

Presentatie Google - directieoverleg Achmea IT

22 january 2021



Google Cloud

Agenda



Henna Karna

How does the roadmap of interesting applications look like for the financial



David Knott

Google's vision on multi-hybrid cloud strategy in the financial sector.

Partnership framework (eg Atos) What does the go to market cloud model look like?



Discussion/ Q&A

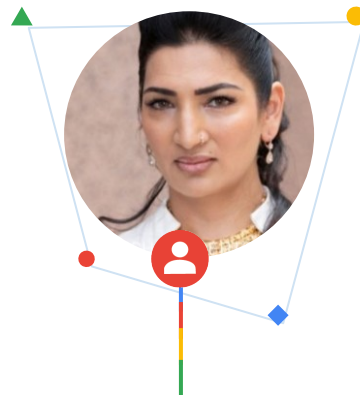
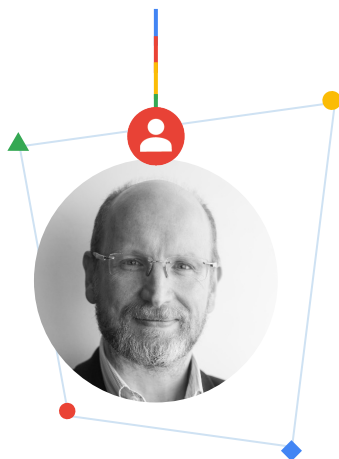


Hugo van den Bergh

Account manager Achmea,
Google Cloud

David Knott

Digital Transformation
Officer, Google Cloud



Henna Karna

Global Insurance & Risk
Management Lead, Google
Cloud

Joris Schoonis

Director Enterprise Sales,
Google Cloud



Top 3 CEO topics revolve around accelerating digital transformations, improving customer centricity, and leveraging data and AI

01

How can I leverage the pandemic to accelerate our digital transformation?

Digitize and virtualize operations to adapt to new circumstances on GCP and free up capital by leveraging automation in e.g. underwriting or claims processing through managed services by GCP

02

How do I compete for customers in a fully digital world?

Integrate all available data sources on GCP and leverage GCP managed services to modernize systems-of-engagement, enabling different ways to interact with customers and distributors

03

How can I use data and artificial intelligence to profitably grow my business?

GCP is a strong foundation that is secure and scalable, allows linkages to multiple internal and Google unique data sets (e.g. Maps, Google Ads), and supports advanced analytics and automation capabilities (e.g. GPUs).

The GCP Insurance mission is to advance the **leading** organizations via scalable and sustainable **data, AI/ML, & analytics** proficiencies to create speed in **customer-centricity** and predicting and prevention of risk to make the world safer.

The Insurance Gap Non-Life Insurance Penetration

162 billion \$
2018 Global Insurance Gap¹

90% Not covered
by insurance
Economic losses due to natural disasters in developing countries²

1% Insurance Penetration in Italy
EQ in October 2016³

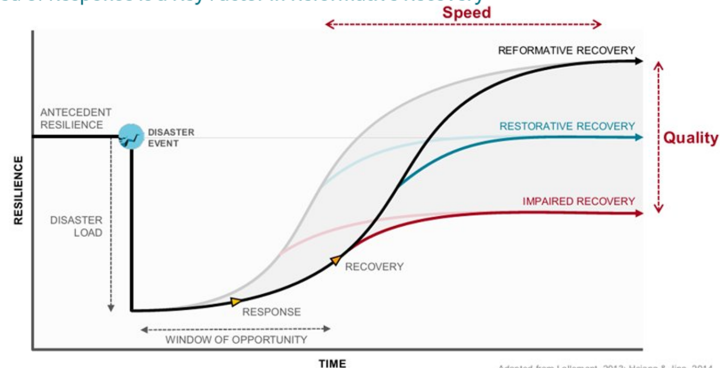
Natural Catastrophe Losses 1970 – 2016 (in 2016 USD billion)



