

# Your Operating Model Needs an Update Digital Transformation in InsurTech

7th AIDA Europe Conference  
April 12th, 2018



# Agenda

1 Where technologies affect your business

2 Digital Transformation Cycle

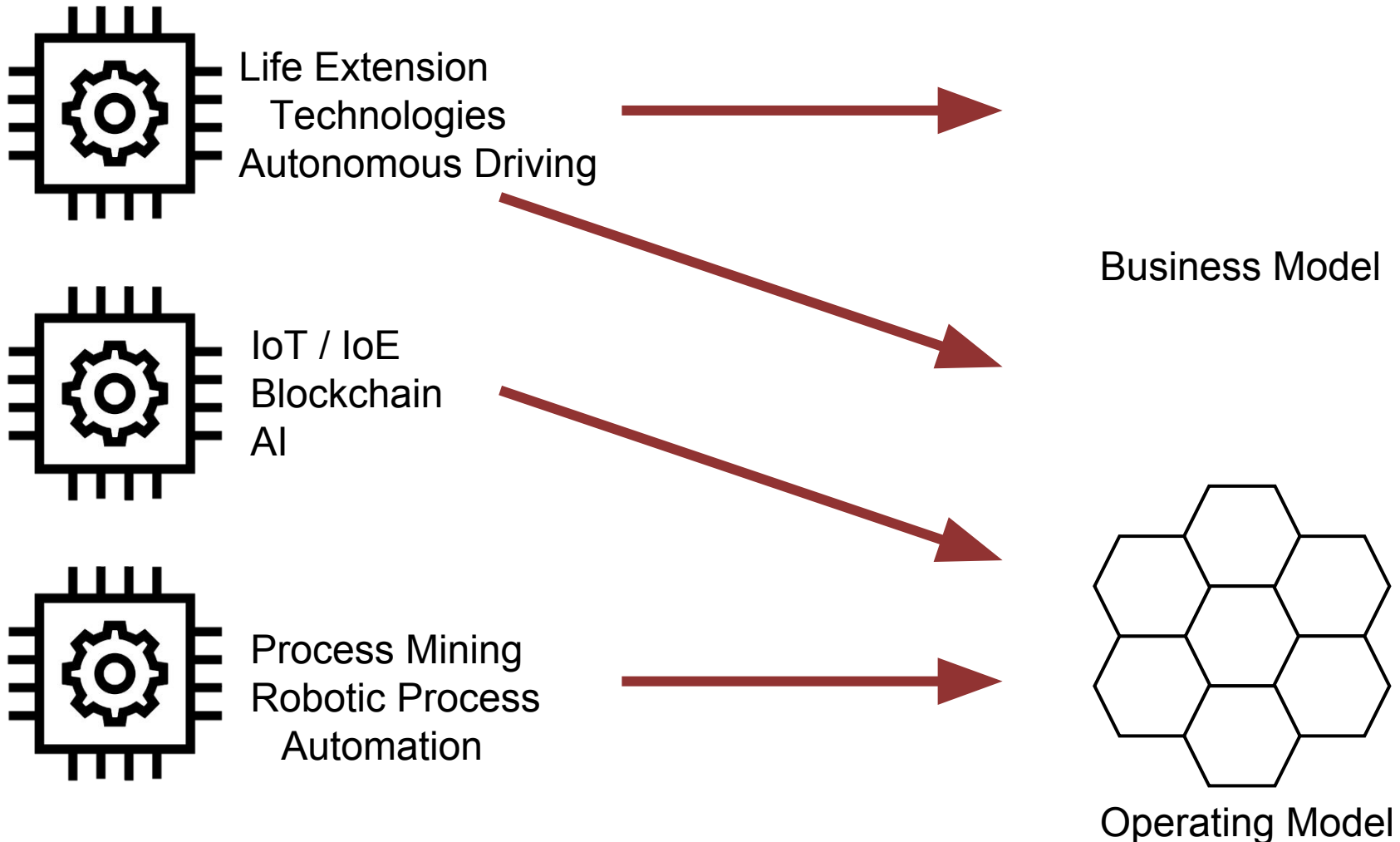
Step 1: Process Mining

Step 2: Robotic Process Automation

Step 3: Machine Learning



# Technologies can transform your organization on several levels



# Automation is the driving force of Digital Transformation

## Yesterday

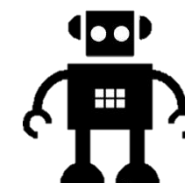


- Gathering process information was very manual work
- Consultants held workshops with process owners and employees
- Inaccurate
- Expensive
- Time-consuming

