

LLOYD'S



# Blueprint Two Working Session

25 September 2023



# Opening remarks



**Chris Halbard**  
CEO, Velonetic



**Bob James**  
COO, Lloyd's

# Agenda

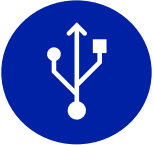
14:30 – 14:50	<b>Opening remarks</b>	Chris Halbard & Bob James
14:50 – 15:00	<b><i>Break – move to breakout sessions</i></b>	
15:00 – 15:35 / 15:40 – 16:15	<b>Breakout session one: technology changes</b>	Ruan Ebersohn & Sian Keeble
15:00 – 15:35 / 15:40 – 16:15	<b>Breakout session two: people and processes – our deployment approach</b>	Ray Johnston & Alvaro Montenegro
16:15 – 16:30	<b><i>Break – move to plenary</i></b>	
16:30 – 17:00	<b>Market readiness and adoption</b>	Matt Unsworth & Bob Verber
17:00 – 17:30	<b>Panel session: adoption readiness</b>	Simon Boniface, James Livett, Anna McNamara, Rob Myers & Hannah-Kate Smith
17:30 – 17:45	<b>Closing remarks</b>	Chris Halbard & Bob James
17:45 – 19:00	<b>Drinks &amp; canapés</b>	

# On track to deliver Blueprint Two in 2024

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**We remain on track to deliver the Blueprint Two roadmap**



**Technology build continues to progress, with two of five sequences delivered**



**Phase one digital services will be live on 1 July 2024**



**Our focus has shifted to adoption, to aid implementation of phase one services**

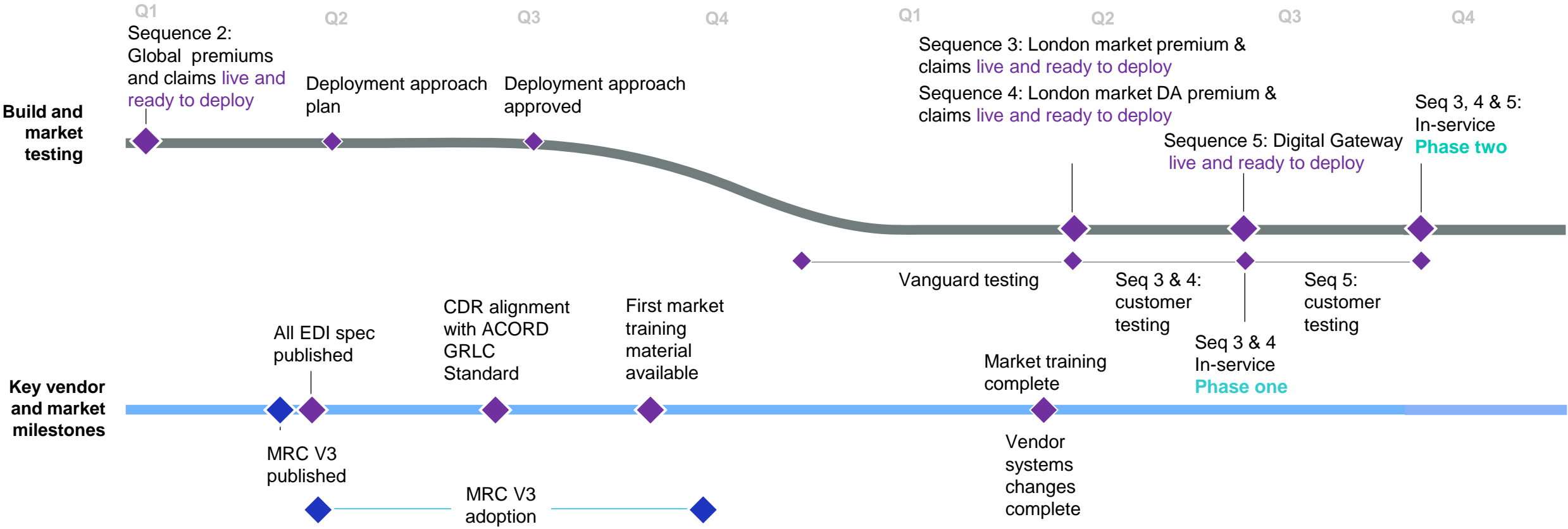


**Range of resources available to support your adoption plan**

# Milestones defined for successful delivery of Blueprint Two

## 2023

## 2024



- Sequences 3 and 4 have been brought forward by 3 months to June 2024 for phase one
- Full digital functionality will be available from September 2024

# What does successful adoption of Blueprint Two look like?

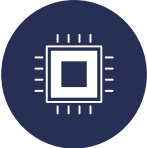
## Phase one objective:

Market participants are ready for cutover by 1 July 2024



## Phase two objective:

All brokers and carriers are successfully using full digital services



### Technical readiness

- Platform meets all agreed technical and design specifications
- Verified by robust user acceptance testing framework



### Organisational readiness

- Functionality is validated through Vanguard programme and customer testing is provided
- Training is launched with onboarding, support and operations set-up and ready



### Market readiness

- Market stakeholders understand benefits and changes needed and are ready to adopt
- Regulators are engaged and quality assurance for new platform services is completed

# Resources available to support you and your adoption plan

1



## Adoption guide

Iterative guide with the latest information on key people, process and technology changes

✓ *Already available*

2



## Model office

Interactive space on Galleries 3 and 4 showing future journeys for digital processing services, alongside adoption workshops

