Willkommen

TIMETOACT GROUP
SOFTWARE & CONSULTING

Wie AI und Blockchain die Versicherungswirtschaft revolutionieren

Hermann Ballé

TIMETOACT GROUP
SOFTWARE & CONSULTING

Ich

TIMETOACT GROUP

Mediapark 5

IBM Awards ’15, ‘16, ,17

Vertrieb

OSCAR

WORLD BUSINESS DIALOGUE

- Geschäftsführender Gesellschafter
- +49 173 7284302
- hermann.balle@timetoact-group.com
- https://www.linkedin.com/in/hermannballe/
- https://www.xing.com/profile/Hermann_Balle/
- https://twitter.com/hballe

TIMETOACT GROUP
SOFTWARE & CONSULTING

Mission

We enable **THE CONNECTED COMPANY** – We drive **Digital Transformation**
We maximize your **Return on Investments** in Software Platforms
We want to be your **Trusted Advisor**

Values

Active, Ambitious, Diligent, Helpful,
Respectful, Responsible, Successful

Facts

Over 370 Employees (2018), 65 MM € Revenue & 7.5 MM € EBIT (2017), Owned and Managed by Founders
Cologne, Munster, Hamburg, Munich, Augsburg, Stuttgart, Mannheim – Vienna, Zurich, Sursee (CH)

Services

Consulting, Agile Development, Digital Experience, Information Architecture, Security, AI, Integration,
Cloud Migration, Deployment, Change Management, License Management, Managed Services, Training

Expertise	Commerce, Customer Experience, Web Analysis	Business Process Integration & Automation, EAI, math. Optimization	Business Intelligence, Collaboration Consulting, Digital Workplace, Identity & Access Governance	BPM, Digital Workplace, Mail, Migration, Mobile	Intranet, BI, Audit, Digital Workplace & Collaboration Consulting
Products	• IBM: Commerce, Digital Analytics, Tealeaf, Watson • Shopware • Google Analytics	• IBM: BPM,IoT, BlueWorks, CPLEX, C:D, IIB, Process Server, MQ, Sterling	• IBM Collaborative & Watson • BI: Cognos, Cubeware, Infor, Orcale BI, Talend, TM1 • IAG: BetaSystems, CyberArk, IBM, ForgeRock, Quest, RSA	• Google Cloud Platform, G-Suite • Freshworks • Office 365 • SalesForce	• Microsoft Azure, BizTalk, Office 365, SharePoint, SQL-Server, Xamarin
	BLUETRADE Make Digital Impact	X-INTEGRATE Manage Your Business Integration	edcom SOFTWARE & CONSULTING TIMETOACT SOFTWARE & CONSULTING	CLOUDPILOTS SOFTWARE & CONSULTING	novaCapta SOFTWARE & CONSULTING

The Connected Company

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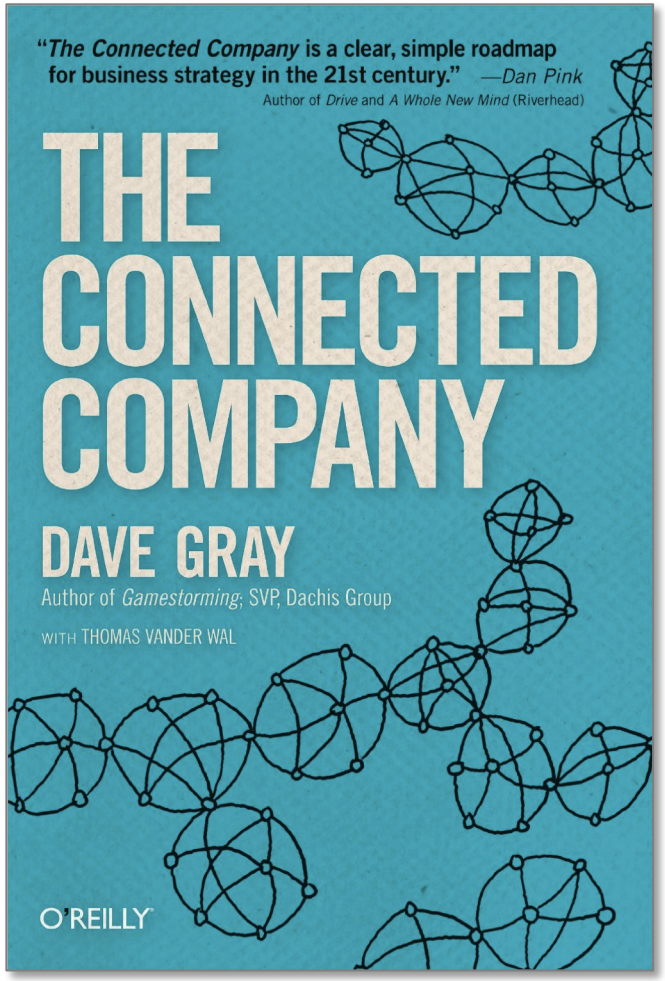

