

YOU'RE **PERSONAL** INVITATION



# I Support TOM

FREE EVENT\*

## LMTE and LMPeople Change Special IT Transformation in Our Market - Have Your Say



**February 4<sup>th</sup>, 2016 at 3.15pm** – at The City of London Club, 19 Old Broad St, EC2N 1DS

The London Market has been undergoing a digital transformation in recent years, but the next five years promises to see even more radical digitisation, with changes to our business processes, impacting industry professionals and trading partners too.

Firms across the market are at varying stages in their technological evolution, with the gradual reduction of paper in a sector, which has been reliant on the written form for over 300 years. This special event will focus on the multifaceted Target Operating Model (TOM) project and give delegates the chance to hear the why, how and when from those closest to the initiative. It'll also provide the opportunity for an open debate through a series of roundtables and Q&A sessions. This is your chance to debate this important topic with your peers, share your views and contribute to the overall project.

The feedback we get from the roundtable discussions will be shared with the TOM project and absorbed as part of the project consultation.

The successful delivery of TOM requires a combination of technical and people skills. The question is:

- Do we have the necessary experience to make the change effectively?
- What can we learn from other industries who've been through the pain barrier already?
- How do organisations align their new and existing technological ecosystems.
- Do we have the skillset to effect IT change and realise a credible ROI?
- What does a successful digitisation program look like?
- What other technologies are we likely to need to ensure we can achieve operational efficiency?

### Itinerary

**3.15pm – 3.25pm**

Introduction from LMTE  
Founder **Roger Oldham**

**3.25pm – 4.00pm**

Keynote Speech from  
**Joe Dainty**

**4.00pm – 4.25pm**

First roundtable

**4.25pm – 4.35pm**

**Datalytx** – Data  
Management, analytics and  
TOM

**4.35pm – 4.50pm**

Tea Break

**4.50pm – 5.00pm**

**Altep** – Digital Forensics,  
Cyber Security and TOM

**5.00pm – 5.10pm**

**Konica Minolta** – The  
Digital workplace and TOM

**5.10pm – 5.35pm**

Second roundtable

**5.35pm – 5.50pm**

Roundtable feedback session  
and digest

**5.50pm – close**

Close and networking drinks



**Keynote speech from Joe Dainty, Global Head of Operations, Lloyd's of London**

We are delighted to inform our club members that Joe Dainty will be addressing the delegates

at this event. Joe, who is the business owner at Lloyd's for the Target Operating Model (TOM) will discuss:

- The underlying drivers for the TOM project
- How the model has been created
- Outline the 15 initiatives
- Give an update on the consultation process
- Bring us up to speed with the current project status
- Outline the next steps

An interactive Q&A session will follow, setting the scene for the popular roundtable discussions, which follow.

*Joe Dainty has over 20 years' experience in the insurance industry, initially as a Private Medical Insurance underwriter with BUPA and Guardian Health, before joining QBE in 1998 to manage a Private Medical Insurance team. Joe moved into Operations, heading up Business Practices and looking after process review and improvement while also representing QBE in major London Market initiatives such as Contract Certainty and ECF2, holding positions in the AAC, XRB, MPC & the IUA PEG. He was appointed as Head of Operations, European Markets in 2011, assuming overall responsibility for all operational matters in Continental Europe, followed by a promotion to Director of Operations, UK and Europe, while here he led various transformation efforts including setting up off shore support facilities and developing a common European operating model. Joe joined Lloyd's in 2015 as Global Head of Operations, managing a market facing operations team in London and developing operational support in Europe, Asia and the Americas. He is currently working on developing a 5 year target operating model for the overall London Market.*



**Margaret Valenzuela – Altep Inc.**

*Margaret is co-owner of the highly respected global digital forensics firm, Altep, with 30 years experience in the industry, assisting global firms and SME's*

*around the world. She leads the company's Technology, Information and Client Services Divisions. With an office in the heart of EC3, Altep is now supporting companies in the London Insurance Market.*



**Andrew Graham, Head of Information Management Services – Konica Minolta**

*Andrew has more than 25 years' experience bringing innovative and successful solutions to market in the areas of data and*

*content management, including records management, electronic discovery and content analytics. He is a leading expert on multiple aspects of information management, including information governance, social media governance, document management, imaging, business intelligence, cloud and big data analytics.*



**Justin Mullen, Director and Co-Founder of Datalytx**

*For 20 years Justin's career has been focused in enterprise information management, specifically the areas of business process management, data*

*management, performance management, governance, risk and compliance. He is skilled in understanding organisations, how they operate, their culture and importantly, the problems at senior management and board level regardless of the industry, whether it be public sector, banking, retail, oil and gas, construction, manufacturing, or business services.*



REGISTER FREE AT  
<http://bit.ly/lmtetom2016>

**\*Only open to employees of Insurers, Managing Agents, Brokers, Lloyd's of London, and Trade Associations.**

JOIN THE DISCUSSION  
**@LMTechEx**

Event commences at 3.15pm at The City of London Club, 19 Old Broad Street, EC2N 1DS

If you have any questions or queries, please contact Roger Oldham on [roger.oldham@lmte.london](mailto:roger.oldham@lmte.london)

London Market Technology Exchange Ltd, 34 Lime Street, London, EC3M 7AT. Tel: 0203 551 9188 Email: [info@lmte.club](mailto:info@lmte.club) Company Reg No: 09251221