✓ *Already available*

3



## Blueprint Two website

Refreshed website centralising all details and artefacts in one place

✓ *Today*

4



## Training hub

Central repository with all training materials

→ *1 November*

5



## Vanguard programme

Sharing experiences and insights from Vanguard testing

∞ *Ongoing*

# Technology changes



**Ruan Ebersohn**  
Program Director, DXC



**Sian Keeble**  
Product Manager, Velonetic



# Strong progress made on technical build

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**Build on track and phase one services will go live on 1 July 2024**



**Minimal technology changes required for phase one**



**Messaging changes have been shared and need to be implemented**



**Blueprint Two website includes new adoption guide and technical specifications**

# The five sequences of the digital processing build



## Foundational capability



Delivered  
Dec 2022

Set of foundational components that will be used across services / future phases of delivery



## Global premium & claims service



Delivered  
March 2023

Global specialty insurance service to manage premium movement and claims orchestration for singleton, peer-to-peer non-complex business



## London market premium & claims service



Delivers  
June 2024

London market service to manage premium movement and claims orchestration for syndicated business within Lloyd's and company open market



## Delegated authority premium & claims service



Delivers  
June 2024

London market service expanded to handle delegated authority premium and claims submissions



## Gateway risk service



Delivers  
Sept 2024

Supports London open market placement through ingestion of Core Data Record, including data validation, augmentation and notifications

# London market and delegated authority premium & claims services (sequences 3 and 4)



## Review

- All plans reviewed post PI 10
- CDR v3.2
- Delivery on track



## Adjust

- 479 people on the programme
- Scaled up to 538 people in Q4 2023
- Reprioritisation to de-risk March delivery



