the information out there. Novarica has surveyed hundreds of CIOs on their use of analytics and big data, and this talk will present findings about the current usage and plans in the industry. We will also discuss the future of big data, what role third party vendors will play in its adoption, how usage based insurance (UBI) will become common in more than just auto, and how these new sources of information will shift some insurers from risk mitigation companies to risk prevention partners.

Specify Target Audience: Technology leaders, data analysts, and anyone interested in the future of data, from insurers of all sizes.
Presentation Type: Single Speaker
Learning Objective 1: How is Big Data being used by insurers today?
Learning Objective 2: How will Big Data and other emerging technology impact insurers tomorrow?
Learning Objective 3: How can insurers calculate ROI and justify the cost of Big Data investments?

List all Insurance companies that would participate in the presentation as a case

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 9/9/2015 10:45:28AM

Presenter ID: 325  Prefix Mr. First: Jeff
Company: Novarica
Address: 175 Federal Street Suite 501
City: Boston State: MA Zip: 02110 Country EMail: jgoldberg@novarica.com
Previous professional conferences spoken at: IASA, ACORD LOMA, NAMIC, PCI IT

Submitter ID: 326 Prefix Mr. First: Jeffrey
Company: Novarica
Address: 175 Federal Street Suite 501
City: Boston State: MA Zip: 02110 Country EMail: jgoldberg@novarica.com
Previous professional conferences spoken at:
Digital Insurance for Dummies: What This Trend Means?

We are seeing the term 'Digital Insurance' everywhere. And any time a trend hits that hard, carriers start to develop plans for meeting the demand. The only problem...as an industry have we even figured out what digital really means? From multichannel and omnichannel, to the Internet of Things, to portals and mobile apps, multiple strategies are surfacing. This session will take a look at the evolution of customer service and what it truly means to go digital. We will dive into the technologies and strategies that are key in becoming digital, as well as tips in determining what the right 'digital' approach is for your organization.

Specify Target Audience: Business and technology strategy professionals from carriers, agencies, and TPAs or all types and sizes.

Presentation Type: Multiple Speakers

Learning Objective 1: Gain insight into some of the leading digital technology approaches and strategies.

Learning Objective 2: Discuss with your peers on what the definition of digital really means for insurers.

Learning Objective 3: Develop plans for creating a digital strategy that is right for the demographic of your policyholders.
Call For Papers

Address: 7 Technology Circle
         Suite 250
Phone: 3174934164
Mobile: 
City: Columbia
State: SC
Zip: 
Country 
EMail: jennifer.wilson@inin.com

Previous professional conferences spoken at:
A great relationship between an insurer and a software partner isn’t always smiles, nods, and handshakes. Sometimes it’s about making tough choices on scope changes, delays, staffing issues, and other problems and making the program work—together. One critical success factor is that communications must be a two way street, not just one side lecturing the other. Join insurers that have undergone core systems replacements in the last few years, as they discuss how honest, open discussions with vendors helped to keep projects on track—or get them back on track.

Specify Target Audience: Executives, Senior to mid-level Managers.- Information Technology & Core Operations, Mid to Large Sized Insurers across lines of business

Panel Presentation Type:

Learning Objective 1: How to develop a model of engagement that delivers a successful transformation program?

Learning Objective 2: What are the critical components to consider when developing a core transformation strategy?

Learning Objective 3: How to work with vendors in delivering to results and business impact rather than SLAs?

List all Insurance companies that would participate in the presentation as a case

Homesite Insurance

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name:  
Date Submitted: 9/9/2015  11:45:36AM

Presenter  
ID: 388  Prefix  Mr.  First: Matt  Middle:  Last: Josefowicz  Suffix:  
Company: Novarica  
Address:  
City:  
State: AK  
Zip:  
Previous professional conferences spoken at:  

Presenter  
ID: 389  Prefix  Mr.  First: Dustin  Middle:  Last: Hubbard  Suffix:  
Company: Homesite Insurance  
Address:  
City:  
State: AK  
Zip:  
Previous professional conferences spoken at:  

Presenter  
ID: 390  Prefix  Ms.  First: Mary  Middle:  Last: Nemeth  Suffix:  
Company: Wawanesa Life Insurance Company  
Address:  
City:  
State:  
Zip:  
Previous professional conferences spoken at:  

9/14/2015  Page 83 of 144
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<th><strong>Presenter</strong></th>
<th>ID: 391</th>
<th>Prefix</th>
<th>Mr.</th>
<th>First: Chad</th>
<th>Middle:</th>
<th>Last: Hersh</th>
<th>Suffix:</th>
<th>Company: Majesco</th>
<th>Title: Executive Vice President</th>
<th>Phone:</th>
<th>Mobile:</th>
<th>Fax:</th>
<th>EMail: <a href="mailto:chad.hersh@majesco.com">chad.hersh@majesco.com</a></th>
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<tr>
<td><strong>Submitter</strong></td>
<td>ID: 392</td>
<td>Prefix</td>
<td>Mr.</td>
<td>First: Ashwin</td>
<td>Middle:</td>
<td>Last: Rodrigues</td>
<td>Suffix:</td>
<td>Company: Majesco</td>
<td>Title:</td>
<td>Phone:</td>
<td>Mobile:</td>
<td>Fax:</td>
<td>EMail: <a href="mailto:ashwin.rodrigues@majesco.com">ashwin.rodrigues@majesco.com</a></td>
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Call For Papers

Paper ID: 143

Program TECH

Presentation Track: The Collaboration Evolution: Trends in Policyholder Communication

Title: Years ago the idea of collaboration meant sitting in a room together talking over paper documents, brainstorming on business decisions and approaches. Today, technology has offered us the ability to create a new idea of collaboration. Communications between carriers, agents, policyholders, and third parties, have evolved in a way that force new means of collaboration. As portals develop, video increases, and policyholder preferences start to drive new directions for insurance organizations, carriers and agencies need to be prepared in what they offer for their employees, customers, and partners when it comes to working together. This session will look at the evolution of collaboration, and how the idea of 'how I want it, when I want it' for policyholders, is driving a whole new approach to customer service.

Specify Target Audience: Business and technology strategy professionals from carriers, agencies, and TPAs or all types and sizes.

Presentation Type: Panel

Learning Objective 1: Learn how portals are transforming to better fit the policyholder journey.

Learning Objective 2: Explore what the internet of things means for policyholder communications.

Learning Objective 3: Discuss how to create a successful collaboration strategy that works for every generation.

List all insurance companies that would participate in the presentation as a case:

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Date Submitted: 9/9/2015 11:49:21AM

Leader ID: 405 Prefix Mr. First: Barry Middle: Last: Rabkin Suffix:
Company: Market Insights Group
Address:
City: State: OH Zip: Country EMail: barry.rabkin@marketinsightgroup.com
Previous professional conferences spoken at: Interactions 2015

Presenter ID: 406 Prefix Ms. First: Jennifer Middle: Last: Wilson Suffix:
Company: Interactive Intelligence
Address:
City: State: AK Zip: Country EMail: jennifer.wilson@inin.com
Previous professional conferences spoken at:
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<td>Company</td>
<td>Interactive Intelligence</td>
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<td>Address</td>
<td>7 Technology Circle Suite 250</td>
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<td>City</td>
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<tr>
<td>Title</td>
<td>Solutions Marketing Manager</td>
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<td>Phone</td>
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<td>Fax</td>
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<td>EMail</td>
<td><a href="mailto:jennifer.wilson@inin.com">jennifer.wilson@inin.com</a></td>
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<td>Previous professional conferences spoken at:</td>
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Financial Management in the Cloud

Recent research from The Ward Group indicates that a large number of insurance carriers will replace their financial management systems in the next two years, and that an overwhelming majority have either adopted cloud technologies, or would consider it for their future system.

In this session, Shelter Insurance and Workday will present an overview of financial management transformation in the cloud, and the key differentiators that make the cloud ideal for insurance carriers. You will also learn how you can drive new levels of growth, streamline and reduce costs, and create new levels of flexibility through the adoption of cloud-based financial management in your own organization.

The session will also cover the results The Ward Group survey that analyzed the current state of carrier financial systems and processes, the ability for finance organizations to support their business partners, and what insurers are thinking about for the future.

Specify Target Audience: CFOs, Controllers and other financial management professionals. IT executives and management that deal with financial systems and strategy.

Presentation Type: Multiple Speakers

Learning Objective 1: Understand current challenges in financial management, and how carriers benefit from cloud-based financial management systems

Learning Objective 2: See the impact modern systems can have on driving growth, reducing costs, and organizational flexibility.