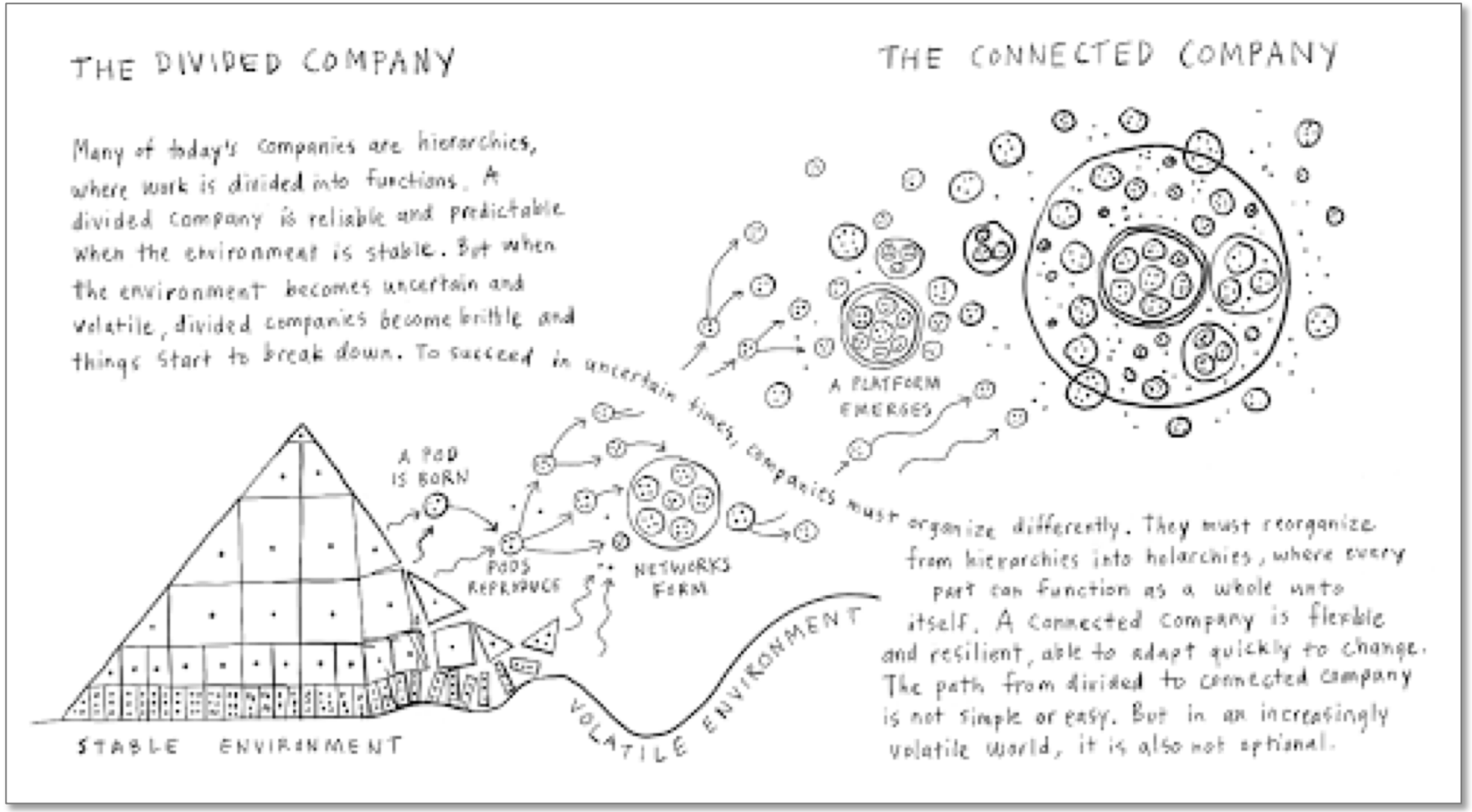

Competitive Advantage thru Connecting with:

- Employees
- Partners & Supply Chains
- Customers

We enable the *Connected Company*

Driving Digital Transformation

Process Integration & Automation

- Business Process Management
- Enterprise Integration
- Decision Optimization
- Identity & Access Governance

Digital Workplace & Productivity

- Mail & Mobile
- Collaboration & Social Networks
- Change Management
- Line of Business Apps

Business Intelligence

- Financial Dashboards
- Prescriptive Analytics
- Data Warehouse & Logistics

