Insurer Solutions
Driving profitable growth for insurers
Insurer Solutions – A holistic approach

Willis Towers Watson’s risk, capital, people and operations solutions help insurers navigate challenges across the value chain. Our holistic approach enables clients to thrive and achieve profitable growth in an increasingly uncertain world.

Risk
We help clients to navigate the changing risk landscape, by providing advice on the assessment, management and mitigation of risk.

Capital
Our capital management solutions are designed to help clients optimize earnings, strengthen their capital position and realize merger, acquisition and divestment opportunities to fuel growth.

People
Our human capital specialists address the talent, skills and rewards implications of the profound shifts taking place in how work gets done – and by whom.

Operations
Three words frequently define the modern operational challenge for insurers – faster, better, cheaper. We provide solutions for longer-term operational effectiveness.

Technology
We combine technology engineering expertise with a deep understanding of the insurance industry to create technology solutions that enable insurers to more effectively manage and transform their business.
Responding to an industry in transformation

You don't need us to tell you that the insurance industry is going through radical change.

Technological advances and new ways of working, shifting demographics and attitudes to products and services, regulatory reforms, and uncertain economic conditions after the financial crisis have come together to disrupt the entire insurance value and delivery chain.

Sustainable, profitable growth in the face of such diverse, and often fundamental, changes won't just involve specific fixes. Instead, it's increasingly likely to take a coordinated approach across the business – touching upon all or some of strategy, culture, processes, capital, technology, products, distribution, risk management and marketing.

That's the basis for Willis Towers Watson Insurer Solutions, which brings together our in-depth industry knowledge, specialized discipline expertise and technology to help insurance clients achieve profitable growth in an increasingly uncertain world.

Willis Towers Watson Insurer Solutions is comprised of four pillars of expertise, all supported by our industry-leading technology.
Insurance exists to help manage risk. The risk landscape is constantly changing, its complexity increasing and assessment of risk is continually evolving.

The frequency and scale of natural catastrophes, shifting global demographics, the opportunities and threats of InsurTech and big data, increasing regulatory scrutiny, political and economic instability, and cyber security – these are a fraction of the issues insurers have to grapple with. But improved technologies, data availability and analytical capabilities are opening up new approaches to risk mitigation and transfer.
How we help

We are broad-based risk advisors to our clients, taking a one-team approach to help clients manage the full spectrum of risk. We do this by drawing on our global reach of risk experts combined with market-leading risk-modeling technology and analytical capabilities. Our advisory services and solutions span the spectrum of enterprise risk management and risk transfer, through to market, insurance and operational risks, including catastrophe, credit, longevity and cyber.
Insurers are in a constant battle to improve capital utilization and returns.
How do insurers allocate and manage their capital in the face of diminished and fluctuating investment returns, and changing product demand? Changing regulatory and accounting treatment of certain product lines and assets adds additional complexity and pressure.

When combined with constrained organic top-line revenue growth opportunities in many geographic and some product markets, and a continued focus on activities to evolve and transform business models including digitalization and InsurTech, this has fueled high levels of divestment, merger and acquisition activity.

How we help

To create solutions that optimize capital strength and stability, promote resilience and provide platforms on which to drive growth, we draw on a breadth of advisory expertise combined with proprietary modeling and technology. We deliver solutions for clients from capital frameworks and assessment, strategic reorganization, reinsurance structuring and placement, and asset allocation.
The profound shift in how work gets done – and by whom – in the global business environment is challenging traditional approaches to human capital programs.

In insurance, the digital revolution is creating opportunities to expand the use of artificial intelligence (AI) and automation in everything from core underwriting practices to portfolio management. This frequently changes skill requirements and employment relationships in the process. In addition to creating needs for upskilling, the battle for digital savvy talent is intensifying, with competition coming from well-established players as well as agile start-ups.

Getting the most out of your people requires an understanding of the values and preferences of a diverse, multigenerational workforce. At the same time, insurers face the challenge of keeping up with human resources regulatory changes and ensuring effective program governance.
How we help

We offer expert advice, data and sophisticated technological solutions to help insurers stay ahead of changing human capital requirements.