Learning Objective 3: Develop a framework to assess and plan their own financial management modernization efforts.

List all insurance companies that would participate in the presentation as a case

Shelter Insurance

Ward Group

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? [ ]

File Name: [ ]

Date Submitted: 9/9/2015 11:49:45AM

Presenter ID: 408  Prefix Mr. First: John

Company: Workday

Address: [ ]

City: [ ] State: CA Zip: [ ] Country [ ]

Previous professional conferences spoken at: [ ]

Presenter ID: 409  Prefix Mr. First: Mark

Company: Shelter Insurance Companies

Address: [ ]

City: [ ] State: AK Zip: [ ] Country [ ]

Previous professional conferences spoken at: [ ]

Signatures: [ ]

9/14/2015
Call For Papers

Previous professional conferences
spoken at:

**Presenter**
ID: 410
Prefix: Mr.
First: Jeffrey
Middle: Last: Rieder
Suffix:
Company: The Ward Group
Address:
City: State: AK
Zip: Country

Previous professional conferences
spoken at:

**Submitter**
ID: 411
Prefix: Ms.
First: Nina
Middle: Last: Oestlien
Suffix:
Company: Workday
Address:
City: State: CA
Zip: Country

Previous professional conferences
spoken at:
We are rapidly moving into a new age of digital delivery for every area of insurance. Digitized automated processes flowing real time through the insurance value chain, beginning with behaviors and ending in better customer experience. The proliferation of sensors and the internet of things will forever change Insurer’s business models and system architectures. Any enterprise digital strategy needs established online capabilities, mature automated business processes and modern data warehousing. This makes “one customer view” across systems and products possible. These base capabilities speak directly to insurance business objectives regarding growth, loyalty, retention, cost reduction and process optimization. If an insurer succeeds at the blueprint, capitalizing on emerging technologies and new opportunities is relatively easier. The key to digital readiness, however, is to tackle preparations in the proper order. Digital is here to stay – will businesses be either digital or dead?

Specify Target Audience: Executives, Senior, mid-level and Junior Managers, Information Technology & Core Operations, Insurers across lines of business

Learning Objective 1: Understanding the importance and urgency of the transformation to digital business

Learning Objective 2: Defining a framework for blueprint for digital success

Learning Objective 3: Exploring new business models through the digital business

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

Date Submitted: 9/9/2015 12:00:07PM

Presenter  ID: 420  Prefix Mr.  First: Lorianne  Last: Feltz  Suffix:  Title: Senior Vice President, Customer Service Division  Phone:  Mobile:  Fax:  EMail: feltz-upperman@erieinsurance.com

Previous professional conferences spoken at:

Presenter  ID: 421  Prefix Mr.  First: Paul  Last: Deter  Suffix:  Title: Director - Finance & IT  Phone:  Mobile:  Fax:  EMail: deter@emaif.com
<table>
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<td>422</td>
<td>Tom</td>
<td></td>
<td></td>
<td>Knoop</td>
<td>Society Insurance</td>
<td>Vice President of Information Systems</td>
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<td><a href="mailto:konop@societyinsurance.com">konop@societyinsurance.com</a></td>
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<td>Leader</td>
<td>423</td>
<td>John</td>
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<td>Johansen</td>
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<td>424</td>
<td>Ashwin</td>
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<td>Director - Global Marketing</td>
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<td><a href="mailto:ashwin.rodrigues@majesco.com">ashwin.rodrigues@majesco.com</a></td>
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</table>
The Insurance industry today can run its business on the cloud – giving unprecedented scalability and flexibility without having to lock themselves down in processes and technologies that hinder rather than enable. However, the needs of businesses are different and there isn't one size that would fit all approaches. For some it might be setting up a new brand to operate separately; for another it might be taking new products to market quickly to test and innovate; and then for others it might be to optimize the business by running it on the cloud. Regardless of these options ... it is about choice, speed to market, agility and flexibility. Are the systems today equipped to energize the new and emerging business models. What does it take to enable the business with the potential to grow infinitely?

Specify Target Audience: Executives, Senior to mid-level Managers, - Information Technology & Core Operations, Mid to Large Sized Insurers across lines of business

Learning Objective 1: Exploring new business models through the digital business

Learning Objective 2: Understand role of cloud and emerging technologies in enabling new business models

Learning Objective 3: Best practices in taking new business models live

List all Insurance companies that would participate in the presentation as a case Homesite, Heritage Insurance, Maine Mutual

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
Call For Papers

Presenter
ID: 433  Prefix: Mr.  First: Matt  Middle:  Last: McHatten  Suffix:
Company: Maine Mutual Insurance
Address:
City:  State: AK  Country  EMail: Matt.m@mmgins.com
Previous professional conferences spoken at:

Leader
ID: 434  Prefix: Mr.  First: Prateek  Middle:  Last: Kumar  Suffix:
Company: Majesco
Address:
City:  State: AK  Country  EMail: prateek.kumar@majesco.com
Previous professional conferences spoken at:

Submitter
ID: 435  Prefix: Mr.  First: Ashwin  Middle:  Last: Rodrigues  Suffix:
Company: Majesco
Address:
City:  State: AK  Country  EMail: ashwin.rodrigues@majesco.com
Previous professional conferences spoken at:
Missed Opportunities for a Successful Policyholder Journey

A positive policyholder experience is increasingly important in both acquiring new business and retaining existing. A better understanding of the policyholder journey can many times help improve this experience. However, getting a better grasp on what this journey really looks like for our policyholders can be challenging. Many of us start with trying to collect customer feedback, attempting to eliminate bottlenecks in processes, and evaluating staff to improve what the customer experience. What we may fail to realize, that there are many missed opportunities that lie within the customer journey, and most of it starts with a better understanding of the policyholder. This session will look at what it means to truly ‘know the customer’, and what companies need to consider in starting to accomplish this task.

Specify Target Audience: Business and technical strategy professionals from carriers, agencies, and TPAs of all types and sizes.

Presentation Type: Multiple Speakers

Learning Objective 1: Explore leveraging big data initiatives to be more proactive in customer service strategies.

Learning Objective 2: Better assess backend systems and integration needs to improve employee performance.

Learning Objective 3: Mapping out what the customer journey looks like, and creating a successful strategy to match it.

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

Leader

ID: 436  Prefix: Mr.  First: Chuck  Middle:  Last: Wilson  Suffix:  Title: VP - Business Automation

Company: Interactive Intelligence
Address: 
City:  State: AK  Zip:  Country  EMail: chuck.wilson@inin.com
Previous professional conferences spoken at: IASA, ACORD LOMA, LOMA Customer Service

Presenter

ID: 437  Prefix: Mr.  First: Phil  Middle:  Last: Dragotto  Suffix:  Title: 

Company: Cypress Insurance Group
Address: 
City:  State: AK  Zip:  Country  EMail: jennifer.wilson@inin.com
Previous professional conferences spoken at: IASA, ACORD LOMA
### Call For Papers

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<th>ID: 438</th>
<th>Prefix</th>
<th>Ms.</th>
<th>First: Jennifer</th>
<th>Middle:</th>
<th>Last: Wilson</th>
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Previous professional conferences spoken at:

Company: Interactive Intelligence  
Address: 7 Technology Circle Suite 250  
City: Columbia  
Zip: Country  
ID: 438  
Prefix: Ms.  
First: Jennifer  
Last: Wilson  
Suffix:  
Title: Solutions Marketing Manager  
Phone: 317-493-4164  
Mobile:  
Fax:  
EMail: jennifer.wilson@inin.com
Call For Papers

Paper ID: 154
Program: TECH
Presentation Track: Data (including Management, Security, Conversion, Big Data & Analytics)
Title: Bringing it all together: A Roadmap for Aligning Metrics
Session Proposal/Abstract: Join featured speaker Patrick Spaeth, Manager of Operations & Systems Integration, Liberty Mutual and Philip Peck, Vice President and Finance Transformation Practice Lead, Peloton for an informational session to learn about harmonizing metrics into an established business process post Merge or Acquisition. They will share insights and real-world experiences illustrating how their respective teams and business partners approached the M&A process from inception to total integration.
Specify Target Audience: Financial Systems Teams, Financial Analysts, FP&A
Presentation Type: Multiple Speakers

Learning Objective 1: Identify opportunities to drive simplification throughout core business processes (premium calcs, retention metrics, PIF counts, etc.)
Learning Objective 2: Evaluate short-term and long-term solutions for consolidating and reporting results across business units
Learning Objective 3: Implement common reporting language across business units to track and measure business performance

