



Innovation in data sharing: Are you ready to share your digital risk footprint?

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David Roberts, Zurich

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Agenda

Setting the scene	12:00-12:20
Introduction to workshop topic	Claire Combes, intu David Roberts, Zurich Camilla Chandra, Zurich
Workshop	12:20 – 13:05
Discussion in Groups	All
Solutions and Wrap up	13:05 – 13:15
Answers to themes covered	Claire Combes, intu David Roberts, Zurich Camilla Chandra, Zurich

Innovation in data sharing:

Are you ready to share your digital risk footprint?



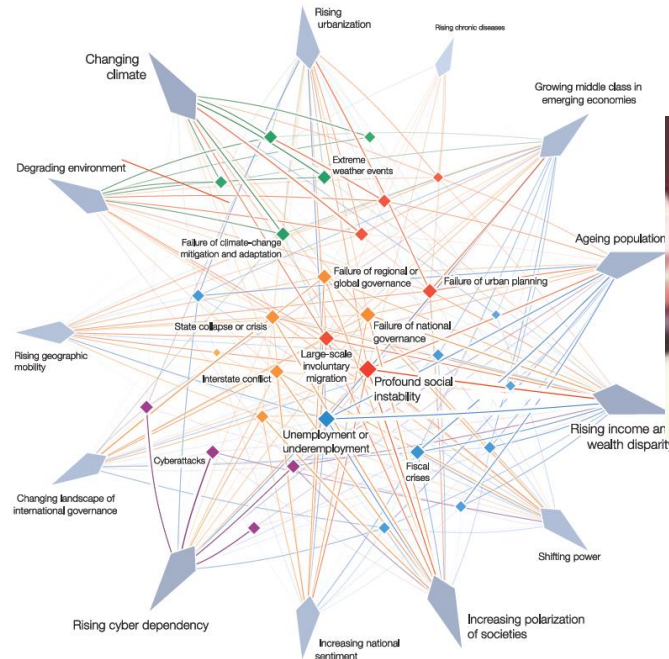
Takeaways

- How do we maximise data gathering?
- How can we work more collaboratively with our insurance and risk partners ?
- What will the future of insurance look like?
- What is **your** “wish list” for the future of the industry?

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Where we are today:

- Pressure on budgets
- Very challenging economic and geopolitical environment
- Large and evolving risk landscape with more interconnectivity and more demand for different coverages
- Higher demand/expectation for instant data and personalised solutions



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Where we are today:

Biggest concerns from risk/insurance management perspective*:

- Economic environment
- Business continuity
- Compliance

*(European Risk and Insurance Report 2016 - FERMA):

Key priority: building better resilience to risk!

How do we do this?

- Better/stronger with risk partners
- Better data collection and insights
- All supported by... **innovation!**



