

# 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

2:00pm – 4:30pm	<b>North American Customer Advisory Group</b> Miramar I & II	<b>APAC Customer Advisory Group</b> 12 – 6 TBD
6:00pm – 7:30pm	<b>Registration &amp; Welcome Reception</b> Ocean Terrace	

## THURSDAY, November 2, 2017

8:00 am – 4:00 pm	Registration	
7:30 am – 8:30 am	<b>Breakfast</b> Miramar I & II	
<i>All sessions in Ritz Carlton Ballroom unless otherwise noted</i>		
8:30 am – 9:30 am	Demo Booths Open	<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</b> Michael Kelly, CEO, FINEOS
10:15 – 10:45 am		<b>Break/Demo Booth Time</b>
		<b>FINEOS Product Strategy Update</b>
10:45 am - 11:30 am		<b>FINEOS Claims, Absence and Policy</b> Eoin Kirwan, VP, Product Management, FINEOS
11:30am - 12:00 pm		<b>FINEOS Insurance Cloud and Digital Platform</b> Jonathan Boylan, CTO, FINEOS
12:15 pm - 1:30 pm		<b>Lunch</b> Navio
1:30 pm – 2:30 pm		<b>Executive Panel Discussion</b> Moderated by Chuck Johnston, CMO, FINEOS
2:30pm – 3:15pm		<b>FINEOS Claims Update</b> Barry Duffy
3:15pm – 3:45pm		<b>Break/Demo Booth Time</b>
3:45pm – 4:30 pm		<b>Extract More Value from FINEOS Claims</b> Maria Parker, Caroline Duffy, FINEOS
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> Miramar I & II			
<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 (Mental Health)</b> Speaker to be announced		
9:30 am – 10:15 am		<b>FINEOS New Releases Workshop</b> Maria Moore, FINEOS		
10:15 am – 10:45 am		<b>Break/Demo Booth Time</b>		
10:45 am – 11:30 pm		<b>Pathway to the FINEOS Cloud</b> Fergal Heffernan, Korie Jackson, FINEOS		
11:30 am – 12:00 pm		<b>Customer Session TBA</b>		
12:05 pm - 1:00 pm		<b>Lunch</b> Navio		
		<b>Main stage Sessions</b>	<b>FINEOS Lounge Q&amp;A Sessions</b>	
1:15pm – 2:00pm		<b>FINEOS Absence Update</b> Rob Say	<b>New FINEOS Claims Features</b>	<b>FINEOS 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>TBD</b> Chuck Johnston	<b>FINEOS Billing &amp; Policy</b>	<b>Pathway to Cloud</b>
3 : 4 0 p m	<b>Closing Session in Ritz Carlton Ballroom</b> Michael Kelly			
3 : 4 5 – 4 : 4 5 p m	<b>Closing Cocktail Hour</b> Ballroom Terrace			

**Demo Booths:**

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