List all Insurance companies that would participate in the presentation as a case
Liberty Mutual Insurance PI

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name:  
Date Submitted: 9/9/2015 12:26:24PM

Presenter ID: 442  Prefix: Mr.  First: Philip  Middle:  Last: Peck  Suffix:  
Company: Peloton Group  
Address: One Post Office Sq  
City: Boston  State: MA  Zip: 02109  
Country  EMail: ppeck@pelotongroup.com  
Previous professional conferences spoken at: AFP Association of Finance Professionals, IASA National, NEOAUG, Oracle Open World

Presenter ID: 443  Prefix: Mr.  First: Patrick  Middle:  Last: Spaeth  Suffix:  
Company: Liberty Mutual  
Address: 157 Berkeley ST  
City: Boston  State: MA  Zip: 02117  
Country  EMail: patrick.spaeth@libertymutual.com

Submitter ID: 444  Prefix: Ms.  First: Julie  Middle:  Last: Feeney  Suffix:  
Company: Peloton Group  
Address: One Post Office Square  
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Previous professional conferences spoken at: AFP Association of Finance Professionals, IASA National, NEOAUG, Oracle Open World

9/14/2015  Page 95 of 144
Call For Papers

City: Boston
State: MA
Zip: 02109
Country

Previous professional conferences spoken at:

Mobile: jfeeney@pelotongroup.com

Fax:
Call For Papers

Paper ID: 157
Program: TECH
Presentation Track: Transformation Strategies
Title: Strategic Transformation through Data, Analytics and Design Thinking
Session Proposal/Abstract:
Insurers face enormous challenges for competitive differentiation. Leading carriers are using approaches like Design Thinking to innovate in a rapidly changing market, finding new business opportunities and ways to think "outside the box". Key to many of these new opportunities is data. Innovative insurers can now leverage internal data, public data and partner data to develop breakthrough analytics, leading to new products and new competitive features for existing products.

Specify Target Audience: IT and business users; analysts; mid size to large companies; P&C, Life or Health insurers
Presentation Type: Multiple Speakers
Learning Objective 1: Understand the Design Thinking approach and how to apply for marketing, product development and service
Learning Objective 2: Review external data sources to enrich internal data with and best analytic techniques to apply
Learning Objective 3: Learn effective culture and change management strategies to ensure that breakthrough analytics are applied

List all Insurance companies that would participate in the presentation as a case
C N A

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
Call For Papers

Mobile: 647-378-4275
Fax:

City: Markham
State: ON
Zip: L3T7W8
Country

Previous professional conferences spoken at:

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<th>Prefix</th>
<th>Mr.</th>
<th>First: Nate</th>
<th>Middle:</th>
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City: Chicago
State: IL
Zip: Country

Previous professional conferences spoken at:
Call For Papers

Paper ID: 158
Program: TECH
Presentation Track: Transformation Strategies
Title: Aligning Business and IT Strategies to Achieve Maximum Business Value
Session Proposal/Abstract: Transformation isn’t new. It is just the newest buzz word to describe the act of executing on an aligned business and IT strategy. We all attempt to do this every day. Core system implementations, data strategies and analytics, legacy retirement and the list goes on and on. What is new, is the increased demand being felt across the industry to provide measurable and sometimes immediate business benefit for the technology investments being made. This session will share proven methods to communicate with your business partners and jointly gain an understanding of how your IT Strategy will support the organizational business plans and goals. Operational alignment and collaboration will save time, resources and have a direct and immediate impact on the bottom line.

Specify Target Audience: Executives, Senior to mid-level Managers, Information Technology & Core Operations, Mid to Large Sized Insurers across lines of business

Presentation Type: Panel

Learning Objective 1: Aligning Business and IT Strategies for maximum benefit

Learning Objective 2: How technology oriented solutions that exceed business need

Learning Objective 3: Thought leaders to the front of the line, IT can drive business change and business benefit

List all Insurance companies that would participate in the presentation as a case

Great American, Equitrust

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

Presenter ID: 449 Prefix Mr. First: Robert Middle: Last: Fulton Prefix Suffix:
Company: Great American Insurance Group
Address:
City: State: AK Zip: Country EMail: fulton@gaic.com
Previous professional conferences spoken at:

Presenter ID: 450 Prefix Ms. First: Rosemary Middle: Last: Parson Suffix:
Company: EquiTrust Life Insurance Company
Address:
City: State: AK Zip: Country EMail: rosemary.p@equitrust.com
Previous professional conferences spoken at:
Call For Papers

Presenter

ID: 451 Prefix Mr. First: Bob Last: Ingram Suffix:
Company: Erie Insurance

Title: EVP and CIO
Phone:
Mobile:

City: State: AK Zip: Country EMail: R.Ingram@erieinsurance.com

Previous professional conferences spoken at:

Leader

ID: 452 Prefix Mr. First: Bill Last: Freitag Suffix:
Company: Majesco

Title: Executive vice President
Phone:
Mobile:

City: State: AK Zip: Country EMail: william.freitag@majesco.com

Previous professional conferences spoken at:

Submitter

ID: 453 Prefix Mr. First: Ashwin Last: Rodrigues Suffix:
Company: Majesco

Title: Director - Global Marketing
Phone:
Mobile:

City: State: AK Zip: Country EMail: ashwin.rodrigues@majesco.com

Previous professional conferences spoken at:
Call For Papers

Paper ID: 160
Program: TECH
Presentation Track:
Title:
Session Proposal/Abstract:

Managing cyber-risk has emerged as one of the key challenges for companies and their leadership. The nearly constant stream of data breaches, hacks and cyber-espionage has created enormous challenges for companies that still regard cyber-risk as an IT issue only. In this session, we will explore how cyber-threats have morphed to create a new sense of urgency and how companies can address them by creating a strong cyber security program and adopting leading governance practices.

Specify Target Audience:
Presentation Type: Multiple Speakers

Learning Objective 1: Learn how cybersecurity has changed and why cyber-risk must be managed as an enterprise-wide concern

Learning Objective 2: Be able to describe the key foundational elements of an effective cyber security program

Learning Objective 3: Learn about activities that can help leadership and management effectively address cyber-risk

List all insurance companies that would participate in the presentation as a case

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Date Submitted: 9/9/2015 1:35:20PM
Presenter ID: 459 Prefix Mr. First: Jan Middle: Last: Hertzberg Suffix:
Company: Baker Tilly
Address: 205 N Michigan Ave
City: Chicago State: IL Zip: 60601 Country
Previous professional conferences spoken at:

Presenter ID: 460 Prefix Mr. First: Phil Middle: Last: Schmoyer Suffix:
Company: Baker Tilly
Address: 1650 Market Street, Suite 4500
City: Philadelphia State: PA Zip: 19103 Country
Previous professional conferences spoken at:

Submitter ID: 461 Prefix Ms. First: Michol Middle: Last: Banes Suffix:
Company: Baker Tilly
Address: 10 Terrace Court

9/14/2015
Title: Digital Insurance with DocuSign

Abstract:
Today's insurance customer expects to be able to interact with their insurance company anywhere, anytime. To deliver this experience, an insurance company must consider everything from the first point of contact – the agent – all the way through to their claims process. This starts with a digitally enabled agent that can onboard a client, either in person or remotely, without paper. But, it also requires the ability to keep the claims process completely paperless, enabling insurance customers to submit claims and supporting paperwork online.

Come to this session to hear from DocuSign and one of its customers on how their solution is powering signing up new policies, account maintenance, and a smooth claims process, all while lowering costs and NIGO rates.

Specify Target Audience:
Carriers and Agents; IT Leaders

Presentation Type:
Multiple Speakers

Learning Objective 1:
How to move from paper processes to digital processes

Learning Objective 2:
Where going digital will have the most impact

Learning Objective 3:
How to move from paper processes to digital processes

List all Insurance companies that would participate in the presentation as a case study:
TBD

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

[ ]
Call For Papers

Previous professional conferences spoken at:

Submitter
ID: 482 Prefix Mr. First: Andrew Middle: Last: Geisse Suffix:
Company: DocuSign Address:
City: State: AK Country Zip:

Previous professional conferences spoken at:

Title: Product Marketing Director Phone:
Mobile:
Fax:
EMail: andrew.geisse@docusign.com

Most insurers are in the “learning to walk” stage of Internet of Things development. The most common initiatives are for personal auto, trailed in a distant second place by Connected Home projects. There are still more questions than answers though about data, analytics, and feedback. For example:

- Who owns the data?
- Who will aggregate it?
- What incentives will enable insurers to access the best data?
- What are the root causes of losses?
- Which data correlates to those root causes?
- How to mix and match IoT data vs. already available data?
- Should insurers offer positive or negative incentives or both to their IoT policyholders?