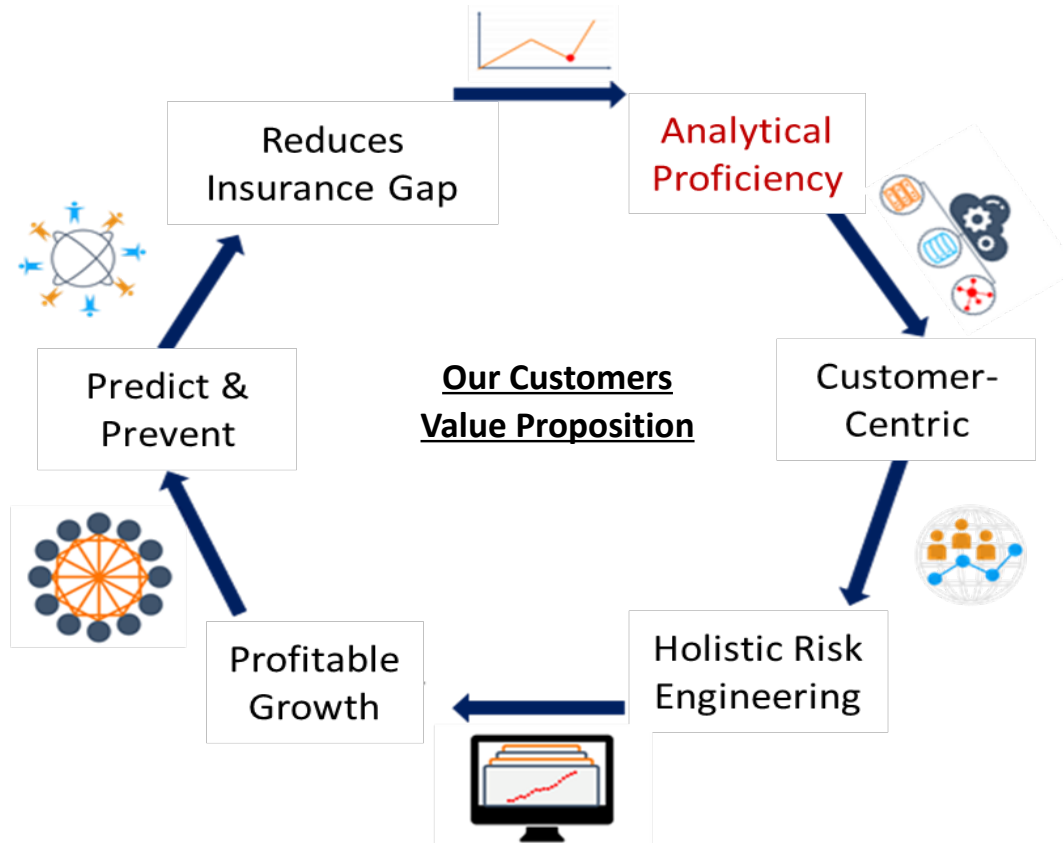
DF
Insurance
Development
Forum

Role of Insurance in Recovery and Resilience

Speed of Response is a Key Factor in Reformatory Recovery



GCP Insurance Flywheel Effect



Insurance Vision

Business Function

Insurance Value Chain

Pricing

Regional Underwriting

Global Underwriting

Operations

Claims

Reserving

Finance

Risk Management

Product Innovation

All new products and services are delivered through a holistic, integrated, and yet personalized, unique customer experience supported by the “voice of the customer” by embedding real-time insights of consumer trends and preference

Property Location Risk Analysis

Improve understanding of insured buildings and their attributes

Pricing Analytics

Focus on production, expense, bottom line performance goals, identity growth, shrink, fix, maintain portfolios and develop action plans with specific focus on increasing profitability based on product segmentation and tiering

Optimized Underwriting

Holistic set of key metrics creating visibility into business performance results based on Gross Written Premium, Losses and Rate Change on an Inception-To-Date Basis comparing Actuals to Plan and Prior Period

Distribution Management

The Cross-Sell Dashboard is designed to support underwriters and market-facing colleagues in understanding existing relationships the firm has with both clients and brokers and uncover opportunities to cross-sell products to clients.

Client & Broker Relationship Management

Client 360 will master complete, accurate, and timely party data to prevent missed business opportunities, operational inefficiencies, & incomplete understanding of key business relationships.

Capital Management

Automated collection of Direct & Assumed policies driving strategic Ceded Reinsurance management

Historical Loss Review

Underwriting, Claims and Operations teams with a timely and accurate report detailing historical claims performance of an Insured, Program or Policy and the ability to assess risk

Scalable Operational Model

Operational business process scale through the integration of advanced analytical proficiency, eliminating manual data capture, increasing the accuracy & timeliness of data while supporting transaction processing and analytical decision-making requirements

Claims Operational Management

Driven by workload demands, rather than workforce considerations; managed by measuring, monitoring, and scaling, not by adding employees to drive Service Level Agreements and reduce operating expenses

