

AFM Annual Conference 2019 IT Survey

Survey Results

By



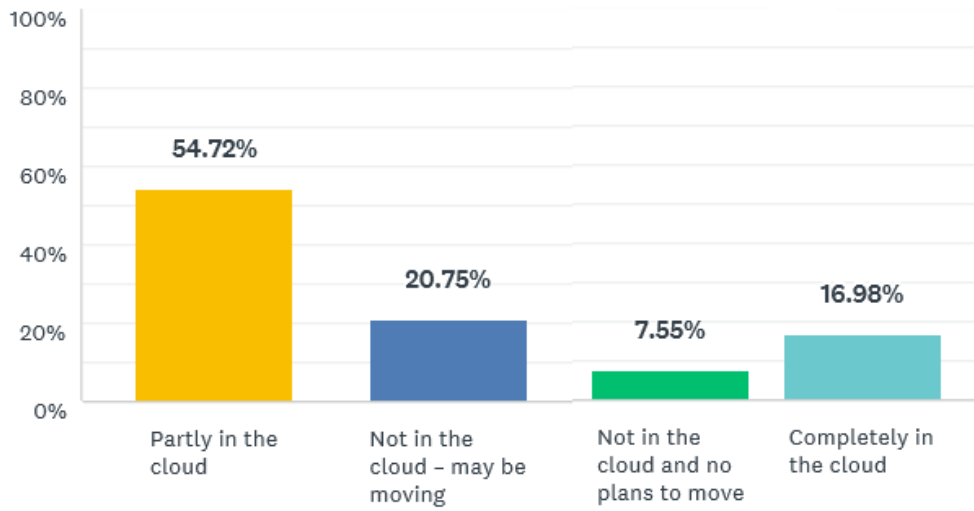
Survey Summary

Thank you to everyone who responded to our 2019 AFM survey. We hope this will provide some insight into thinking on IT across AFM members.

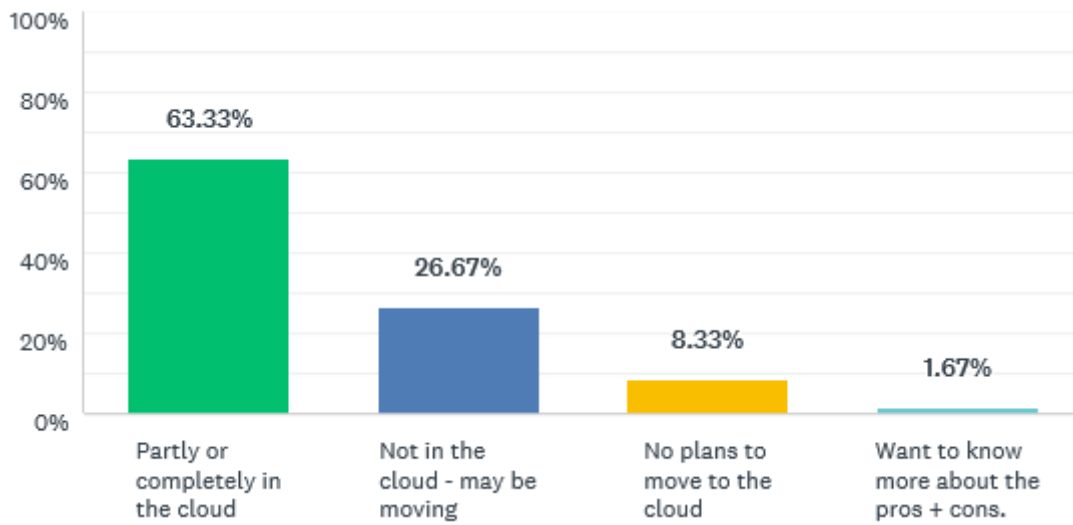
This follows last year's survey, and both have had a very good response. Some of the questions have changed, but many are the same so that we can make some comparisons.

