

Takaful Insurance The Way To Move Forward

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Welcome Speech By Mr Chan Eng Lim, Chief Executive Officer Of DynaFront Systems Berhad

Dear Distinguished Speakers, Chief Executive Officers, Senior Executives, InfoConnect and IBM

First and forth most, I would like to express my heartfelt thanks to all for taking the time to attend this event - Takaful Insurance, The Way Moving Forward. Together with us, we have distinguished speakers who not only command a high authority in Takaful but also a living legacy in the subject matter. Our speakers will share with us on the valuable insights of the developments on the Takaful business globally as well as in Malaysia. And more importantly, the future directions of the global Takaful business.

According to the World Bank Development, the earth's human population is approaching 7 billion. Pressures from rapidly expanding air travel, globalization of industry and trade, 24/7 news media and global 'chat' are compounded by instantaneous satellite telecommunications via the worldwide web to forge a collective consciousness as part of "global village".

As our planet evolves into complexity, increasing demands, over-congestion, over-taxing and supply, there is a need to change – “A need to change is a need for smart”. We realized that our planet is never the same as 10 years ago or even a year ago. Thus we are becoming sensitive that our quality of lives may never be the same affecting by:

- Crisis of the financial market
- Nature and dangers of highly complex global systems
- Global climate change due to over-pollution
- Water becoming a sacred commodity
- Global supply chains for food and medicine
- Security concerns ranging from identity theft to terrorism
- Increasing cost for the same quality of living

And indeed, this is not new, as we have encountered before. The first decade of the 21st century besieged us with a series of calls demanding a single theme – the reality of global integration. And all these issues of a hyperconnected world have surfaced and resurfaced since the start of the decade.

The planet, as we know now continues to get “smaller”, “complicated” and literally “flat”. But we see now that being connected is insufficient. At this very moment, research, talks, discussion and even execution by global leaders, top researchers and prominent CEOs have already gone underway that holds a new potential – “The planet is becoming smarter”.

That is “Intelligence” is infused and embedded into the way the world literally works – into the systems, processes and infrastructure that enable goods to be developed,

manufactured, delivered and used. Thus, facilitating the movement of everything from agriculture to science. And that helps billions of people work, eat, drink, sleep and improving the quality of living.

No one has doubt that technology is ready. The question is how to start? Where do I begin.

First, the world is becoming instrumented. Imaging those billion transistors for every human being. Intelligences are embedded everywhere: in cars, appliances, cameras, roads, pipelines even in medicine and livestock. Traffic relief, crimes, contamination, epidemic and even endemic can be controlled quickly.

Secondly, our world is becoming interconnected. There will be 2 billion people online – but systems and objects can now “speak” to each other, as well. Think of a trillion connected and intelligent things, and the oceans of data they are producing.

Third, all of those instrumented and interconnected are becoming intelligent. With more and more data raining down from the sky, the sophisticated mathematical models allow us to anticipate and subsequently, being pushed to powerful computer systems that can process all that data and to advance analytics capable of turning it into real insight, in real time. With such might, government, agencies, organizations and we, are able to optimize prevention measures with proactive actions.

With computational power now being put into things, we cannot identify it as computers, any person, any object, any process or service and any organization – large or small – can become digitally aware, connected and smart.

With so much technology and networking available at low cost, organizations are technically enhancing and connected to obtain valuable insight information to provide the correct sales and service.

Consider:

- Congested roads costing billion gallons of wasted gas – and that’s not counting the impact on population
- Inefficient supply chains costing billions in lost productivity – over 3% in total sales
- 1 in 5 people living today lacks safe drinking water
- Aging population especially in Japan whose living expectancy may outlive the total savings
- Unethical food contamination for personal gains

In Stockholm, smart traffic systems are used to cut gridlock by 20%, reduce emissions by 21% and increase public transportation use dramatically. Smart food systems are constantly using technology to trace meat and poultry from farm through the supply chain to store shelves. Smart healthcare systems lower the cost of therapy by as much as 90%. Smart systems are transforming energy grids, supply chains and water management, as well as helping confirm the authenticity of pharmaceuticals and security of currency exchanges.

The whole domain of “Smarter Planet” is endless as it encompasses every breath of the planet that we are living from energy, transportation, food, systems,, to shopping, information, money, communications, fuel resources, healthcare, cities, water,, security, constructions, work organizations, products, education, government and so forth.

Of all the interesting topics, I would like to touch on is “Smarter Organization” due to its relevance in this event. We probably work a lot smarter today than it is 20 years ago or 10 years ago – or even a week ago. The technology, internet and wireless revolutions continue to transform the way individuals create, use and share

information; the way we build and maintain relationships; the way we make decisions; and finally the way we feel.

So why does it feel like we are working so much harder and yet we are in the technological age?

Unfortunately, the best work in many companies often happens due to our best processes and structures. Individuals and teams today are ready to collaborate, multitask and cocreate – and yet, business wastes hours per employee because of inefficiency processes. Employees believe there are colleagues who can assist them in their jobs but they don't know how to find them – and most say they are making decisions with the wrong information. No wonder, organizations always have the need to restructure again and again.

To work smarter means utilizing and optimizing people's potentials in terms of expertise, enterprise and creativity to the relevant organization place thereby achieving the best results within the shortest period. It transform the collaborative infrastructure and processes of our work place enabling people to take advantage of the full scope of an instrumented, connected and intelligent planet. Many organizations are transforming, not only to manage processes efficiently and intelligently but also to engage their people work smarter instead of just harder. Thereby enhancing the quality of life for the employees. Indeed, in the context of smarter work, organizations are delegating the full works of menial administration to full automation and enhancing the workforce to management and planning. Thus, creating an upgraded skill culture for job satisfaction and fulfillment.

It is in full awareness of smarter planet, DynaFront has taken a proactive initiative in collaboration with IBM to create a smarter insurance system by making use of IBM's advance technologies and insurance frameworks for maximum results. A system that is more transparent, efficient, resilient, accessible and applicable to smarter takaful.

Once again, on behalf of DynaFront, I like to sincerely convey my thanks to all in making this event possible. I do hope that you'll find the event meaningful and memorable.

Thank You