This panel discussion will provide IoT practitioners’ perspectives on how insurers have answered these questions today (Round One) and how they may answer them tomorrow in Round Two.

Learning Objective 1:

Understanding how insurers have and will address data-related IoT issues

Learning Objective 2:

Understanding how insurers have and will address analytics-related IoT issues

Learning Objective 3:

Understanding how insurers have and will address feedback- and control-related IoT issues

List all insurance companies that would participate in the presentation as a case

Allstate, others are pending

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?”

Leader

ID: 488  Prefix: Mr.  First: Donald  Middle:  Last: Light  Suffix:

Company: Celent
Address: 4 Embarcadero Center
         Suite 1100
City: San Francisco  State: CA
Zip: 94133  Country
Previous professional conferences spoken at: IASA, PCI Tech, ACORD

Presenter

ID: 489  Prefix: Mr.  First: Moises  Middle:  Last: Norena  Suffix:

Company: Allstate
Address: 2775 Sanders Road
### Call For Papers

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<tr>
<td>EMail</td>
<td><a href="mailto:Moises.Norena@allstate.com">Moises.Norena@allstate.com</a></td>
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**Previous professional conferences spoken at:** Several

### Submitter

<table>
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<tbody>
<tr>
<td>Prefix</td>
<td>Mr.</td>
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<tr>
<td>First</td>
<td>Donald</td>
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<td>Middle</td>
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<td>Last</td>
<td>Light</td>
</tr>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>650.274.6026</td>
</tr>
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<td>Mobile</td>
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</tr>
</tbody>
</table>

**Company:** Celent

**Address:**

4 Embarcadero Cener

Suite 1100

**City:** San Francisco

**State:** CA

**Zip:** 94133

**Country:**

**EMail:** dlight@celent.com
Call For Papers

Paper ID: 170
Program: TECH
Presentation Track: Core Administration(Policy/Billing/CI)
Title: Modernizing for Speed – Approaches and Options

Abstract: The modernization of core systems continues to drive a majority of insurer budgets year after year. This is no surprise, as existing legacy technology hampers insurers' abilities to take advantage of ever-increasing distribution channels, improve product speed-to-market, drive operational efficiency, and get better insight into their business.

While the goals and drivers for modernization are often similar across the industry, there are as many approaches to achieving those goals. Some insurers have embraced software as a service (SaaS), while others still reject it as a matter of policy; some look for single-vendor suites while others prefer best-of-breed; some build a schedule around a "Big Bang" release while others are choosing to "Surround and Replace" over time.

This session will highlight recent research and showcase three insurers who chose different modernization paths and discuss how they selected their implementation approach and the impacts of their choice including cost, timeline, and disruption.

 Specify Target Audience: The content of this session is designed for insurance company business and IT professionals from the level of chief information officers (CIOs) and chief operating officers (COOs) through those with more tactical roles, including VPs of IT, IT directors and managers, information architects, solution architects, business analysts and projects managers

Presentation Type: Panel
Learning Objective 1: Understand the different approaches to core system modernization
Learning Objective 2: Learn how other insurers have chosen an implementation approach
Learning Objective 3: Site examples of how various approaches impacted cost, timeline, disruption, and other factors

List all Insurance companies that would participate in the presentation as a case HCC, Caterpillar Financial and one other TBD

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
Call For Papers

City: State: AK Country
Zip: EMail: bethb@oceanwide.com

Previous professional conferences spoken at:
The modernization of core systems continues to drive a majority of insurer budgets year after year. This is no surprise, as existing legacy technology hampers insurers’ abilities to take advantage of ever-increasing distribution channels, improve product speed-to-market, drive operational efficiency, and get better insight into their business.

While the goals and drivers for modernization are often similar across the industry, there are as many approaches to achieving those goals. Some insurers have embraced software as a service (SaaS), while others still reject it as a matter of policy; some look for single-vendor suites while others prefer best-of-breed; some build a schedule around a “Big Bang” release while others are choosing to “Surround and Replace” over time.

This session will highlight recent research and showcase three insurers who chose different modernization paths and discuss how they selected their implementation approach and the impacts of their choice including cost, timeline, and disruption.

The content of this session is designed for insurance company business and IT professionals from the level of chief information officers (CIOs) and chief operating officers (COOs) through those with more tactical roles, including VPs of IT, IT directors and managers, information architects, solution architects, business analysts and projects managers.

Learning Objective 1: Understand the different approaches to core system modernization

Learning Objective 2: Learn how other insurers have chosen an implementation approach

Learning Objective 3: Site examples of how various approaches impacted cost, timeline, disruption, and other factors

List all Insurance companies that would participate in the presentation as a case study:
HCC, Caterpillar Financial and one other TBD

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
Call For Papers

City: 
State: AK 
Zip: Country 

Previous professional conferences spoken at:

Mobile: 
Fax: 
EMail: bethb@oceanwide.com
Call For Papers

Paper ID: 176
Program: TECH
Presentation Track: Transformation Strategies
Title: Distribution as a Competitive Advantage
Session Proposal/Abstract: As insurance products get increasingly commoditized, carriers seek new models to differentiate their value proposition. The distribution landscape is one such opportunity for carriers to create and sustain a competitive advantage. New intermediaries, direct to consumer, aggregators, high-tech like Google, retail like Walmart and the ever evolving distribution models with unique hierarchies and compensation requirements create even more complexity in the way distribution channels are managed. While it is a well-known fact that intermediaries and channel partners prefer to work with carriers who it is easiest to do business with, the right technology driven distribution can empower carriers with innovative business models. Learn from carriers who have walked the path to creating a technology driven distribution to build competitive advantage.

Specify Target Audience: Mid to Senior level Executives and Managers across lines of business - all tiers of insurance

Presentation Type: Panel

Learning Objective 1: How to power distribution to be a competitive advantage

Learning Objective 2: Identifying the role of technology in powering distribution

Learning Objective 3: Innovative Business Models enabled by technology driven distribution

List all insurance companies that would participate in the presentation as a case

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
### Presenter
- **ID:** 505
- **Prefix:** Mr.
- **First:** Gordon
- **Middle:** 
- **Last:** Gaudet
- **Suffix:**

**Company:** Selective Insurance

**Address:**

**City:**

**State:** AK

**Country:**

**Zip:**

**Phone:**

**Mobile:**

**Fax:**

**Email:** gordongaudet@selective.com

**Previous professional conferences spoken at:**

### Leader
- **ID:** 506
- **Prefix:** Mr.
- **First:** Denise
- **Middle:** 
- **Last:** Garth
- **Suffix:**

**Company:** Majesco

**Address:**

**City:**

**State:** AK

**Country:**

**Zip:**

**Phone:**

**Mobile:**

**Fax:**

**Email:** denise.garth@majesco.com

**Previous professional conferences spoken at:**

### Submitter
- **ID:** 507
- **Prefix:** Mr.
- **First:** Ashwin
- **Middle:** 
- **Last:** Rodrigues
- **Suffix:**

**Company:** Majesco

**Address:**

**City:**

**State:** AK

**Country:**

**Zip:**

**Phone:**

**Mobile:**

**Fax:**

**Email:** ashwin.rodrigues@majesco.com

**Previous professional conferences spoken at:**
Sliced Bread One Better: Claims Processing in the Millennial World

The best applications have exemplary user experiences where powerful, useful features are paired with beautiful and intuitive interfaces, but most apps don't have such perfect balance. If forced to choose, would you prefer an app with an intuitive user interface that's easy to learn and a pleasure to use but not enormously useful, or an app that is remarkably functional but hard to use?

Selective believes the next wave of claims systems must mirror the "widget" or "app" driven look and feel of widely used, intuitive consumer apps without compromising functionality.

Selective sought such a solution to create an innovation in their Worker Compensation claims handling and compliance to not only simplify and fool-proof the processing but pave the way for the emerging generation of claims handler. This session will explore both the Selective approach and its business drivers.

The Selective solution is designed for insurance company business claims and underwriting as well as IT professionals from the level of chief information officers (CIOs) and chief operating officers (COOs) through those with more tactical roles, including VPs of IT, IT directors and managers, information architects, solution architects, business analysts, projects managers, and claims SMEs looking for a perspective on innovation in claims.