Commerce & Marketing

- Digital Advisory
- Full Service E-Commerce
- Online Performance

IT Services

- Architecture & Consulting
- Application & Mobile Development
- Interface Design & User Experience
- Cognitive Computing
- Cloud Strategy & Migration
- Managed Services, Support & Training
- Software Licensing

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Facts & Figures

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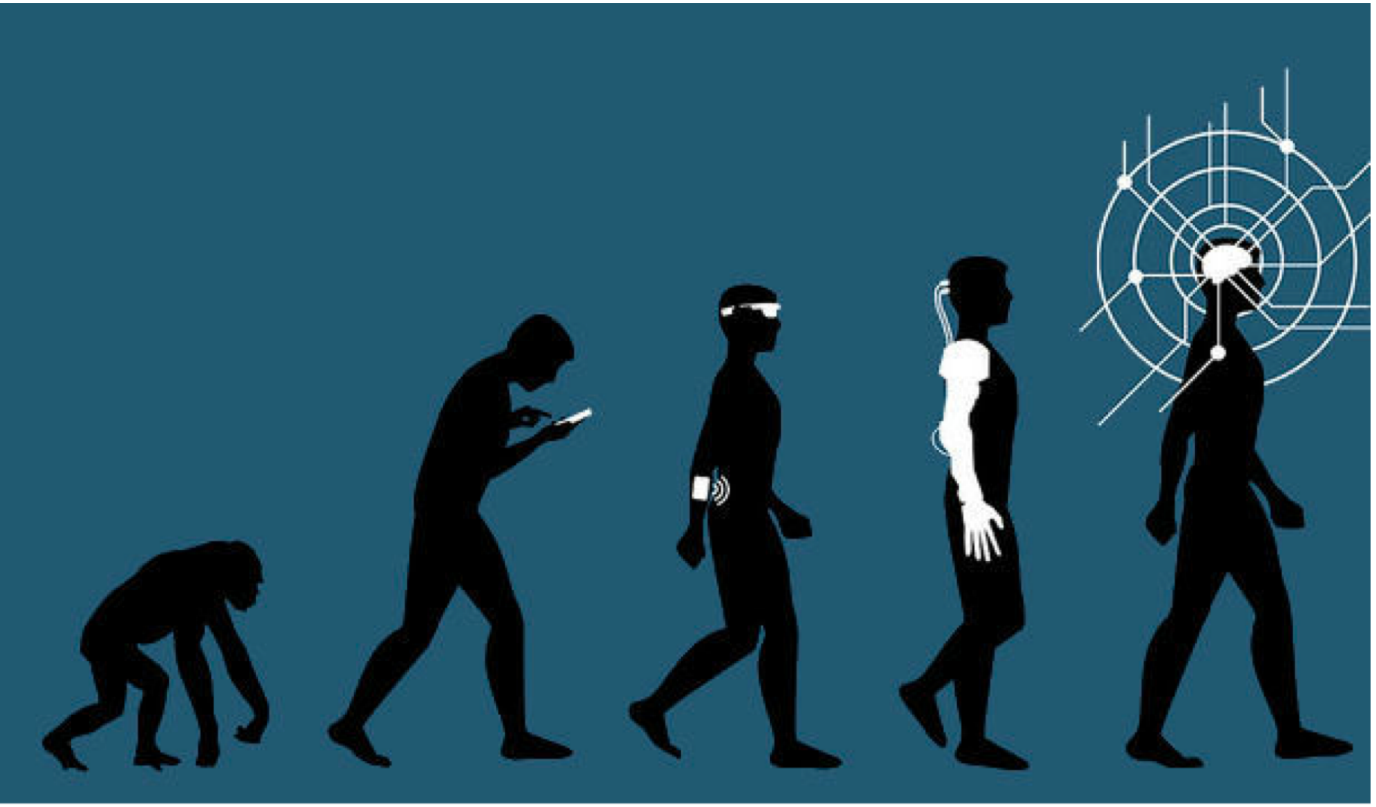
- 370 Mitarbeiter
- 6 Gesellschaften
- Partnerschaften
  - IBM
  - Microsoft
  - Google
  - Oracle
  - Atlassian