We do this by supporting an inclusive workplace and by integrating the right total rewards, benefits and wellbeing programs into personalized talent experiences.

We provide deep insurance sector expertise and unparalleled experience in our human capital business to help clients foster talent and gain a competitive advantage.
Digitalization and automation are rapidly transforming the meaning of speed-to-market and creating opportunities for new approaches to underwriting, pricing, claims and customer service. Financial models need to meet increasingly tight reporting deadlines. And modern systems, process integration and supporting analytics can overcome obstacles from legacy systems and traditional siloed departmental approaches.

Profitable growth often depends on three operational watchwords - faster, better, cheaper - and updates that ideally combine all of them.
Against this backdrop, re-evaluating cost bases to take advantage of modern computing platforms, AI, blockchain, outsourcing and contingent workforce opportunities can offer potential leaps forward.

How we help

We help insurers transform and streamline operations across the value chain. Our domain expertise and proprietary technology improve efficiencies, unlock sources of competitive advantage, reduce costs and create profitable growth.

We provide commercially robust solutions in areas such as finance transformation; pricing, product, claims and underwriting; advanced analytics; customer management; distribution excellence; digitalization; and automation and AI – all backed by specialized technical and IT implementation.
Willis Towers Watson provides proprietary modeling and technology across risk, capital, people and operations.

It’s hard to envision transforming just about any aspect of an insurance company nowadays without good technology. For good, read smart.

That means thinking strategically about how technology not only improves the business or addresses a specific issue, but how it can potentially add value elsewhere in the business by promoting connectivity of systems and shared applications of data and advanced analytics. It also means avoiding taking the business down any technology blind alleys.

The facilities and processing power available from virtual grids, the cloud and software-as-a-service all offer ways to enhance technology capabilities without huge hardware investment.

How we help

Willis Towers Watson brings together technology engineering and IT infrastructure expertise with domain knowledge to create insurance technology solutions that support clients in everything from financial and risk modeling, pricing and product management, reserving and regulatory reporting through to talent management. Over 1,000 companies around the world use our insurance technology solutions.

Astute companies are gaining competitive advantage through smart technology implementation.
When insurers think about transformation, whether it may primarily appear to be a people, risk, capital or operational matter, the bigger issue is how does it affect other spheres? You don't want to solve one problem and create another.

Insurer Solutions is taking all of the things that we do across all of our lines of business and applying it to the insurance industry specifically. The need for new skills in the industry has never been higher, whether it's technology or data science and ways of figuring out how to price and underwrite using algorithms.
The reinsurance business has always been helping our clients who specialize in underwriting risk match that risk with capital to manage volatility from both a severity and frequency perspective. What has changed is, (a) the depth of the understanding that data and technology allows around managing risk; and (b) the speed that capital moves these days and the connection of that capital with risk. We’re the link between those two for our clients in terms of adding value for them in their understanding of risk and their use of capital to manage volatility.

Our distinct, connected perspective across talent, assets and ideas unlocks potential for our clients.

Willis Towers Watson is already working with insurers across the industry on their most pressing challenges and opportunities from digital transformation and future workforce to intelligent automation, AI, financial and regulatory reporting, and cyber risk.

What sets us apart is our depth of industry knowledge that comes from having advised over three quarters of the world’s leading insurance companies, complemented by discipline specialists – whether in pricing and underwriting, modeling, human or financial capital, regulation or reporting, or reinsurance and capital markets – who know their subject inside out. We bring a combination of advisory, technology and analytical skills that is distinctive in the industry, which means our solutions offer a unique blend of insight, expertise and tools that enable insurers to leverage opportunities and prepare them for profitable growth and a sustainable future.

Further information
For our latest insurance industry research, opinion and thought leadership, as well as examples of how we can help you meet your needs and achieve profitable growth:

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Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at willistowerswatson.com.