

Spixii story | Renaud Million, Co-founder & CEO

InsurTech landscape

InsurTech landscape

cickquotesave® EVERQUOTE

MICROENSURE

inshared 1



GUEVARA

TEKDRY

simplesurance

Assure Tech

inspool

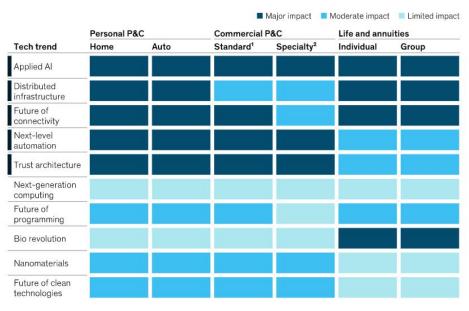
friendsurance

RenaissanceRe-

QuanTemplate

How top tech trends will transform insurance

Five trends will have a pronounced impact on insurance.



¹Main lines include other liability (claims), marine, financial lines, and specialized property.

McKinsey & Company

² Main lines include workers' compensation, general liability, commercial auto, commercial multiple peril, and property. Source: McKinsey analysis

Where to start?

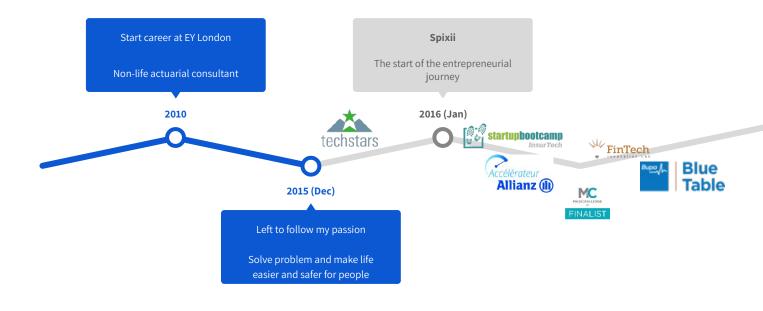
• Which problem do I want to solve?

• What is annoying me?

What would I do differently?