- Köln (HQ)
- Münster
- Hamburg
- München (2x)
- Augsburg
- Stuttgart
- Mannheim
- Wien
- Zürich
- Sursee (CH)

AI



Künstliche Intelligenz ist ein Teilgebiet der Informatik, welches sich mit der ***Automatisierung intelligenten Verhaltens*** *und dem* ***Maschinenlernen*** *befasst.*
Wikipedia

AI in 2018

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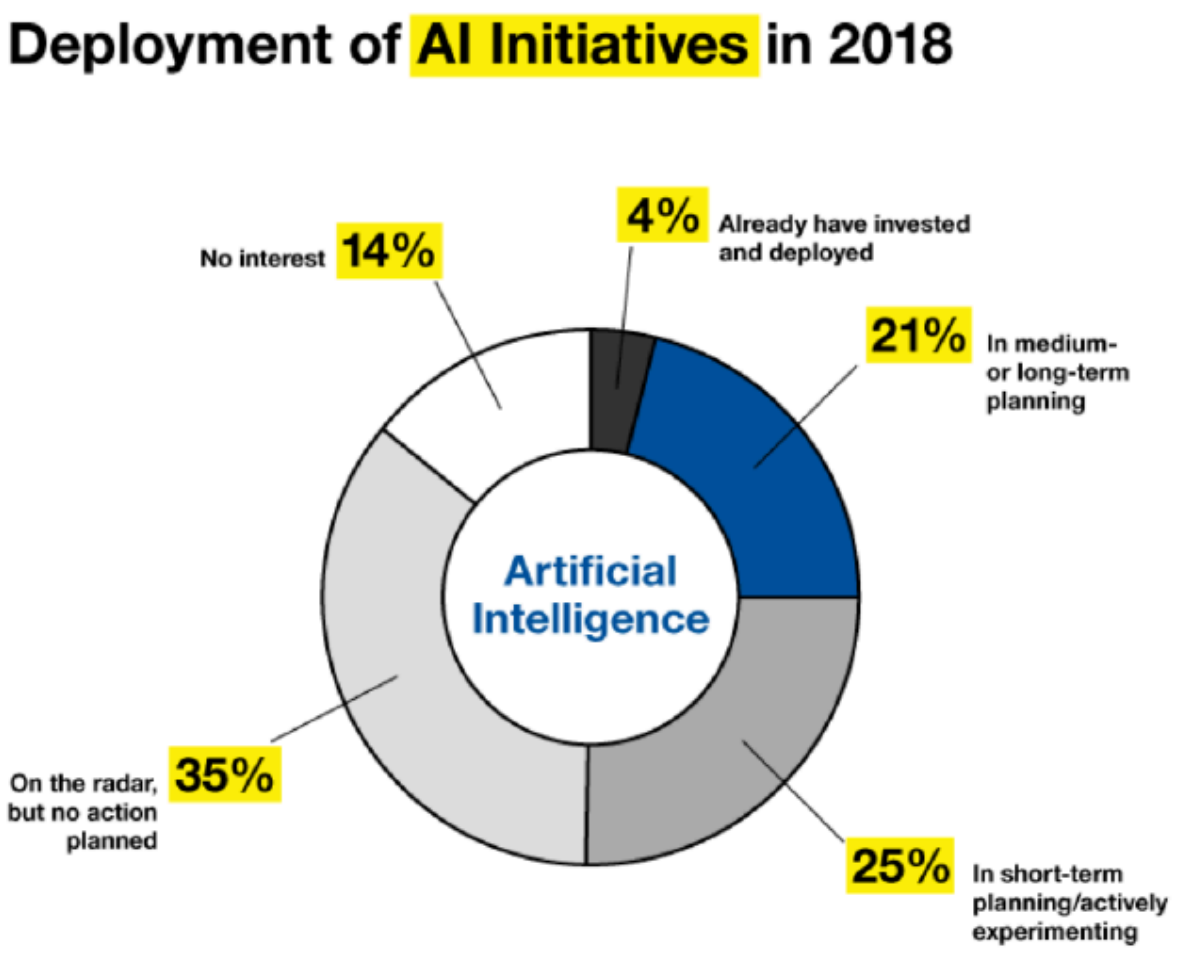
- Mehr Rechenpower
- Mehr Daten
- Mehr Forschung & Entwicklung
- Mehr Akzeptanz



