



EiB Insurance Analytics Overview

Excel in Business



Summary of Experience



Performance

- Management Team GentiaIPO –\$26MNASDAD
- Seed Funding IntelligentApps
- ProClarity (UK) -> Microsoft
- IntelligentApps Trade Sale





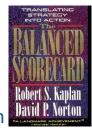
People

- Over 600 MIS / BI projects
- 15 years R&D, Consultancy
- Small, experienced team



Product

First
 commercial
 Balanced
 Scorecard
 product with
 David Norton



- 4 Excel based BI / Reporting products
- First ExcelDashboardproduct



Pricing

- Simple pricing per annum
- All costs known upfront
- Unlimited user options, no per author / user complexities
- Virtual services and training minimizes cost



BUSINESS OPPORTUNITIES & CHALLENGES FOR INSURERS



Why Poor Underwriting Numbers Are No Longer An Option?

Thrive

- Understanding Risk -> Accuracy -> Changing Behaviour
- Embracing Digitalisation And Automation
- Using Accurate MI To Drive Underwriting Decisions



Business As Usual -> Good Underwriting -> No Change



- Lloyds, Carrier Pressures
- Not On Top Of Your Numbers

AlphaInsurance

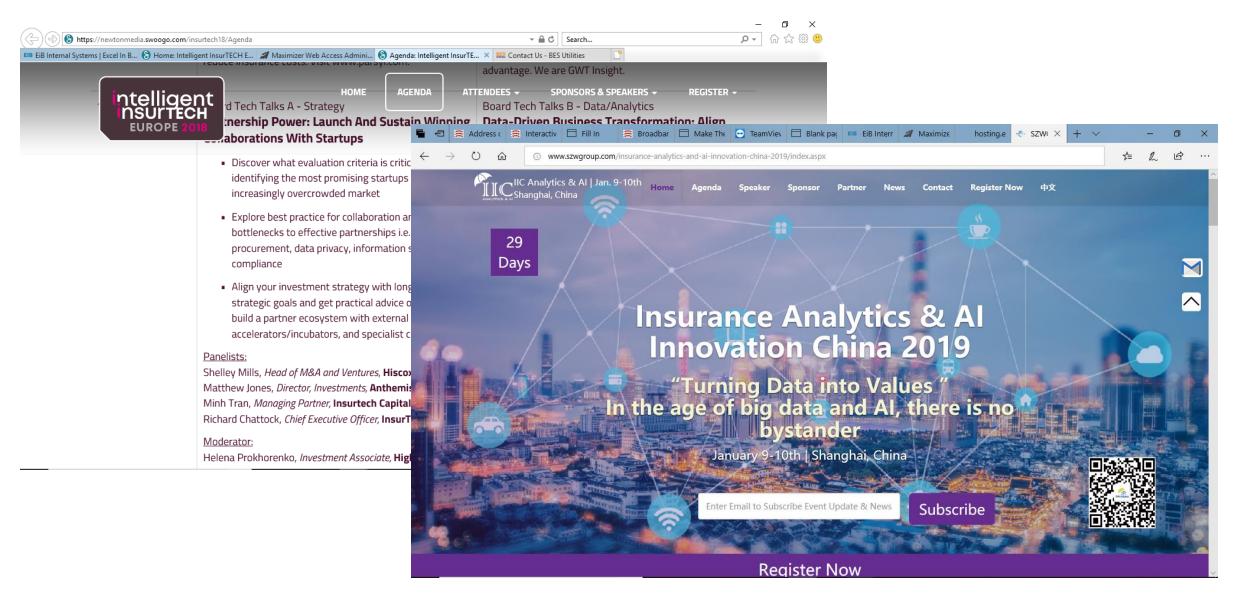








Everyone Talking Analytics, Who's Delivering?







"Only 13% of Insurers surveyed by the 'Economist Intelligence Unit' identified enterprise-wide data management and data warehousing as a significant strength in their organisation"



SO, WHAT ARE THE MAIN CHALLENGES HINDERING A MORE DATA DRIVEN APPROACH TO UNDERWRITING?





Maybe limited I.T. resources?

With MI precariously held together by Excel and your underwriters...





You may have multiple disconnected legacy systems with no collaboration?

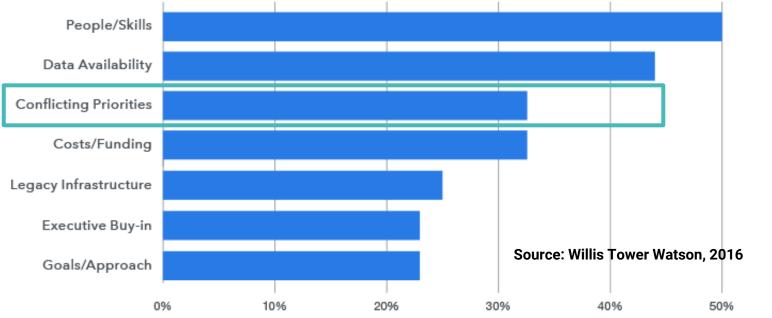
Or maybe you're restricted by 20th century policy systems with inadequate claims management and dysfunctional MI?





"According to a survey by InsurTech 'Unqork,' of the insurers polled, 49% cited insurance legacy system integration as the biggest hurdle in embracing new technologies."