## Load

- ACORD4ALL
- Bespoke EDIs
- Proportional Treaty



## Prevent

- Data access
- Delivery requirements
- Tax validation



## Execute

- PI 11 planned and underway
- PI 12 review taking place
- Process tracker



**Feedback: 3 in box**

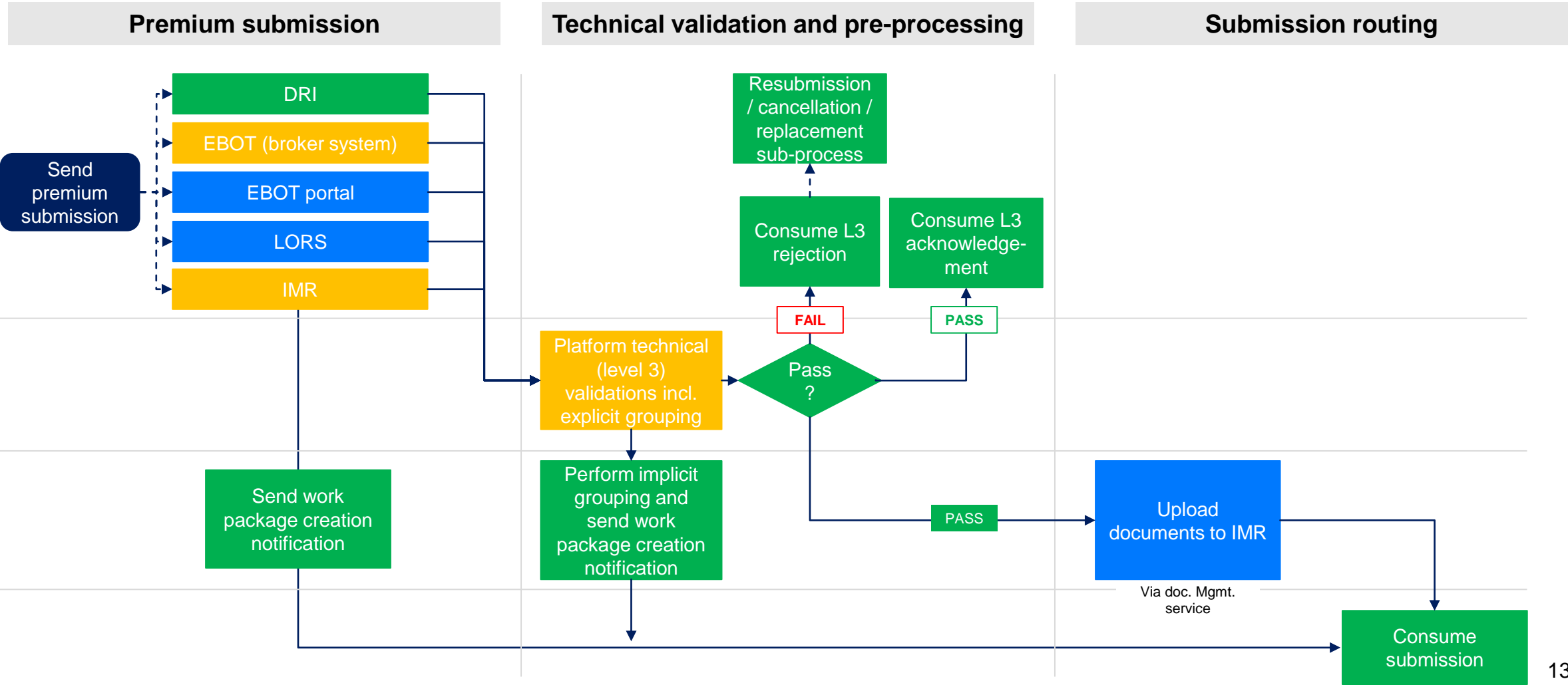
# Quarterly view of delivery

	PI 11: October - December	PI 12: January - March	PI 13: April - June
Premium	<ul style="list-style-type: none"> <li>Premium submissions workflow and portal</li> <li>Corrections</li> <li>Validation</li> <li>Queries</li> <li>Non-fundamental splits</li> </ul>	<ul style="list-style-type: none"> <li>Premium processing and business rules</li> <li>MTBC and MTMC</li> <li>Scheme Canada</li> <li>Lineslips and facilities</li> <li>Delegated authority and bordereaux processing</li> <li>LORS</li> <li>EBOT submissions</li> </ul>	<ul style="list-style-type: none"> <li>Vanguard support</li> <li>Onboarding and adoption support</li> <li>Enhancements</li> <li>Go-live preparation</li> </ul>
Claims	<ul style="list-style-type: none"> <li>Claims submissions</li> <li>Validation</li> <li>Claims processing</li> <li>CWS</li> </ul>	<ul style="list-style-type: none"> <li>Settlements</li> <li>Salvage and recovery</li> <li>Reinsurance</li> <li>Triage</li> <li>Corrections</li> <li>Scheme Canada</li> <li>Delegated Authority processing</li> <li>LORS</li> </ul>	<ul style="list-style-type: none"> <li>Vanguard support</li> <li>Onboarding and adoption support</li> <li>Enhancements</li> <li>Go-live preparation</li> </ul>
Settlements	<ul style="list-style-type: none"> <li>Equitas</li> <li>SND generator</li> <li>STFO and LIPS (RBS) settlements</li> <li>IPT</li> <li>Currency converter</li> </ul>	<ul style="list-style-type: none"> <li>Scheme Canada</li> <li>VAT for Lloyd's</li> <li>Delegated authority</li> <li>Corrections</li> </ul>	<ul style="list-style-type: none"> <li>Vanguard support</li> <li>Onboarding and adoption support</li> <li>Enhancements</li> <li>Go-live preparation</li> </ul>

# Quarterly view of delivery

	PI 11: October - December	PI 12: January - March	PI 13: April - June
Supporting services	<ul style="list-style-type: none"> <li>• Submissions grouping</li> <li>• Subscriptions markets</li> <li>• Reassign settlement dates</li> <li>• Self-administer party preferences</li> <li>• EDI, CWT, DRI, writeback notifications</li> <li>• London Market queries</li> <li>• Document service enhancements</li> </ul>	<ul style="list-style-type: none"> <li>• User permissions and roles</li> <li>• Delegated authority parties</li> <li>• EDI notifications</li> <li>• IMR integration</li> </ul>	<ul style="list-style-type: none"> <li>• Vanguard support</li> <li>• Onboarding and adoption support</li> <li>• Enhancements</li> <li>• Go-live preparation</li> </ul>
Data & analytics	<ul style="list-style-type: none"> <li>• Heritage data load and modelling</li> <li>• Dataset creation</li> <li>• Static report build</li> <li>• EDI data extraction</li> <li>• IPOS, ICOS heritage data extraction</li> </ul>	<ul style="list-style-type: none"> <li>• DPS data modelling</li> <li>• Dataset creation</li> <li>• Static report build</li> <li>• EDI data extraction</li> <li>• IPOS, ICOS heritage data extraction</li> </ul>	<ul style="list-style-type: none"> <li>• Vanguard support</li> <li>• Onboarding and adoption support</li> <li>• Enhancements</li> <li>• Go-live preparation</li> </ul>
Gateway	<ul style="list-style-type: none"> <li>• Risk workflow</li> <li>• Premium appointment</li> <li>• CDR ingestion API</li> <li>• Validation</li> <li>• Unique referencing</li> </ul>	<ul style="list-style-type: none"> <li>• Validation</li> <li>• Risk and FIL code</li> <li>• Endorsements</li> </ul>	<ul style="list-style-type: none"> <li>• VAT validation</li> <li>• Risk location</li> <li>• Conditional validation</li> <li>• CDR retrieval</li> <li>• IPOS / ICOS integration</li> </ul>

# Example process tracker



# Portal and messaging changes

## Key messaging changes

- All message specifications can be found on the **Velonetic website**
- EDI specifications **review** will be completed by December based on market feedback
- **Minimal changes to existing messaging standards** (EDI, Write-Back, CWT, DRI)
- **ACORD4ALL** and subset of supported **bespoke EDIs** pending pricing and planning
- Functionality of existing portals and applications will be transferred to **new digital services (IPOS, ICOS, QlikSense)**

## Implications for you

- 1 Refer to the **Velonetic website** for all message specifications and market gateway (ASG Adept) connection information
- 2 Work with your Vendor / IT team to **implement required changes** for messaging
- 3 Refer to **adoption guide** for detailed portal changes, impacts, and actions to take to prepare
- 4 **Visit us on Gallery 4** in the Lloyd's building for more information and support with your adoption plan

# Supporting delegated authority business

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**Extension of existing portals to accommodate delegated authority products**



**Part of phase one digital services which go live on 1 July 2024**



**Delivers benefits compared with current offering**



# Benefits of delegated authority products

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Optional direct access to platform portals for coverholders and DCAs; significantly reducing time to process and answer queries



New portals for contract and risk, premium, and claims bordereaux processing, with intuitive screens specifically designed for DA



New functionality to record risk bordereaux in platform by coverholders or brokers; providing visibility of key elements in a single application



Direct settlement via Vitesse option; accelerating direct payments to existing contract or third parties in multiple currencies



Improved data quality and decommissioned PDFs

Policies > Policy B1234POL123BB > Create new claim

# Create new claim for B1234U12345R123

- 1 Claim details
- 2 Documents
- 3 Loss and estimates
- 4 Release

## Signing details

GBP - British Pound Sterling

Original Signing Number and Date

There may be multiple OSNDs on a policy, so ensure the correct one is entered

Number	Day	Month	Year
1234	13	January	2023

Additional Premium Signing Reference for 'For Declaration Only' (if applicable)

If the Original Signing Number and Date is a 'For Declaration Only' (with no financial amounts), specify the signing reference for the Additional Premium relating to the claim.