Designed for insurance company business claims and underwriting as well as IT professionals from the level of chief information officers (CIOs) and chief operating officers (COOs) through those with more tactical roles, including VPs of IT, IT directors and managers, information architects, solution architects, business analysts, projects managers, and claims SMEs looking for a perspective on innovation in claims.

Learning Objective 1: Understand the industry's needs to seek innovation in a consumer mobile style claims handling experience

Learning Objective 2: Gain insight into the principles behind the approach

Learning Objective 3: Understand an insurer's key benefits from leveraging the innovation

List all insurance companies that would participate in the presentation as a case study:

Selective Insurance Company

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?
<table>
<thead>
<tr>
<th>Zip:</th>
<th>Country</th>
<th>EMail: <a href="mailto:stephanie.chaia@insurity.com">stephanie.chaia@insurity.com</a></th>
</tr>
</thead>
</table>

Previous professional conferences spoken at:
Call For Papers

Call For Papers

Paper ID: 181
Program: TECH
Presentation Track: Transformation Strategies
Title: A Transformation Worth $2 Million: Re-engineered Invoice Processing Improves Efficiency
Session Proposal/Abstract:

Insurers whose operations include paper based, manual processes face daunting challenges. USAble Life Insurance’s Membership & Billing department transformed invoice processing with an initiative to assess, re-configure, and automate operations. Turnaround accelerated and mundane, inefficient preparatory work was made obsolete.

This session will detail how a solid change management plan, combined with the right partnerships, helped USAble save millions in projected customer retention and resource reassignment. We’ll share our strategy of digitizing incoming mail through a lockbox partner and re-engineering our invoice processing to expedite turnaround. Attendees will also discover ways to distribute payment information electronically for immediate posting and exception handling.

Furthermore, adding BPM/Workflow software to our process enabled us to automatically route posted payments based on customized, team-based business rules. We’ll share how we process non-payment envelope actions faster and more efficiently, and how the enhancements have enabled managers to track and manage work and provide reports.

Specify Target Audience: Business analysts, managers, and project sponsors from small and medium-sized insurance companies interested in improving operational efficiency and implementing business change management.

Presentation Type: Single Speaker
Learning Objective 1: Discover ways to engage your workforce during the adoption of technology enhancements that improve morale.
Learning Objective 2: Utilize technology in an unconventional area to positively affect customer retention and accelerate processing.
Learning Objective 3: Assess and re-engineer process to ultimately decrease backlogs and re-billing while saving millions.

List all Insurance companies that would participate in the presentation as a case study:

USAble Life

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? 

X

File Name: 
Date Submitted: 9/9/2015 3:24:56PM

Presenter: Jason Mr. McClure
Company: USAble Life
Address: 
City: Little Rock
State: AR
Zip: 72223
Country: 
Previous professional conferences spoken at: Jason has spoken as both a consultant and as a lead project manager at the 2013 & 2015 DocFinity User Conferences, as well as spoken at several SunGard COMPASS User Conferences.

Submitter: Dowayne Mr. Peterson
Company: USAble Life
Address: 
City: Little Rock
State: AR
Zip: 72223
Country: 
Previous professional conferences spoken at: 

9/14/2015 Page 115 of 144
Empowered customers are driving priorities for insurers today, and rightly so. Bombarded by personalization and customization standards set by Amazon and other industry outsiders, insurance consumers want higher levels of access, service and flexibility in products, customer experience and even billing, but insurers are handcuffed by legacy systems, siloed data and inefficient processes. Compounding the problem is the influx of data from the ever-growing Internet of Things (IoT), which promises a broader scope of visibility through analytics gleaned from wearables, telematics, smart devices and connected things. Big Data is the secret weapon insurers have yet to deploy in an all-out effort to win the fight, but it must be made both tangible and actionable first. Integration and utilization of Big Data, from not only the IoT but other sources as well, can bring an added layer of precision to risk assessment which insurers are craving.

Learning Objective 1: Eliminate complexity and roadblocks in the insurance process via analytics from Big Data and IoT initiatives

Learning Objective 2: Identify ways Big Data can improve new business, as well as cross-selling and up-selling opportunities

Learning Objective 3: Incorporate ideas and innovations from other industries into insurance processes and practices

List all Insurance companies that would participate in the presentation as a case study:

AIG
Call For Papers

Submitter: Jennifer

Company: St. Nick Media Services

Title: Principal Owner

Address:

City: 
State: AK

Zip: 
Country

Previous professional conferences spoken at:

EMail: jen@stnickmedia.com
Paper ID: 184

Program: TECH

Presentation Track: Data (including Management, Security, Conversion, Big Data & Analytics)

Title: NAIC Principles of Cyber Security

Session Proposal/Abstract:
This program is to help attendees become familiar with the twelve NAIC principles of cyber security. We will cover state regulatory responsibilities and insurance company responsibilities. We will also review cyber security guidance from a risk based perspective, planning for an effective cyber security program, and conducting a continual monitoring system.

Specify Target Audience: IT and Compliance

Presentation Type: Single Speaker

Learning Objective 1: Attendees will become familiar with the 12 NAIC principles of cyber security.

Learning Objective 2: Attendees will become familiar with the state regulatory responsibilities and insurance company responsibilities.

Learning Objective 3: Attendees will become familiar with how to plan a cyber security program, and monitor it.

List all insurance companies that would participate in the presentation as a case study:
Vital Insurance Protection, Inc.

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: [X]

Date Submitted: 9/9/2015 3:46:57PM

Presenter
ID: 517
Prefix: Mr.
First: Greg
Company: High Tide Technology
Address: 5151 Hampstead High Street STE 200
City: Montgomery
State: AL
Zip: 36116
Country: 
EMail: 

Previous professional conferences spoken at:
Alabama Captive Association,

Submitter
ID: 518
Prefix: Mr.
First: Norman
Company: High Tide Technology
Address: 5151 Hampstead High Street STE 200
City: Montgomery
State: AL
Zip: 36116
Country: 
EMail: 

Previous professional conferences spoken at:
Software Selection: Functionality is Not Enough!

Insurers in software selection mode must have eyes wide open and be as well-informed as possible. Traditionally, functionality has been the biggest differentiator between vendor solutions. But, as major competitors in the vendor space duke it out with enhancements and upgrades, the functionality baseline has been raised to a point where insurers must consider alternative ways of differentiating. During this session, a panel of experts will offer practical advice for successfully selecting the right vendor and the right software based on criteria that go well beyond table stakes functionality. Insurers able to quickly grasp this fundamental change to the way software is selected will be able to more efficiently target promising solutions with less risk of failure or business interruption. It’s now critically important not only to know “who’s got the functionality,” but also the underlying trends moving the market and why they are important for software selection today.

Specify Target Audience:
Any representative of an insurance carrier involved in, or about to become involved in, a core systems software search.

Presentation Type:
Multiple Speakers

Learning Objective 1:
Redefine expectations of baseline functionality within the vendor software market

Learning Objective 2:
Identify emerging parameters for differentiating vendors and solutions for effective selection purposes

Learning Objective 3:
Streamline and improve internal vendor and software selection processes for increased efficiency and success

List all Insurance companies that would participate in the presentation as a case
Harford Mutual, Clements International

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"

File Name:  
Date Submitted: 9/9/2015 3:48:22PM

Presenter
ID: 519  Prefix: Mr.  First: George  Middle:  Last: Grieve  Suffix:
Company: CastleBay Consulting
Address:  
City:  State: AK  Zip:  Country  
Previous professional conferences spoken at:  

Presenter
ID: 520  Prefix: Mr.  First: Steve  Middle:  Last: Fabian  Suffix:
Company: Harford Mutual
Address:  
City:  State: AK  Zip:  Country  
EMail: sfabian@harfordmutual.com
### Presenter

**ID:** 521  
**Prefix:** Mr.  
**First:** Ken  
**Last:** Mitchel  
**Company:** Clements International  
**Title:** AVP IT  
**Email:** kmitchel@clements.com

### Submitter

**ID:** 522  
**Prefix:** Ms.  
**First:** Jennifer  
**Last:** Overhulse  
**Company:** St. Nick Media Services  
**Title:** Principal Owner  
**Email:** jen@stnickmedia.com
Call For Papers

Paper ID: 187
Program: TECH
Presentation Track: Core Administration(Policy/Billing/CI)
Title: Transformation through the cloud: reduce costs and improve performance
Session Proposal/Abstract:
The reduced costs and performance benefits associated with moving applications and processes to the cloud have become too great an incentive for insurers to ignore. Red River Mutual is one of those insurers. Red River wants to focus on their insurance business, and not be burdened by IT operations. In order to meet their business and growth objectives, Red River needed to quickly transform their core operations to a leading-edge technology platform as their current platform was prohibiting them from meeting their goals (including launching new products and entering new geographic markets). In this session, Red River will share the benefits associated with using cloud technology to expand their business. By choosing a cloud solution, they achieved speed to market, a lower implementation cost and were empowered with many of the same technologies and business capabilities often only within the reach of the larger carriers.