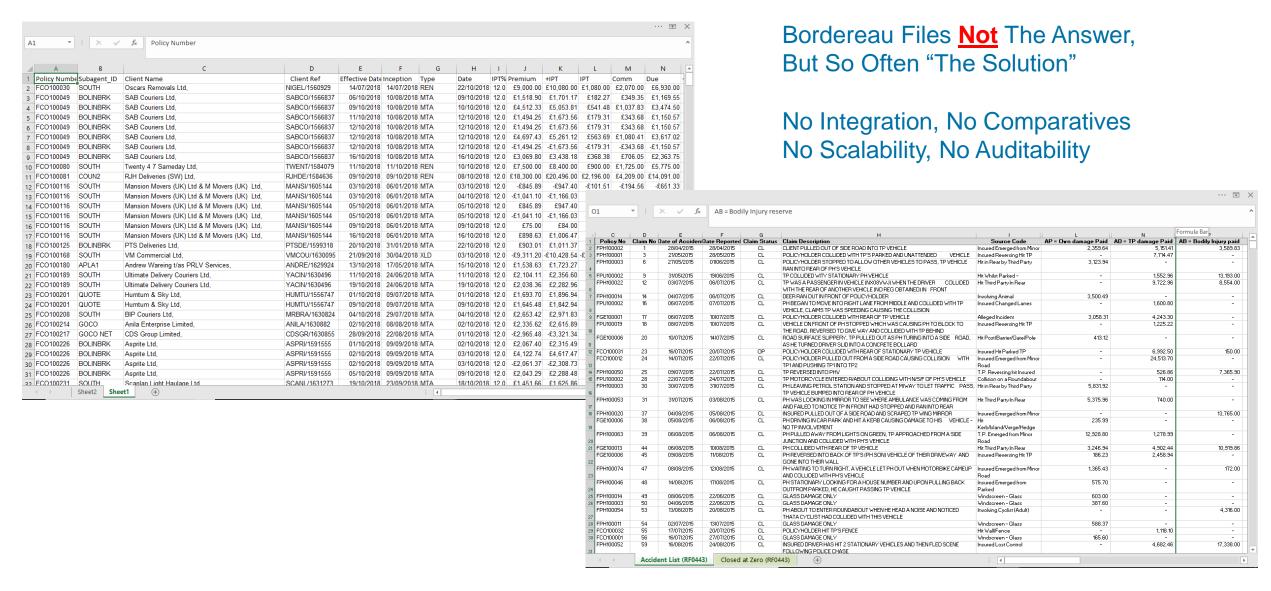


Or, are Insurance companies still working with siloed data systems, with limited access to the entirety of their data?

www.excelinbusiness.com



Why Isn't Premiums & Claims MI Data Easy?





Die - Head In The Sand Syndrome

What about the quality of your data – is it clean and of a high enough quality to sufficiently generate trusted insights?

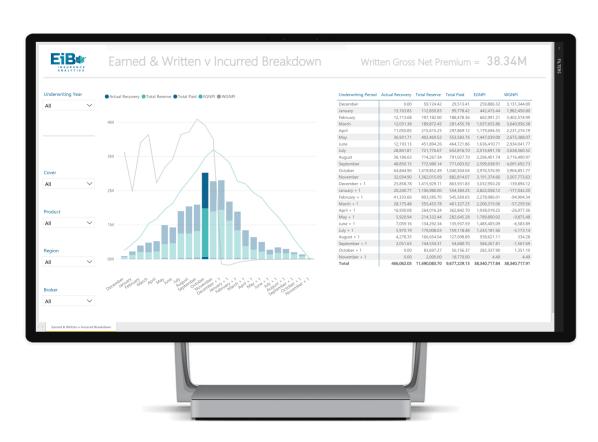


"A 2017 EMEA Insurance data analytics study by Deloitte, discovered that only 40% of respondents found their data quality to be sufficient for trusted insights to be generated"



Why Automate MI?

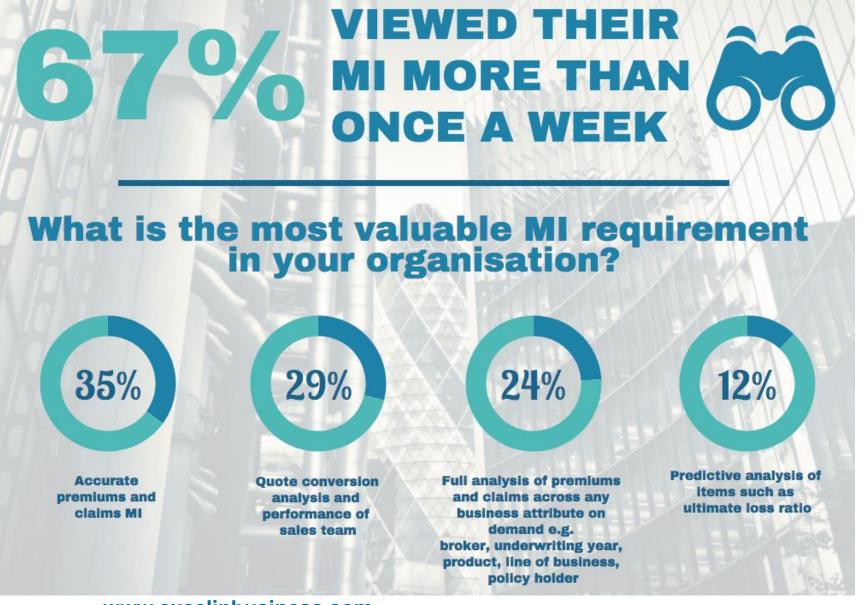
- Underwriting Performance Accuracy
 - Up To 24% Erroneous Information
 - Full Triangulation Analysis
 - Reducing Your Loss Ratios -> Increased Profitability
- MI Just Happens
 - Not Resource Dependent
 - Removes Business Risk
- Provides Competitive Insights
 - Full Loss Ratio Analysis
 - Full Broker Performance
 - Where To Write & Not Write Business
- Compliance
 - Protection Of Data
 - Automation
 - Security & Backup





