

Adapting to the Needs of the Modern Insurance Customer

Blueprint One, the plan launched by Lloyd's, is a first step towards the modernization of the London Insurance Market. However, many insurers are not confident of meeting the requirements of the modernization program. The barriers to digitalization range from organizational agility to technology adoption / maturity to the cultural divide that exists between the London Market and companies. The pandemic has further brought on additional challenges.

Research conducted by Insurance Post and WNS deep dives into the readiness levels of companies in making the shift to a digital model in order to meet evolving customer needs.

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