

Your Future, Now



GLOBAL INSURANCE SECTOR

THE CHANGING INSURANCE SECTOR DYNAMIC

- 1. Navigating a new path to growth** – Insurers will pivot business models towards growth opportunities emerging from new geographical markets and product types.
- 2. Revive to survive** – Multiple disruptive forces threaten traditional insurance business models, necessitating a rapid and transformational response.
- 3. Big data as the route to out-performance** – Big data enables the greater customisation and accuracy of insurance products.
- 4. Customer-x is integral to success** – In an increasingly crowded market place it will be the front-end customer experience that will be the point of differentiation.
- 5. Back to front office** – There will be a fundamental rethink of the insurance value chain. This will blur the traditional distinctions between front, middle and back offices.

THE INSURANCE SECTOR IS BEING DISRUPTED FORCING FIRMS TO RESTRUCTURE, REFOCUS & REALIGN REAL ESTATE TO A NEW BUSINESS REALITY

REAL ESTATE IMPLICATIONS

- 1. Face to face space** – Insurers will require spaces for face-to-face connections between colleagues and customers as technology removes process driven work and value is created from continual innovation.
- 2. Back to front office** – Insurers will actively review their current real estate portfolio to ensure they are aligning to the changing scope and importance of different corporate functions.
- 3. Space for ideas** – It will be evermore important to provide physical space that enables innovation.
- 4. A workplace for all ages** – Accommodate the work and life preferences of all employees while also encouraging the sharing of knowledge between these groups through more collaborative and amenity rich workspaces.
- 5. Carry on clustering** – Insurers will continue to cluster with peers, customers, 3rd party providers and other partners in order to thrive in the global insurance sector.
- 6. Perfecting the portfolio** – Buildings will need to allow insurers to pursue growth opportunities, while simultaneously right-sizing real estate across the globe.

REAL ESTATE IS NOW RECOGNISED AS A STRATEGIC BUSINESS DEVICE THAT SUPPORTS, FACILITATES OR PORTRAYS BUSINESS TRANSFORMATION