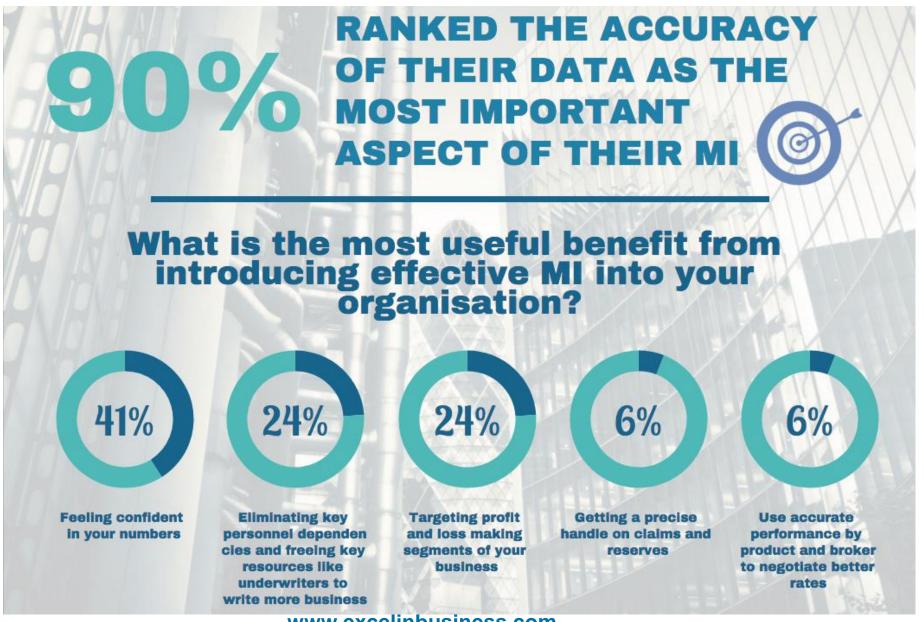
Understanding the Landscape of MI in the Insurance Industry: An Infographic 1/3

At BIBA 2018, EiB conducted a survey of over 100 incumbents from brokers, underwriters, MGAs, InsurTech, insurers and reinsurers, and delved a little deeper into the MI behaviour of the sector to find out how the industry is adapting to such a significant digital transformation, as we enter an increasingly data-dominated environment.



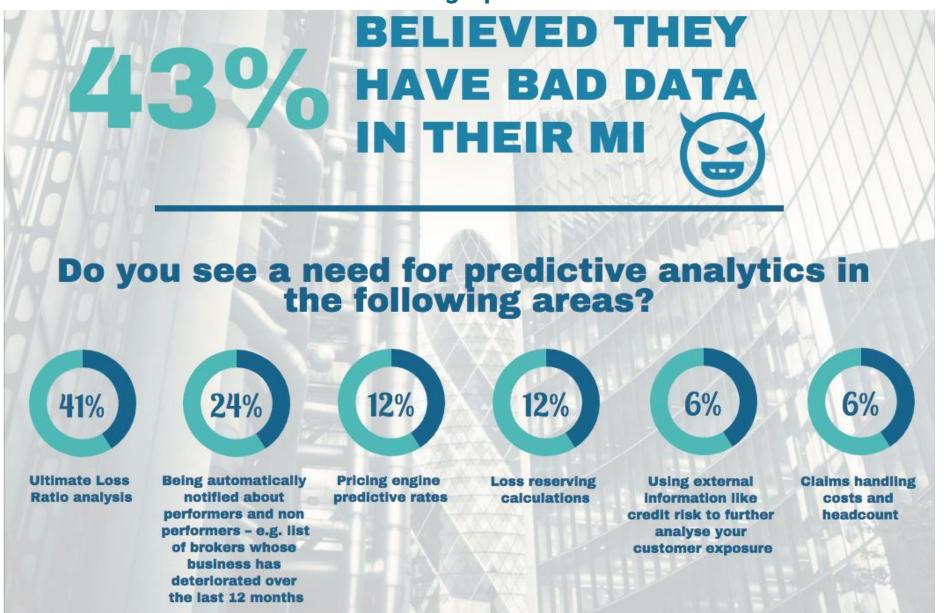


Understanding the Landscape of MI in the Insurance Industry: An Infographic 2/3



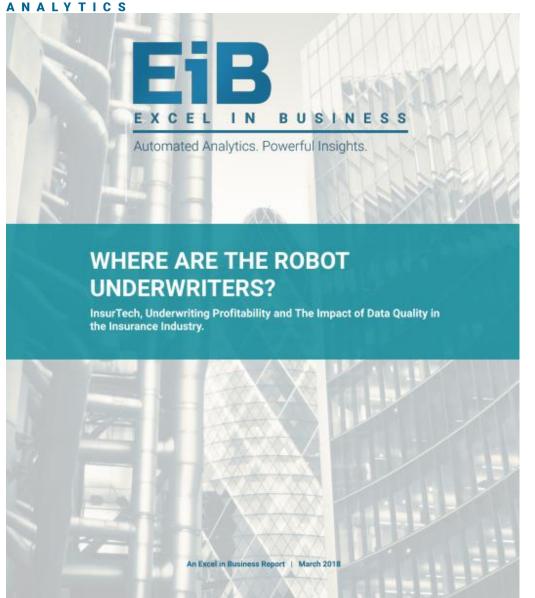


Understanding the Landscape of MI in the Insurance Industry: An Infographic 3/3





Where are the robot underwriters? New EiB report shines spotlight on the true potential of automation



In March 2018, EiB commissioned a report exploring the impact of data quality in the insurance industry, the role of automation in addressing this issue, and the future of underwriting. Indeed, much of the recent rhetoric surrounding this topic, has shown that a significant proportion of underwriters admit to delivering inaccurate MI on the back of bad data quality.

A **2017 EMEA Insurance data analytics study by Deloitte**, discovered that only 40% of respondents found their data quality to be sufficient for trusted insights to be generated, and for an equal proportion, their data was undefined and of very poor quality.

This report seeks to explore the role of the underwriter as the insurance industry undergoes a major digital transformation amidst the InsurTech revolution, and discusses the future long-term impacts and strategies that can be brought by embracing automation.

Several experts from across the InsurTech and insurance analytics space contributed their opinions to the report, include Robin Patterson, Performance Analytics Manager at Charles Taylor, Nick Pester, Head of Insurance & InsurTech at Capital Law LLP, and Stephen Goldstein, Founder of Daily Fintech.