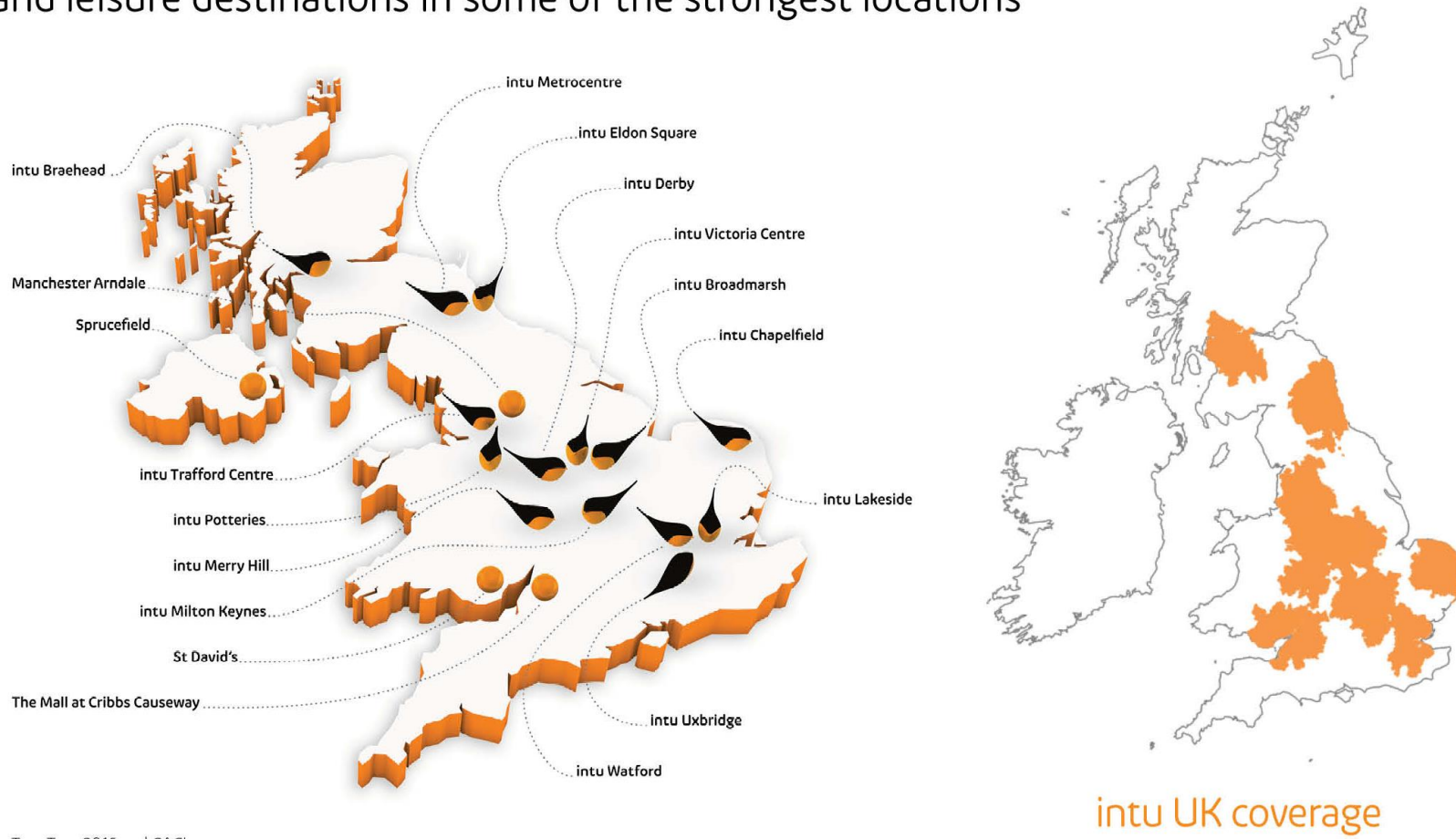
What do we mean by innovation?

- Cloud computing; The internet of things; Advanced analytics; Telematics; GPS; Mobile phones; Digital platforms; Drones; Block chain; Smart contracts; AI
- These are all providing new ways to:
 - measure, control and price risk,
 - engage with our risk partners
 - reduce costs and improve efficiency
 - expand the potential to insure new elements of risk.



intu –A traditional bricks and mortar business?

intu owns and operates some of the biggest and most popular retail and leisure destinations in some of the strongest locations

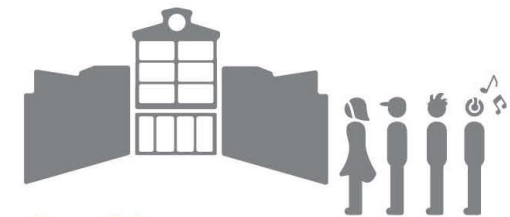


Sources: Tom Tom 2015 and CACI

Over
22m sq ft
of retail, catering and leisure space



 **28m**
website visits



Our **21** centres
attract some
400m
customer visits
a year


35m
unique customers
(55% of the UK population)

