

LISTEN TO THE SIGNALS

INNOVATION, EVOLUTION AND CHANGE IN THE ROLE OF THE RISK MANAGER

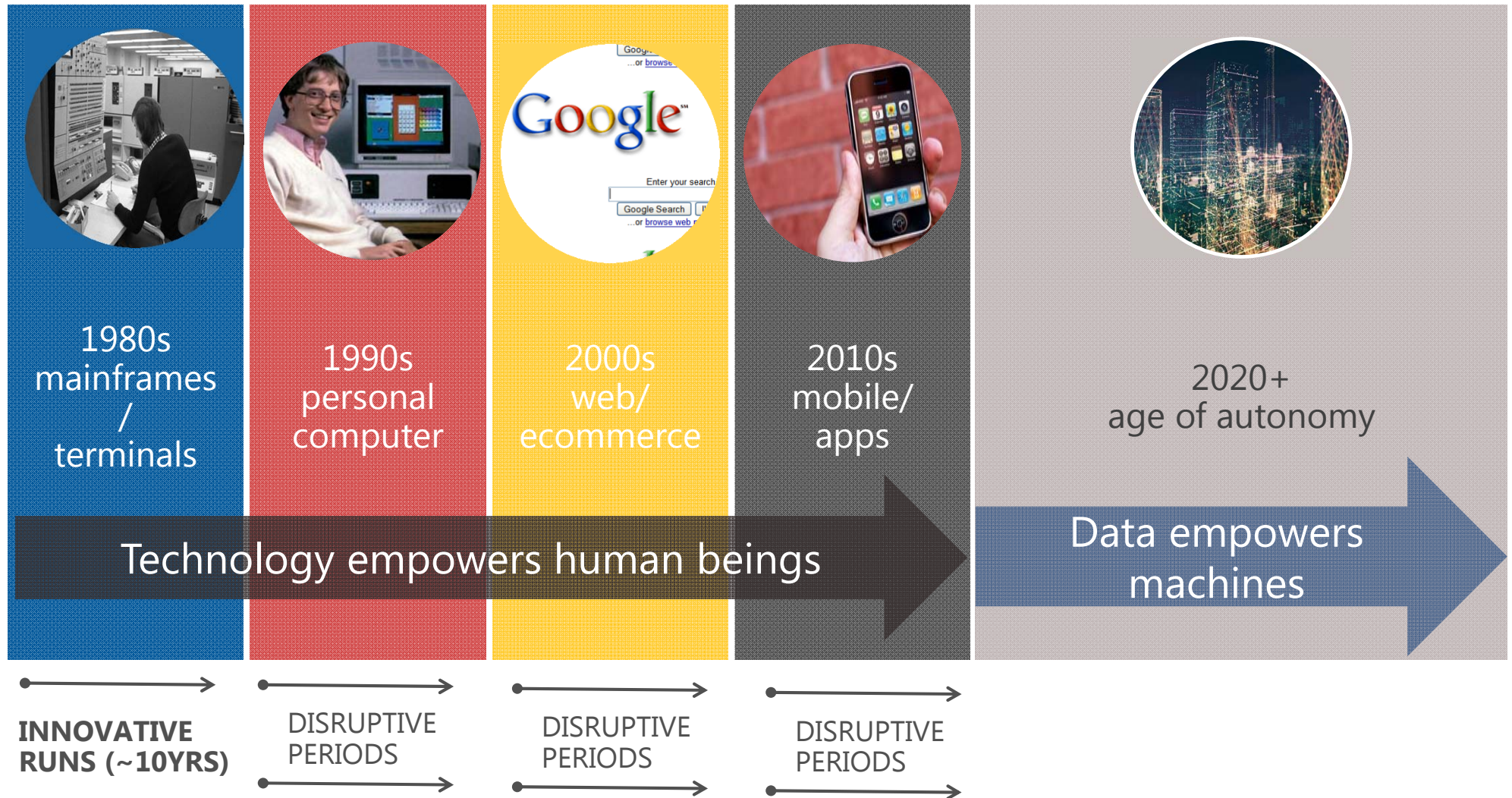
AIRMIC - Harrogate
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WHATEVER
IT
TAKES

**IF THE WORLD HAS
ALWAYS BEEN
CHANGING, WHAT'S
THE DIFFERENCE
NOW?**





1

**Products will
look
fundamentally
different**

2

**Existing roles
will evolve and
new roles will
emerge**

3

**Service
platforms will
play a central
role**

“The future belongs to those who can see the opportunities before they become obvious.”

OSCAR WILDE





MONITORING AND ACTING ON TRENDS

AGCS TREND COMPASS 2019 MARKET FACING

- **ACT:** Impact average score ≥ 4.5 AND adoption speed within the next 0-5 years.
- **THINK:** Impact average score ≥ 4 but < 4.5 AND adoption speed within the next 5-7 years.
- **WATCH:** Impact average score < 4 OR adoption speed more than 7 years.