Part 1 - The start-up journey

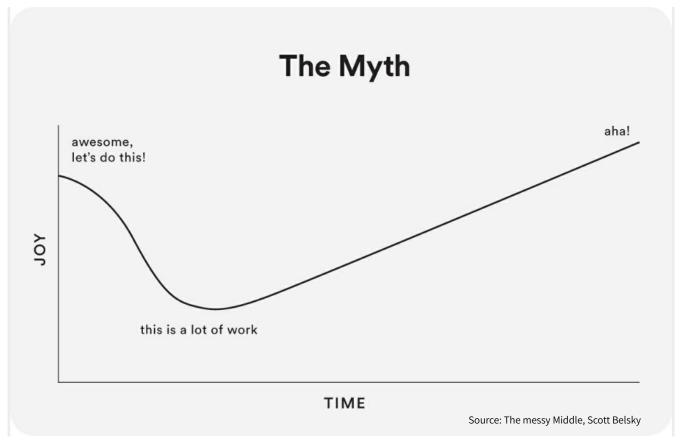
Background



The start-up journey

Idea Team Funding Build Sell Scale

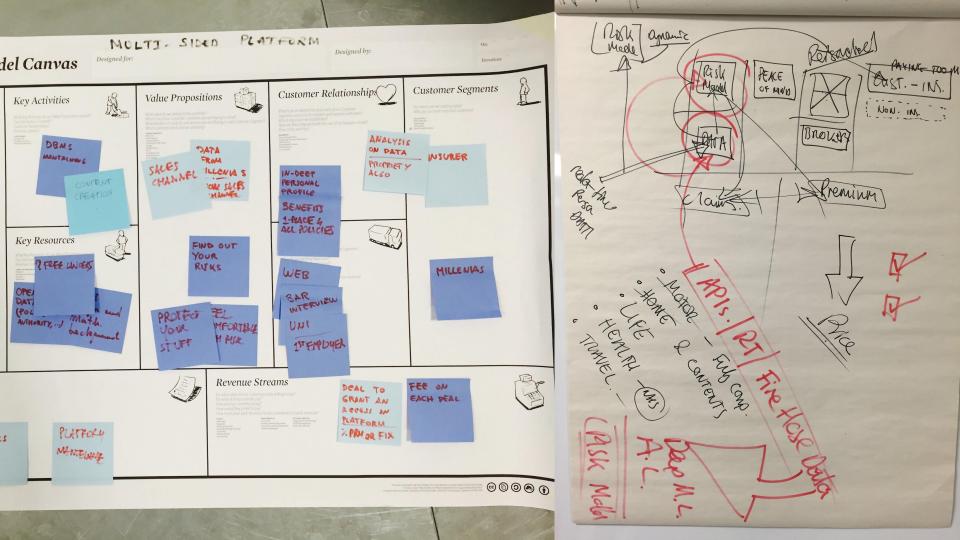
The start-up journey





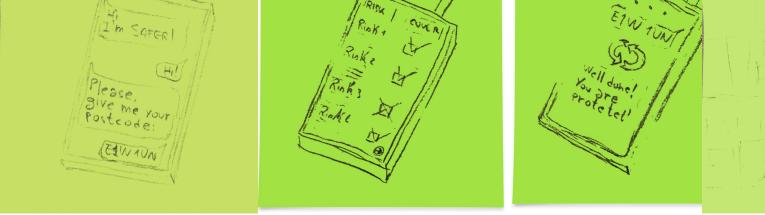
Peter Thiel's Zero to One

Sep 2014



CUSTOMER PROBLEM SOLUTION ASSUMPTION







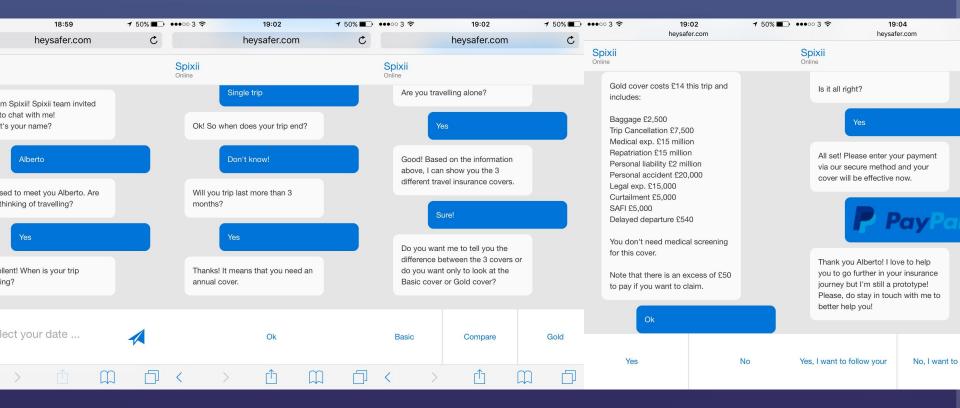
THE MOM TEST

How to talk to customers & learn if your business is a good idea when everyone is lying to you.

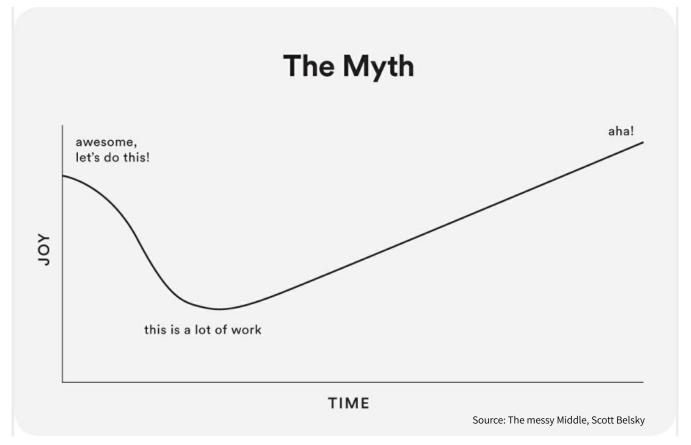
Rob Fitzpatrick

a foundercentric.com boo

2016 Feb



The start-up journey



Quotes

"Building a lasting business is 1 percent idea and 99 percent resilience."

