

# Continuing Professional Development Certificate

## Educational visit to Aviva's Digital Garage

**Date** Wednesday 6 June 2018

**Time** 1pm - 2.30pm

**Speakers** Robin Peters, International Digital Development Director, Orlando Machado, Chief Data Scientist and Dylan from Quote Me Happy

This IIL CPD visit provided a first-hand insight as to how Aviva is using digital applications to transform the insurance business. This visit showcased and demonstrated some of the exciting innovations they are developing. The hosts provided an introduction to their digital businesses, an overview of how their digital story has evolved and some insights into some of the new things they are working on.

Attendees were also given an insight into the launch of Aviva's own start up, Quote Me Happy, which commenced in 2011 to cater for the growing number of motorists looking to buy and manage their insurance online through aggregators. Members were also introduced to Quantum, Aviva's data science practice, which brought to life how Aviva is using its data and analytics to give customers a simple and rewarding experience. Finally, attendees were briefed on its history and how the company is driving cultural change for Aviva.

By the end of this visit members would have gained an insight into how a digital environment can allow customers to engage with insurance products and services. All presentations included a Q&A session.



CII CPD event accredited - demonstrates the quality of an event and that it meets CII member CPD scheme requirements.

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