## Today



Process Mining  
& Discovery



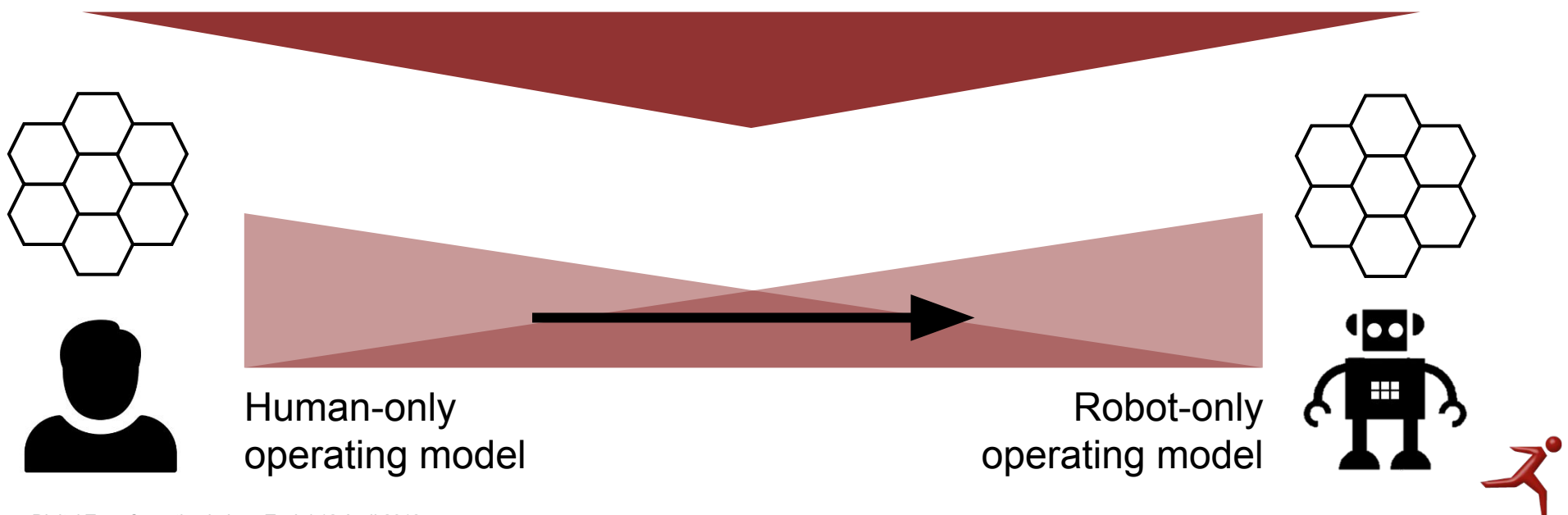
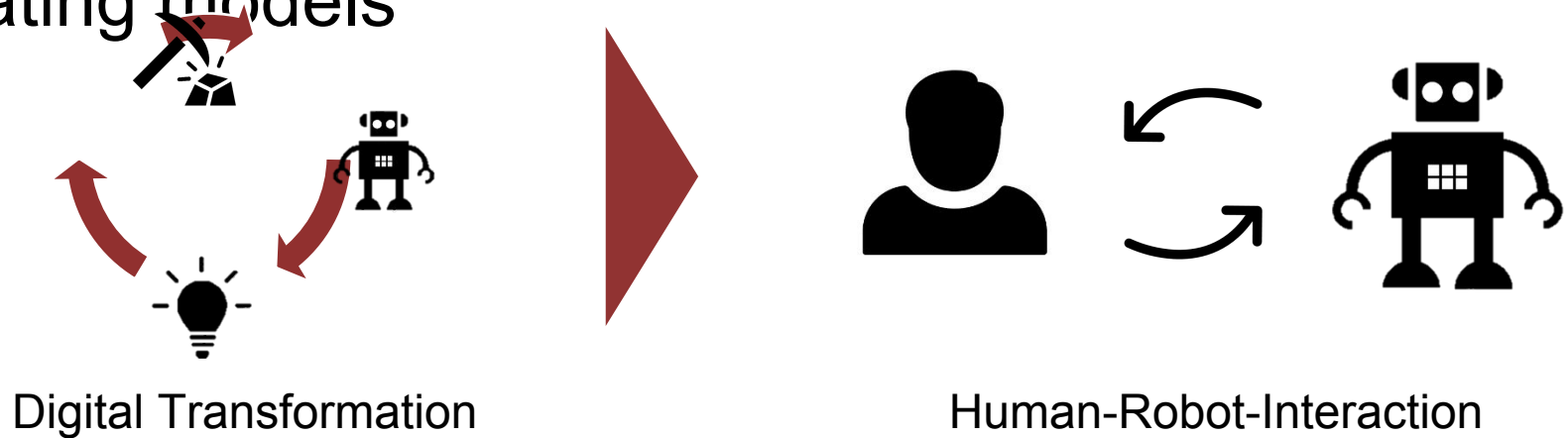
Robotic Process  
Automation