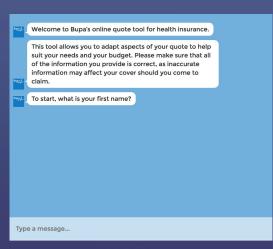
—JENNIFER HYMAN, co founder and CEO, Rent The Runway

"Genius is 1 percent inspiration and 99 percent perspiration"

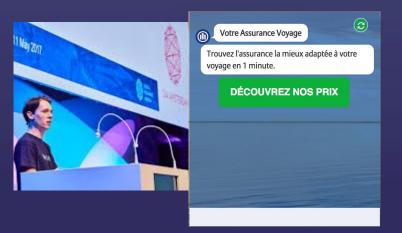
-- Thomas Edison

Inactive ventures in Insurance in France

coverageR SIGN IN Search company Category V Location V Year Founded V Operating Status V Business Model V LOB V Types: Intermediary, Enabler, Insurer × Industries: Insurance × Locations: France × Operating Statuses: Inactive × 1-7 of 7 (> Company Description Location Founded ↓ Type **Amount Raised Operating Status** Industry Flight delay product by AXA. Europe | France 2017 Inactive Fizzv Insurer Insurance Wecover Collaborative auto insurance scheme where drivers Europe | France 2015 Intermediary N/A Inactive Insurance can join groups to later be coached and ranked on.. Read more Gasolead Lead-gen tool powered by machine learning. Europe | France 2015 Enabler N/A Inactive Insurance Insurances for private and public decentralized Europe | France 2015 Intermediary N/A Inactive Wekeep.io Insurance circles. Collaborative insurance scheme for owners of InsPeer Europe | France | Paris 2014 Intermediary N/A Inactive Insurance electric vehicles. Switch by Axa Axa's digital brand. Europe | France 2013 N/A Insurer Inactive Insurance Valoo Digital platform - formerly known as CBien - that Europe | France | Paris 2013 Intermediary \$10.3M Inactive Insurance allows users to manage, value, and protect their... Read more

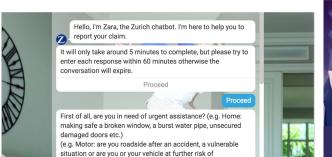






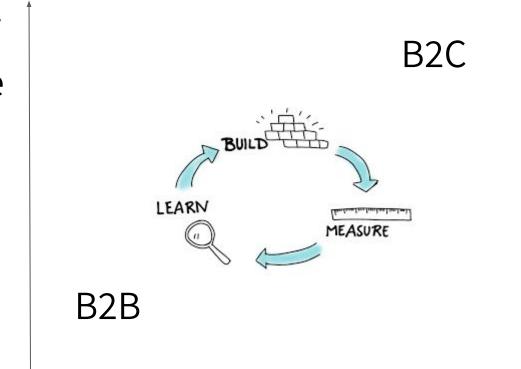
Describe Zara's functionality:

Currently <u>Zara</u> can handle non-emergency home and motor claims. She captures enough information to allow her human colleagues to decide on the next step in the claim, be able to call the customer back and proactively deal with the claim.



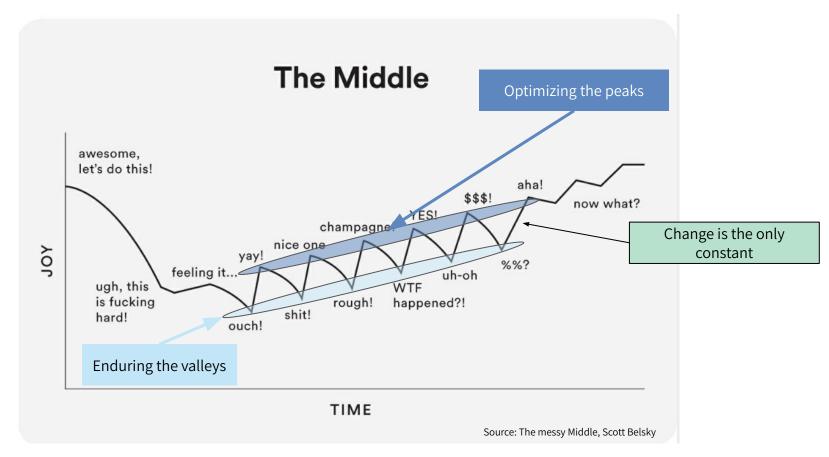


Volume of affordable mistakes



Speed of iteration

What is it?



