

Monday, September 15, 2014

7:30 AM Registration and Breakfast

8:30 AM Morning Sessions

The Innovation Journey

Deb Smallwood, Founder, SMA

Insurer SpotLight: Progress Along the Journey

Robert James, President P&C, QBE North America

CULTIVATE: Creating an Environment for Change

Andrew Hutchison, Assistant Vice President, Group Disability and Life Product Development, Guardian Life Insurance

Peter Settel, CIO, Homesite Insurance

Ania Szpakowski, Corporate Customer Sales Training Manager, Zurich Financial Services Group

Monique Hesselning, Partner, SMA

CULIVATE IN ACTION: Omni-Channel Success

Manuel Tönz, Senior Solution Engineer, hybris software

Monique Hesselning, Partner, SMA

10:10 AM Morning Break: Java Jolt

10:30 AM Morning Sessions Continue

ACTIVATE: Propelling Change for Advantage

Jackie Morales, SVP and Managing Director of Life Operations, AXA Equitable Life Insurance Company

Adam J. Kostecky, Claims Officer, Amica Mutual Insurance Company

Karen Furtado, Partner, SMA

ACCELERATE: Achieving Sustainable Success

Michel Laurin, President & COO, Industrial Alliance Auto & Home Insurance Inc.

Matt Manzella, Director, Connected Car Technology, Allstate Insurance Company

Mark Breeding, Partner, SMA

ACCELERATE IN ACTION: Customer Engagement Success

Neal Keene, Vice President of Indirect Channel Development, Pitney Bowes

Mark Breeding, Partner, SMA

12:15 PM Lunch

The Innovation Journey

Cultivate.

Activate.

Accelerate.

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1:15 PM Afternoon Sessions

SpotLight on Solution Providers: Fueling the Innovation Journey

Jeff Wargin, *Director of Policy and Cross-Suite Product Management, Accenture Duck Creek*
 Simon Thompson, *Director, Commercial Solutions, Esri*
 Bruce F. Broussard, Jr., *Vice President, Data Products & Strategy, Insureity*
 Andy Scurto, *President, ISCS*
 Deb Smallwood, *Founder, SMA*

Innovation Around Us – The 360° View

Guy Fraker, *CEO, Get2Kno, Inc.*
 Dawn Mortimer, *Innovation Director, American Family Insurance*
 Bill Zujewski, *CMO and EVP of Product Strategy, Axeda*
 Denise Garth, *Partner, SMA*

The 360° View – Implications for Insurance

Guy Fraker, *CEO, Get2Kno, Inc.*
 Dawn Mortimer, *Innovation Director, American Family Insurance*
 Bill Zujewski, *CMO and EVP of Product Strategy, Axeda*
 Denise Garth, *Partner, SMA*

3:00 PM Afternoon Break: Caffeine and Collaboration

3:15 PM Afternoon Sessions Continue

SMA Innovation Communities in Action

Deb Smallwood, *Founder, SMA*
 Denise Garth, *Partner, SMA*

Innovation in Action Awards

Karen Furtado, *Partner, SMA*

The Innovation Journey – SMA Call to Action

Deb Smallwood, *Founder, SMA*

5:00 PM Reception

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