If you have any questions, please contact Lee Fedder, 0117 907 9921, fedderl@sparkdata.co.uk.

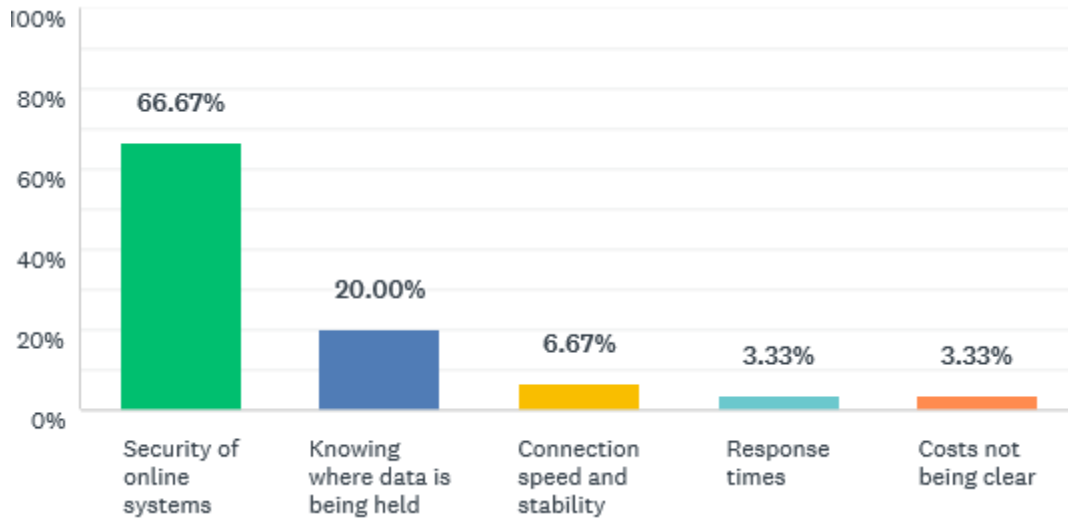
Q1: Infrastructure. Are Your IT Systems:
2019



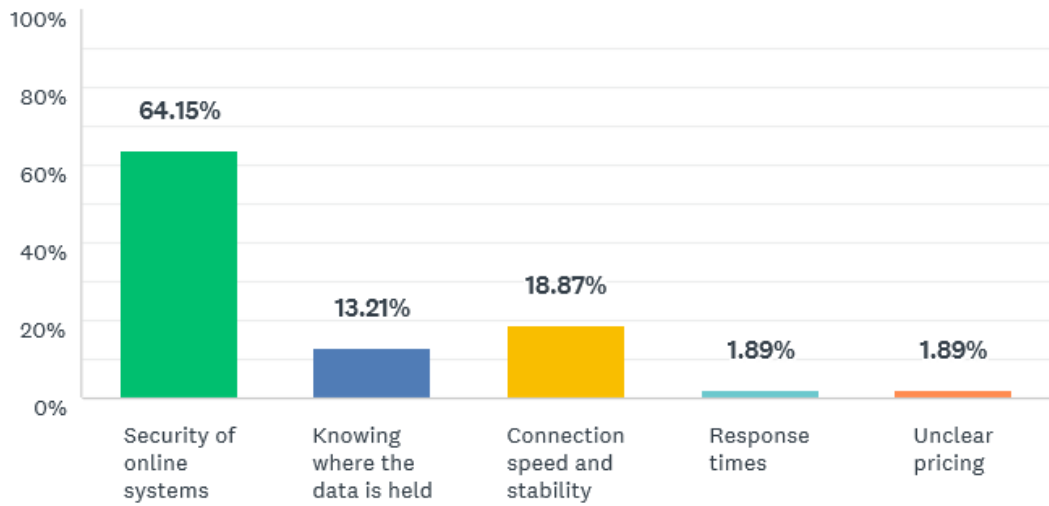
2018 (Questions Slightly Different)