"You will **find your way only** by <u>reconciling what you</u> <u>learn from others</u> with what you <u>discover on your own</u>."

Scott Belsky



The Middle

"But if you stay curious and self-aware, your intuition and conviction

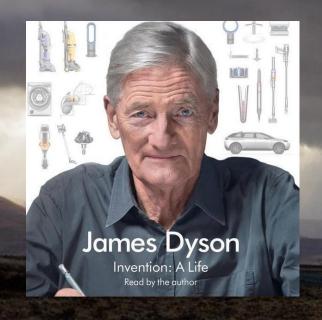
will be **your compass.**"

Scott Belsky



"When the journey feels gritty and real, your potential becomes more tangible."

Scott Belsky





























Customer success stories testimonials



End customer view

(based on a true story)



Zurich UK view

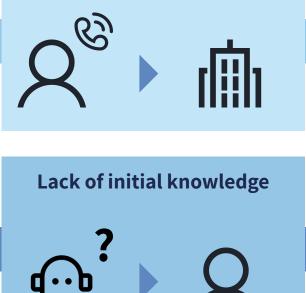
David Nichols, UK Chief Claims Officer

Part 2

Spixii: Conversational Process Automation platform

Problem

Customer digital journey Busy line CUSTOMER Busy customer (9-5) INSURER



What is Spixii?

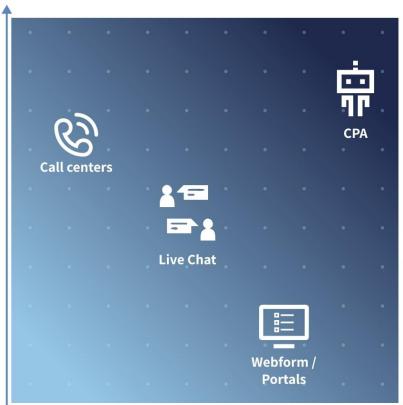
Conversational Process Automation (CPA) platform

Augmenting insurance processes into personal and scalable conversations



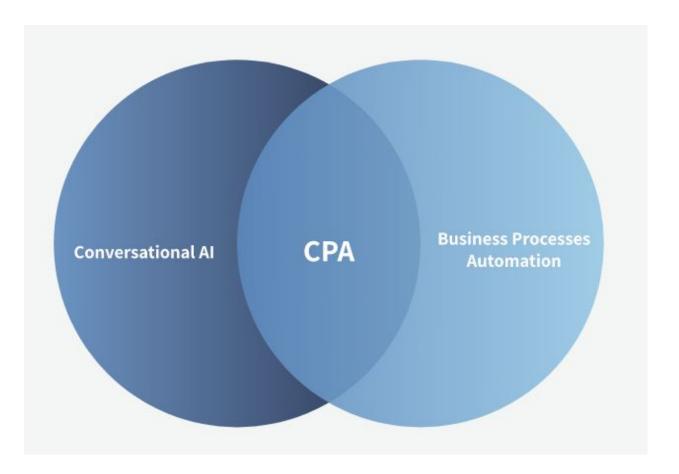
Why Conversational Process Automation (CPA)?



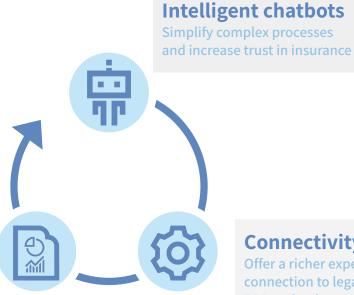




How is CPA different from Conversational AI?