Read the full report here.



Where Are The Robot Underwriters? What The Experts Had To Say



Robin Patterson 'The Insurance MI Guru'
Performance Analytics Manager, Charles Taylor

"Not having a single version of the truth has probably been a major contributor to a lack of confidence in MI; results that inexplicably move over time or do not agree with other benchmarks. Always being able to reconcile the data has got to be the first barrier to address."



"With your high-value underwriting resources no longer manually combing spreadsheets to decide pricing, they can instead turn attention to helping grow the business and inform deep strategy instead, bringing invaluable insight that would otherwise have been tied up in manual processes."



Garry Watson 'The MGA' *WMIL, Managing Director*



"The biggest impact we've benefited from through working with EiB Analytics, is being able to make underwriting decisions with degrees of certainty. Bad MI means making decisions based on bad information. We discovered some amazing insights once we began producing good data.

In fact, by using better data in our MI, we could show our reinsurers where we had reduced exposure by 33% over the last 12 months."

Stephen Goldstein 'The InsurTech Expert'
Author, Daily Fintech &
Managing Director, Pivot Ventures U.S.

"The process of underwriting should be more automated with technology being improved for this part of the insurance value chain. The automation can only happen when the rules are set properly from the start. This means that the talent of underwriters will no longer be used on just making risk-based decisions on a policyholder's application, but can now be used to assess how the new sources of data, continuous data streams and risk prevention/mitigation techniques will help to better derive an underwriting decision."





Core Business

Walsingham Motor Insurance Limited (WMIL) is a Managed General Agent (MGA) operating within the commercial motor fleet sector.

Reporting Background

Before EiB Insurance Analytics, both Premiums and Claims data feeds were manually downloaded into Excel by one of WMIL's Underwriters to produce Management Information. This process was not only time consuming taking up to 5-6 days each and every month, it was also very difficult to provide information in various views which were required by the carrier to monitor WMIL's business performance.

Garry Watson, Managing Director, WMIL explains – "Management Information is key to everything we do, yet before EiB Insurance Analytics we couldn't trust our results despite the immense manual effort and commitment from our team.

The use of EiB Insurance Analytics has saved us money, because with fully automated results, we now know what we're writing, which helps us identify the potential for profitable business. This of course benefits both our Management Team and our carrier, who we now provide a better service to."







Walsingham Motor Insurance Limited

EiB Insurance Analytics Solution & Approach:

"With EiB Insurance Analytics, our users and carrier get the same information instantly and interactively. Multiple underwriting years can easily be compared as trends for any Product / Broker combination – now!

However, the biggest benefit is how bad data is rejected, highlighted and cleansed by the EiB solution. This ensures our MI is accurate and any bad data is fully audited, giving our operators the means to correct it at source."

EiB Insurance Analytics can take any Premiums / Claims data from multiple back office software vendors and transform this information into a fully "black boxed" MI application which matches your precise requirements. Using our EiB AppStudio visual application tool combined with our EiB Launch consulting methodology, both timescales and costs are dramatically reduced from traditional Business Intelligence or Dashboarding tools."

Garry Watson adds...

"The differentiator between EiB and other software providers in the market, is that they do fully understand that there's a business being run at the same time as trying to deliver software solutions. I would firmly recommend EiB to anyone looking for a good Management Information Partner. They are a partnership, they will come to you, they will work with you and they will deliver the MI solution you need"





Case Study: Antio

Core Business

Antilo UK Ltd was founded in 2014 and specialises in niche motor insurance, predominantly within the Taxi environment.

Reporting Background

"When Antilo first started delivering MI prior to EiB Insurance Analytics, both Premiums and Claims data feeds were manually downloaded into Excel Pivot Tables before being distributed to their management team and their carrier. This process happened on a monthly basis and was not only time consuming, it was also dependent on key staff to deliver. Now that process is fully automated using EiB Insurance Analytics, everyone gets reliable information at a touch of a button" says Vivienne Gilroy, Principle Underwriter at Antilo.

"In addition, the scalability of EiB Insurance Analytics allows us to take a more granular approach to reporting and we can now deliver full daily based performance reports and analyses. This instils confidence in our results both internally and with our external carrier. We can drill down from year to quarter to month to days in seconds for any given underwriting year, or view trends across multiple years of account."





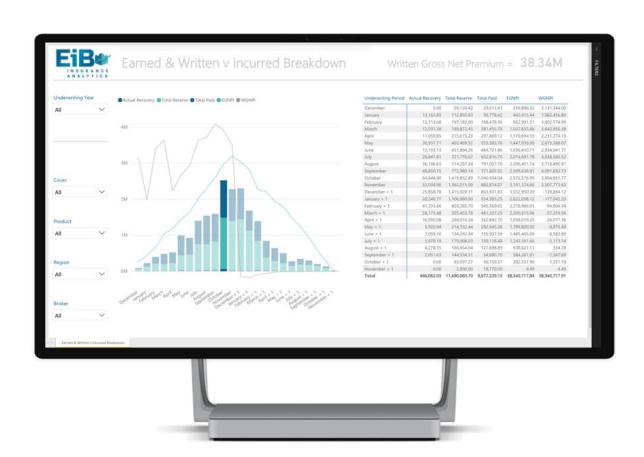
Case Study: Antio

EiB Insurance Analytics Solution & Approach:

Craig Richardson, Line Underwriter and MI analyst adds "With EiB Insurance Analytics, Antilo can produce reports and analyses over any criteria we or our carrier chooses such as Age Bands, Region, Post Code, Broker, NCB, Vehicle Make etc. Any erroneous or bad data is picked up and highlighted by EiB Insurance Analytics automatically. This provides sanity checks on our information and allows Antilo to verify the integrity of our MI at all times before it is distributed."