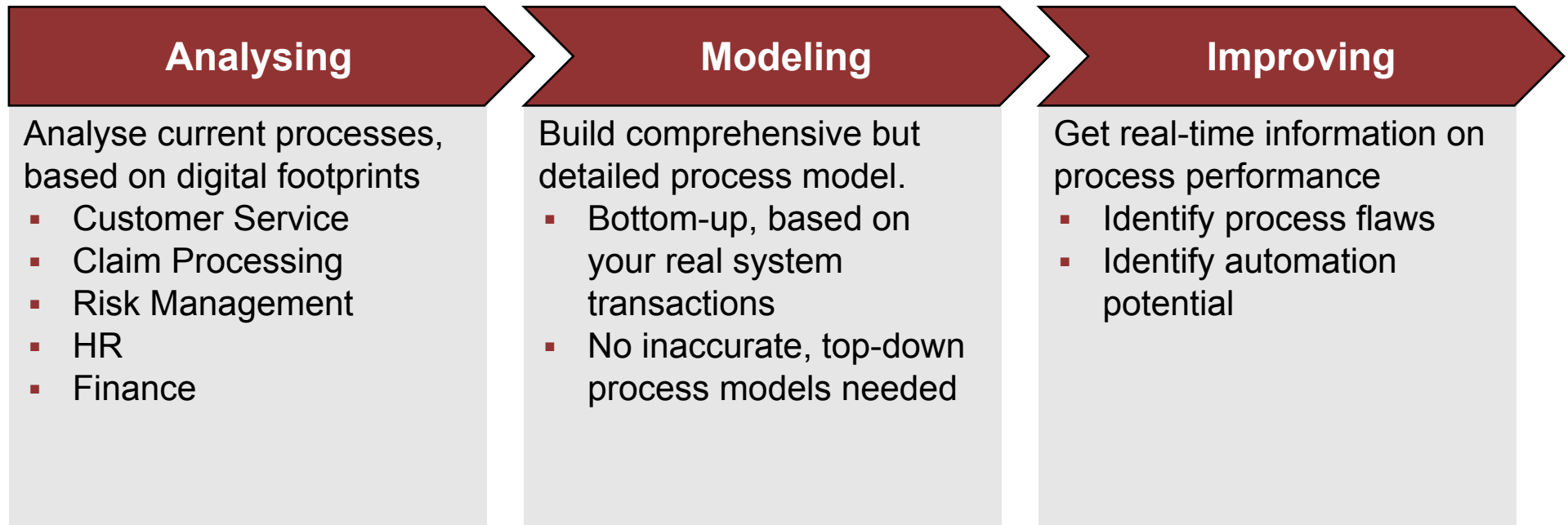
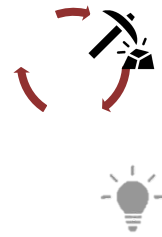
Machine  
Learning



# Digital Transformation reshapes human-robot-interaction and enables robot-only operating models



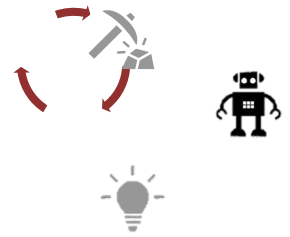
# Process Mining & Discovery unveils blockers and automization potential in your processes



**Lean Management goes digital**



# Robotic Process Automation for your simple and repetitive tasks – as first step towards digitization

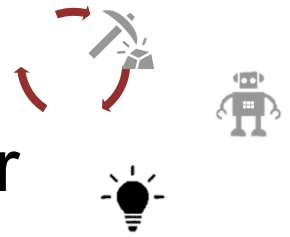


## RPA Potential

- Future workforce will be a mix of thousands of humans and thousands of virtual robots and machines living in the cloud
- Humans will manage humans and robots
- But robots will also manage humans and robots
- You have to implement a continuous supply of work in a way that the robots can perform the work
- Virtual robots in the context of Robotic Process Automation are performing 24/7 the repetitive mundane tasks with low value-add



# Digital brains enhance the robots' scope of work and perform high value-add work better and faster



	Self-learning & predictive	Data processing
Supervised	Compliance to multiple regulatory environments	Identify & pro-actively manage emerging risks
Unsupervised	Link analysis for fraud detection	Managing documents in legacy systems for decades

## Example Customer Onboarding:

Today:

- Rigid & static *one-size-fits-all* checklists

Tomorrow:

- Dynamic questionnaire
- Real-time transaction based KYC anomaly detection

**Machine Learning can be applied in a variety of InsureTech-relevant fields**





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Thank you very much

