



ALL MEMBER MEETING '21

VSS supports the decentralization of Insurance

How the car becomes an Insurer?

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Neil Walker

I have worked in IT and Digital technology for over 25 years, from early 90's SGML first online internet solutions to currently Head of Architecture with Covea Insurance, UK. I have defined and shaped strategy for Enterprise Architecture, Microservices, Data and Cloud, including transformation approaches and innovations to establish next generation platform Insurance solutions.

Specialise in strategy and architecture for distributed computing and Insurance Architectures and lead on the open insurance community (OPIN) mobility group working closely with GENIVI.





The “Why”

How have we arrived here....?

The journey to Decentralized Insurance...



1

CENTRALISED

One system

One machine

Many people

2

DISTRIBUTED

One system

Many machines

Many people

3

DECENTRALIZED

Many systems

Many machines

One person



The “Who”

Who consumes decentralised insurance

The “Who”, Insurance needs to know customer context

- I want it now (meet the demands)
- I want it automatically (no manual interaction)
- I want to use your services, how I choose (process)
- I want to use all my devices (interaction)
- I want to interact on my timetable (availability)
- I want to interact wherever I am (distributed)





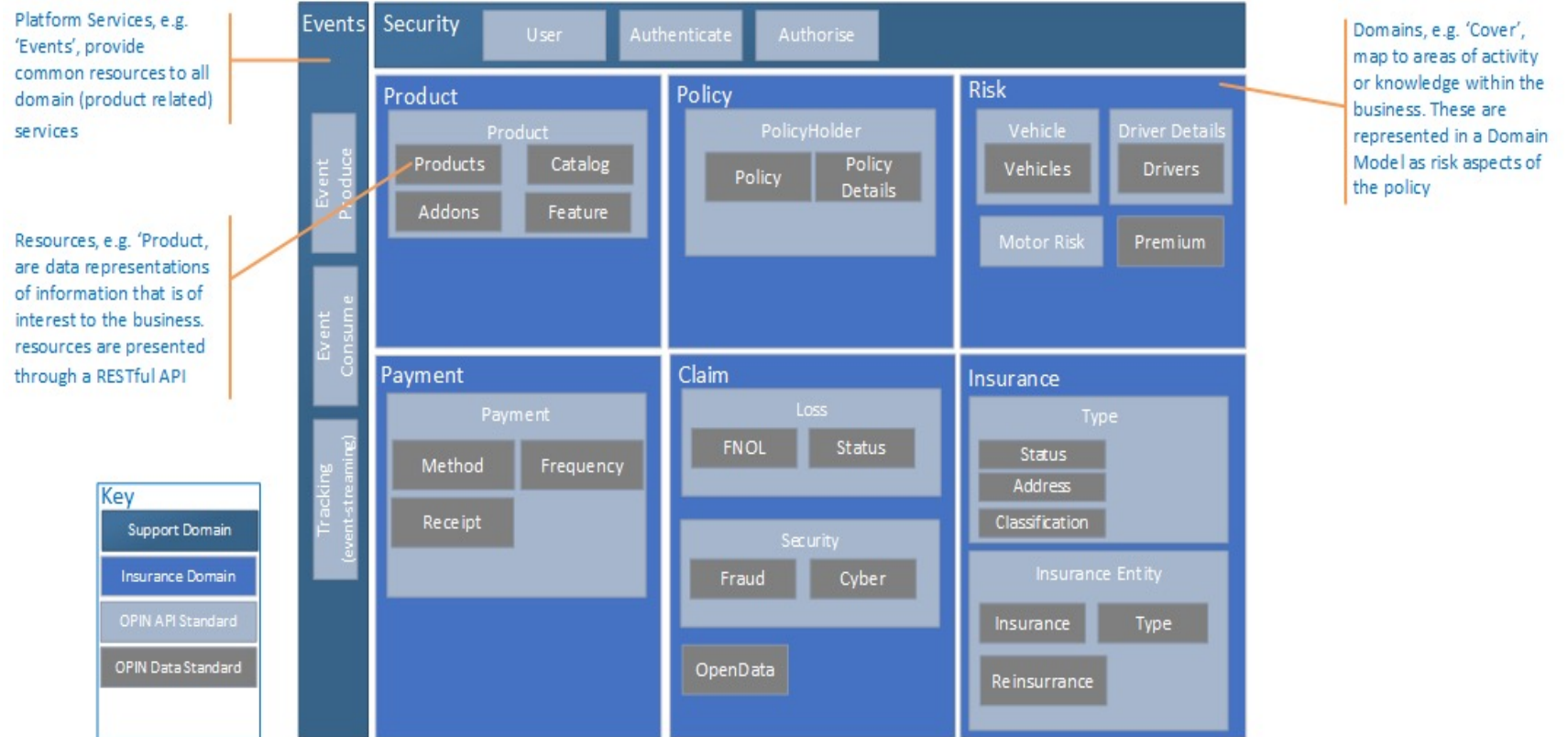
The “What”