Craig Richardson Concludes:

"EiB have got a great product with Insurance Analytics. They can definitely deliver something invaluable for the future of the industry. It's going to help insurance companies review their figures, and gain competitive advantage by maximizing their position at the forefront of technology"





EiB Insurance Analytics - ROI



TIME

- Guaranteed time savings of 5-6 days a month per MGA
- No more resource dependencies



PROFIT

How much is 5-6 points on the incurred loss ratio actually worth?



ACCURACY

Not an option – life or death!



FLEXIBILITY

- Automated triangulations
- Regulatory reporting



BIG Combined GB-EiB Wins From Working Together

- Claims Data Development @WMIL
 - Data Move To Transactional Not "As At"
 - Can see development of Claims
 - 3rd Set of Loss Ratios Now Possible
 - Incident Date
 - Notification Date
 - Transaction Date
 - Transaction date is most accurate AND
 - Shows Capacity BEST Loss Ratios!
- GB Chelmsford Ashley CoDev
 - Incremental data update
 - Turns non scalable to fully scalable





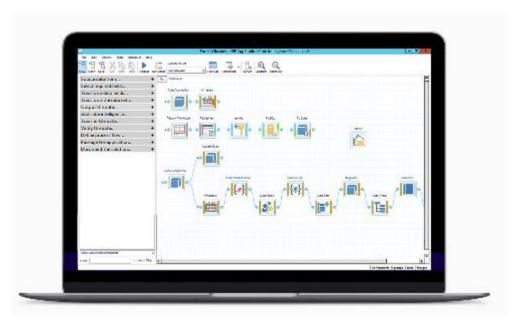




EiB Insurance Analytics



EiB Analytics Components





EiB AppStudio

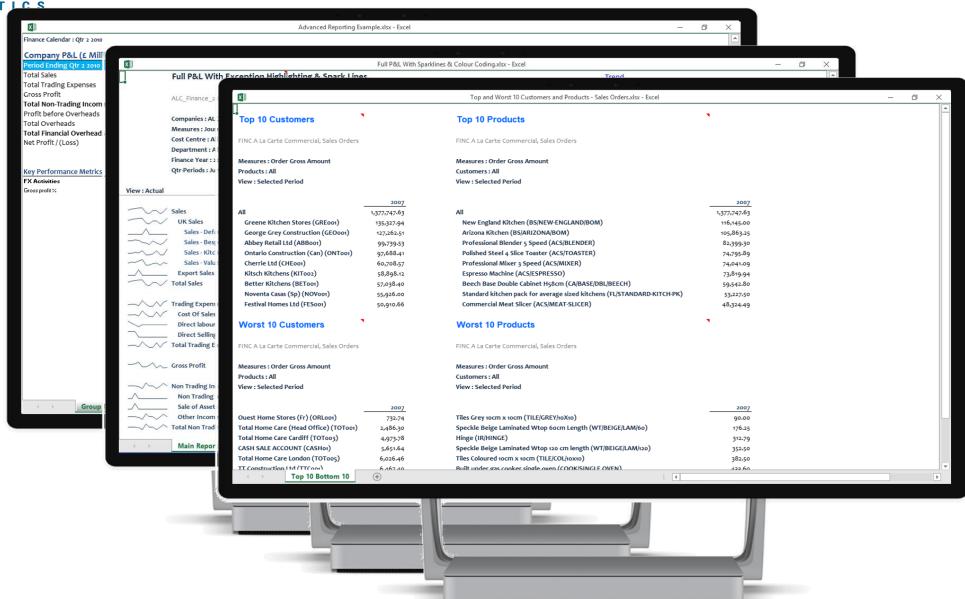
- Visual MI Apps for MS BI
- Any source
- Any output
- Automation
- Documentation
- Grouping
- Cleansing

EiB ReportStudio

- Excel Reporting Addin
- SQL / Cube / Tabular
- Formatted Reports
- Unstructured Reports
- Dashboards
- Distribution