These #1

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AI Technologie, Kapazitäten und Daten sind verfügbar.

Es mangelt an validen Use Cases und am nötigen Mut.

A fool with a tool is still a fool.

— Grady Booch —

IBM Watson Services

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Tone Analyzer

Dokumentation API-Referenz

Personality Insights

Dokumentation API-Referenz

Language Translator

Dokumentation API-Referenz

Text to Speech

Dokumentation API-Referenz

Natural Language Understanding

Dokumentation API-Referenz

Discovery

Dokumentation API-Referenz

Speech to Text

Dokumentation API-Referenz

Knowledge Studio

Dokumentation

Natural Language Classifier

Dokumentation

Watson Assistant (formerly Conversation)

Dokumentation API-Referenz

- Hosting der meisten Services in Frankfurt bzw. EU
- Daten gehören dem Kunden
- Erkenntnisse gehören dem Kunden

Prototypisches AI Projekt

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Design Thinking Workshop

- Zieldefinition
- Definition MVP
- Business Case

Fachbereich 5%
IT 5%

Einrichtung der AI Umgebung

- Toolauswahl
- Cloud setup
- Anbindung Datenquellen

Fachbereich 2%
IT 8%

Training und Test

- Cases definieren
- Muster kategorisieren
- Kinderlernen

Fachbereich 75%
IT 5%

These #2

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AI Technologie, Kapazitäten und Daten sind verfügbar.

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Trends für den Einsatz von AI

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- **Verhaltensabhängiges Pricing**
  Personalisiertes Pricing, welches Gesundheit, Lebenswandel, Fahrweise etc. berücksichtigt oder die Freigabe von Sensordaten belohnt

- **Customer Experience**
  Sofortiger Zugriff auf Versicherungsleistungen jederzeit, auf jedem Kommunikationskanal und individualisiert auf den konkreten Bedarf

- **Effizientere Schadenbearbeitung**
  Online Schadenmeldungen, automatisierte Qualifizierung, automatisierte Regulierung