Claims Analytics

AI and ML based Insights into drivers of Large Loss Development to mitigate claims expenses based on a holistic set of current & historical (structure & unstructured, internal & external) data

Reserve Profiling

Self-Service access to Policy and Claim level details enabling further refine of reserving profiles increasing the accuracy of the reserving process

Monthly & Quarterly Business Results

Holistic set of key metrics creating visibility into business LOB performance results based on Gross Written Premium, Losses on an Accounting Period basis comparing Actuals to Plan and Prior Period

Reserve Analysis

Ultimate Loss Triangle analysis at the Reserving Profile level broken down by Policy and Claim level dimensions such as OBU, LE, LOB, UW Product, Client and Broker

Data Scientist Analytics

Transformative analyses at a scale providing access for Analysts, Actuaries, and Data Scientists to one-source-of-truth data to perform exploratory data analyses, visualizations, and advanced data modeling in efforts to improve loss ratios, speed time to new markets and generate optimal pricing to ensure customer take-up

Exposure Analysis

Gross underwriting exposure analysis by industry, region, customer to minimized aggregate exposures

Net Line Size Analysis

Gross and Net Limit and Attachment Point exposure analysis by industry, region, customer

Coverage Exposure Analysis

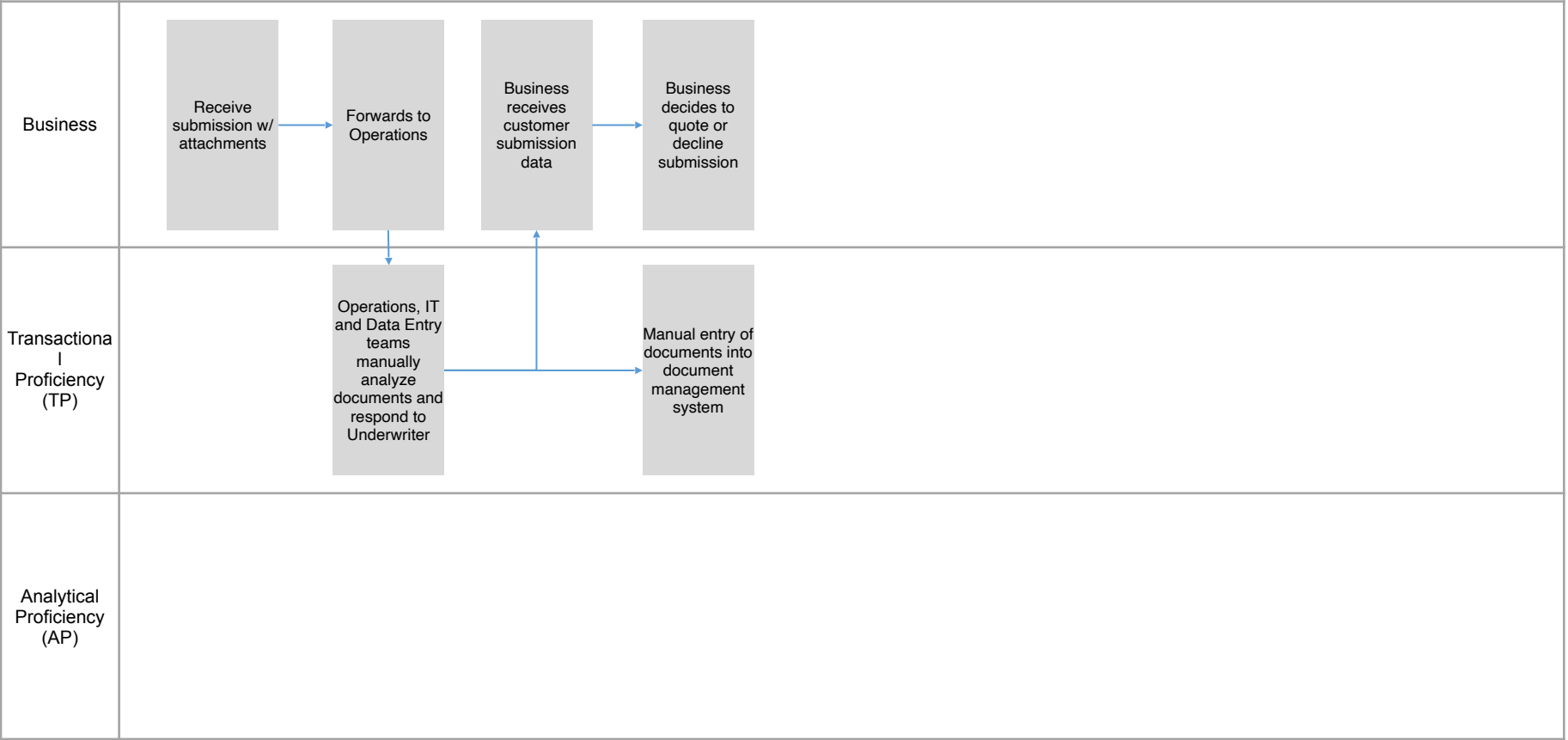
AI based identification of coverage-based exposure information contained in structured and non-structured data sets