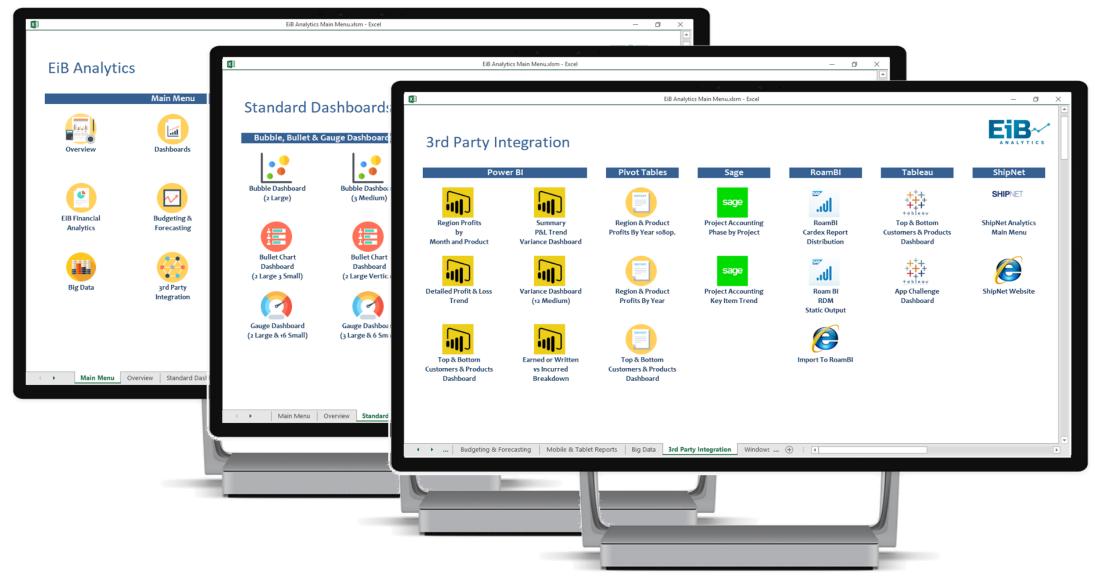


Any Data





Packaged As Reporting Apps



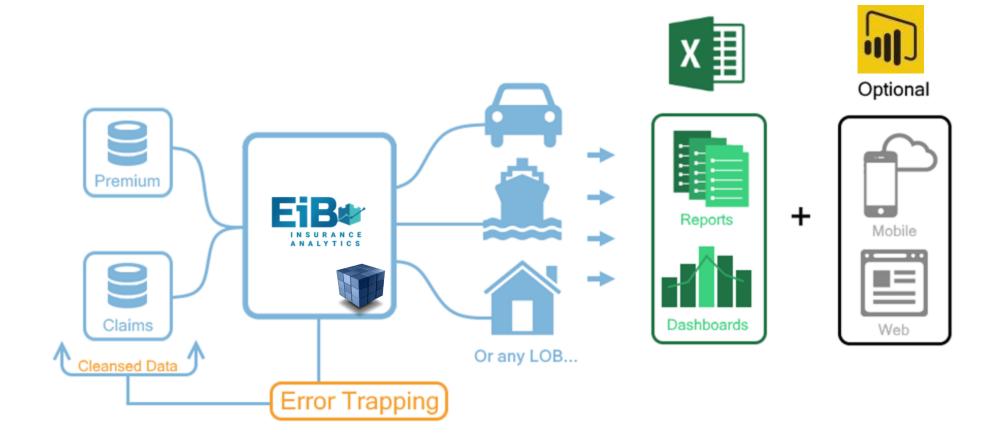


Delivered From Your Tool Of Choice





How It Works In Insurance

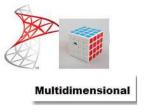






Open Visual MI Applications Platform











STUDIO



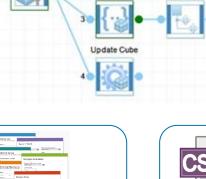


Cleansed Information Data Warehouse With Reusable Business Logic

Calculations – Time, KPI

Error Handling & Data Quality

Data Acquisition



Create Cube

Cube Script Cleaner

User Groupings, Data Augmentation

GDPR Data Encryption

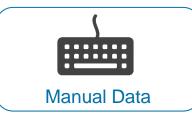
Extract, Load, Transform





Fleet Cube