Angezogene Handbremse

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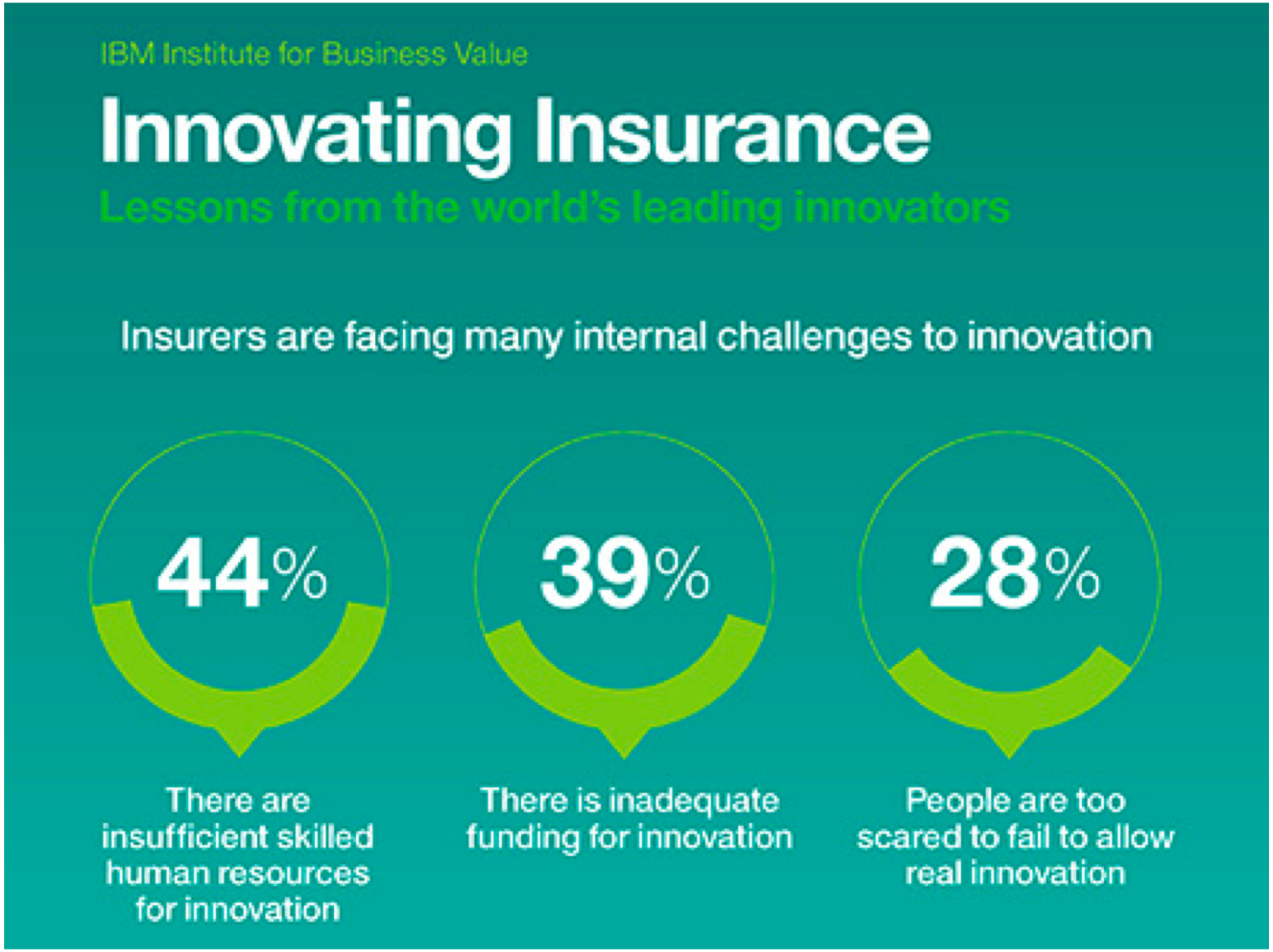

Einsatzmöglichkeiten AI

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	heute	morgen

Extern	- Chatbots
	- Virtual Call-Agent
	- Schadenmeldung
	  - Manuell, z.B. per Handy Foto
	  - Automatisch, z.B. Sensor (IoT)	

Intern	- Fraud Detection - Automatische Schadenbearbeitung	

Anfangen!

“Wenn das höchste Ziel des Kapitäns die Sicherheit des Schiffs wäre, würde er den Hafen niemals verlassen.”

Thomas von Aquin