VSS and Open Insurance real business outcomes

How VSS and Open insurance collaborate to combine open opportunities

Open Insurance Domain Driven Design Model.

- Insurance events for real-time Policy, Claims, Cover and Payments
- Car events for a Vehicle domain based on real time VSS Signals augmenting and driving the Insurance and Underwriting decision
- Real Time exposure to Car cover and Insurance events supported by VSS and Insurance



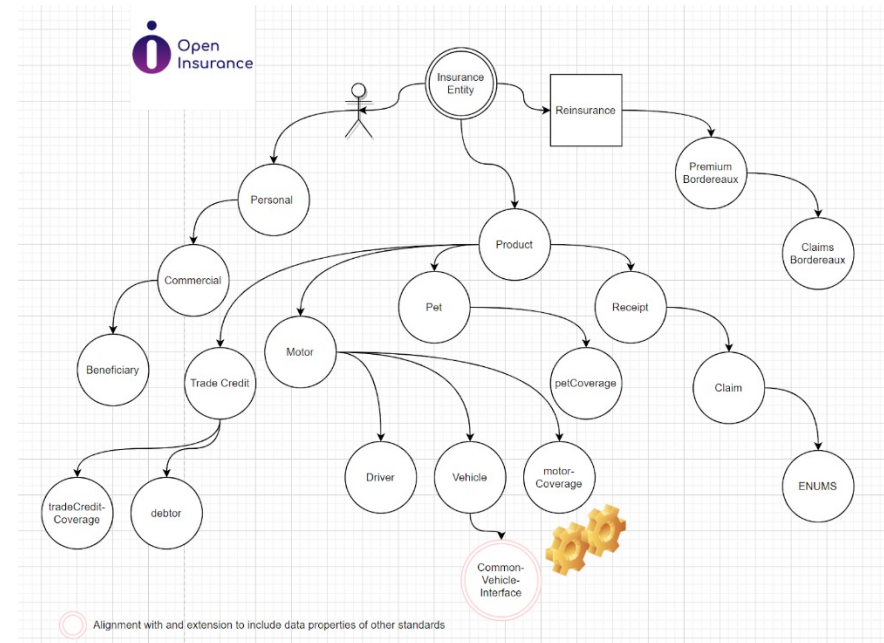
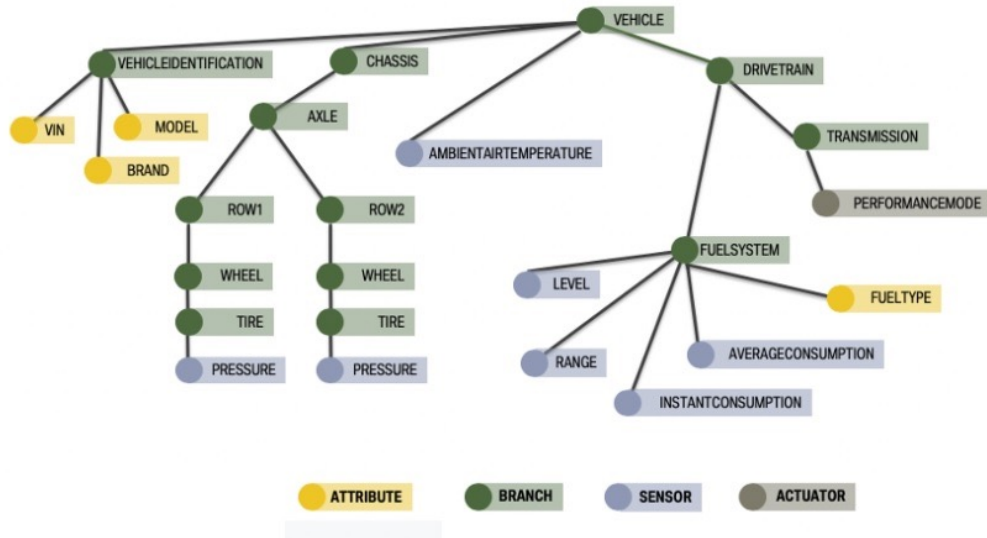


