

Reimagining the Agency 2030

Mr Sandeep Deva, VP - Consulting talk at IAB Cal, LULU a major hit

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IAB Cal's LULU Webinars, August 6-8 was a huge hit. The webinar had top-notch industry speakers sharing up-to-date information about new developments in the Insurance industry.

Mr Sandeep Deva, Head consulting presented "[Reimagining the Agency](#)". His talk covered the challenges incumbent Insurance agencies are facing on business and customer experience side. [Insurtech](#), the newer entrants, are attempting to disrupt the Insurance value chain. Customers are demanding faster and immersive always on experience. In this background, Insurance agencies must rewire and redesign their workflows and engagement strategies. Mr Deva presented how Insurance agencies can use emergent technologies like AI/ML, cloud and analytics across the Insurance Policy life cycle to deepen the engagement, remove process errors, drive higher efficiencies and realize higher margins.

Mr Deva's talk was a hit with the audience. Agencies small and big had actionable suggestions that could help them stay competitive. Audiences had questions about the applicability of AI to small agencies, their affordability and the impact AI/ML solutions will have on AMS.

Jan Loewenjan, Craig Williams and other participants raised queries about the agencies of future, how small agencies must prepare for the future and how technologies can be used to complement AMS, Client management systems and lead generation.

Mr Deva said, " am happy to see the response of the audience to LULU webinar. The zeal with which agencies participate in the webinars make it an ideal community platforms. The questions about ROI of the solution, disruptions of AI/ML and other areas show the concerns of the Industry and preparedness of the industry leaders to brace for the changes required.

About [Exdion](#).

Exdion Solutions is a consulting and InsurTech product based company, offering pioneering, disruptive and value enhancing solutions to Insurance Brokers & Agencies. Exdion delivers transformational excellence through strategic levers that include consulting, technology, Robotic Process Automation, Artificial Intelligence, Data Science products, and BPM. Our solutions help Insurance agencies and broker smartly tide over inefficiencies, gain revenues and remain competitive.

Dan Narayan | VP - Business
Exdion Solutions



The graphic is a promotional slide for a webinar. At the top left is the 'EXDION' logo. At the top right, it says 'PARTNER To > TRANSFORM'. Below that, on the right, is the date 'August 6-8, 2019'. The main title 'Reimagining the Agency' is centered in a large, white font. Below the title is the tagline 'Quality Education Without Leaving Your Computer'. On the left side, there is a text box that says 'Come hear our VP, Sandeep Deva talk on "Reimagining the Agency"'. On the right side, there is an image of a white robot head with a futuristic interface overlaying it, showing various icons like a globe, a gear, and a person. At the bottom, the 'EXDION' logo is repeated in a larger, blue font, with 'Exdion Solutions' written below it.

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