## Additional details

Further comments on the transaction (optional)

It is not mandatory, but best practice is to enter as much detail as possible, the equivalent of what would be discussed face to face.

## Confirmation

The following information has been validated and the claim is ready to be released

[Back](#)
[Save draft](#)
[Release claim](#)

### Financial details

Original currency  
GBP - British Pound Sterling

Outstanding amount  
1000.00 GBP

Is this value to be refunded?  
No

Outstanding qualifier  
See loss details

Fees in outstanding  
140.00 GBP

Is this value to be refunded?  
No

Claim details

Policy details

Loss details

Policy documents

Policies > Policy B1234POL123BB > Create new claim

# Create new claim for B1234U12345R123

- 1 Claim details
- 2 Documents
- 3 Loss and estimates
- 4 Release

## Claim document upload

Upload evidence files

For security reasons, some file types such as .exe, .dmg, .zip, .msi, .rar, .vbs, .js can't be accepted. Documents need to be 20MB or less in size.

Removing passwords for all document types, and setting the print area of Excel document, will avoid issues with the insurer viewing the document.

There are no files to upload

Drag and drop your files here or choose one from your computer

[Browse files](#)

Document type (optional)

Select

Private or public view

Original document date

When the document was produced or issued

Day: DD | Month: Select month | Year: YYYY

Document originator

Enter the name of the individual or organisation who produced or issued the document

First name

Surname

Additional notes to describe the document (optional)

[Add another document](#)

[Back](#)
[Save draft](#)
[Next](#)

Claim details

### Policy documents

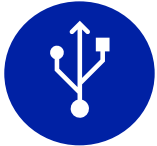
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# What you need to do to be ready for phase one

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**Use the adoption guide to understand technical and messaging changes**



**Identify your technical interactions with current systems and messaging**



**Outline the changes required to move to the new endpoints**



**Work with your IT team and service provider to enable market gateway connectivity**

# People & process changes



**Alvaro Montenegro**  
Product Technology Director, Velonetic



**Ray Johnston**  
Head of Customer Success, Velonetic

# Robust testing and training plans underway

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**Phase one is on track and will go live on 1 July 2024**