Embedded Risk Management Approach

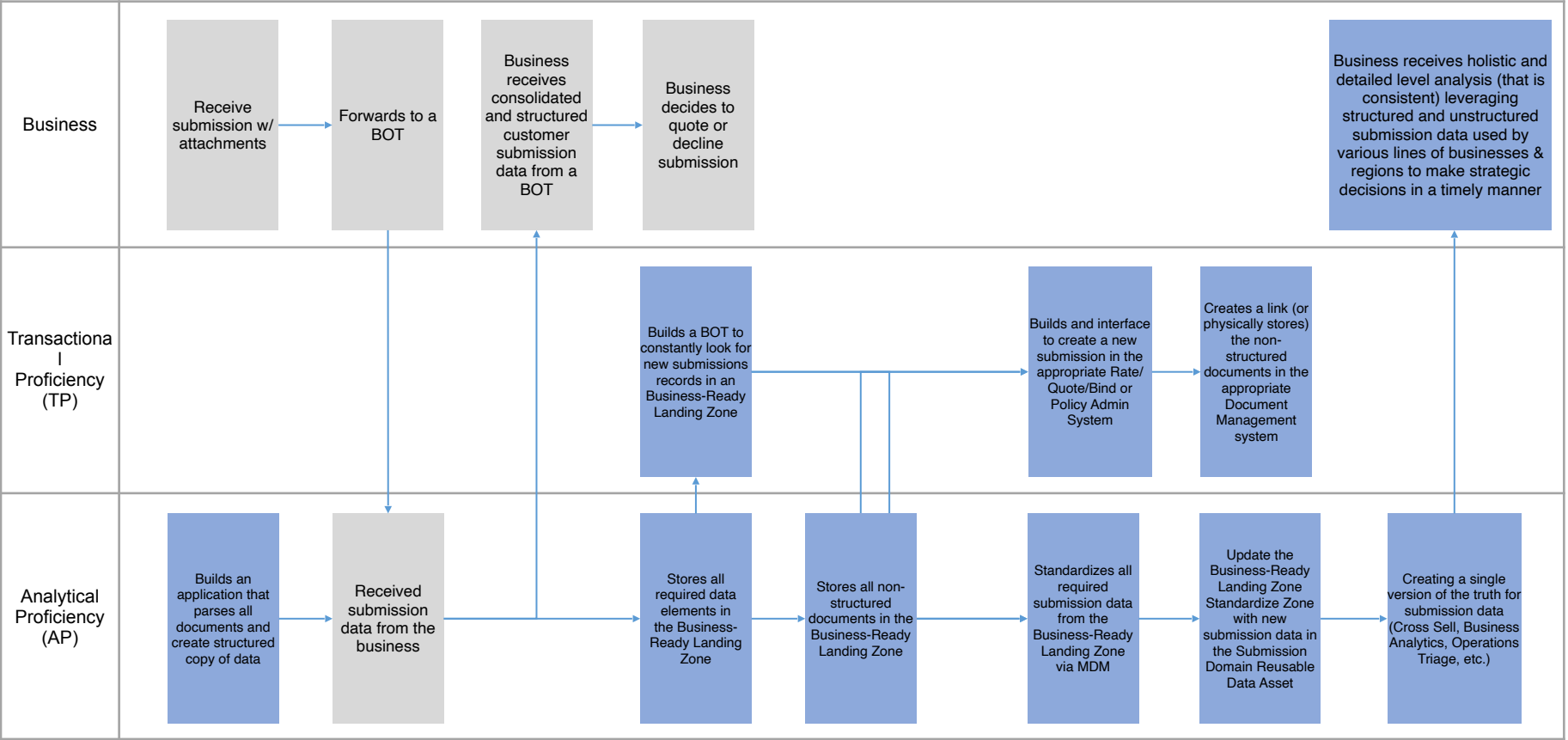
All aspects of risk management factors embedded in all systems, processes and business solutions