Specify Target Audience:
- Small to mid-sized carriers
- Large carriers with smaller affiliates
- Carriers that would like to expend into new geographies and launch new lines of business
- Carriers who want to upgrade existing Guidewire implementations to cloud thereby reducing TCO and proofing against future upgrades

Presentation Type: Multiple Speakers

Learning Objective 1:
Outline a number of key business challenges cloud solutions can successfully address

Learning Objective 2:
Identify questions insurers should ask as they begin to shape their transformation roadmaps and cloud-based initiatives

Learning Objective 3:
Describe the role of managed services to generate more value from investments in cloud-based solutions

List all insurance companies that would participate in the presentation as a case
Red River Mutual

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

9/14/2015 Page 122 of 144
Call For Papers

Previous professional conferences
spoken at:
Call For Papers

Paper ID: TECH

Presentation Track: Program
Title: At Your Service: Sourcing the Best Resources
Session Proposal/Abstract: The next wave of modernization in the insurance industry is now. More companies are upgrading core administration systems, implementing data and analytics capabilities, and deploying mobile/social applications than ever before. These disparate capabilities, while all necessary, require insurers to commit to complex, labor-intensive projects to get them not only implemented, but integrated. Most insurers don’t have the bandwidth or expertise in-house to successfully pull off large scale projects of this nature. This means insurers must be well-versed in staffing and staff augmentation best practices and able to identify resources quickly in order to execute from across a number of complex software implementation projects. These capabilities can be used immediately by any insurer to increase the likelihood of success on important projects, whether they are about to start, or are already “in flight.”

Specify Target Audience: Anyone from an insurance company involved in the planning, staffing or execution of a complex, enterprise-level project.

Presentation Type: Multiple Speakers

Learning Objective 1: Identify strengths within the staffing services marketplace, the options available and the pros and cons

Learning Objective 2: Identify ways different staffing models can apply to and/or improve the implementation environments for insurers

Learning Objective 3: Outline issues in creating the most appropriate staffing plan, and acquiring and keeping third-party resources

List all Insurance companies that would participate in the presentation as a case

New Mexico Mutual, American Integrity Insurance Company

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 9/9/2015 3:52:48PM
Date Submitted: 9/9/2015 3:52:48PM

Presenter ID: 527 Prefix Mr. First: George Middle: Last: Grieve Suffix: Title: CEO Phone: Mobile: Fax: EMaiL: George.grieve@castlebayconsulting.com
Previous professional conferences spoken at:

Company: CastleBay Consulting Address:
City: State: AK Country
Zip:

Presenter ID: 528 Prefix Mr. First: Tim Middle: Last: Thackaberry Suffix: Title: Director IT Phone: Mobile: Fax: EMaiL: timt@newmexicomutual.com
Previous professional conferences spoken at:

Company: New Mexico Mutual Address:
City: State: AK Country
Zip:
## Call For Papers

### Presenter
- **ID:** 529  
  **Prefix:** Mr.  
  **First:** Andre  
  **Middle:**  
  **Last:** Nieuwendam  
  **Suffix:**  
  **Company:** American Integrity Insurance Company  
  **Title:** VP IT  
  **Phone:**  
  **Mobile:**  
  **City:**  
  **State:** AK  
  **Zip:**  
  **Country:**  
  **EMail:** anieuwendam@aiicfl.com  

### Previous professional conferences spoken at:

### Submitter
- **ID:** 530  
  **Prefix:** Ms.  
  **First:** Jennifer  
  **Middle:**  
  **Last:** Overhulse  
  **Suffix:**  
  **Company:** St. Nick Media Services  
  **Title:** Principal Owner  
  **Phone:**  
  **Mobile:**  
  **City:**  
  **State:** KY  
  **Zip:**  
  **Country:**  
  **EMail:** jen@stnickmedia.com  

### Previous professional conferences spoken at:
Call For Papers

Paper ID: 189
Program: TECH
Presentation Track: Transformation Strategies
Title: Digital Transformation: Now or Never
Session Proposal/Abstract:

Today’s consumer expects to receive real-time information, personalized to their desires and needs, when dealing with companies in any industry, and insurance is no exception. This means insurers need to radically change their customer and partner experience. This requires a shift in focus from the traditional way of doing business and embracing digital transformation across the organization. Leading carriers as an example - are providing agents and consumers with engaging digital apps that enable them to interact via their preferred channels and devices. In order for these digital apps to effectively engage, they have to efficiently access core system capabilities and data.

In this session some of the questions the panelist will address include, but are not limited to:

• Why is digital engagement so important today?
• How can insurers operationalize digital practices
• Why is it important to support access from multiple channels and devices, including sensors?

Specify Target Audience: The content of this session is specifically designed for insurance company IT and business professionals from the level of chief information officers (CIOs), chief actuaries, LOB executives and chief underwriting officers through those with more tactical roles, including VPs of IT, IT directors and managers, business analysts and projects managers, as well as those focused solely on digital transformation.

Presentation Type: Panel
Learning Objective 1: Gain a better understanding of the digital opportunity for insurance carriers
Learning Objective 2: How to operationalize digital practices, including setting up new teams internally and plan a long-term roadmap.
Learning Objective 3: How to develop and implement engaging digital experiences that integrate with existing back office systems.

List all Insurance companies that would participate in the presentation as a case
Enter Insurance Group

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Presenter ID: 531 Prefix Mr. First: Ruben Middle: Last: Suffix: Company: Erie Insurance Group Address: City: State: AK Zip: Country Previous professional conferences spoken at:

Presenter ID: 532 Prefix Mr. First: Ben Middle: Last: Suffix: Company: Erie Insurance Group Address: Title: Senior Vice President, Business Applications Phone: Mobile: Fax: EMail: Ruben.Fechner@ErieInsurance.com

Presenter ID: 532 Prefix Mr. First: Ben Middle: Last: Suffix: Company: Erie Insurance Group Address: Title: Vice President, Sales & Marketing Phone:

Date Submitted: 9/9/2015 3:58:51PM
Call For Papers

Presenter  ID: 533  Prefix Mr.  First: Matthew  Middle:  Last: Josefowicz  Suffix:
Company: Novarica
Address:
City: AK  State: AK  Zip:  Country EMail: Ben.Noble@ErieInsurance.com
Previous professional conferences spoken at:

Presenter  ID: 534  Prefix Mr.  First: Raj  Middle:  Last: Samanthapudi  Suffix:
Company: ValueMomentum
Address:
City: AK  State: AK  Zip:  Country EMail: mJosefowicz@novarica.com
Previous professional conferences spoken at:

Submitter  ID: 535  Prefix Mr.  First: Abhijeet  Middle:  Last: Jhaveri  Suffix:
Company: ValueMomentum
Address: 220 Old New Brunswick Road
City: Piscataway  State: NJ  Zip:  Country EMail: ajhaveri@valuemomentum.com
Previous professional conferences spoken at:
Call For Papers

Paper ID: 191

Program:

Presentation Track: Transformation Strategies
Title: Talk on the Wild Side: Invigorating Communications with eForms/Workflow

Session Proposal/Abstract:
Accurate, consistent, and timely communications have always been critical components to meeting customer satisfaction at Michigan Millers Mutual Insurance Company. After conquering our internal paper-war—digitizing rooms and hallways full of files—we continued our proactive measures by revolutionizing cumbersome manual notification processes with automation, improving communications internally and with customers. In this session, we will share ways other insurers can expedite correspondence with agents and policyholders; improve accuracy, consistency, and governance; and accelerate internal processes.

I’ll share how to generate different types of correspondence letters—Notifications, Information Requests, and Risk Reports—within seconds utilizing a single eForms interface. Attendees will learn how to auto-populate 70% of their forms by keying a policyholder number in order to generate consistent PDF’s and automatically index and store them.

Furthermore, this session will inspire others to utilize eForms to enhance inter-department communications, and see why eliminating these tedious manual processes also improves employee morale.

Specify Target Audience: BAs, Administrators and Developers of Core Applications or ECM systems, as well as Business Users responsible for Customer correspondence

Presentation Type: Single Speaker

Learning Objective 1: Utilizing eForms and workflow to create transformational change that improves policyholder and employee satisfaction

Learning Objective 2: Learn how to critically analyze your manual processes to re-engineer operations and make meaningful process enhancements

Learning Objective 3: Discover various automation strategies that eliminate human error, ensure consistency, and improve turnaround.