Open Insurance Model and VSS model

Building “new customer context”, by standard alignment

The Open Insurance Mobility group is a combination of Insurance, GENIVI, Telematic leaders bringing data, business process and technology solutions together

- Referencing a Insurance Vehicle Standard in the open insurance model
- To support and establish an ‘Insurance Product’ standard model with VSS



Open Insurance Model and VSS business process model

Invitation for Proof-of-Concept implementations

The group has a number of OPIN and VSS scenarios we are aligning with a revised data model, which will be published to the community.

Business and Commercial Behaviour

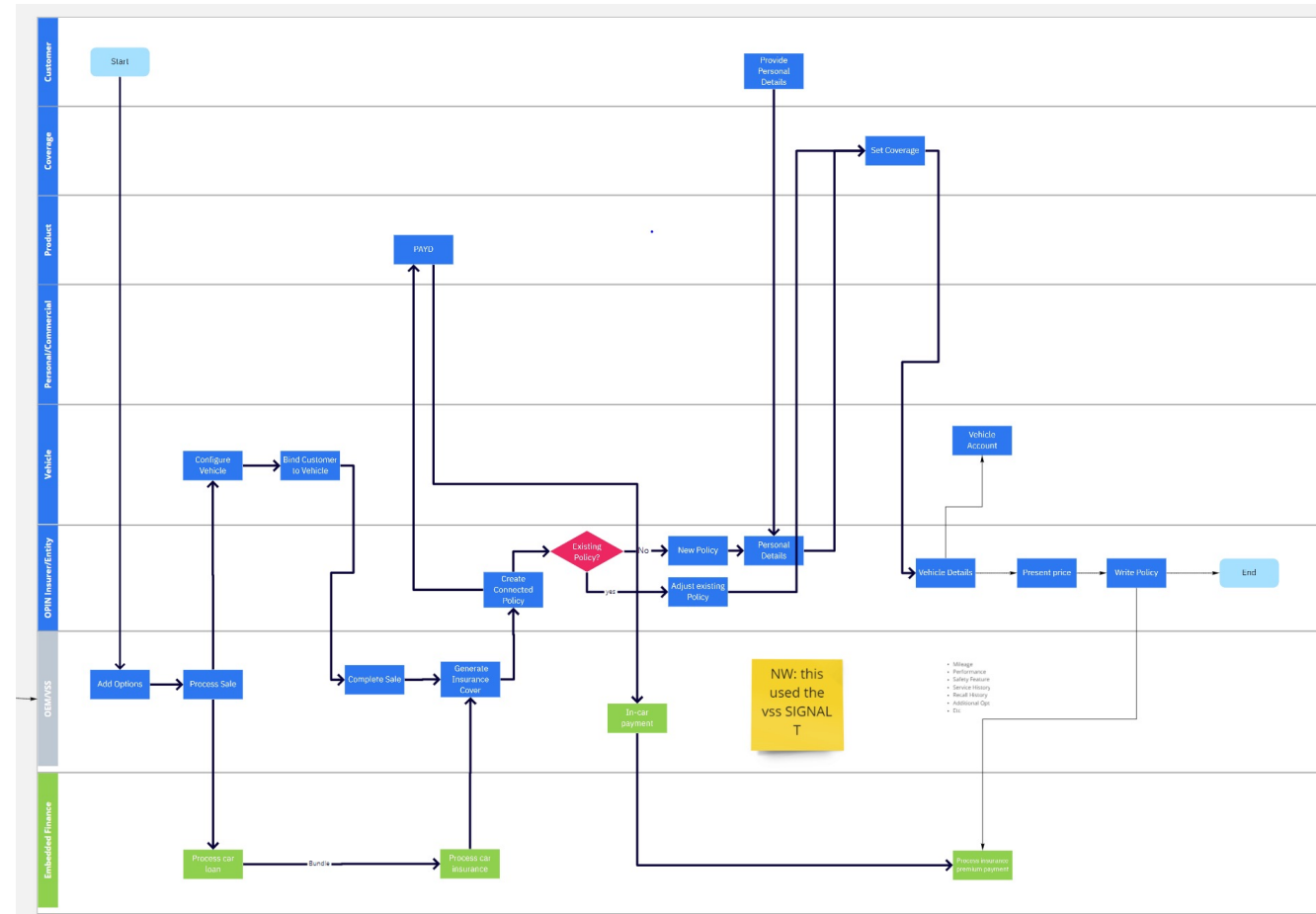
- Commercial Fleet management
- Insurance Driver reward