**A robust and well-defined testing plan will support adoption of phase one services**



**Vanguard testing will begin in Q4 2023, providing learnings to support wider market**

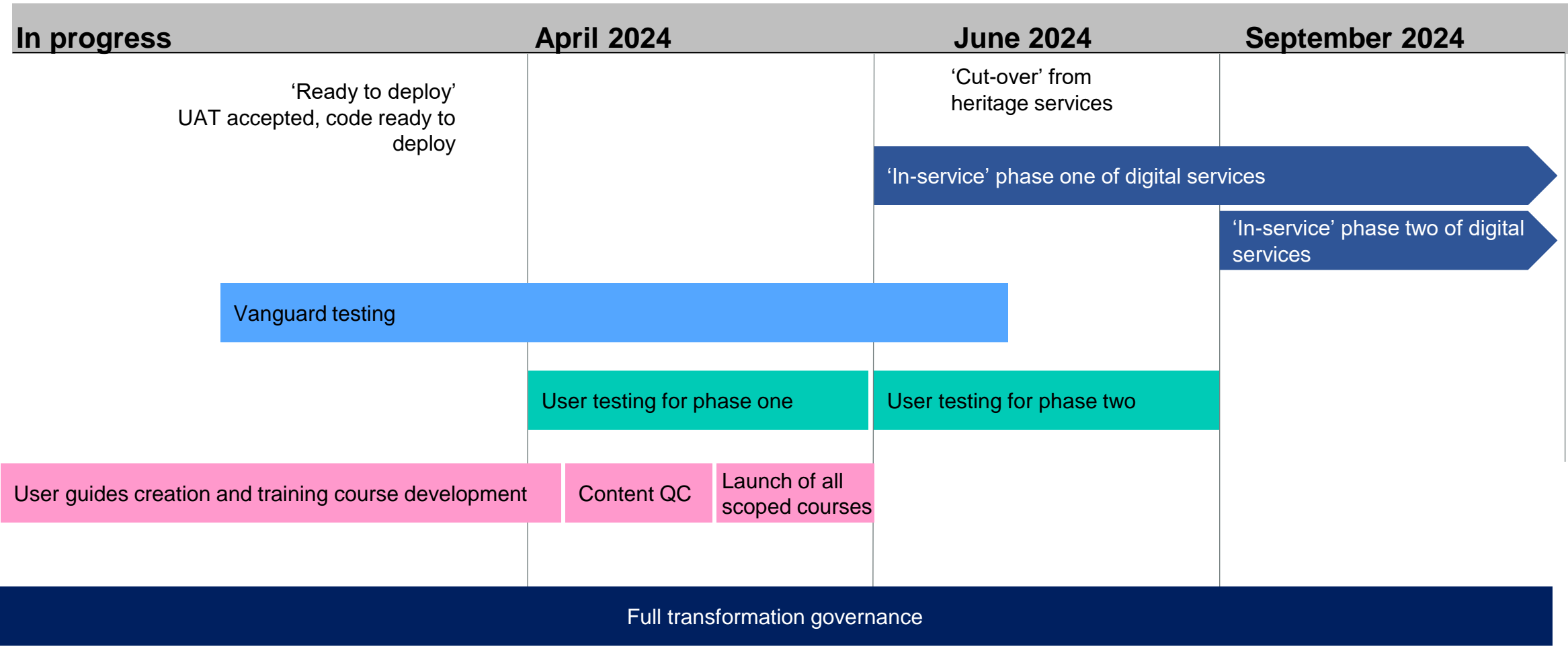


**Broader testing will begin in Q2 2024, before we are live on 1 July 2024**



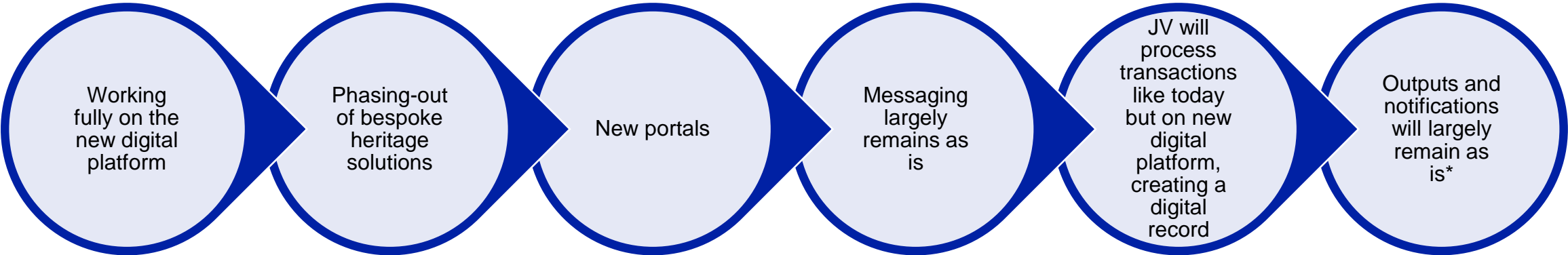
**A repository of resources and training materials will be available to support you**

# A phased deployment of digital services



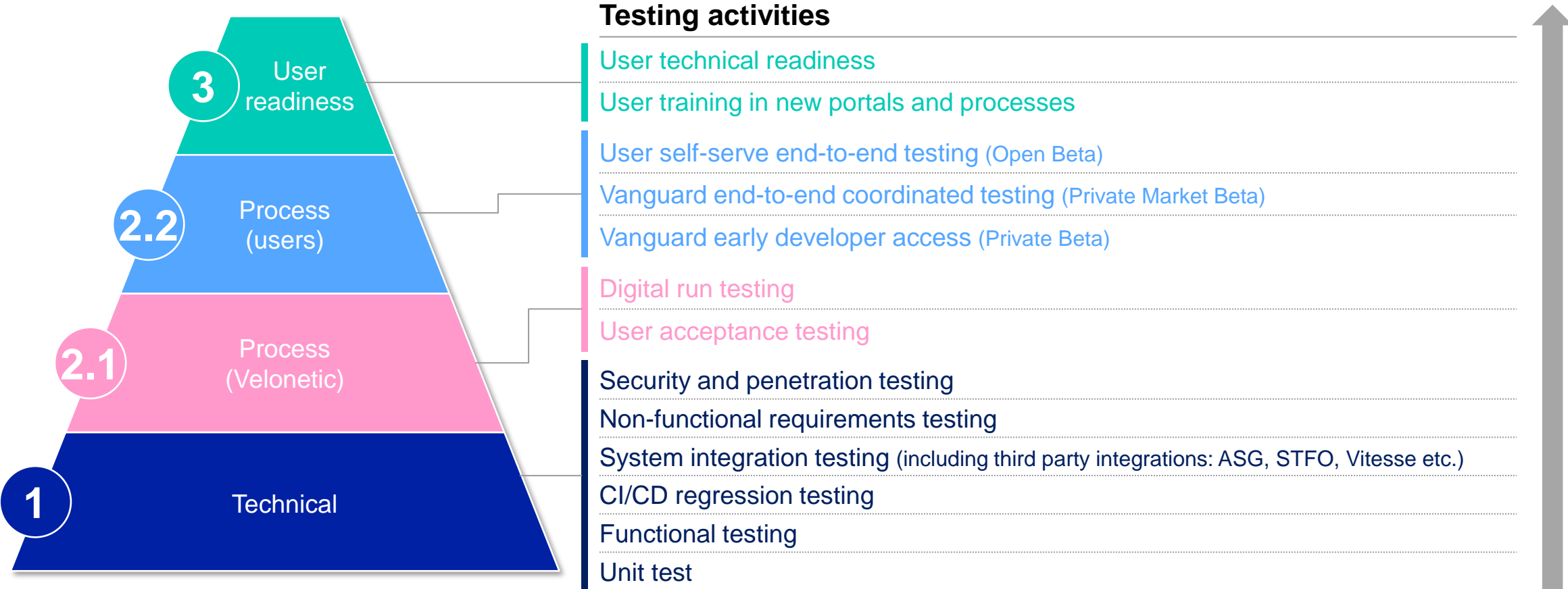
# Phase one of the digital journey will go live in June 2024

The set of services that utilises the new digital processing platform with minimum impact to brokers and carriers



\*Will need to use new market gateway (ASG Adept)

# Robust testing plan to support adoption of phase one





# Comprehensive testing framework, including self-serve

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Build-complete,  
dedicated test  
environment