Spixii products



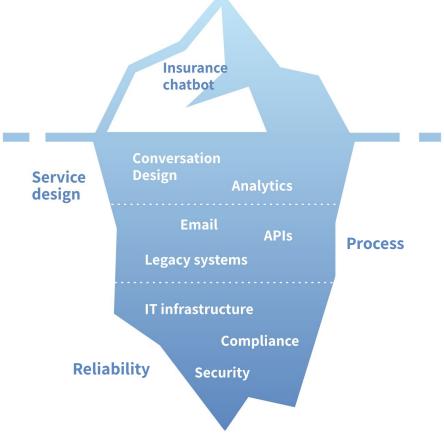
Actionable Insights

Advanced Analytics and Business Insights reporting to continuously improve the processes

Connectivity hub

Offer a richer experience with connection to legacy systems, RPA and 3rd party via APIs

Linking chatbots to insurance processes



Spixii Advanced Analytics & Business Insights

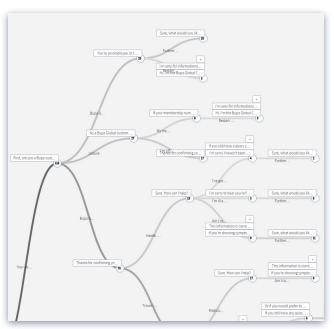


Structured data from Spixii chatbots





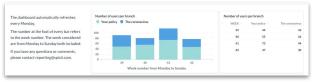
Advanced Analytics





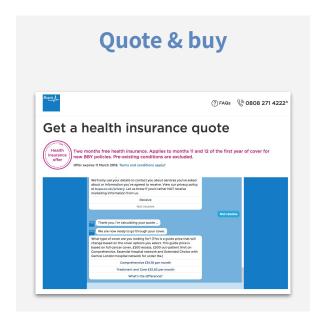
Business Insights

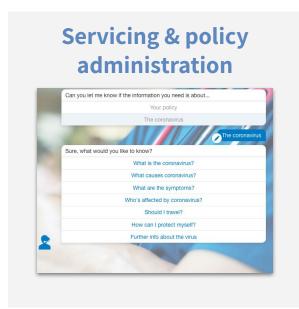


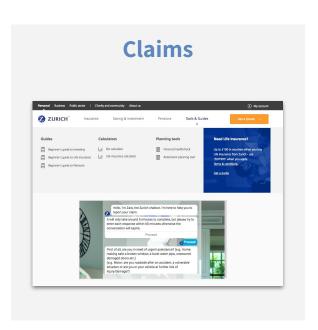


Insurance solutions

P&C, Life and Pensions







Spixii CPA platform at glance

A platform to create, manage, execute, insurance conversational processes and measure its performance in **4 steps**









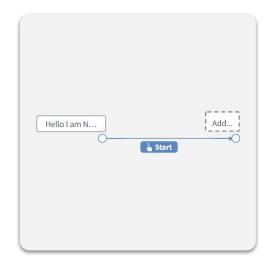
Flexibility with full customisation and templates

Create and manage conversational processes through a low-code platform. Yourself or with the support of your preferred consulting partner.



Conversation Builder

Start from scratch



Conversation templates*



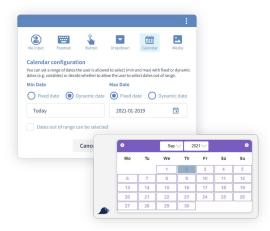
*Available for the Advanced plan

Leverage no code smart assets

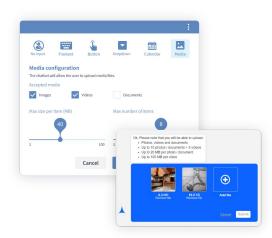


Conversation Builder

Calendar Configurations



Media Upload

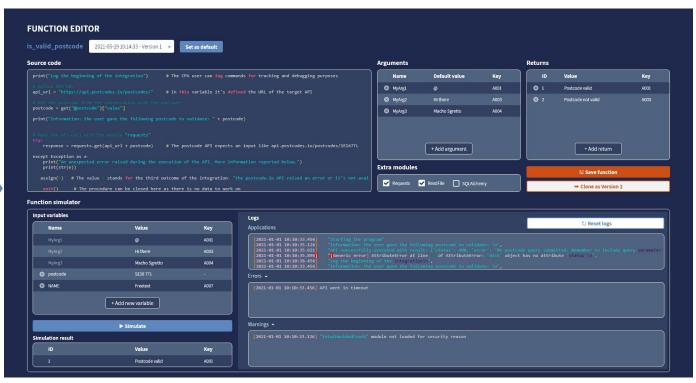


Make your chatbot smarter with functions

Leverage global functions (e.g. email validation) and create custom functions to integrate with your core systems directly through the platform.