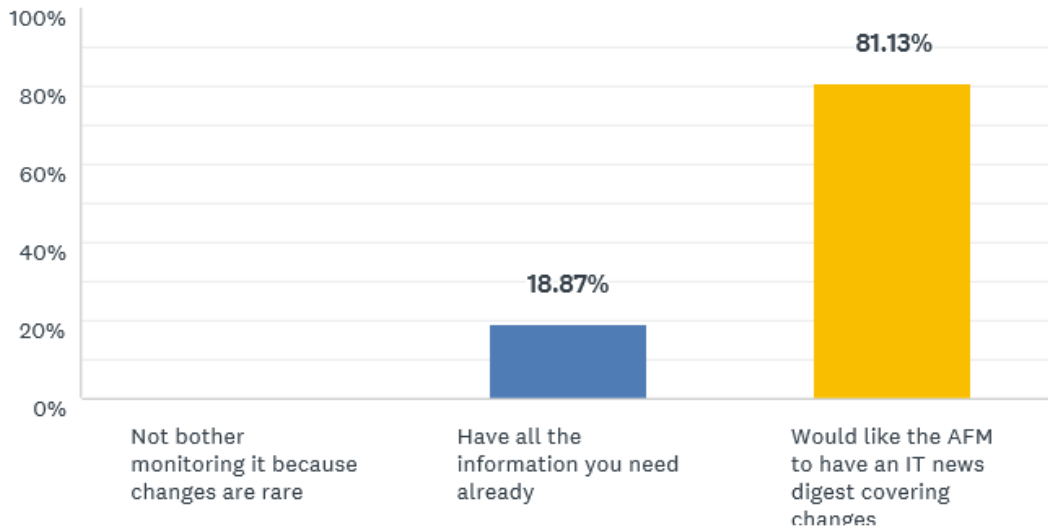
Q2: Infrastructure: With Cloud systems your top area of concern is:
2019