Driver Behaviour

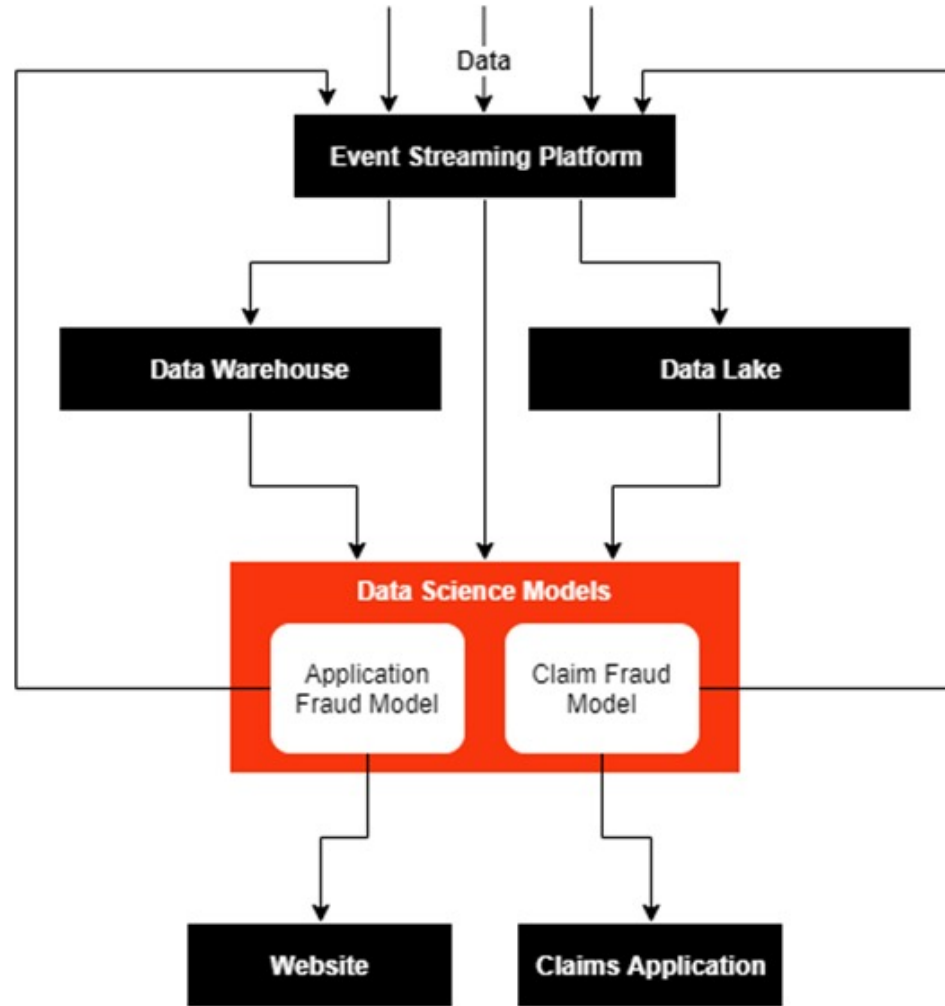
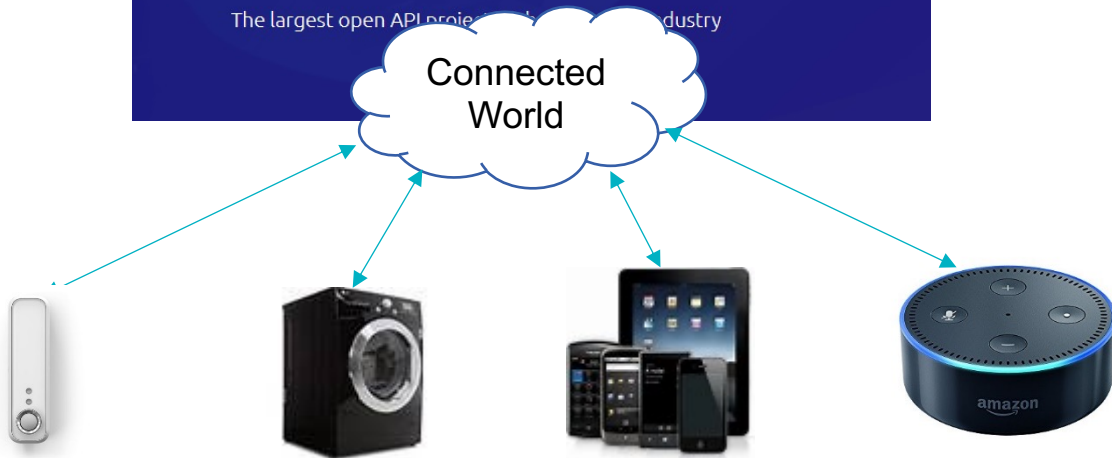
- Parking in high risk zones
- Driver style and intensity for premium