Business Impact Use Cases

Current State within Insurance Firms



Foundations of a sustainable Data Strategy



Unlocking the power of internal and external data in a scalable, sustainable manner for speed to value for the business

Insurance Opportunity

Insurance is the first industry that was truly built on data, but technology and data capabilities have surpassed the speed of adoption over the last two decades



Our strength

Google is the greatest “Data, AI, ML, Analytics” company on earth with unique experience in building data-driven products



Partnership

Leverage our expertise in building data-driven capabilities that solve business problems for P&L owners and accelerate strategic growth and evolve the customer’s internal talent

Leading Insurance Organizations & Google Cloud can strategically solve:

Pricing	Underwriting	Product	Claims	Reserving	Sales
<p>Pricing drives top and bottom line. How can you select better risks for the portfolio?</p>	<p>Inefficiencies in UW slow down sales and raise costs. How can you automate UW as much as possible?</p>	<p>The world is changing. How can you insure against new types of risk in creative ways?</p>	<p>Claims represent the largest part of the CR. How can claims costs be reduced?</p>	<p>Know the dynamics of your book. How can portfolio monitoring be automated?</p>	<p>Insurance is a sales game. How can you help the salesforce sell?</p>
<p>Incorporate new data sources (e.g. satellite, geospatial)</p>	<p>Give underwriters tooling that help to make better risk decisions and streamline their decision process</p>	<p>Use technology to develop unique insurance products (e.g. parametric insurance, IoT, pay-as-you-go pricing, cyber risk)</p>	<p>Automation: Enable straight-through processing by using image recognition/OCR (e.g. Document AI) and chatbots to automatically settle claims.</p>	<p>Use new data sources, statistical models, and automated pipelines to make reserving faster, cheaper, and more accurate</p>	<p>Generate more and better through automated triggers followed by ML-driven lead qualification.</p>
<p>Replace linear models with ML-driven pricing</p>	<p>Use 360° customer view to ensure that UW can holistically evaluate the customer</p>		<p>Use ML and external data sources to avoid paying for fraudulent claims.</p>		<p>Retain more customers and through churn prevention and next best action models.</p>
<p>Improve actuarial processes through data engineering best practices</p>					

Google's POV

The future of applications, and the infrastructure that they run on, is created with **containerized microservices**, managed through a **declarative system** with a **single control experience** that uses a **service mesh** to **spans all application locations**.

Innovation Timeline

A history of innovating industry contributions solving at scale.

Google!

September 1998
Company founded in Menlo Park, CA

1998

2003

2006

2008

2013

2015

2018

2020



Borg

3-4 Google Engineers working to automate cluster management at scale inside Google



Process Containers
introduce containers to the Linux kernel



April 2008
Google Cloud launches

LxC launched
complete Linux container manager merged into the Linux Kernel



Birth of Kubernetes

Work begins to open source Google's internal cluster scheduler



June 2014
First GitHub commit for Kubernetes



Aug 2015
Google Kubernetes Engine GA



Envoy 1.0



gRPC



Knative
announced



GKE on-Prem



Anthos
Google launches Enterprise application platform



July 2015
Kubernetes 1.0



CNCF
Cloud Native Computing Foundation launch



gVisor



Istio announced



Site Reliability Engineering
First Edition



Istio 1.0



Cloud Run
Site Reliability Workbook
First Edition



cilium

Traditional Enterprise IT Model



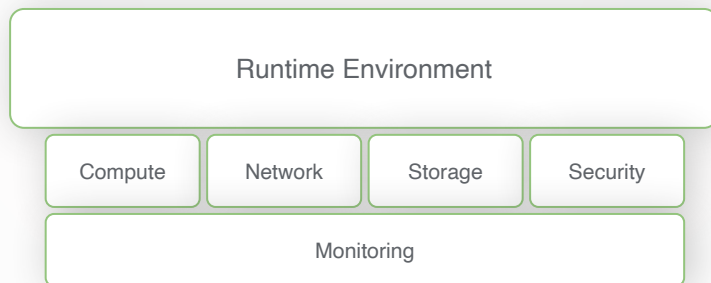
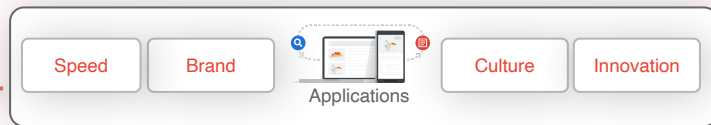
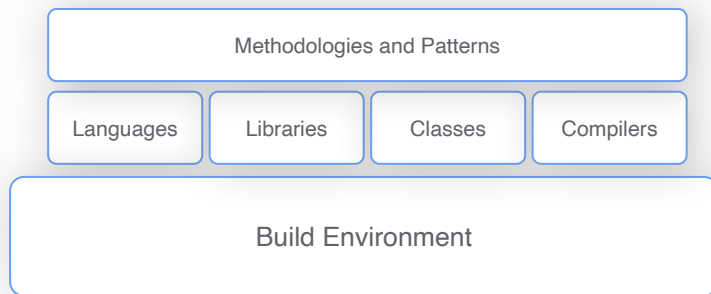
Can we apply *innovation@* thinking to solve for this?