List all Insurance companies that would participate in the presentation as a case
Michigan Millers Mutual Insurance Company

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

X

Date Submitted: 9/9/2015 4:32:42PM

Presenter ID: 538
Prefix: Mr.
First: Andrew
Middle: 
Last: Gamet
Suffix: 
Company: Michigan Millers Mutual Insurance Company
Address: 2425 East Grand River Avenue
City: Lansing
State: MI
Zip: 48909
Country: 
Predicate professional conferences spoken at: Accenture's Employee Conference, Q&A at Thomas Reuters Customer Conference, and the 2013 DocFinity User Conference

Submitter ID: 539
Prefix: Mr.
First: Andrew
Middle: 
Last: Gamet
Suffix: 
Company: Michigan Millers Mutual Insurance Company
Address: 2425 East Grand River Avenue
Title: ECM Administrator
Phone: (517) 371-7752
Mobile: agamet@mimillers.com

Date Submitted: 9/14/2015
Call For Papers

City: Lansing
State: MI
Zip: 48909
Country

Previous professional conferences spoken at:

EMail: agamet@mimillers.com
Call For Papers

Paper ID: 192
Program TECH
Presentation Track: Emerging Technologies
Title: In the Cloud: Insights and Challenges to Operating via SaaS
Session Proposal/Abstract:

As more insurers look to modernize their core systems to better support the digital technology driving customer engagement and satisfaction, debate often ensues over which delivery model will provide the best ROI, an on-premise or cloud solution. Research indicates that 25% of insurers are currently using or transitioning to cloud technology, indicating a major shift in the industry may be underway. This panel will provide insights from both a personal and commercial lines perspective on what they learned and gained from transitioning to a modern system delivered via a SaaS environment and what they might have done differently if they knew then what they know now. In addition, panel members will share their viewpoint on the industry and cloud technology—what’s possible now and on the horizon that is attainable by operating on a modern platform accessed via the cloud.

Specify Target Audience: C-suite executives, IT leadership, P&C insurees of all sizes
Presentation Type: Panel
Learning Objective 1: Obtain practical knowledge about transitioning core systems to modern software accessed via a SaaS model
Learning Objective 2: Get an industry perspective on what’s possible via a cloud environment now and beyond
Learning Objective 3: Learn from the challenges overcome and the benefits gained by personal and commercial lines insurers

List all Insurance companies that would participate in the presentation as a case
Berkshire Hathaway Specialty Insurance, Pacific Specialty Insurance Company

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?"
Call For Papers

Previous professional conferences spoken at:
IASA 2014

Presenter
ID: 542
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IASA, ACE, ACETech, ACORD, ISOTECH, and others

Leader
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First: Patti
Middle: 
Last: Griffin
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Company: Accenture Duck Creek
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City: Albany
State: NY
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Previous professional conferences spoken at:
ACE Conference 2016, IASA Conference 2014

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Prefix: Mr.
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EMail: Michael.a.jackowski@accenture.com
Previous professional conferences spoken at:

Submitter
ID: 545
Prefix: Ms.
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Middle: 
Last: Swiderski
Suffix: 
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Address: 161 N. Clark Street
City: Chicago
State: IL
Zip: 94025
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EMail: c.m.swiderski@accenture.com
Previous professional conferences spoken at:
Call For Papers

Paper ID: 193
Program: TECH
Presentation Track: Transformation Strategies
Title: Business Transformation with Technology Integration
Session Proposal/Abstract: Just about everything in the insurance business is paper-based, and in this modern era, having electronic content is important. Although having electronic content and data is important, what's more important is what you do with it. Sukhy Dhillon, CIO of Stonetrust Commercial Insurance Company, will share how his company has integrated technologies to transform their business processes. Extracting data and compiling analytics will only get you so far. In order to truly expand your business, you need to gain better insights into your processes and determine what works and what can be improved before investing in technology. With ever-changing variables and business models, it's important to have a flexible system of technologies and workflows that will enable your organization to maximize growth.

Specify Target Audience: Multiple Speakers
Learning Objective 1: How integrated technology solutions can transform your business processes.
Learning Objective 2: How to evaluate your business process to determine what technology is right for your organization.
Learning Objective 3: How integrated technology can assist with growth during various economic conditions, mergers and acquisitions.

List all Insurance companies that would participate in the presentation as a case
Stonetrust Commercial Insurance Company

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 9/9/2015 5:12:42PM
Date Submitted: 9/9/2015 5:12:42PM

Presenter
ID: 546  Prefix: Mr.  First: Sukhy  Middle:  Last: Dhillon  Suffix: 
Company: Stonetrust Commercial Insurance Company
Address:  
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Zip:  
EMail: sukhyd@stonetrustinsurance.com
Previous professional conferences spoken at:

Presenter
ID: 547  Prefix: Mr.  First: Pete  Middle:  Last: Cheuvront  Suffix: 
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EMail: pete.cheuvront@keymarkinc.com
Previous professional conferences spoken at:
Call For Papers

Submitter
ID: 548
Prefix: Mrs.
First: Julie
Middle: 
Last: Ruffin
Suffix: 

Company: KeyMark
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City: 
Zip: 
State: AK
Country: 

Title: Marketing Manager
Phone: 
Mobile: 
Fax: 

EMail: julie.ruffin@keymarkinc.com

Previous professional conferences spoken at:
Call For Papers

Paper ID: 195
Program: TECH
Presentation Track: Customer Experience/Customer Centricity
Title: Leveraging Technology to Achieve Excellence in Customer Service and Payment Security
Session Proposal/Abstract:
When it comes to electronic payment acceptance, are insurance companies doing enough to manage risk, contain compliance costs, and meet customer service expectations? In this presentation, you will learn how Partners Mutual Insurance, an affiliate of Penn National Insurance, has been able to launch a highly effective electronic payment strategy to reach new users and accelerate growth in online payments. Hear how they have been able to provide improved customer self-service options – all while meeting an urgent need to reduce their cost (and risk) of payment acceptance and PCI Compliance. What were their best practice considerations – features, costs, technology?

Specify Target Audience: Billing and Customer Service Managers; Directors of Finance; CTO / Security
Presentation Type: Multiple Speakers
Learning Objective 1: Learn how to cut the cost of electronic payment acceptance while simultaneously expanding customer services
Learning Objective 2: Discover best practices in payment security and PCI compliance cost containment
Learning Objective 3: Experience leading-edge technology such as pay-by-text, responsive mobile web, integrated messaging, mobile bill presentment, pay-by-email

List all Insurance companies that would participate in the presentation as a case
Partners Mutual Insurance

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 9/9/2015 6:16:29PM
Date Submitted: 9/9/2015 6:16:29PM

Presenter ID: 551 Prefix Mr. First: Mark
Company: Partners Mutual Insurance Company
Address: 20935 Swenson Dr., Suite 200
City: Waukesha State: AK
Zip: 53186 Country
Previous professional conferences spoken at:

Presenter ID: 552 Prefix Mr. First: Vince
Company: Paymentus Corp
Address: 13024 Ballantyne Corporate Place
City: Charlotte State: NC
Zip: 28277 Country
Previous professional conferences spoken at: CS Week, MN Chapter of IASA, WI Chapter of IASA and OH Chapter of IASA

Presenter ID: 553 Prefix Ms. First: Bentley
Company: Paymentus Corp
Address: 13024 Ballantyne Corporate Place
City: Charlotte State: NC
Zip: 28277 Country
Previous professional conferences spoken at: CS Week, MN Chapter of IASA, WI Chapter of IASA and OH Chapter of IASA
Call For Papers

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<tr>
<th>Company:</th>
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<tr>
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<td>State:</td>
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<tr>
<td>Title:</td>
<td>Senior Marketing Coordinator</td>
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<tr>
<td>Phone:</td>
<td>(704) 512-0533</td>
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<td>Mobile:</td>
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<td>EMail:</td>
<td><a href="mailto:bclaudon@paymentus.com">bclaudon@paymentus.com</a></td>
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Previous professional conferences spoken at:
Call For Papers