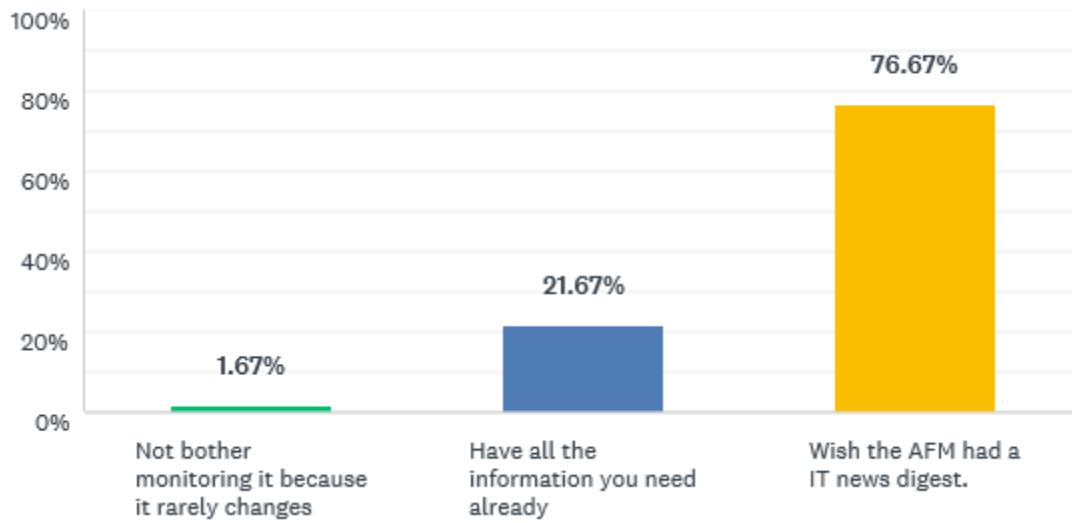
2018



Q3: IT Legislation: Do you
2019

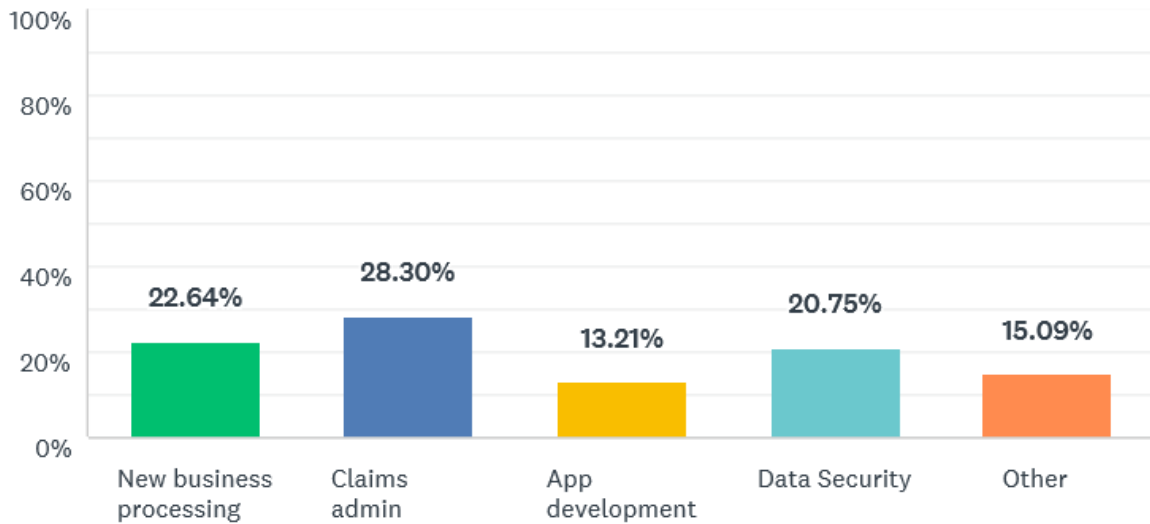


2018



Q4: Over the next year, what is likely to be the focus of IT improvement/activity

(New Question)



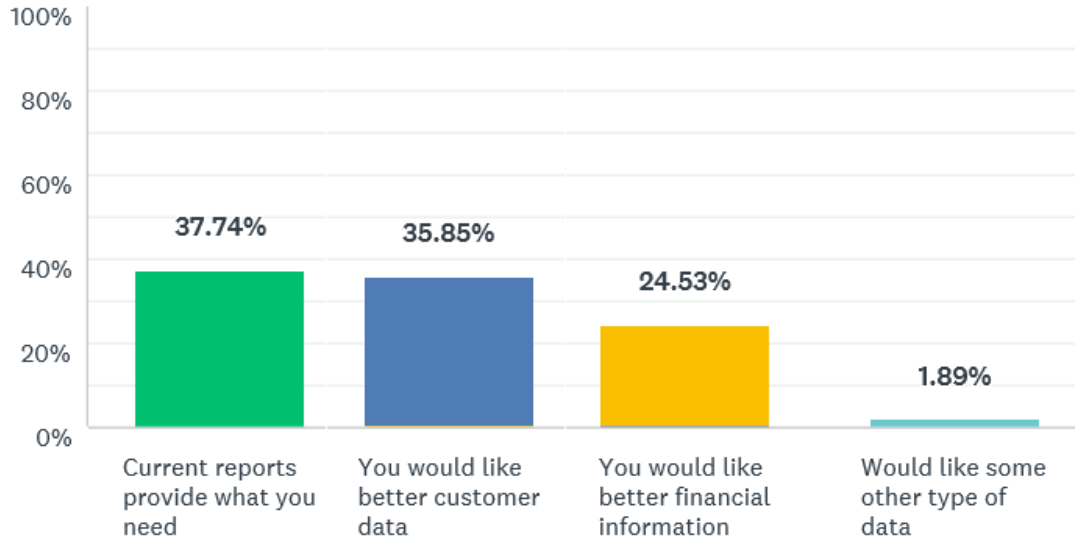
Others:

- Enterprise architecture
- Commission
- Customer Portals
- CRM
- Ongoing Systems Overhauls

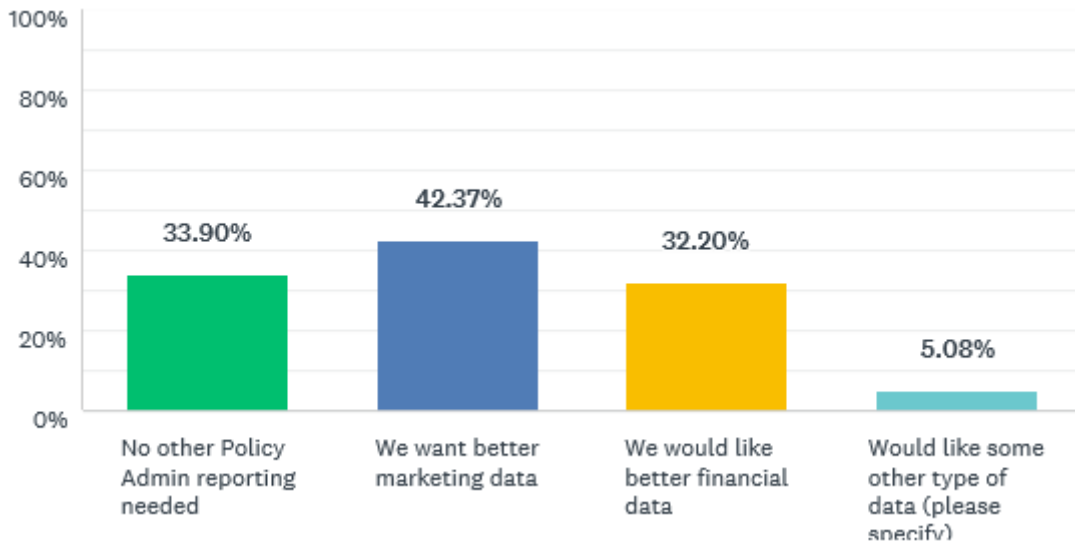
Q5: Reporting from your Policy Admin system. Would you say:

(Slightly updated question)