 Estimated retailer sales
£5.7bn

96%
occupancy

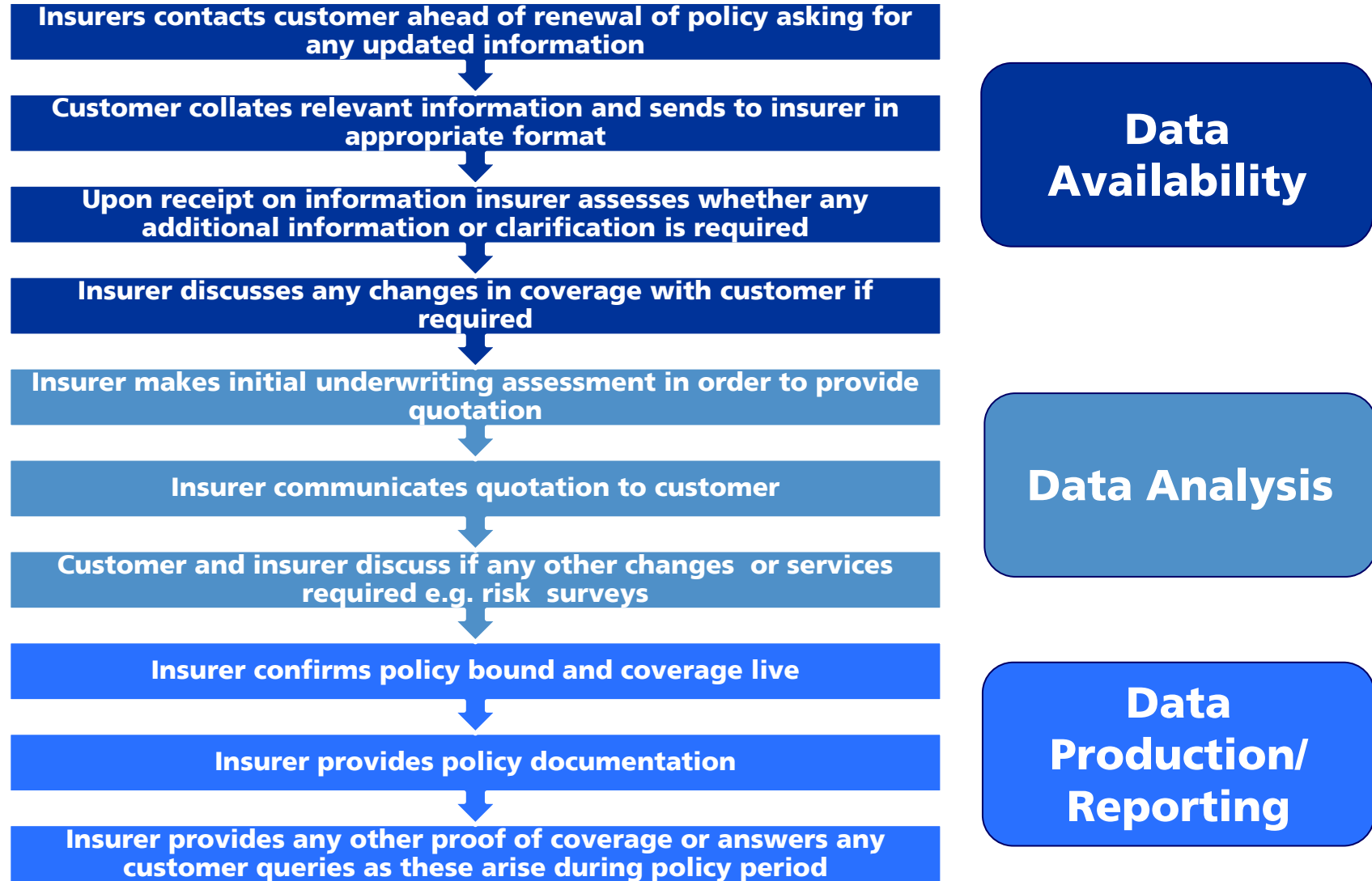


Sources: intu properties plc 2016 and AT Internet

- Transactional website – you can buy from various retailers via intu.co.uk
- Free 4G Wi-Fi at all of our centres
- Digital offers and services provided (e.g. gift cards, phone charging)
- Electronic building management systems
- Trial of drones for maintenance and other opportunities
- Tracking systems tracking movement of staff for claims defensibility
- Car park systems – car clubs/ automatic number plate recognition
- Use of holograms for safety messages
- Electronic transactions processing – cyber risk
- Data management