Impact

- Profitability
- Productivity
- Market share
- Number of customers
- Quality of products or services
- Operating efficiency
- Customer satisfaction
- Achieving organizational mission



2019 State of DevOps Report
<https://cloud.google.com/devops/state-of-devops>



Build

- + Maximize Change
- + Experimentation
- + Capabilities and Features

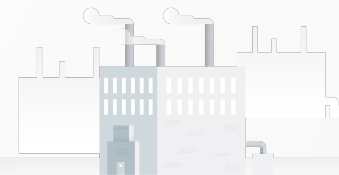
Friction

Conflicting incentives between *build* and *run* teams introduce *friction* to the delivery process.

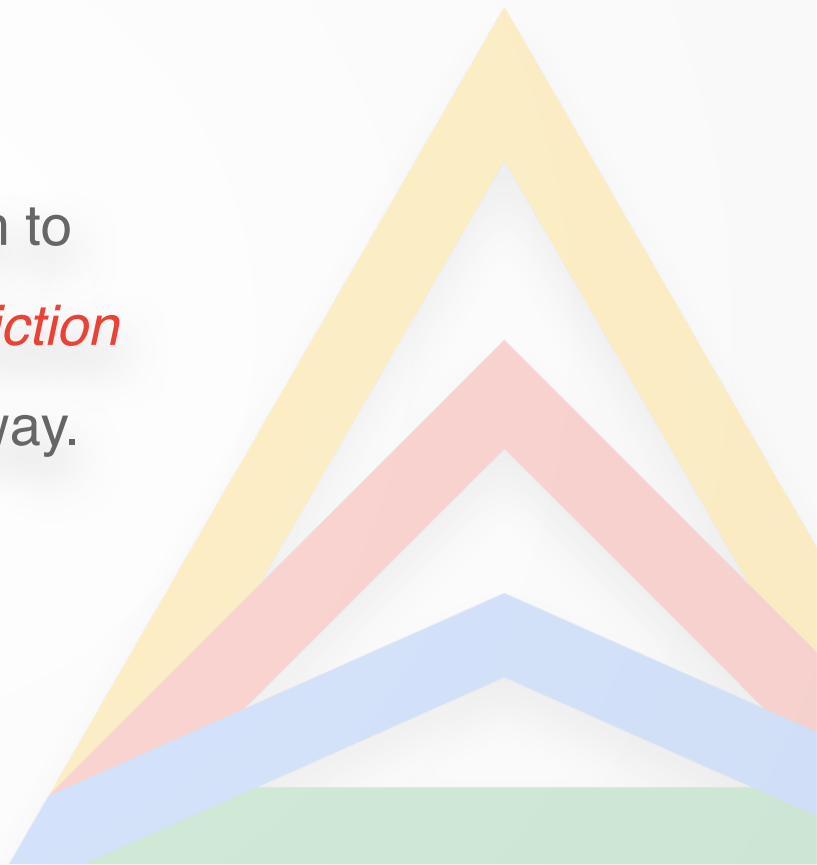


Run

- + Minimize Change
- + Stability
- + Uptime

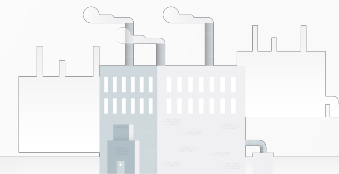
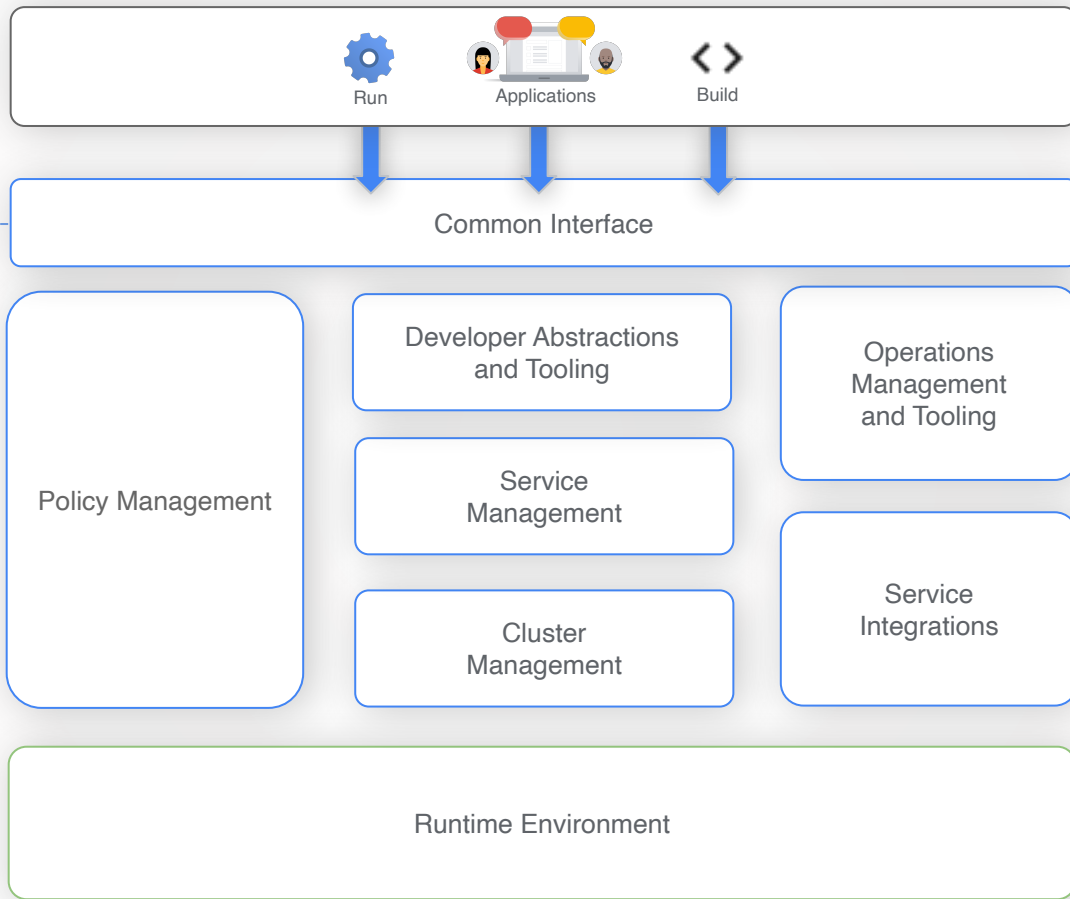


A centrally managed application platform to
speed software delivery and *eliminate friction*
across cloud environments in a unified way.





Move to a
Cloud
Operating
Model



Idea

Δv

Outcome



Unified UX/UI, Open APIs (Hub, Environs)

Control Plane



Anthos
Config Management

Config, Connect, Sync

Anthos
Cloud Run

Anthos
Service Mesh

Anthos
Google Kubernetes Engine

Anthos
Cloud Operations
Logging and Monitoring

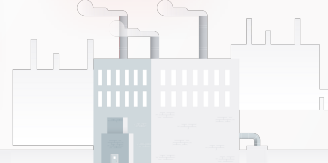
Anthos
Marketplace

- Anthos Cloud Build
- Anthos Migrate
- Anthos Storage
- Anthos Identity
- Binary Authorization

- BigQuery Omni
- Apigee Hybrid
- Speech to Text
- Vision/OCR



Data Plane



Anthos for Financial Services

What do **Financial Services** need?

- Segmented failure domains
- Low administrative burden
- Consistent security
- Observability
- Consistent Experience
- Ease of exiting a platform