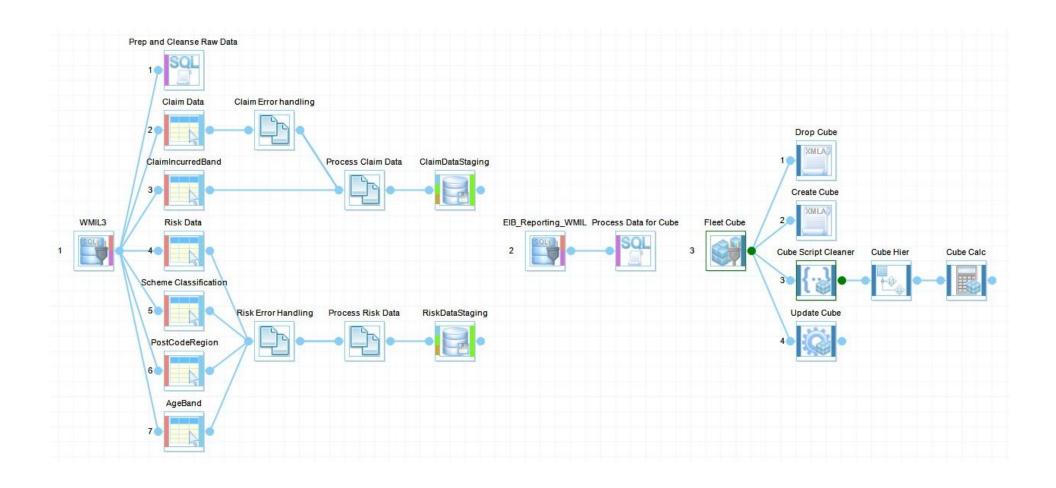


OSTED OPTION

Н

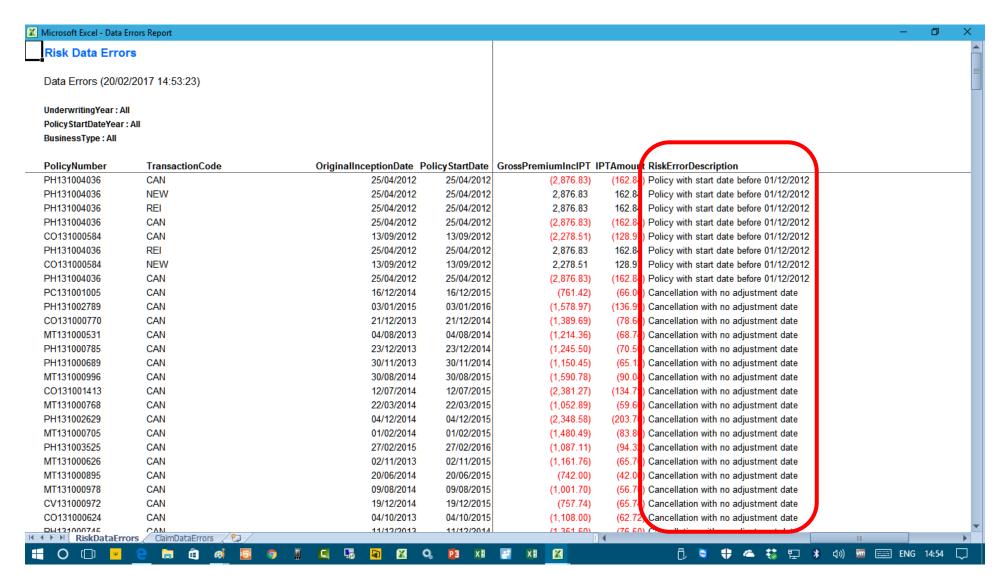


AppStudio - App Design



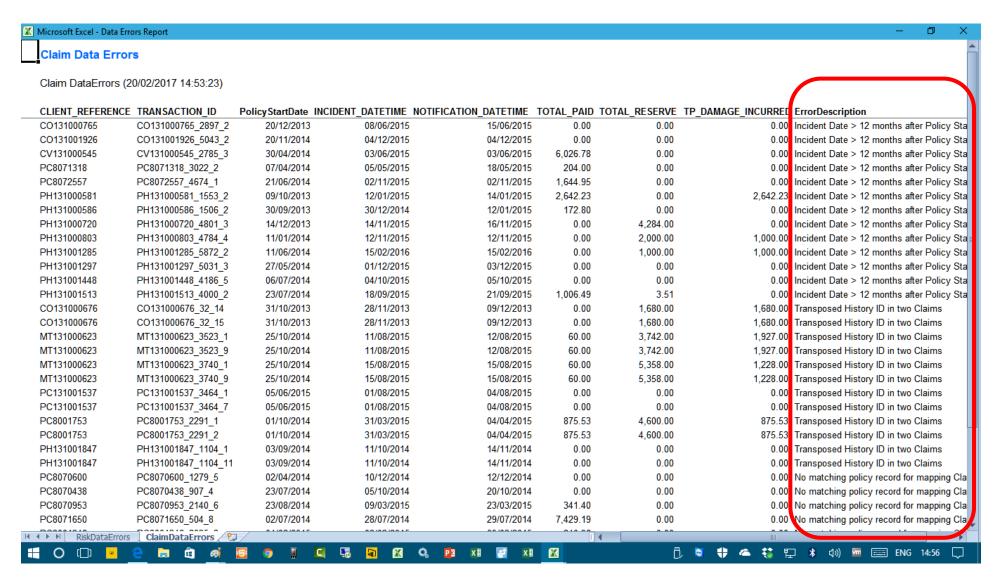


Intelligent Error Handling - Premiums





Intelligent Error Handling - Claims



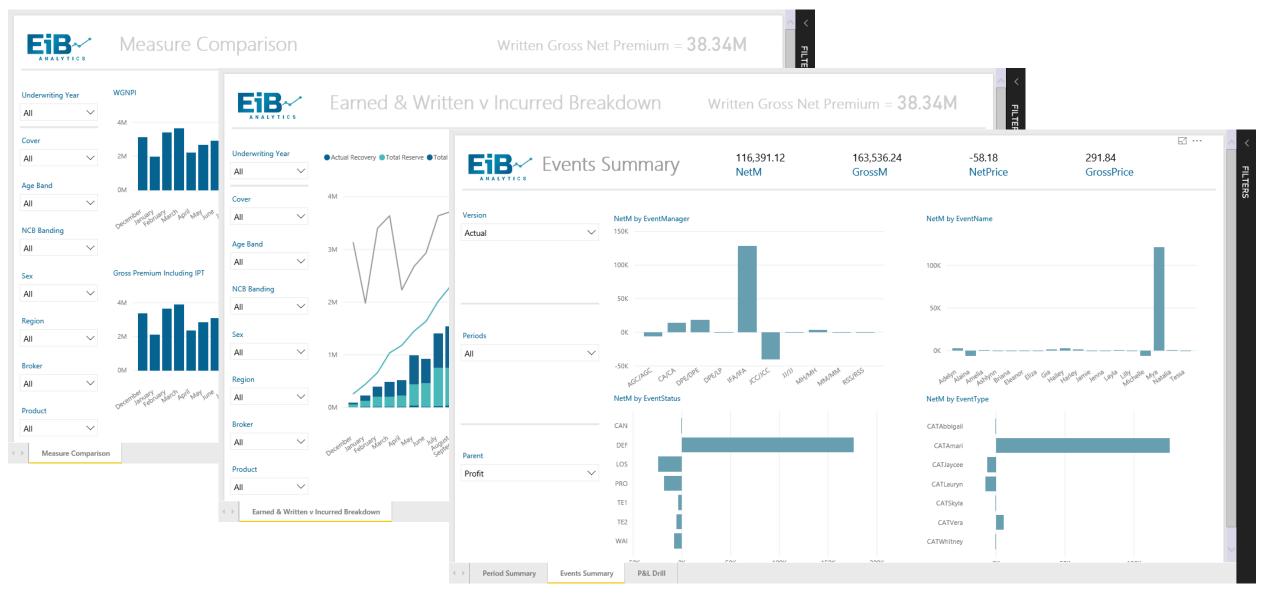


Application Challenges Addressed

- EDI
 - Supposedly More Reliable For Claims
 - Lots of Data Errors -> Tracking and Alerts
- Data Quality (Ongoing)
 - Data validation (everywhere)
- EGNPI Calculations
 - Complexities Around Transaction Types
 - NEW, REN, MTA, CAN, REI
 - Differences In Recognition
- App Delivered
 - Cube + Reports + Dashboards
 - Across Multiple Business Areas With Differing Calendars