Paper ID: 204
Program: TECH
Presentation Track: Core Administration(Policy/Billing/Claims)
Title: Is Your Loss Prevention Strategy Winning or Losing?
Session Proposal/Abstract:
A proactive strategy to loss prevention means fewer claims in the future. Fewer claims equals less aggravations, less expenses, and a better overall customer experience. However, the reality of loss prevention is that it is often a very manual and labor intensive process. But what if you had the ability to easily track and record loss prevention activities such as site surveys and training, and evaluate claim reduction of frequency and the cost associated with those efforts. Attend this session to learn new approaches to make your loss prevention strategy and efforts more streamlined, efficient and cost effective. Explore areas of improvement and cost savings through the experience of Energi and learn how they are:

Specify Target Audience: Loss prevention loss control professionals, Claims management, claims professionals

Presentation Type: Multiple Speakers

Learning Objective 1: Intelligently automating assignments for in-house field staff and vendors, collect and sharing data across the system

Learning Objective 2: Efficiently tracking training and certification,

Learning Objective 3: Improving billing accuracy through direct feeds of time logs and expenses

List all Insurance companies that would participate in the presentation as a case

Energi

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 
Date Submitted: 9/10/2015 10:46:13AM

Presenter ID: 574 Prefix Mr. First: Fred Middle: Last: Webster Suffix:
Company: OneShield
Address: 
City: State: AK Zip: 
Previous professional conferences spoken at:

Presenter ID: 575 Prefix Mr. First: John Middle: Last: Ormand Suffix:
Company: Energi
Address: 
City: State: AK Zip: 
Previous professional conferences spoken at:

Leader ID: 576 Prefix Ms. First: Liza Middle: Last: Smith Suffix:
### Call For Papers

| Company: | OneShield | Title: | Sr Vice President |
| Address: | | Phone: | |
| City: | | Mobile: | |
| Zip: | | Fax: | |
| Country | | EMail: | lsmith@oneshield.com |

Previous professional conferences spoken at:

| Submitter | ID: 577 | Prefix | Ms. | First: Kim | Middle: | Last: Tambo | Suffix: |
| Company: | OneShield | | | | | | |
| Address: | | | | | | | |
| City: | | | | | | | |
| Zip: | | | | | | | |
| Country | | | | | | | |

Previous professional conferences spoken at:
Call For Papers

Paper ID: 205
Program: TECH
Presentation Track: Core Administration(Policy/Billing/Claims)
Title: Is Your Loss Prevention Strategy Winning or Losing?

Session Proposal/Abstract:
A proactive strategy to loss prevention means fewer claims in the future. Fewer claims equals less aggravations, less expenses, and a better overall customer experience. However, the reality of loss prevention is that it is often a very manual and labor intensive process. But what if you had the ability to easily track and record loss prevention activities such as site surveys and training, and evaluate claim reduction of frequency and the cost associated with those efforts. Attend this session to learn new approaches to make your loss prevention strategy and efforts more streamlined, efficient and cost effective. Explore areas of improvement and cost savings through the experience of Energi and learn how they are:

Specify Target Audience: Loss prevention loss control professionals, Claims management, claims professionals

Presentation Type: Multiple Speakers

Learning Objective 1: Intelligently automating assignments for in-house field staff and vendors, collect/share data across the system

Learning Objective 2: Efficiently tracking training and certification,

Learning Objective 3: Improving billing accuracy through direct feeds of time logs and expenses

List all Insurance companies that would participate in the presentation as a case

Energi

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: 
Date Submitted: 9/10/2015 10:46:47AM

Presenter 
ID: 578 Prefix Mr. First: Fred Middle: Last: Webster Suffix:
Company: OneShield
Address: 
City: State: AK Zip: Country 
Previous professional conferences spoken at:

Presenter 
ID: 579 Prefix Mr. First: John Middle: Last: Ormand Suffix:
Company: Energi
Address: 
City: State: AK Zip: Country 
Previous professional conferences spoken at:

Leader 
ID: 580 Prefix Ms. First: Liza Middle: Last: Smith Suffix:
Call For Papers

Company: OneShield
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Previous professional conferences spoken at:

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ID: 581
Prefix Ms. First: Kim
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Company: OneShield
Address:
City: 
State: AK
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Country 
Phone: 
Mobile: 
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EMail: ktambo@oneshield.com

Previous professional conferences spoken at:
Call For Papers

Paper ID: 207
Program: TECH

Presentation Track: Core Administration(Policy/Billing/Claims)
Title: Enhancing the Art of Claims Handling

Session Proposal/Abstract:
Handling claims is a day to day part of your business, but turning claims handling into an efficient, cost effective process that enhances customer service is where you need to be. The ability to automate tasks throughout the whole claim lifecycle helps to eliminate routine and mundane tasks while addressing your claimant’s specific needs and promote positive outcomes. Couple this with the ability to measure, monitor and analyze statistics that go beyond the typical case management handling process, is just the beginning of enhancing the art of claims handling. This session will review how technology can ensure consistent, efficient and effective handling of claims for Workers Compensation and Liability claims.

Specify Target Audience: Claims professionals, claims management, Claims focused IT

Presentation Type: Panel

Learning Objective 1: How workflow and rules can be defined to match your ultimate handling process,

Learning Objective 2: How responsible parties can be notified of key touch points,

Learning Objective 3: How assignment 'time to complete' measurement will assist in identifying bottlenecks.

List all Insurance companies that would participate in the presentation as a case

Inservco, if accepted would possibly also augment with analyst knowledgeable on the topic

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar?

File Name: Date Submitted: 9/10/2015 11:40:10AM

Presenter ID: 584 Prefix Mr. First: Mike Middle: Pierson Last: Suffix:
Company: Inservco
Address: 
City: State: AK Zip: Country EMail: Ktambo@oneshield.com

Previous professional conferences spoken at:

Presenter ID: 585 Prefix Mr. First: Fred Middle: Webster Last: Suffix:
Company: OneShield
Address: 
City: State: AK Zip: Country EMail: Fwebster@oneshield.com

Previous professional conferences spoken at:

Presenter ID: 586 Prefix Ms. First: Liza Middle: Last: Smith Suffix:

9/14/2015 Page 140 of 144
### Call For Papers

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<tr>
<th>Company</th>
<th>OneShield</th>
<th>Title</th>
<th>Senior Vice President</th>
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<td>Address</td>
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<td>Zip:</td>
<td></td>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td>AK</td>
<td>EMail:</td>
<td><a href="mailto:lsmith@oneshield.com">lsmith@oneshield.com</a></td>
</tr>
</tbody>
</table>

### Previous professional conferences spoken at:

#### Submitter

<table>
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<tr>
<th>ID:</th>
<th>587</th>
<th>Prefix:</th>
<th>Ms.</th>
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<tbody>
<tr>
<td>First:</td>
<td>Tambo</td>
<td>Middle:</td>
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<tr>
<td>Last:</td>
<td>Tambo</td>
<td>State:</td>
<td>AK</td>
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<tr>
<td>Country:</td>
<td></td>
<td>EMail:</td>
<td><a href="mailto:ktambo@oneshield.com">ktambo@oneshield.com</a></td>
</tr>
</tbody>
</table>

### Previous professional conferences spoken at:
Transforming a Manual, Paper-Based System - A Case Study in Transformation

Since its launch in 1993, Advantage had grown rapidly while operating largely with a paper-based system that was heavily reliant on manually-maintained policy information. The leadership team saw that manual methods could potentially inhibit Advantage’s growth and scalability, as well as its ability to adapt quickly to a changing marketplace, introduce new and competitive products, and comply with the myriad of regulations in its growing global markets.

Advantage using the OneShield Enterprise application created new efficiencies in task and document processing, improving financial management, enhancing customer communication, and ensuring adherence to anti-money laundering and KYC (know your customer) regulations. The new platform deployment alligned Advantage in a clear position to transform its business for rapid growth and expansion of its private placement insurance offerings.

Learning Objective 1: Understand successful three phase project approach - new business development, administration, and termination functions.

Learning Objective 2: Learn how to enhance the transparency of internal operations and communication.

Learning Objective 3: Hear the implementation goals and significant outcomes of the project.

List all Insurance companies that would participate in the presentation as a case

Advantage Insurance Holdings Ltd.

If submission is accepted and used as a session paper for the annual conference, would you be willing to have your session turned into an IASA hosted webinar? 

Presenter ID: 592  Prefix Mr. First: Eric
Company: Advantage Insurance Holdings Ltd.
Address:
City: State: AK Zip: City: State: Country
Previous professional conferences spoken at:

Presenter ID: 593  Prefix Mr. First: Glenn
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Call For Papers

Previous professional conferences spoken at:

Submitter  ID: 594  Prefix Mr.  First: Kim  Middle:  Last: Tambo  Suffix:
Company: Oneshield
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