

# Insurance Consulting and Technology

We live insurance



WillisTowersWatson 



Risk and capital  
management



Strategy  
and growth



Technology



Operational  
effectiveness  
and profitability

# At Willis Towers Watson, we live and breathe insurance

It's not just another industry group to us

Every working day, our clients rely on us to bring fresh thinking, insight and perspective to the table. We add value to their business, not only on the big industry trends like InsurTech, customer centricity and shifting demographics, but also on fundamental areas like pricing, distribution, capital management and regulation. These are central to effective business management and profitability.

At Willis Towers Watson we have a unique combination of expertise across reinsurance, securities, asset management, human capital consulting and technology. This means we deliver solutions spanning the value chain, giving our clients that extra edge in addressing their business challenges.

*We support clients in innovating and transforming insurance.*

*We turn data into insights.*

Insurance Consulting and Technology provides a powerful combination of advisory services integrated with leading-edge technology solutions and software, all underpinned by unparalleled analytical capabilities.

## **What we do**

We help clients measure and manage risk and capital, improve business performance and create sustainable competitive advantage. Our consultants support clients in key areas such as financial and regulatory reporting, mergers and acquisitions, products, pricing, business management, distribution, operational efficiency and strategy.

We are a leading provider of insurance technology solutions. That includes leading software products and enterprise platforms for capital modeling, pricing and reserving, through to legacy system connectivity and solutions to support finance transformation.

We combine our deep insurance domain expertise with our technology capabilities to support clients in four main areas, which draw on our extensive and practical knowledge of the insurance industry:

- Risk and capital management
- Strategy and growth
- Technology
- Operational effectiveness and profitability





## How we live insurance

- **Balance sheet optimization:** We reviewed the appropriateness of a client's capital models as a representation of the risks retained by the business. The consequent refinement of the capital and liability models released capital of approximately \$470 million.
- **Economic capital:** We advised a large multinational insurer who achieved an economic capital reduction from its pension scheme of around \$2.5 billion.



# Risk and capital management

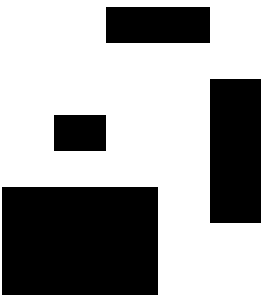
*Together, our consulting expertise and market-leading financial and capital modeling software offer clients seamless, compelling and practical solutions to improve business performance and meet regulatory requirements.*

Insurance companies are in the business of risk management – underwriting risks, pooling these risks, mitigating and trading risks – all while supporting their operations with an appropriate level of capital and executing processes efficiently to achieve their profit targets.

The risks sought and accepted will often remain with insurers for many years, and with capital such a scarce resource, robust risk and capital management programs are essential if insurers are to optimize the risk/reward trade-off for shareholders.

Willis Towers Watson's deep expertise in essential risk areas such as cyber threats, investment volatility, the global political and economic environment, demographic change, and natural perils enables us to identify, quantify and help manage clients' risk exposure.

We have an international community of risk and capital management practitioners, as well as modeling, reinsurance, securities, and asset management experts. Together we provide a wide range of risk and capital management solutions designed not only to help clients manage downside risks in their business, but to seize the opportunities of upside risk and optimize their capital position.





## How we live insurance

- **Market entry:** We leveraged on-the-ground knowledge to advise a client on opportunities and challenges of potential markets. This led us to develop and implement a new market entry strategy and success criteria.
- **Annuity transaction:** Through a combination of our Insurance Consulting and Reinsurance teams, we advised on an annuity business transaction, providing valuations that resulted in substantial uplift in capital for the client.





## Strategy and growth

*In today's rapidly changing insurance market, companies need to embrace innovation and employ forward-looking strategies to succeed.*

*We address both enterprise-wide and functional insurance challenges, whether companies are looking to fix, grow or transform a business.*

Insurers face a complex and often conflicting array of business goals: increasing the profit margin while reducing risk, balancing strategic investments with current cost pressures, managing regulatory compliance and market demands.

In this context our experts can help assess the relative benefits of alternative strategies such as organic growth versus acquisition, entering new regions or lines of business, and leveraging advanced analytics to develop a more customer-centric approach.

But we do more than just advise on these alternative strategies – we help our customers execute and reap the rewards.

Our clients benefit from solutions ranging from large-scale and fundamental transformational change programs to highly-specific future business strategies. Importantly, we're mindful of all stakeholder interests.

And crucially, our solutions are commercially robust, pragmatic and implementable, based on many years of insurance industry experience. We make strategy work.







## How we live insurance

- **Radar Live:** Our market-leading rating and underwriting engine that delivers billions of personal and commercial lines quotes every year for insurers and intermediaries globally.
- **Unify:** Has helped to deliver more than a 40% reduction in time taken for end-to-end reporting process, with an associated 30% reduction in resources required to run the reporting process following its implementation.
- **vGrid:** Offers insurance companies the ability to significantly accelerate model run times, through distribution of calculations to massively scalable cloud-based grids, at a fraction of the cost of on-premise deployments.





