2013 Editorial Calendar

Insurance & Technology

Issue	Type	Description	*Ad/Sponsor* CLOSE
February	Digital	**Secrets of the Claims Superstars** Claims management strategies are evolving from a strict focus on efficient and accurate transaction management to a more customer-centric approach that addresses the customer experience and draws on analytics and data to enhance that experience – while also enabling more insight into fraud, risks and payments. For many companies this is more aspirational than reality, but a growing number of insurers are redefining effective and profitable claims administration, and doing so in a way that also builds customer loyalty and retention. Here's how they do it.	12/10/12
March	Digital	**Mobile in Insurance: The Mission, The Must-Haves & the Metrics** Mobile increasingly is a platform where all kinds of business, internal and external is conducted. As mobile becomes a dominant enterprise computing platform, what are the opportunities and challenges around key functions such as data management, collaboration, the processing of transactions such as claims, and customer service? What kinds of investments should insurers be making to optimize the mobile platform?	01/21
April	Digital	**Competing on Big Data: Do Insurers Have What It Takes?** Big data has tremendous promise for insurance companies because of its potential to unlock critical information and insights about customers, channels, products, risks and competitors. But unless they can shift their focus from volume and quantity to quality and intelligence, insurers will not be able to gain a competitive advantage from big data – it will only be a cost and operational nightmare. Find out about the technologies and culture changes that are essential to turning big data into actionable intelligence.	02/18
May	Print	**I&T's 2013 Guide to Strategic Resource Management: Optimizing the Workforce, Budgets and Partnerships** "Doing more with less" has become a core competency for insurance companies, and effective resource management is a hallmark of successful IT organizations in good times or bad. But there's always something knew to be learned when it comes to maximizing budgets. I&T evaluates the critical disciplines, best practices and strategies insurers of all sizes are using to optimize their IT resources and position their organizations more competitively. *Editorial Features:* Rethinking the budget process | Vendor management – are your partners delivering? | New approaches to outsourcing | Workforce optimization – it's more than scheduling	03/18

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June	Digital	**Driving Growth: The New Look of Insurance Distribution** The insurance sales process has gone through an historic transformation powered by technology. Mobility, automation, prospecting and segmentation tools, online training and licensing, e-signatures and customer analytics are just some of the leading-edge capabilities that are essential to optimizing distribution in today's multi-channel environment where customers increasingly are driving the transaction. What characterizes the leaders in this fast-moving competitive environment?	04/18
July/ August	Digital	**Are Insurers Getting Closer to True Enterprise Risk Management?** The risks insurers are required to assess are becoming increasingly complex. Insurance companies also have an increasingly sophisticated array of analytics and modeling tools available to them to manage those risks. But the long-standing goal of handling risk in an enterprise-wide manner is still an elusive goal for many organizations. What does it take to get there? Carriers that have successfully adopted enterprise risk management models reveal the necessary steps, lessons learned, and benefits that come with this strategy.	05/21
September	Digital	**The Technologies That Are Transforming Billing, Accounting & Financial Management** As insurers upgrade their financial and billing systems to meet regulatory mandates for more transparent reporting, they are seizing the opportunity to enhance the customer and distributor experience as well. Carriers that get billing right will reap the rewards of improved customer satisfaction and retention, easier regulatory compliance, and lower operating and maintenance costs. But many insurers are hampered by inflexible legacy systems. What are the capabilities of the new generation of financial and billing systems, and how can they help insurers improve their competitive positions?	07/15

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October	Digital	**The Consumerization Revolution: Profiting from Investments in Customer Experience** Growth in the insurance business today is as much about responding to about customer expectations, preferences and experience as it is about sales strategies. This is particularly important in the "anywhere, anytime, any channel" world of financial services influenced by the dominance of consumer technologies such as mobile and social media. But even as insurers strive to create a consistent, quality experience for policyholders and distributors, they are finding that customer loyalty is more tenuous than ever. What are the obstacles and misconceptions that are preventing insurers from optimizing the customer experience, and how can they overcome them?	09/06
November	Digital	**I&T's Elite 8 2013: The Most Innovative CIOs in Insurance** What are the skills, experience and principles that characterize an effective insurance technology executive in today's challenging financial services environment – and who are the executives who exemplify these attributes? In this annual special report, Insurance & Technology profiles eight top technology executives, from insurance companies large and small, who are bridging the IT/business divide, delivering effective solutions, and driving innovation and growth.	09/20
December	Digital	**Are Policy Administration Systems Delivering?** The promise of policy administration systems modernization is that of enabling a more flexible, robust and responsive approach to some of the most essential requirements of insurance, including managing new business, administering the contract between insurer and policyholder, and accurately tracking changes in everything from interest rates to the customer's household and financial status – not to mention a range of service and compliance functions. As a growing number of insurance companies of all sizes migrate off their legacy policy admin systems and implement modern, more modular systems, are they realizing the promise and getting a meaningful payoff on these huge investments?	10/21
Jan 2014	Digital	**Has Cloud Computing Reached a Tipping Point? How Insurers Can Optimize New Sourcing and Architecture Models** Cloud computing, as well as "as a service" models and virtualization, are becoming more established as secure and economically sound approaches to managing IT resources. As all aspects of enterprise IT shift from build to buy financial services firms are moving more mission-critical functions – potentially even core systems – to cloud-based or virtualized platforms. What are the best practices that are emerging for insurance in the cloud, and what's next for cloud computing?	11/14

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