

Insurance and Digital Transformation

Duration: 5 Days

Language: en

Course Code: PO5-123

Objective

By the end of this course, participants will be able to:

- Understand the drivers and challenges of digital transformation in insurance.
- Analyse the role of data, AI, and automation in underwriting and claims.
- Assess the potential of blockchain and digital platforms in insurance operations.
- Apply customer-centric digital tools to improve service and engagement.
- Develop strategic digital roadmaps for sustainable transformation.

Audience

This course is ideal for:

- Insurance executives and managers.
- Digital transformation leaders in the financial sector.
- Risk and compliance officers.
- IT specialists in insurance companies.
- Product development and innovation managers.

Training Methodology

The course combines expert presentations, case studies, technology demonstrations, and group discussions. Participants will analyse real-world applications of digital tools in insurance and develop actionable strategies for their organisations.

Summary

This forward-looking training course explores the impact of digital transformation on the insurance sector, focusing on how emerging technologies are reshaping products, processes, and customer engagement. Participants will learn how innovations such as artificial intelligence, blockchain, big data, and automation are modernising underwriting, claims management, risk assessment, and compliance.

The course equips insurance professionals with the knowledge and tools to embrace digital transformation strategically, ensuring competitiveness, efficiency, and improved customer experiences. Practical case studies will highlight how insurers worldwide are successfully adopting digital strategies to thrive in an evolving market.

Course Content & Outline

Section 1: Introduction to Digital Transformation in Insurance

- Definition and scope of digital transformation.
- Global trends shaping the insurance industry.
- Opportunities and challenges for insurers in the digital age.

Section 2: Data, Analytics, and AI in Insurance

- Big data and predictive analytics in risk assessment.
- Artificial intelligence in underwriting and fraud detection.
- Improving decision-making through real-time insights.

Section 3: Automation and Process Optimisation

- Robotic process automation (RPA) in claims management.
- Streamlining workflows and reducing operational costs.
- Enhancing compliance through digital automation.

Section 4: Blockchain and Digital Platforms

- Blockchain applications for transparency and trust.
- Smart contracts and automated claims settlement.
- Case studies of blockchain adoption in insurance markets.

Section 5: Customer-Centric Digital Strategies

- Digital platforms for customer engagement and retention.
- Personalised products and services through data insights.
- Building trust and loyalty in digital-first environments.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique

Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

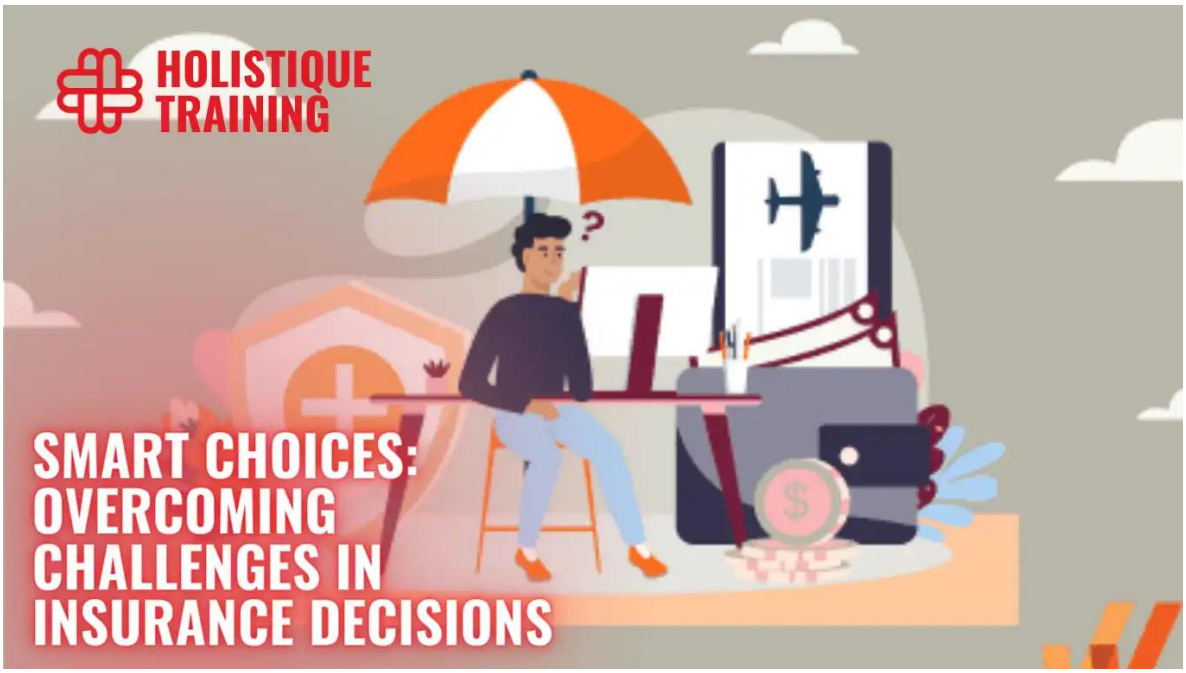
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Tags

technology, AI in Insurance, Insurance

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