

# Delivering operational transformation

Xceedance has a global footprint of service and insurtech, but also understands regional nuances and appreciates the challenges its clients face in specific markets, George Freimarck of Xceedance told *Monte Carlo Today*.

## Is the continental European insurance market different from other regions Xceedance serves?

We operate globally, and the clients we serve all have similar strategic objectives. Some common themes include making their processes more efficient, launching new lines, and integrating new and old technology platforms.

However, there are differences at a local level, including different regulatory concerns, specifics of some markets where some types of insurance differ, and data regulations such as the EU's General Data Protection Regulation (GDPR). More specifically, GDPR remains a work in progress for many companies, and Xceedance can help in terms of transparency and managing the process.

## Do re/insurers and other specialist providers have different needs?

Yes. Reinsurers work in the renewal season where they book a large volume of business in limited or specific intervals. They don't necessarily have the time upfront to painstakingly evaluate the portfolio using complex financial models. This kind of analysis often must wait till after the fact, which then informs decision making for the next renewal period.

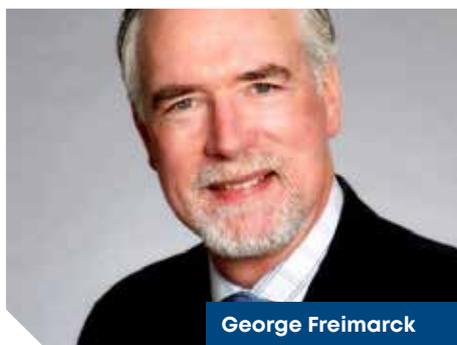
Managing general agents (MGAs) are much closer to the original risk. They need to ingest the business quickly while evaluating it to match the needs of their capacity providers, while also accurately reporting what they are doing.

In the case of commercial carriers—insurers and specialist writers—they represent the fulcrum of the industry; they often face a range of challenges, from new risks to increased regulations.

The solutions we offer reflect the varying needs of those different groups. Xceedance is very flexible and innovative when it comes to delivering strategic services and technology solutions for our clients.

## What does a typical strategic operations support engagement look like?

Strategic operations support—SOS—from Xceedance often starts with a question from a client regarding key operational priorities. It could be challenges with a line of business,



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a technology platform, data mastery and analytics, or a myriad of business goals. Sometimes, we engage in a 30 to 60-day pilot; after that, it depends on client requirements and the complexity of the projects.

If the client is satisfied with the pilot and sees the potential benefits of entering into a long-term partnership with Xceedance, we move into full engagement. In most cases, the client gradually increases the scope of work, considering our proven experience across the insurance lifecycle, and because we enable clients to better leverage their intellectual property, data, processes, and the productivity of their employees.

It is essential for our clients that we focus only on insurance and reinsurance—nothing else. Xceedance is made up of industry experts, and once insurance organisations see the value of what we do, they typically advance the engagement to achieve more cost-efficiency and profitability.

## How can Xceedance help reinsurers compete in the soft market?

The market has shown some signs of hardening, especially in cat-hit zones such as Florida, but re/insurers have been under siege for some time. Any improvement is on the back of a prolonged soft market, and reinsurers are looking for solutions and technology that may help improve their margins.

The reinsurance business is very episodic, and many companies struggle with workforce crunch while targeting all the opportunities they see in the limited window of time for renewals. Our technology and insurance lifecycle services can help make them more efficient and harness those opportunities.

Additionally, we are working with our strategic partner, ChainThat, on the world's first technology-driven insurance and reinsurance risk and capital exchange, with application to everything from cat modelling and finance to accounting and claims, to help free up clients' time and capacity.

## What innovation is Xceedance bringing to the market?

Xceedance is reimagining traditional service provider models. As an example, the recent launch of 'on-demand cat modelling services', built on the open-source Oasis Loss Modelling Framework, helps re/insurers to refine their view of risks, while reducing the cost of licensing and deploying multiple cat modelling platforms.

We are leveraging next-generation technologies and our in-depth domain knowledge to deliver highly responsive enterprise applications for specific insurance industry participants. For instance, our MGA Agility Suite provides software, lifecycle services, and regulatory compliance for the distinctive operations of programme administrators.

In conjunction with our strategic partner, ChainThat, we are working with companies interested in embracing distributed ledger technology and smart contracts, which will transcend multiple operating entities, domiciles, and currencies.

Proof-of-concept initiatives for this programme, called RICAP (Risk meets CAPital), are up and running in Bermuda. Cybersecurity is also a priority for us. Xceedance supports clients with their security objectives every step of the way, while also helping clients who write cyber policies. ●

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