Vehicle Behaviour

- Vehicle impact Insurance Claims events
- Safety features deployed events



OPIN data and VSS data standards, common Insurance system

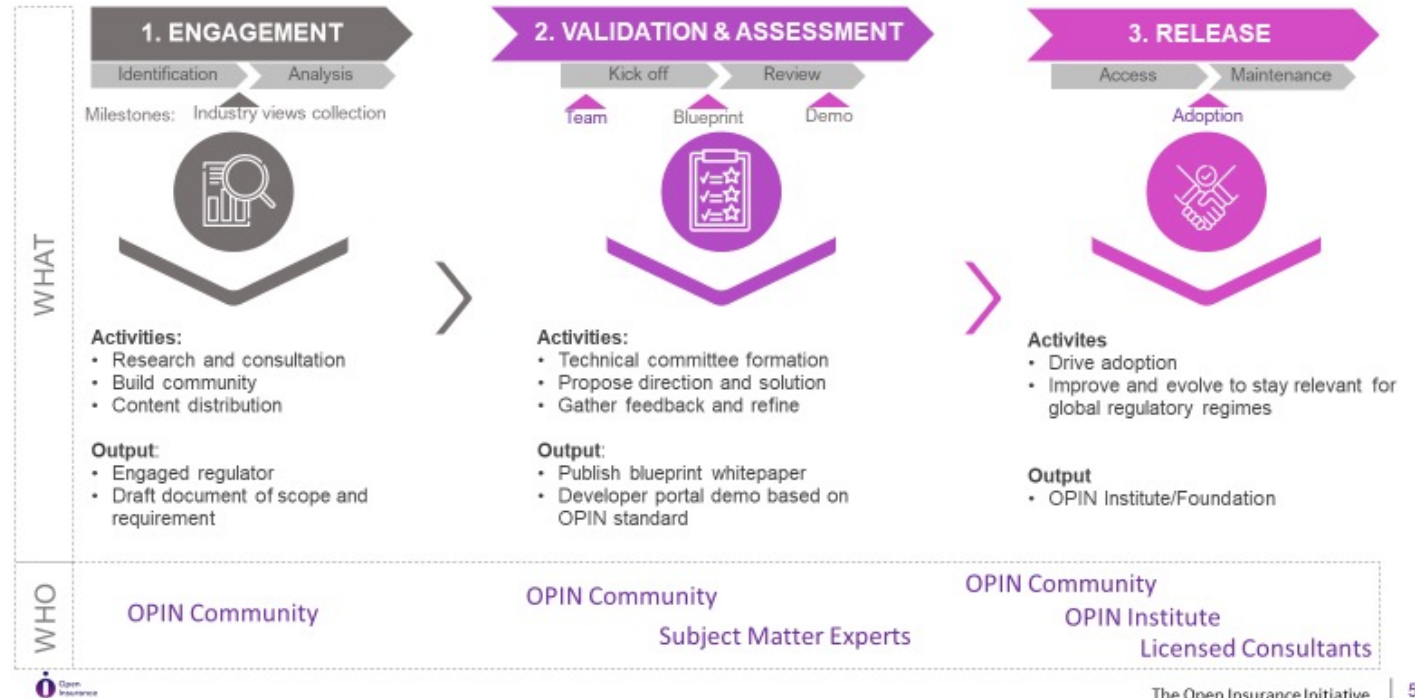


Next Steps

Mobility group release process

- The OPIN data standard is released and available today for Motor