Access to full functionality,  
post-build, for phases one and  
two



Self-service  
testing model

Opportunity to self-serve tests  
relevant to your specific  
business needs



Platform to pilot  
and refine  
internal changes

Refine your people, process  
and technology changes,  
during the testing windows

# Vanguard programme enables early end-user testing

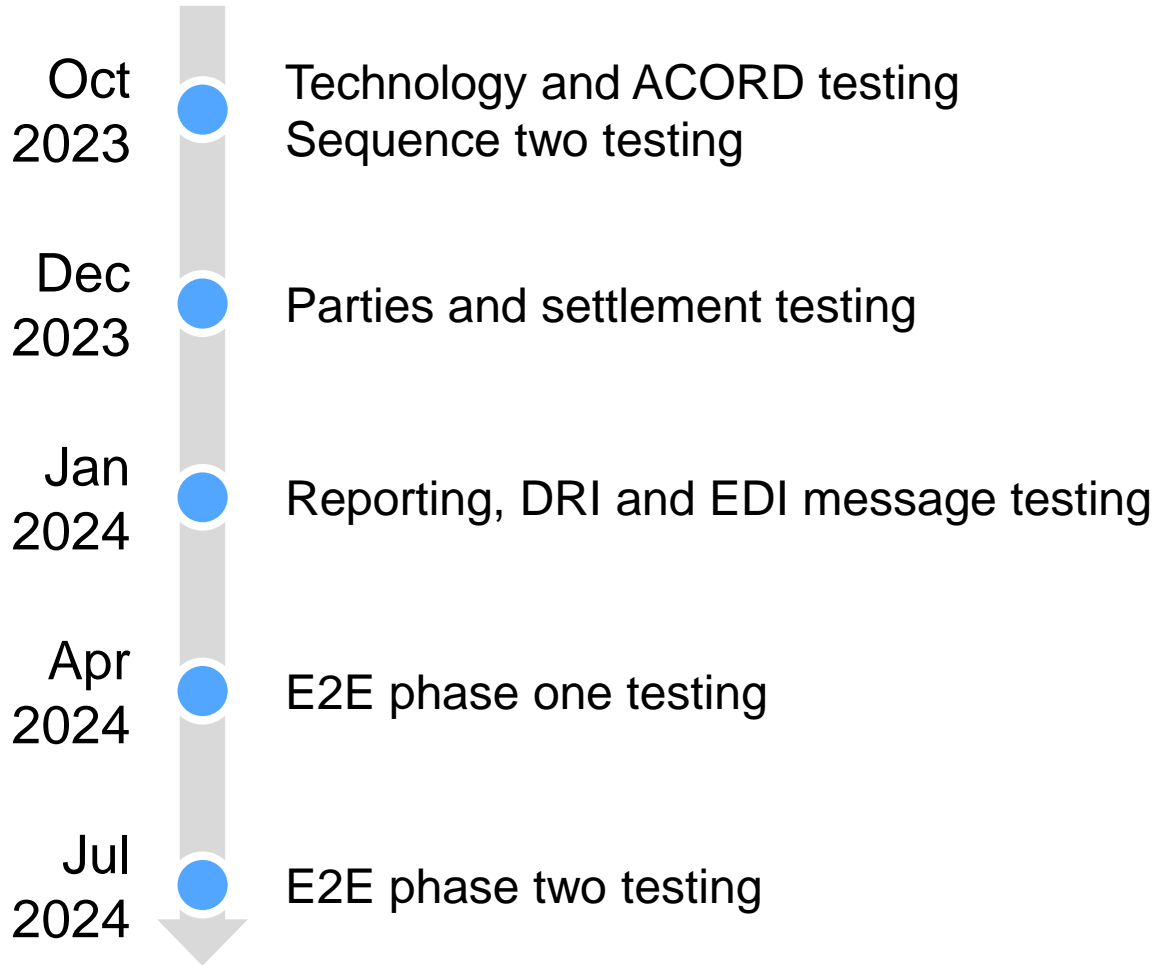
## Key objectives of Vanguard

- 1 Provide confidence through testing of business scenarios with participants
- 2 Identify best practice across onboarding, internal operations (etc) for phases one and two
- 3 Provide a platform to refine training content and approach




### Diverse participant set

The image displays a diverse set of logos for various insurance and financial services companies. The logos are arranged in a grid-like fashion within a blue-bordered box. The companies represented include Marsh, Gallagher, Willis Towers Watson, Lockton, Aon, Amwins, Chesterfield Group, Bretton Woods International, Guy Carpenter, Beazley, Swiss Re, Sompo, Tokio Marine Kiln, Allianz, Hamilton, Hiscox, Zurich, MS Amlin, Travelers, Global Aerospace, and AXA.

