

# FINEOS Global Summit 2017 Agenda

The Rise of the Digital Insurer: *A Sea Change for Life, Accident & Health*

Ritz Carlton Half Moon Bay, California

November 1 – 3, 2017

## WEDNESDAY, November 1, 2017

12:00pm – 2:00pm	<b>CIO Council Lunch Meeting</b>	
2:00pm – 4:30pm	<b>North American Customer Advisory Group</b>	<b>Asia Pacific Customer Advisory Group</b>
6:00 pm – 7:30 pm	<b>Registration &amp; Welcome Reception</b> Ocean Terrace	

## THURSDAY, November 2, 2017

8:00 am – 4:00 pm	<b>Registration</b>	
7:30 am – 8:30 am	<b>Breakfast</b>	
<i>All sessions in <b>Ritz Carlton Ballroom</b> unless otherwise noted</i>		
8:30 am – 9:30 am	<b>Demo Booths Open</b>	<b>How Technology &amp; InsurTech will Shape the Future of the Insurance Industry</b> Mike Connor, CEO & Co-Founder, Silicon Valley Insurance Accelerator
9:30 am – 10:15 am		<b>FINEOS Progress &amp; Strategy Update with Innovation &amp; Excellence Awards Presentation</b> Michael Kelly
10:15 – 10:45 am		<b>Break/Demo Booth Time</b>
10:45 am - 11:15 am		<b>FINEOS Customer Case Study from Innovation &amp; Excellence Award Winner</b>
11:15 am - 12:15 pm		<b>FINEOS Product Strategy</b> Jonathan Boylan & Eoin Kirwan, FINEOS
12:15 pm - 1:15 pm		<b>Lunch (Gallery)</b>
1:15 pm – 1:45 pm		<b>FINEOS Customer Case Study from Innovation &amp; Excellence Award Winner</b>
1:45pm – 2:45pm		<b>Extract More Value from FINEOS Claims</b> Caroline Duffy, Maria Parker
2:45pm – 3:15pm		<b>Break/Demo Booth Time</b>
3:15pm – 4:15 pm		<b>Executive Panel Discussion</b> Topic and speakers to be announced
6:00pm – 9:30 pm	<b>FINEOS Global Summit Dinner Party</b> Sam's Chowder House	

**Friday, November 3, 2017**

8:00 am – 4:00 pm	<b>Registration</b>			
7:30 am – 8:30 am	<b>Breakfast</b>			
<i>All sessions in <b>Ritz Carlton Ballroom</b> unless otherwise noted</i>				
8:30 am – 9:30 am	<b>Demo Booths Open</b>	<b>Day 2 Keynote Address</b> Speaker to be announced		
9:30 am – 10:15 am		<b>FINEOS Claims Update</b> Barry Duffy		
10:15 am – 10:30 am		<b>Break/Demo Booth Time</b>		
10:30 am – 11:15 pm		<b>FINEOS New Releases Workshop</b> Maria Moore		
11:15 am – 12:00 am		<b>State of the Market Update</b> Celent Research		
11:45 pm - 1:00 pm		<b>Lunch</b>		
CONCURRENT SESSIONS		<b>Main stage Sessions</b>	<b>FINEOS Lounge Topic Discussions</b>	
1:15pm – 2:00pm		<b>FINEOS Absence Update</b> Rob Say	<b>Security, AI, Analytics</b>	<b>Insurance Cloud</b>
2:05 pm – 2:50 pm		<b>FINEOS Billing &amp; Policy Roadmap Update</b> James Hehir, Alison Carter	<b>FINEOS Absence</b>	<b>Insurtech &amp; Innovation</b>
2:55pm – 3:40pm		<b>Pathway to the FINEOS Cloud</b> Fergal Heffernan, Korie Jackson	<b>FINEOS Billing &amp; Policy</b>	<b>Return to Work</b>
3 : 4 0 p m	<b>Closing Session in Ritz Carlton Ballroom</b> Michael Kelly			
3:45 – 4:45 pm	<b>Closing Cocktail Hour</b>			

**Demo Booths:**

- FINEOS AdminSuite
- Integrated Disability & Absence
- Digital Channels
  - Leveraging APIs
  - Contact Center/CRM API
- Meet TOM (Target Operating Model)
- Business Analyzer and Analytics