# Technology

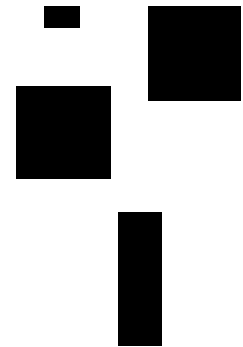
*Willis Towers Watson's technology team and insurance consultants work together seamlessly to help clients maximize the benefits of solutions that combine our leading-edge thinking with the latest technology. Our unwavering focus on the needs of our customers has made us one of the largest providers of insurance technology – and the world's largest provider of actuarial software.*

Technology is increasingly integral to the insurance industry. Astute companies have gained competitive advantage through smart implementation. We're proud that over 1,000 companies around the world already use our insurance software solutions.

Continuing advances in processing speed, storage capacity, and connectivity are transforming both insurance company operations and consumer behaviors and expectations. We continue to lead the industry by providing innovative solutions with insurance needs at their heart. This includes cloud-based solutions and software-as-a-service to ensure our clients can easily access the most up-to-date applications and services in an efficient and cost-effective manner.

Our software development and technology advice is driven by insights from our day-to-day interactions with end users.

That means we can offer flexible solutions that move with the times, addressing issues such as process industrialization, creating digital pathways and the opportunities associated with advanced analytics.





## How we live insurance

- **Reporting transformation:** We delivered a 65% reduction in the time taken for an end-to-end reporting process.
- **Outsourcing:** We helped a large domestic insurer achieve a near 50% reduction in the resource required to perform their quarterly valuation.
- **Claim function review:** We identified opportunities and provided a road map to deliver a 3.5 percentage point improvement in the loss ratio.
- **Pricing and underwriting review:** We delivered an estimated 3 percentage point improvement on combined operating ratio following implementation of pricing and underwriting actions.



# Operational effectiveness and profitability

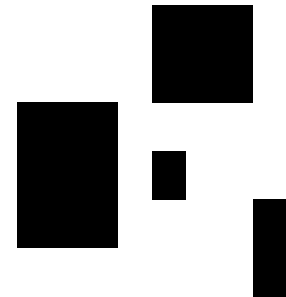
*Working across the insurance value chain, we apply proven techniques and technologies to help clients transform and streamline operational processes. We maximize returns by reducing costs, supporting revenue growth and releasing trapped capital.*

Market forces mean that insurers are constantly having to find ways to do things better, smarter, quicker and cheaper. And with drivers for change including regulation, evolving customer needs, consumer service expectations and process efficiency, every aspect of the business needs to be kept under review.

Operational transformation, particularly addressing issues such as outdated systems, process automation and effective customer relationship management, is now a priority across the industry.

We support clients in creating the environment, processes, governance controls and management information they need to ensure sustainable profitability. Our experts work across the insurance value chain, from marketing to underwriting, pricing, claims, reserving, financial reporting and risk and capital management.

We also support clients by providing a range of outsourcing services, including actuarial function holder appointments.





# We live insurance



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We live and work in exciting times, and globally the insurance industry faces enormous challenges. But with challenges also come fantastic opportunities. We offer a powerful combination of advisory services for insurance companies, integrated with technology solutions and market-leading software that is underpinned by unparalleled analytical capabilities. Our vision is to innovate and transform insurance together, and no other organization globally is better placed to help you succeed than Willis Towers Watson's Insurance Consulting and Technology team.

# Insurance Consulting and Technology

## Insurance

We work closely with insurers, intermediaries and reinsurers to help balance risk and return. Blending advanced analytics with deep industry knowledge, we reveal new opportunities to maximize performance.

## Consulting

We are a global community with the strategic and analytical skills to solve practical business problems, applying the latest techniques and technology solutions to help measure and manage risk and capital, grow revenue, and create a competitive advantage for our clients.

## Technology

We combine technology engineering expertise with a rich understanding of the insurance industry. This integrated approach to solving clients' problems results in robust, innovative and cost-effective solutions that span the insurance value chain.

## Why Willis Towers Watson?

- Adviser to more than 75% of the world's leading insurers
- More actuaries serving the insurance industry than any other consulting firm
- Over 1,000 companies worldwide use our insurance technology
- 40,000 colleagues in more than 140 countries and territories, serving clients in every continent except Antarctica
- The world's largest provider of actuarial software
- More than 1,000 colleagues dedicated to technology solutions, including over 250 dedicated to insurance technology
- Trusted by the world's leading organizations: we work with 78% of the *Fortune* Global 500, 81% of the *Fortune* 1000 (U.S.), 86% of the FTSE 100 and 80% of the S&P/TSX 60

# Contact us

## We have offices around the world

Contact details for your local office are available on our website at:

[willistowerswatson.com/offices](http://willistowerswatson.com/offices)

Alternatively, email us at:

[ICT@willistowerswatson.com](mailto:ICT@willistowerswatson.com)

# Follow us

We regularly add new insurance industry research, opinion and thought leadership on our website:

[willistowerswatson.com/ICT](http://willistowerswatson.com/ICT)

You can also follow us and receive updates and links on our social media sites:

 [willistowerswatson.com/insurance\\_linkedin](http://willistowerswatson.com/insurance_linkedin)

 [Twitter.com/WTW\\_ins](https://twitter.com/WTW_ins)









## About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 40,000 employees serving more than 140 countries.

We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at [willistowerswatson.com](http://willistowerswatson.com).



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