Google's organisational code > open sourced

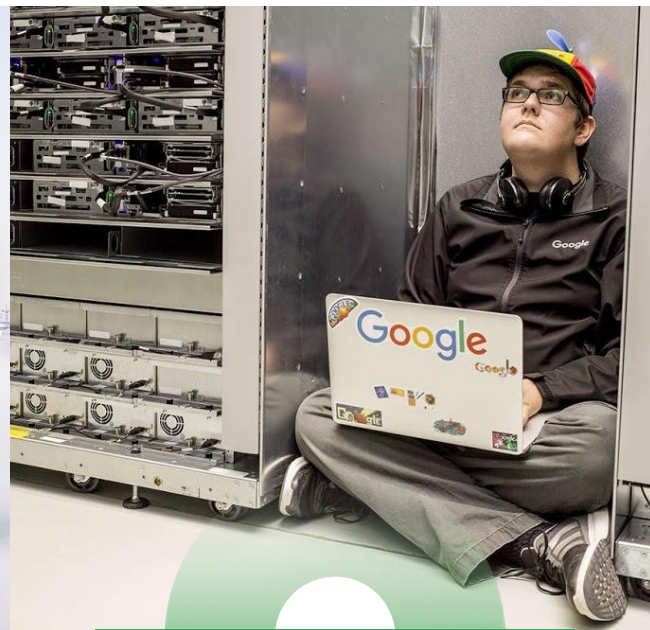
Proprietary + Confidential



Culture & organisation
Transformation



On demand, best in class
processes & technology



Data driven decision making
& intelligent automation



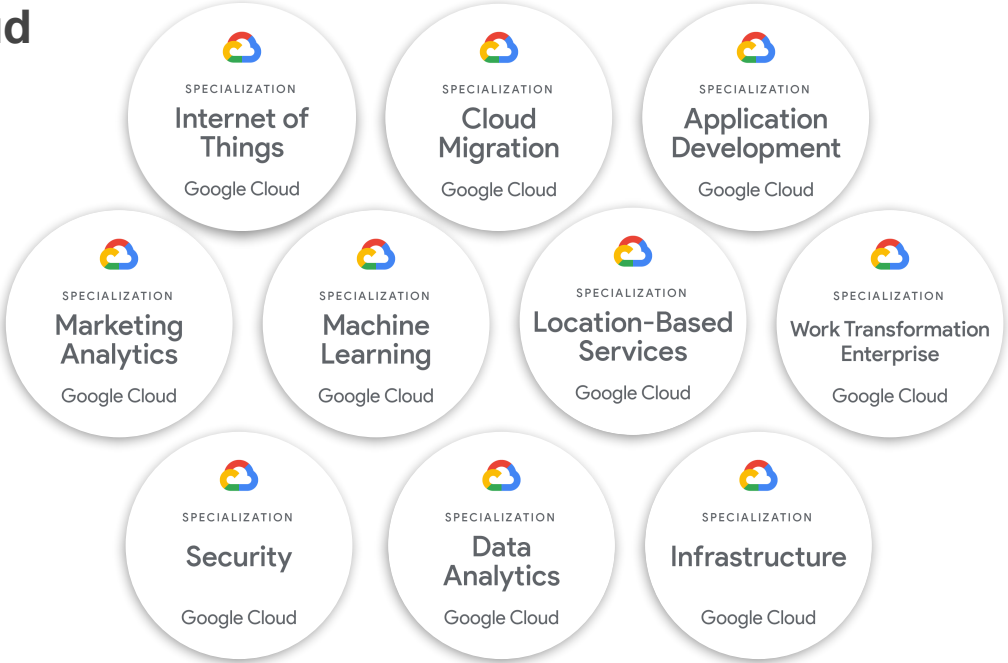
The strategic alliance with Atos & Capgemini

Atos and Google are committed to jointly deliver cloud solutions that enable Customers to make better use of available data and to improve any business process through AI innovation



Atos has 10 Google Cloud Partner specializations

Atos clients



Capgemini: a leading GCP practitioner



Partnership with Google Cloud

- **7 years managed partnership** focused on Digital Transformation through Cloud, Data, AI/ML and Digital Workplace offerings
- Alliance operating in **15 countries across five continents** (Asia, Australia, North & South America, Europe)
- **Ongoing priorities:**
 - Creating and launching horizontal and sector-specific solutions on top of Google Cloud Platform
 - Rapidly expanding training and certifications
 - Developing account-level relationships between the teams in each country



Global Capacity

- **420 +** Google cloud certified practitioners
- **240 projects across 57 clients** using Google Cloud technologies in 2019
- **1,300+** trained consultants

*All certification and training data provided by Google Cloud

Joint solutions with Google & Capgemini

Key clients

Data Estate Modernization	Data Center Transformation / Exit
Digital Marketing Hyper-personalization	Mainframe Modernization
Apps Modernization & Multi-Cloud w/ Anthos	FA Productivity Optimization
Temenos on GCP Payments & Core Banking	In-Store Analytics on GCP

