

## **2nd Annual Operational Excellence in Insurance**

**Event title:** 2nd Annual Operational Excellence in Insurance  
**Location:** Munich, Germany  
**Date:** May 22 – 23, 2014  
**Website:** <http://finance.flemingeurope.com/insurance-operational-excellence>  
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**HUO members: Book using promo code HUO2014 and save 20%!**

### **Event Description**

Already this month, OPEX in Insurance is back: the only European conference focused purely on insurance, which does not forget that back office and front office are two parts of one system. Learn how to innovate; bring your OPEX to the next level through coordination of departments; improve your contact centers - and much more!

### **Key Focus**

- ⤴ Bring your **OPEX** to the next level through the **cooperation** of **all departments**
- ⤴ Hear about **centralisation** and **decentralisation** of processes
- ⤴ Learn about **innovations**, new **technologies** and advantages **of outsourcing**
- ⤴ Find out how your **back office** can **support** your **sales**
- ⤴ Exchange best practices to **effectively lower your costs**

### **Your Exclusive Speakers**

- ⤴ **AIG (Italy)**, COO & Customer Operations Manager **Paolo Porrati**
- ⤴ **Aviva plc (UK)**, Systems Thinking Director **Rob Wilson**
- ⤴ **AXA Direct Protection (France)**, Head of Operations & Deputy COO **Nada Fayçal**
- ⤴ **ING Life (Luxembourg)**, COO **Christophe Hucque**
- ⤴ **Munich Re (UK)**, Director of Operations **Ian Davies**

### **Special Features**

- ⤴ **C-level** hot-spot **discussion** panel
- ⤴ **Networking cocktail reception**

[DOWNLOAD THE AGENDA](#) | [LIST OF SPEAKERS](#) | [BOOK YOUR SEAT](#)

For further information about the event, cost and registration please contact Will Hoss via [will.hoss@flemingeurope.com](mailto:will.hoss@flemingeurope.com) or call +421 257 272 144.