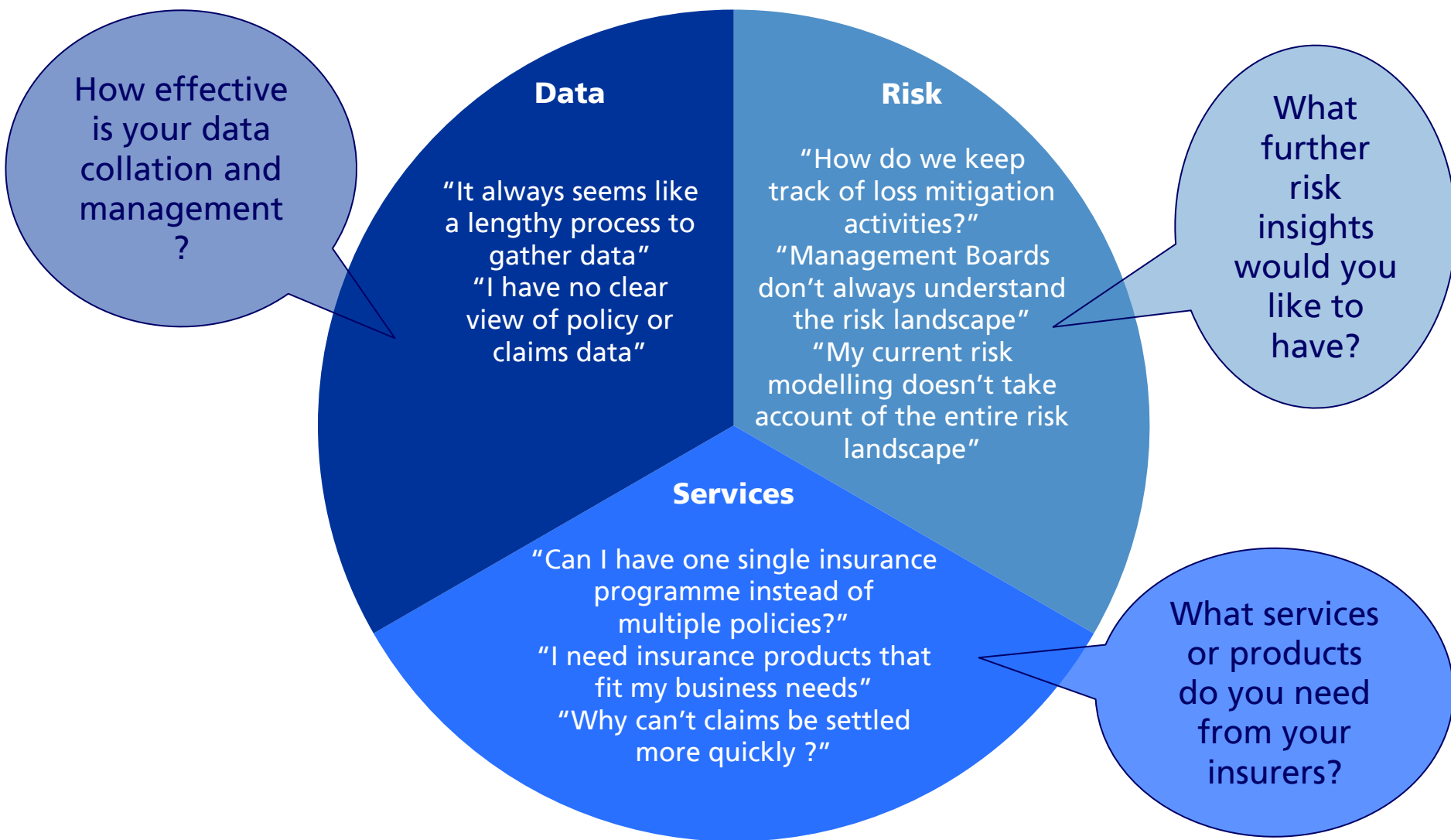
- Opportunities for better use of data
- Identifying risk trends, by better analysis of own or others' data
- Removing non-value added processes and procedures
- Simplifying so that there is only one true source of data
- Easier storage and access to data
- Shared systems with third parties who can view or update a single source of data
- Systems to track progress of actions and monitor outstanding actions

Insurance Renewal process



WORKSHOP

What could benefit you the most with regards to managing risk? Where do you see the existing challenges?



Key Takeaways

- Any innovation with regards to data sharing will need to focus on better advances in **Data Availability, Data Analysis, Data Reporting/Production**.
- The three main areas where we see the greatest opportunities are around **Data** collation and management, the **Risk** Insights these produce and the **Services or Products** that can be made available as a result of this.
- We can't consider this in isolation from the **Disruption Revolution** taking place!
- We will achieve more if we work more closely with you, our risk partners!

Thank You

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