- OPIN and VSS now working through the validation and assessment alignment phase to align data standards
- Targeting Release cycles in Q3-Q4 for business scenarios and proof of concept to promote adoption the updated and aligned data model

Approach to standard development





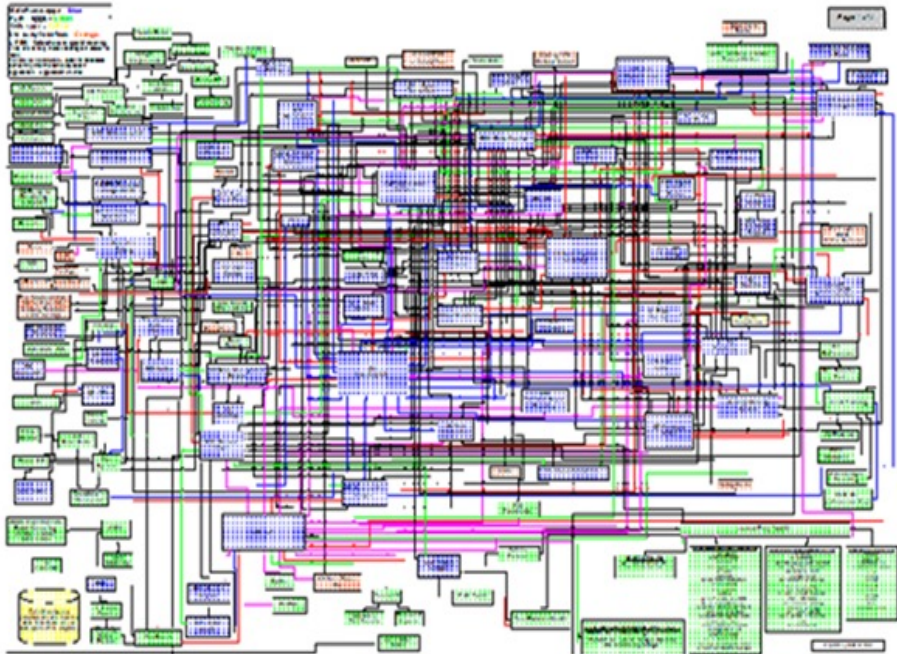
The “How”