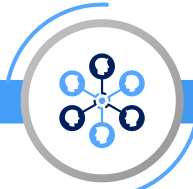
# Vanguard kicks off with connectivity testing in Q4 2023



### What you can expect from us

-  Updates at market events
-  Test report after each test phase
-  Test demo video and customer stories in early 2024

# Q4 training is focused on helping you understand the upcoming phase one changes



Learning focus

**Awareness**  
*Achieving a foundation layer of knowledge*


What can you expect from us


Information and techniques for phase one linking to key aspects of the digital processing services lifecycle

What do you need to do


- Understand the information
- Reflect on how it will impact your organisation
- Consider your learning needs and feedback to Velonetic

 **Topics**

 Premium submissions

 Claims

 Queries

 Reporting

 **Delivery**

 First market training materials to be delivered 1 November 2023

# What you need to do to be ready for phase one

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**Stay tuned on status and key learnings from Vanguard**



**Identify internal stakeholders impacted by Blueprint Two changes**



**Ensure training materials are shared with the right people**



**Include Blueprint Two changes in your resource plans and budgets**

# Adoption and market readiness



**Matt Unsworth**  
Transformation Director, Lloyd's



**Bob Verber**  
Commercial Director, Velonetic

# Getting ready for phase one digital services

---



**Build is on track and phase one will go live on 1 July 2024**



**Minimal technology changes needed for phase one**



**Messaging changes have been shared and need to be incorporated**



**Vanguard testing will begin Q4 2023, providing learnings for the market**



**Market-wide testing will start in Q2 2024**



**A repository of resources and training materials will be available to support you**

# Your responses to the latest market survey show strong momentum and progress in your readiness to transition



## Senior stakeholder support within firms

*% of respondents scoring 4 or above out of 6 on level of senior stakeholder support in their firm*

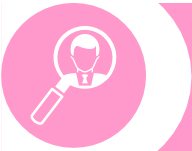
Brokers: 70%  
Carriers: 80%



## Progression on change management

*% of respondents have now initiated plans on change management for Blueprint Two*

Brokers: 60%  
Carriers: 50%



## Resource allocation within firms

*% of respondents that have started to allocate resources for Blueprint Two*

Brokers: 70%  
Carriers: 90%



## Familiarity with new data structures (CDR, MRCv3)


*% of respondents scoring 4 or above out of 6 on familiarity with CDR and MRCv3 parameters*

Brokers: 85%  
Carriers: 55%




# Responses also highlight areas for further action


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 **Timelines** 14% of respondents highlight **concerns around clarity on timelines** and ability to deliver within them


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 **Technical detail** 37% of respondents have **gaps in understanding of technical details** (systems, messaging, customisations) and implications

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 **Change assessment** 10-15% of respondents have high understanding of **changes required and impact on operational activities**

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 **Stakeholder analysis** 50% of respondents are **still identifying stakeholders** whose insight is needed or role is impacted and are yet to factor this into their planning

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 **Budgeting** 57% of carriers and 77% of brokers have line items dedicated to Blueprint Two in current **budgets or plan to for 2024** to cover costs of change

# We have dedicated resources to address these concerns

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## Timelines

**Adoption plan** will signpost key timelines and approach  
**Website and newsletters** will keep you updated on the latest status

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## Technical detail

**Technical repository and adoption guide** will detail out the changes  
**Training materials** will support in adapting to the changes

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## Change assessment

**Model office** will allow first-hand experience of changed platform  
**Change management templates** will help in change assessment

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## Stakeholder analysis

**Stakeholder analysis tool** will guide approach to stakeholder identification and subsequent planning

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## Budgeting

**Adoption guide** will help identify changes to estimate costs for transition

# What you need to do to prepare

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## Change assessment

- Identify interactions with existing systems and use current Velonetic messaging
  - Work with IT to enable market gateway (ASG Adept) connectivity and to adapt to new systems and formats
- 



## Stakeholder analysis

- Identify list of key stakeholders impacted by transition
  - Input stakeholder list into plans for training and resourcing
- 



## Budgeting

- Estimate transition costs based on change assessment and stakeholder analysis
- Make dedicated budget provisions for Blueprint Two in planning for 2024

# Resources available to support you and your adoption plan

1



## Adoption guide

Iterative guide with the latest information on key people, process and technology changes

✓ *Already available*

2



## Model office

Interactive space on Galleries 3 and 4 showing future journeys for digital processing services, alongside adoption workshops

✓ *Already available*

3



## Blueprint Two website

Refreshed website centralising all details and artefacts in one place

✓ *Today*

4



## Training hub

Central repository with all training materials

→ *1 November*

5



## Vanguard programme

Sharing experiences and insights from Vanguard testing

∞ *Ongoing*

# View the new Blueprint Two website












“Together with our partners, we’re delivering solutions that will digitalise the London market, making it better, faster and cheaper for all participants.”

Bob James, Chief Operations Officer, Lloyd's





### Our solutions

We're delivering solutions across open market, delegated authority, and claims. Learn more about these solutions, including our progress, the benefits and where to find out more.

 <p><b>Accredited placing platform</b> A placing system used to support risk placement. <a href="#">Find out more →</a></p>	 <p><b>ACORD Data Standards</b> ACORD Technical Data Standards will be used to populate the Core Data Record (CDR) and other key data. <a href="#">Find out more →</a></p>	 <p><b>Core Data Record (CDR)</b> A set of standardised, quality transactional data, that empowers downstream processing. <a href="#">Find out more →</a></p>
 <p><b>Delegated Authority (DA) Claims Status Tracker</b> Enabling market participants to track the end-to-end progress of any business. <a href="#">Find out more →</a></p>	 <p><b>Delegated Authority (DA) data strategy</b> A strategy for delegated authority data. <a href="#">Find out more →</a></p>	 <p><b>Delegated Contract and Oversight Manager (DCOM)</b> A Lloyd's platform which currently supports tender registration. <a href="#">Find out more →</a></p>
 <p><b>Delegated Data Manager (DDM)</b> A centralised coverholder reporting system. <a href="#">Find out more →</a></p>	 <p><b>Digital Gateway</b> An automated risk data validator for central processing. <a href="#">Find out more →</a></p>	 <p><b>Digital Processing Platform for claims (ICOS)</b> A digital claims processing service which can automate processes. <a href="#">Find out more →</a></p>

### Adoption resources

Key resources to support firms as they move to the new digital platform. The content has been created in collaboration with market associations including the IUA, LMA and LIIBA, together with brokers and underwriters.