TREND OVERVIEW

AI & Assistants

- **Machine Learning**
- **AI as a Service**
- **Predictive Services**

Socio / Economy

- **Millennial Workforce**
- **Real-Time Paradigm**
- **Agile Enterprise**
- **Circular Economy**

Sourcing & Distribution

- **Digital Platforms**
- **Community Sourcing**

Products & Production

- **Customisation**
- **Digital Assistance Systems**
- **Flexible Production**
- **Smart Materials**
- **Genome Editing**
- **Cobots**

Cities & Mobility

- **Autonomous Vehicles**
- **Green Mobility**
- **3D Mobility**
- **Smart & Sustainable Cities**

IT Infrastructure

- **Smart Objects**
- **Distributed Ledger**
- **Edge Computing**
- **IOT & M2X Communication**
- **Orbital Insights**
- **Quantum Computing**



3 KEY FINDINGS FROM THE AGCS TREND COMPASS

**Corporate risks
will become more
complex and
interconnected –
cyber vulnerability
to become a key
business risk**

**Companies need
to adapt to the
next generation
of “Millennial”
clients and
employees**

**Artificial
Intelligence is an
important driver
of change –
throughout all
industries**



CO-CREATION

A hurdle to transformation is the interconnected characteristic of industry
Co-creation across our business ecosystems will significantly impact and disrupt, driving change



1

Ideation

- Clear innovation strategy
- Aim for radical and disruptive
- Consider:
 - Desirability
 - Viability
 - Feasibility



2

Expectations

- Manage expectations
- Mandate to operate outside normal routines & processes
- Give team budget & resource
- Accountability
- Senior strategic support



3

Scoping

- Keep scope broad enough to explore range of key needs and problems
- Exploration and empathy interviews
- Translate insights into solution statements
- Continuous involvement throughout project



4

Touchpoints

- On-site co-creation
- Continuous touchpoints
- MVP testing
- Feedback



5

Challenges

- Cost
- Time
- Resources
- Capacity
- Creativity
- Fear



ALLIANZ RISK PORTAL – THE MARKETPLACE FOR RISK CONSULTING SERVICES

THE CONCEPT

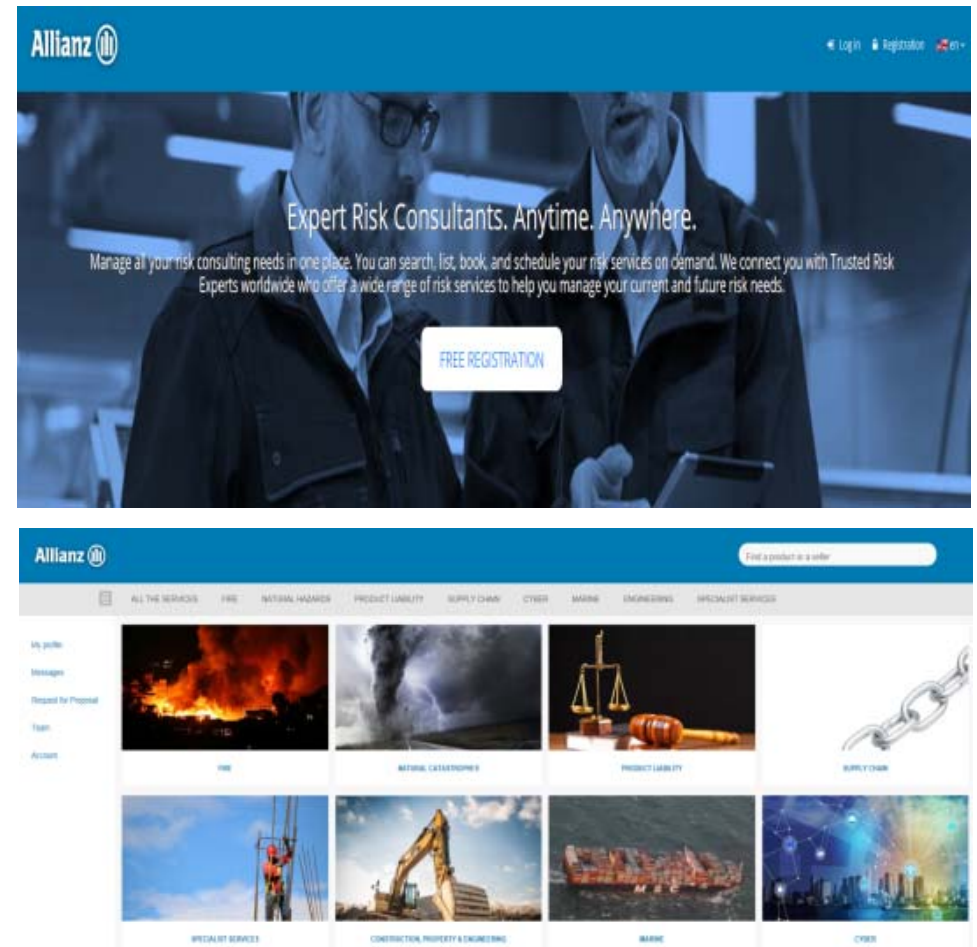
“An online marketplace where risk managers can easily search, find, compare and book risk consulting services provided by trusted 3rd party service providers.”

WHAT YOU CAN DO

- Search, select, compare, get quotes, book & schedule risk consulting services offered via trusted 3rd Parties or own Allianz Engineers
- Access a wide variety of services (**Traditional** such as *Property Risk Inspections/Assessments*; **Specialist** such as *lubricant lab testing*, **Innovative** such as *Drone Inspections* or *Indoor 3D Plant screening*)
- 5 Star Rating of Services and 24/7 online access

GET IN TOUCH TO TEST IT

- We can offer you a 1h online guided tour of the portal
- We would value your feedback on this new concept
- You can be amongst the first to join Beta trial planned in Q4





DISCUSSION POINTS

1. How do you see your company is changing as a result of technology?
2. Are you seeing any difference in insurance purchasing or on demands from your company as a result of this change?
3. What is your biggest demand from insurers at the moment and do you feel that they are delivering? If not – why not?
4. Are you involved in co-creation? What your experiences in this area?
5. Do you feel the need to re-invent your role as a risk manager and if so what does this future role look like for you?