The key to enable decentralized computing.... Appropriate Abstraction

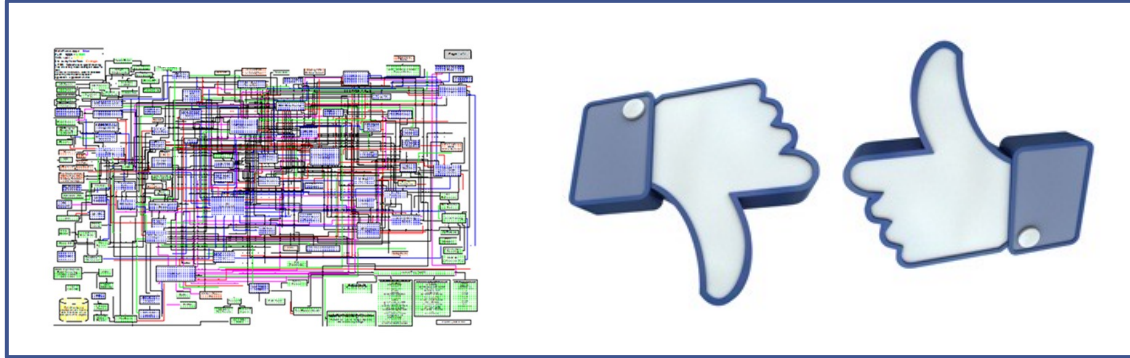
...most Insurance organisations face significant technology challenges ...

Typically when trying to adopt any standard most insurers, have a significant technical debt headache

- Difficult to leverage Systems of Record, complex to adopt standards, unlikely to achieve real-time
- Requires an alternative system, that supports data integration and information security and compliance to support this



Alignment on standardized adoption means new technology features, to open the possibility



— Must support continuous delivery from idea to production

— Support distributed security for configurable context

— Adaptive technology, avoid tightly coupled systems

— Build technology that is aware of context, but supporting standards

— Test experiences, not only systems, but also driver behaviour

Key challenges we must address in VSS and Open Insurance



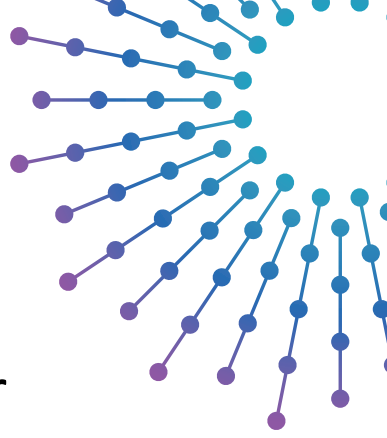
Technology Challenges

- Service-orientated domain and business driven design to support customer and employee behaviours
- Focus on a discrete product, to build out and prove, iterate use cases
- Decentralisation of technology, breaking monolithic systems, supporting data sharing contracts / smart contracts aligned to a domain design

Business Challenges

- Develop a business model for product iterations on machine events, real-time insurance
- Combine this with rapid release, we release twice daily into Customer production systems, test and learn
- Don't underestimate the shift to your employee's mind-set, (customer centric behaviour, people led not system led)

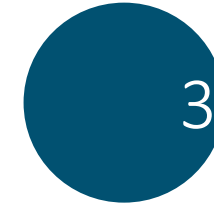
Testing the decentralized customer experience is critical



- Understand where you are on supporting open standards AND your customer context requirements
- Develop a Test Strategy, from the “outside in”, **instigated by the Customer Event**, pay by miles, preventative claims systems
- Develop a Test Strategy, from the “inside out”, **instigated by the Machine or Signal Event**, seat belts deployed, multi-car crash events
- Automate machine event testing, then focus on the behaviour of the customer – iterative model offices

Open Insurance and VSS standards combined underpin the Insurance and Connected Car operating model

- The insurance agent answering the phone to the driver...
- The insurance agent reviewing your driving behaviour and updated insurance premium...
- The insurance agent ensuring the claim is processed, and updating the car...
- The insurance system(s) and in-car system(s) processing your insurance claim...
- **Exist outside the Insurance architecture, but handled by the same person**



Decentralized

- Many systems
- Many machines
- **One person**



THANK YOU

Neil.Walker@CoveaInsurance.co.uk