 <p><b>Foundational playbooks</b> Equipping broking and underwriting firms with detailed insights and guidance to prepare them for the implementation of Blueprint Two. <a href="#">View playbooks →</a></p>	 <p><b>Adoption guide</b> Helping you get ready to adopt phase one digital services in July 2024. <a href="#">View adoption guide →</a></p>
 <p><b>User journeys</b> Worked scenarios that provide the next level of detail for the digital solutions and services. <a href="#">View user journeys →</a></p>	 <p><b>Interoperability guide</b> Enabling market participants to continue collaborating, regardless of where you are on your digital journey. <a href="#">View interoperability guide →</a></p>

[www.velonetic.co.uk/blueprint-two/home](http://www.velonetic.co.uk/blueprint-two/home)

# Panel session: adoption readiness



**Simon Boniface**  
Deputy COO,  
Howden



**James Livett**  
Associate Director,  
LIIBA



**Anna McNamara**  
Chief Administrative  
Officer, Tokio Marine  
Kiln



**Rob Myers**  
Operations Director,  
LMA



**Hannah-Kate Smith**  
Operations &  
Engagement Director,  
Lloyd's

# Closing remarks



**Chris Halbard**  
CEO, Velonetic



**Bob James**  
COO, Lloyd's

# What does successful adoption of Blueprint Two look like?

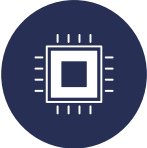
## Phase one objective:

Market participants are ready for cutover by 1 July 2024



## Phase two objective:

All brokers and carriers are successfully using full digital services



### Technical readiness

- Platform meets all agreed technical and design specifications
- Verified by robust user acceptance testing framework



### Organisational readiness

- Functionality is validated through Vanguard programme and customer testing is provided
- Training is launched with onboarding, support and operations set-up and ready



### Market readiness

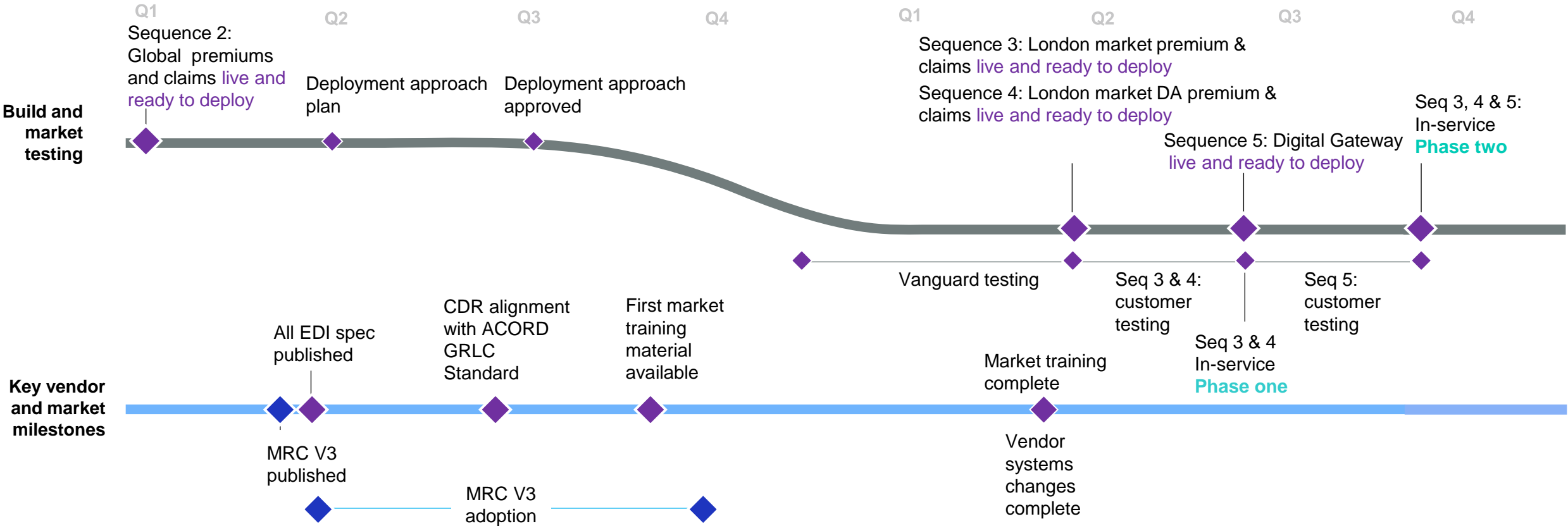
- Market stakeholders understand benefits and changes needed and are ready to adopt
- Regulators are engaged and quality assurance for new platform services is completed



# Milestones defined for successful delivery of Blueprint Two

## 2023

## 2024



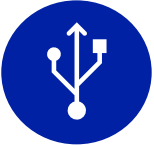
- Sequences 3 and 4 have been brought forward by 3 months to June 2024 for phase one
- Full digital functionality will be available from September 2024

# On track to deliver Blueprint Two in 2024

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**We remain on track to deliver the Blueprint Two roadmap**



**Technology build continues to progress, with two of five sequences delivered**



**Phase one digital services will be live on 1 July 2024**



**Our focus has shifted to adoption, to aid implementation of phase one services**



**Range of resources available to support your adoption plan**