Trust me, I'm a Robot – the future of AI and Automation in Insurance

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FUITSU

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Our Vision for the insurance sector

Co-create innovative solutions to help bridge the gap fueled by data and accelerated by AL



82 years of innovation where FORTUNE records Fujitsu as « World's Most Admired Companies » for 5th Consecutive Year

We build **modular** solutions that can **scale-up** over time



Japanese heritage ensuring human-centric and technologyagnostic approach and solutions

Direct access to pool of industry functional and technical specialists

We would like to be your **strategic partner** in this transition as we understand that **Advanced Analytics** is the main lever to connect the physical and the digital world intelligently



Digital Disruption



Data starting to drive precision and eventually prescription in insurance

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Subscription model being applied to insurance

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Insurance Model Shifting



Advancement in analytics

Data leads to decisions, actions & enablement...





Next generation analytical techniques that enable you to drive clear business results

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Insurance Model Shifting

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Repair and Replace

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Predict and Prevent

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Disruptive technologies



- Internet of Things
- Artificial Intelligence



echnologies would enable risk models to be

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IoT (Internet of Things) is the extension of internet connectivity into physical devices and everyday objects. There are 7 billion IoT devices today and that number is going to increase to 25 billion by 2025.

What is RPA and AI?





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Well, it is not Sybernet Systems

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It is a self-learning algorithm. It is capable of learning. It can be trained. It learns from exceptions (mistakes).



Using AI to enable preventive risk management by accelerating detection and predicting failure

AI applied in business

- ML Machine Leaning
- NLP Natural Language
 - Processing
 - DL Deep Learning



Advanced Analytics

Speeding up crime and threat investigation through automatic collection of unstructured information

Video Analytics

Using AI-powered Video Analytics for threat prediction.



Cognitive RPA Improving the efficiency of the Cataloguing Process & Elaboration of Summaries of Judicial Court Sentences using cognitive computing techniques.



Preventative maintenance / Loss inspection







- Catastrophic blade failure in a dense off-shore wind farm could lead to a cascade of failures due to uncontained debris
- Lost Generation
- Replacement :
 - Foundations.
 - Towers,
 - Generator sets,
 - Blades etc.
- Worst Case bill \$100m

Use Case : Using AI powered Image recognition to cut inspection time



Our Customer manufactures over 5,000 high-specification wind turbine blades per year for off-shore wind farms



Each blade is 75m long, and constructed from high-specification fibre glass.

Quality Assurance via examination of ultrasound images. Manually checking these for defects Each blade takes between 6 and 8 hours to check

By adopting Fujitsu's ground-breaking AI technology it takes only a quarter of the time previously required to perform an inspection. Kenneth Lee Kaser Head of SCM, Siemens Wind Power

7 hour



80% Efficiency Improvement



Risks from Emerging Technologies

Well, Skynet is not going to take over the world. Technology-enabled changes will have an impact not just on organisations but on society at large

-183 + 5:10%

Trust in a digital world

- Evaporating boundaries
- Ownership of data
- Real vs Fake

Workforce

- Skills gap
- Employee experience
- Augmented employee

Society

- Environment
- Diversity and Inclusion
- Accountability driven by employees and consumers



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謝謝 DZIĘKUJĘ CI KEA LEBOHA TAPADH LEIBH NGIYABONGA 🖞 БАЯРЛАЛАА MISAOTRA ANAO ځ KÖSZÖNÖM СПАСИБО GRAZIE MATUR NUWUN ХВАЛА ВАМ MULŢUMESC PAKMET CI3FE 고맙습니다 GRAZIE **ESKERRIK ASKO** GO RAIBH MAITH AGAT 믈 GRACIAS A THANKYOU TEŞEKKÜR EDERIM ΓΟДΑΡΑΜ Η DANKJE ΕΥΧΑΡΙΣΤΩ GRATIAS TIBI S OBRIGADO ΤΑΚ DANKE ALIO SALAMAT MAHALO IĂ 'OE TAKK SKALDU HA M MERCI БЛАГОДАРЯ **GRACIAS** ^Т ТИ БЛАГОДАРАМ ₹ RAHMAT MERCI CẢM ƠN BẠN Từ TH THAT CHINA CHI CHU KOJ WAZVIITA





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Legal Automatic classification and discovery of judicial sentences

Improving the efficiency of the Cataloguing Process & Elaboration of Summaries of Judicial Court Sentences using cognitive computing techniques to automate the tasks currently performed by lawyers

- Enriched search experience
- Eliminating the bottleneck generated by manual classification process
- Automatic summarisation of documents
- Performance management control

Ministry of Labour and Social Security



60%

<u>Decrease</u> in the <u>time</u> being dedicated by end users to classification and search tasks.



Predictive Maintenance

- Business Driver: In industry it is estimated that early identification and fixing of problems before they occur can save 40% in maintenance costs
- Predict and prevent failures in equipment, assets or infrastructure early to ensure early intervention achieving Operational cost reduction and efficiency gains
- Companies benefit from:
- Increases the running hours of the analysed assets
- Reducing the human intervention for maintenance tasks
- Reducing associated insurance costs
- These benefits apply across any equipment/asset (i.e. wind turbine, hydraulic presses, ATMs, gas pipelines)
- This mainly applies to Manufacturing, Utilities and Transport sectors





Predictive Maintenance





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