Function Manager



Maximum editing flexibility

Simple input validation



Configure

Function Manager



Pre-built integrations



Custom Functions

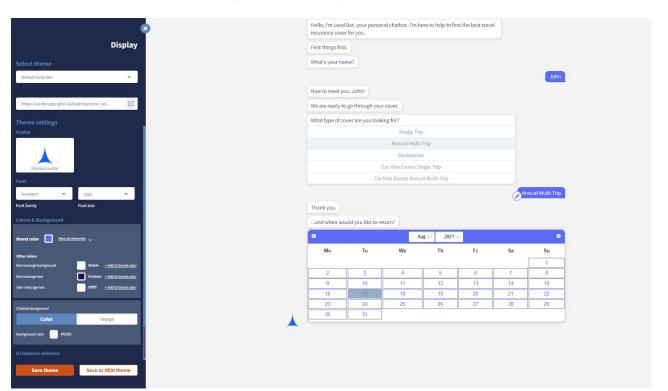
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Tailor your chatbot interface

All Spixii Intelligent Chatbots come with a sleek and flexible interface and are white-label with intuitive configuration straight from the platform.



Intelligent Chatbots



Leverage templates and intelligent modules

Device Optimisation



Media Upload



Intelligent Chatbots

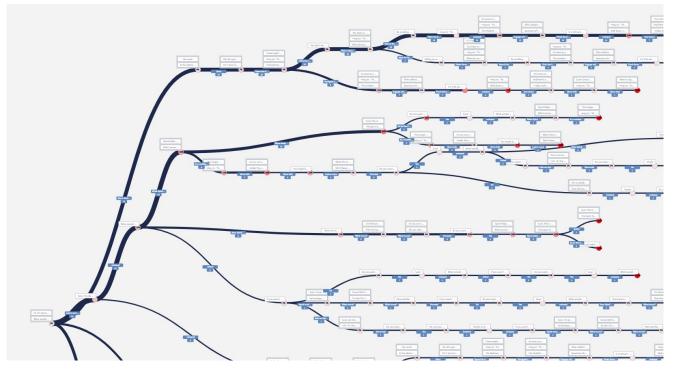
गा Display

Measure performance and pinpoint improvements

Gather structured data and print in graphs and dashboards to get sense of where the interactions go, identify weaknesses and perform iterations.

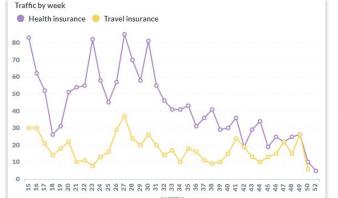
(<u>t</u>) Measure

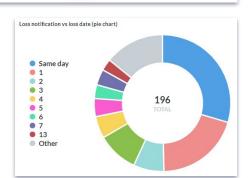
Insights Hub



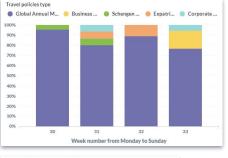
Access custom dashboards and reports

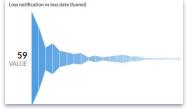
Dedicated dashboard with data extracting capability











Measure

Insights Hub

Customer verbatim feedback

"I'm deaf and struggle on the phone also I have severe anxiety so phone conversations are hard so using this service changed my life." This helps because I am working during the day so not that easy to make a phone call.

"Logging a claim on line has been so easy, I was really anxious at how difficult it would be. It is so much easier than an automated system logging over the telephone."

References



End customer view (based on a true story)



Zurich UK viewDavid Nichols, UK Chief Claims
Officer

Other references available here: https://www.spixii.com/success-stories









Team

Multinational experts in insurance, design, technology and security.



Est. 2016 in London, UK

Alumni of leading accelerators















Thank you

Q&A

Start the conversation









/company/spixii

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