2019



2018

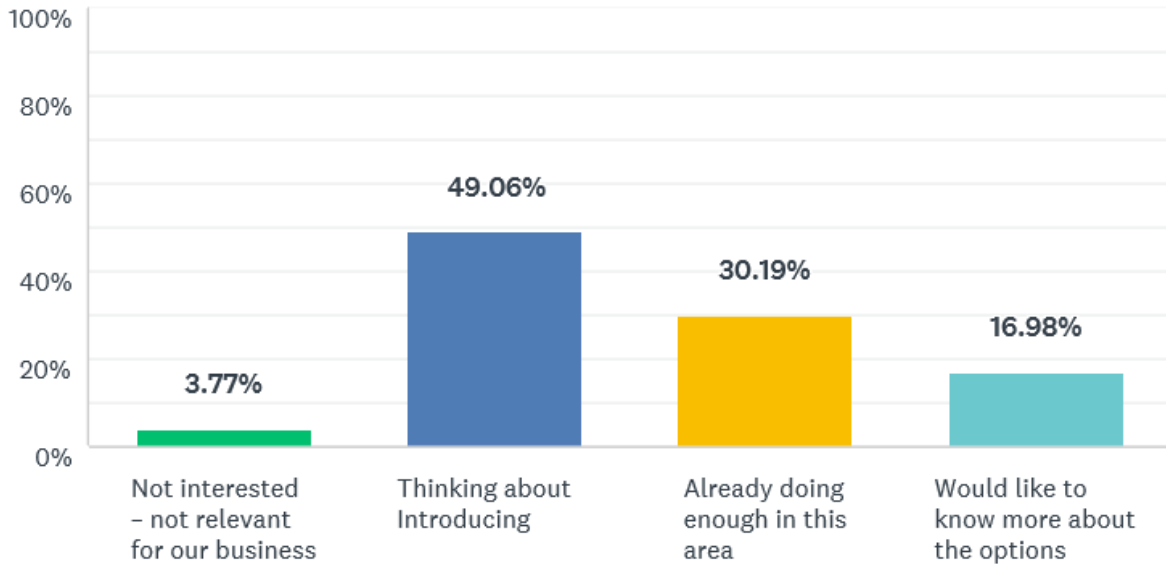


Other

- Real time data

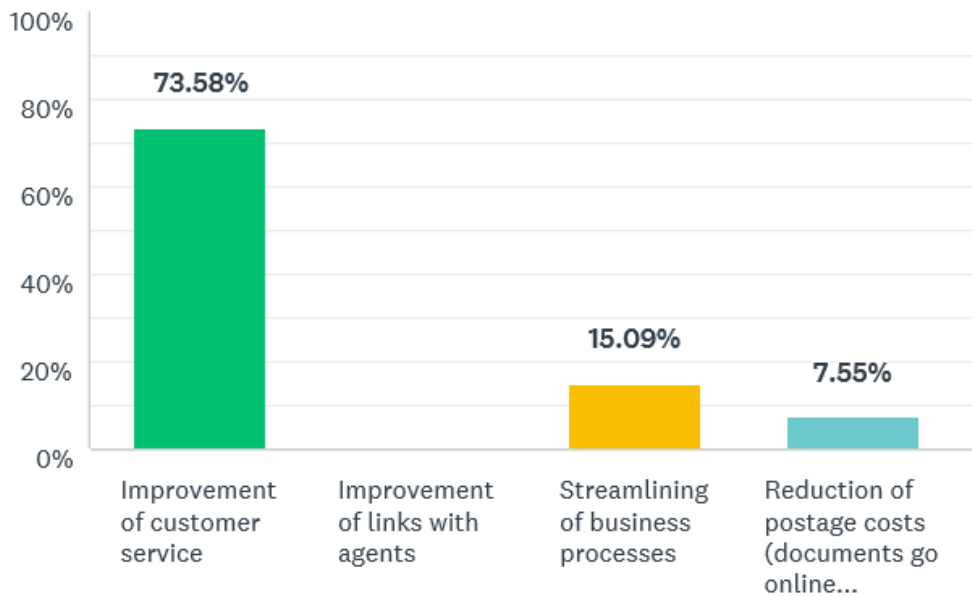
Q6. When it comes to online access for customers or agents are you:

(New question)



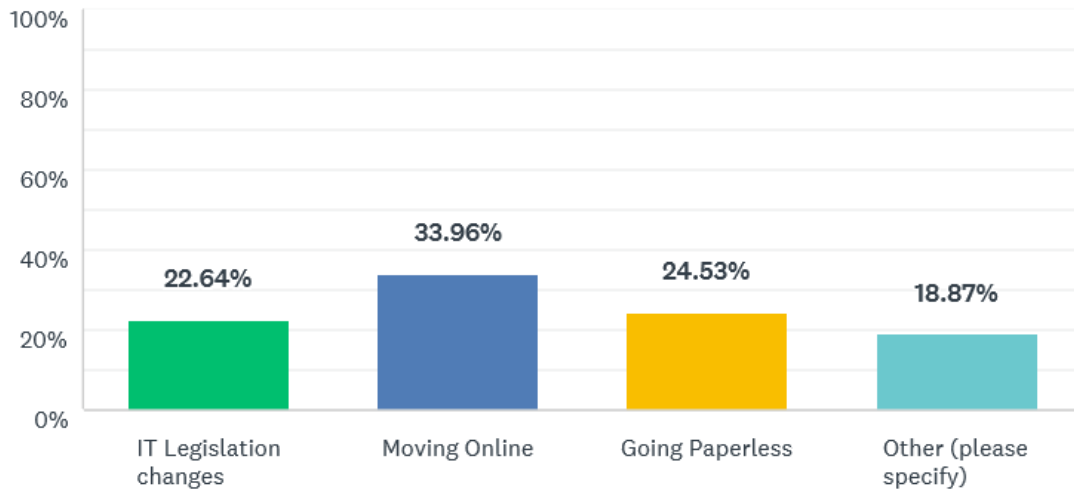
Q7. What are the main benefits of an online portal:

(new question)



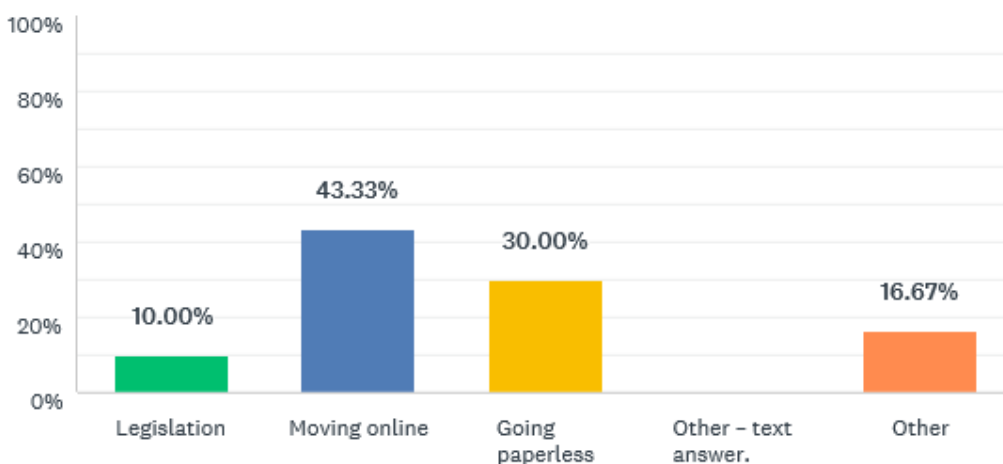
Q8: What IT changes do you think will affect you over the next 3 – 5 years

2019



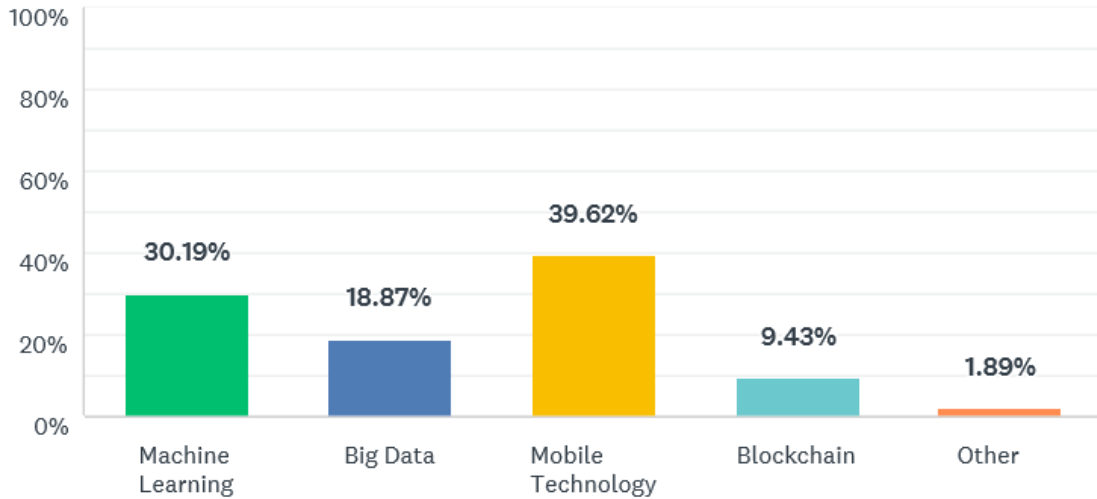
- Increasing cyber threat
- Going fully digital - mobile phones
- The positive impact of cloud computing methods
- Bio metrics and AI
- Enhanced cyber control

