



FINEOS APAC SUMMIT 2019

Transform Core Systems to Deliver
Excellent Digital Customer Experience

May 23, 2019 | The Westin Sydney, Australia

AGENDA*

Start Time	End Time	Description	Location
8:00 AM	8:30 AM	Registration & Breakfast – Join us for a light breakfast and receive your welcome pack	Heritage Ballroom - Foyer
8:30 AM	9:00 AM	The Changing Insurance Landscape: Delivering Flawless Execution and Transformation in an Increasingly Regulated World - Dr Martin Fahy CEO of ASFA (The Association of Superannuation Funds of Australia) In this session, Dr Fahy will examine how the life, accident and health insurance landscape can deliver the changes needed to restore public trust and confidence in the category.	Heritage Ballroom
9:00 AM	9:30 AM	FINEOS Strategy Update - Michael Kelly, CEO, FINEOS <ul style="list-style-type: none">• FINEOS progress - achievements over the past year• The FINEOS growth strategy and plans for 2020• Developments in APAC region	Heritage Ballroom
9:30 AM	9:45 AM	FINEOS Innovation & Excellence Awards 2019 - Presentation to the Winners	Heritage Ballroom
9:45 AM	10:15 AM	FINEOS Customer Success Story	Heritage Ballroom
10:15 AM	10:45 AM	Networking Break	Heritage Ballroom - Foyer
10:45 AM	11:45 AM	FINEOS Claims: An Operational Shift Towards Better Customer Outcomes - Barry Duffy, Product Manager, FINEOS & Caroline Duffy, Product Consulting Lead, APAC, FINEOS <ul style="list-style-type: none">• Identifying Customers and Customer Needs• Automation, simplification and self service• Rebuilding Trust with the Customer	Heritage Ballroom
11:45 AM	12:15 PM	FINEOS Software Demo (Session 1) <ul style="list-style-type: none">• Next Gen Policy and Billing – End to End Service• Customer Rehab in FINEOS Claims• Reporting• Digital Service	Heritage Ballroom
12:15 PM	1:00 PM	Lunch	Heritage Ballroom - Foyer

1:00 PM	1:45 PM	<p>Adopting FINEOS Cloud to Deliver Digital Service - Jonathan Boylan, CTO, FINEOS & David Fodor, Business Development, Amazon Web Services</p> <ul style="list-style-type: none"> • FINEOS Cloud Maturity • How to adopt FINEOS Cloud • Develop your Digital Service Roadmap • Integrate Channels using OpenCore APIs 	
1:45 PM	2:15 PM	<p>A Perfect Storm – Surfing Big Waves of Change to Successfully Transform – Andy Parton, Partner, EY</p>	Heritage Ballroom
2:15 PM	2:45 PM	<p>FINEOS Policy and Billing: Beyond Claims to Tackle the Full Legacy Challenge - Eoin Kirwan, VP Product Management & Adam Edwards, Business Consultant, FINEOS</p> <ul style="list-style-type: none"> • End to End customer-centric Admin Platform • A Platform for Group and Individual, pre-integrated with Claims • Start your Journey Now 	Heritage Ballroom
2:45 PM	3:15 PM	<p>FINEOS Software Demo (Session 2)</p> <ul style="list-style-type: none"> • Next Gen Policy and Billing – End to End Service • Customer Rehab in FINEOS Claims • Reporting • Digital Service 	Heritage Ballroom
3:15 PM	3:30 PM	Networking Break	Heritage Ballroom - Foyer
3:30 PM	4:15 PM	<p>Executive Panel Discussion : Continuous Change in the Insurance Industry: Challenges, Opportunities and Unintended Consequences</p>	Heritage Ballroom
4:15 PM	4:30 PM	<p>Wrap Up - Join Michael Kelly for closing remarks on the first FINEOS APAC Summit</p>	Heritage Ballroom
4:30 PM	6:00 PM	<p>Closing Cocktail Hour</p>	Heritage Ballroom - Foyer

*May be subject to change.