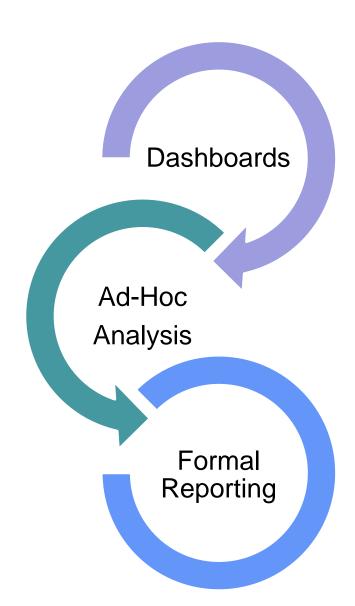


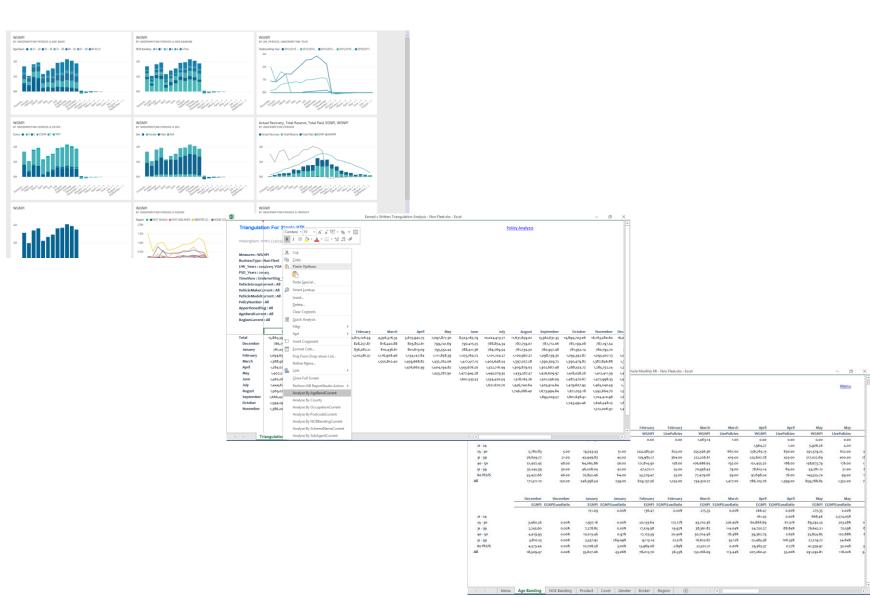
Power BI – Enabling Standards





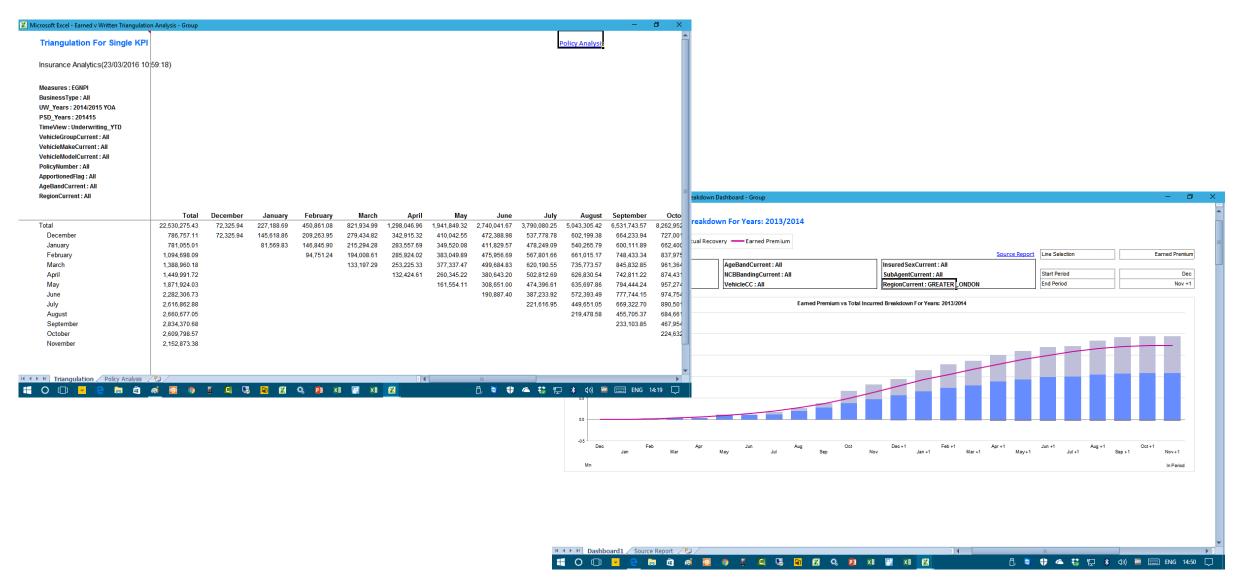
Complete Insurance Reporting & Analytics







EiB Insurance Analytics Demo





Software Requirements

EiB Insurance Analytics

- SQL Server 2008R2/2012/2014/2016/2017 Standard Edition
- SQL Server 2008R2/2012/2014/2016/2017 Analysis Services
- Windows Server 2008R2/2012/2016
 - 4Gb Min Memory On Server (8Gb+ Recommended)
- Windows Terminal Services / Citrix (Options)
- Azure VM Compatible

PCs

- Windows 7, Windows 8, Windows 8.1, Windows 10
- Excel 2010, 2013, 2016, (Office 365 Desktop)
- 1Gb Memory (2-4 Gb Recommended)
- Mobile Devices (iOS, Android, WP)
 - RD Web, Remote Apps, MS Remote Desktop





Simple ROI Within 12 Months

- People Savings
 - 4 Days a Month Typical = 48 Days Per Annum Savings
 - 48 days more underwriting = £ Premium Income ??
- Better Informed Underwriting Decisions
 - Based On Fact
 - Based On All The Available Data
- Mitigating Risk
 - MI Now Just Happens
 - Eliminate MI Does Not Happen Unless The MI Person "is in"
- Accuracy
 - For The First Time Your Information Is Accurate
 - Earned Premium Calculated Correctly



Summary

EiB Insurance Analytics

- Complete Management Reporting & BI
 - For MGAs, Underwriters, Brokers, Insurers, Claims Houses
 - Power-User, End-User & IT Friendly
 - ONE Product
- Value
 - Lowest Cost, Immediate ROI
 - Unlimited Deployment of Software Available
 - Fully Microsoft BI Compatible (front & back end)
 - Hosting Avaiable
- Benefits
 - Automated Reporting Without Usual Costs and Skills Required
 - Information Accuracy & Immediacy
 - Improved Trust With Less Cost!





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