Inspirational celebrations at the Ruschlikon 15th Year Anniversary

Success

Anniversary Events in Singapore, Zurich and New York – on 28th and 29th June 2023

On June 29th, over 180 members of our global Ruschlikon community got together in Singapore, Zurich, and New York to celebrate 15 years of hard work driving digital change and transformation across our global industry.

The Ruschlikon initiative - powered by ACORD – has been championing standardisation, digitisation, automation, and straight-through-processing in (re)insurance since its foundation in 2008. No other industry body has applied ACORD's data standards as holistically as Ruschlikon has – covering all steps in the (re)insurance value chain, from bid to bind to accounting, claims and settlement in a transparent, collaborative, trusted way.

Celebrations in all 3 locations included tailored keynote speakers followed by expert panel discussions, which were a great way to inspire a deeper dialogue on key topics and increase participant engagement. In addition, with panellists representing different companies, it was a great way to share and learn from their experiences in implementing Ruschlikon, as well as hear about other digitisation/automation efforts underway in their companies to support industry transformation. The keynotes also explored other

digitisation-related topics – such as the importance of change leadership, data, and technology in our journey.

Here are some of the highlights and takeaways from all 3 celebrations:

- **Data, people, and technology are the key enablers** when it comes to digitising and automating our core business and unlocking new, strategic options – and that isn't just true for (re)insurance but for all industries
- **You can't digitise the human element of our industry**. We all still want to interact with real people, in addition to taking advantage of the benefits of digitised service offerings
- **Standardisation, digitisation and automation are essential to achieve straight-through processing**. It's no longer a question of "IF" but "WHEN" we do it, each and every incremental step is important in shifting us further towards success. **It's a marathon, not a sprint**
- **The main hurdle for straight-through-processing resides in our own organisations** – specifically in the lack of a strong connection between digitisation efforts/investment and the business strategy. Ruschlikon's data and process standards provide the tools we need to achieve digitisation goals – and as leaders, we also need to do our part to influence and make sure that these tech targets are firmly embedded in and aligned with the business enterprise strategy
- **Leading by example is critical to our movement**. Your passion for what we're doing and trying to achieve are mirrored in your actions and words – don't underestimate the impact you can have!
- **The success of our joint transformation relies on change leadership with strong EQ**. We have to address the emotional why, what and how to bring people along with us. Also, we can't forget that change is often linked with new skills and ways of doing things. Make best use of the opportunities to engage and train your people

The audience was given an outlook on the topics to tackle in the years to come:

- Focus on the end-to-end value chain, aim for digitisation and automation from bid to bind, to accounting, claims and settlement
- Standardisation and digitisation are the first steps, integration brings the full benefits
- Make the London market modernisation a success – Ruschlikon supports Blueprint Two
- Leverage the resources that Ruschlikon offers and be an ambassador for the community

Whilst individual industry partners are at different steps in their digital journey, everyone agreed on the slogan at the Ruschlikon 15th Year Anniversary Celebrations.

Quote of an African Proverb

The networking opportunities over coffee breaks, lunches and the celebration drinks and snacks were intensively used and many of the topics introduced through keynotes were deepened in individual catch ups. The community left inspired to transform the (re)insurance industry.

Nelson Tham, Irène Koller, Pascal Lehmann, Sergio Ibanez – Regional hosts of the Celebrations, Swiss Re

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And the Ruschlikon certificate goes to …

Success

Inspired by the golden globes – 5 categories, 21 winners

Elected out of the top nominations for each category, the winners proudly picked up their certificates on stage. The winners were handed a certificate and a very typical Swiss souvenir – a Swiss army knife, with a Ruschlikon powered by ACORD logo. Quite some hurdles had to be overcome to get the give-aways to Singapore and New York, but as creative and collaborative as we are, work arounds have been established to bring them home!

Winners in the category - **Best Action Adventure**

Ground-breaking projects on an industry or company level that had, and may still have, to overcome hurdles to drive the relevant activities.

- *Malaysian Re's Ruschlikon Implementation - Lydia Koh Sook Mei, Malaysian Re*
- *Ruschlikon supports Blueprint Two - Tim Pledger, Swiss Re*
- *Guy Carpenter Americas - Walter Zarychta, Guy Carpenter Americas*

Winners in the category - **Best Leading Role**

Individual or organisation recognised as a thought leader within the community. They make major contributions to their own organisation, the regional groups, or the global Ruschlikon community. They drive digitisation and related activities.

- *Tris Cooper, WTW and Regional Implementation Group Asia (RIGA) Chair*
- *Daniel Quermia, MAPFRE RE and Regional Implementation Group Spain (RIGS) Chair*
- *Sergio Ibanez, Swiss Re and Regional Implementation Group North America (RNAIG) Chair*

Winners in the category – **Best Supporting Role**

Individual or organisation who are essential in the execution of Ruschlikon related activities in their regional group or on a global Ruschlikon level.

- *Laura Dominguez, MAPFRE RE and Regional Implementation Group Asia (RIGA) member*
- *ACORD - Andrew Rayner, ePlacing BIG (ePBIG) member*
- *Munich Re Americas supporting RNAIG - Sal Iannacone, eA&C SteerCo member*

Winners in the category – **Best Rising Stars**

Moderately new Ruschlikon member organisation, regional community, or individual who recently started their Ruschlikon activities.

- *Regional Implementation Group Asia (RIGA) – Chin Fong Teh, Gallagher Re*
- *Regional Implementation Group Italy (RIGI) and IMDEP – Andrea Fina, C Consulting*
- *Everest Re's recent Ruschlikon Implementation – Shanta Brown and Silvy Payan*

Winners in the category – **Ruschlikon Lifetime Achievement Award**

Founder member and/ or long-time contributors to the Ruschlikon initiative. They are leading lights who made significant and sustained contributions to driving digitisation in the Ruschlikon group community and their organisation.

- *Nelson Tham, Swiss Re*
- *Andreas Piegsa, Hannover Re*
- *Enrico Alessandri, Swiss Re*
- *Richard Brame, WTW*
- *Theo Bachmann, Swiss Re*
- *Troy Hughes, Aon*
- *Greg Henderson, Guy Carpenter*
- *Maggy Leon, ACORD New York*
- *Tom Neff, Aon*

The next page features photos of a few of the certificate winners.

Irène Koller, Swiss Re and Marketing Group Chair

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