2018



Q9: If the AFM were researching applications of new technology to Financial Mutuals, which area would you most like to know more about:

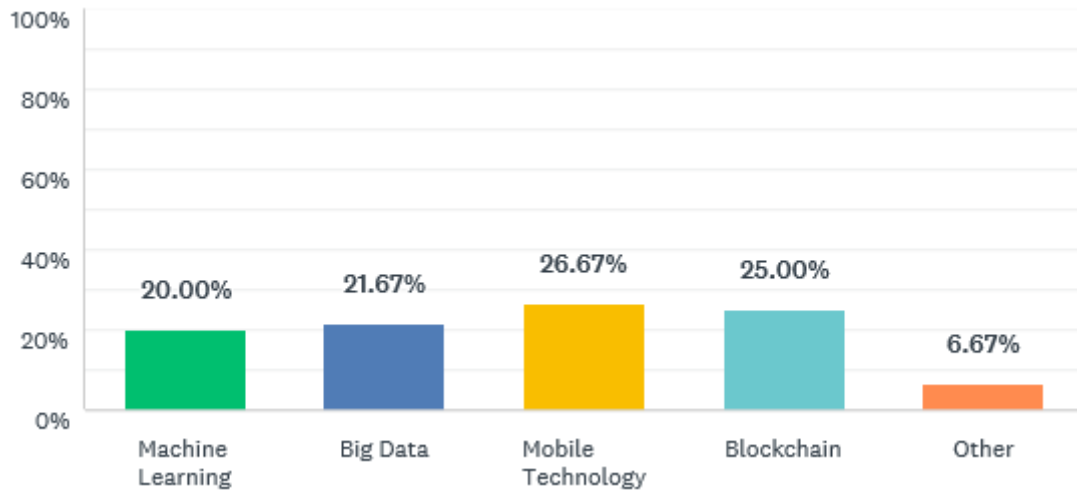
2019



Other

- Shared services

2018

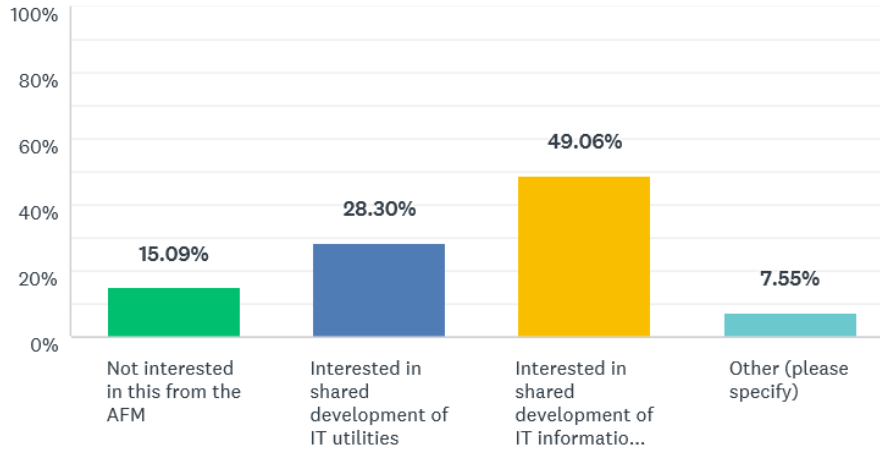


Other

- Lead generation
- Auto threat analysis
- Secure member portal to view premiums/claims etc.

Q10: The AFM and IT. Co-operative IT related initiatives via the AFM

2019



Other

- Legal Aspects

2018

