EPISODE 1: Digital Transformation Amid COVID-19
JOIN US FOR LIVE TWEETING
#ECLIPSELIVE
YES!

We will send you the recording and the presentation.
THANKS TO OUR SPONSORS

#ECLIPSELIVE
CREDITS

ONE HRCI CREDIT
ONE SHRM CREDIT

Codes for credits will be released at the end of the today’s episode.
Today’s Lineup of Speakers

Dayne Williams  
Chief Executive Officer  
PlanSource

Mark Rieder  
Head of Innovation  
NFP

Stephanie Shields  
SVP of Broker Sales  
Aflac
How has the way people think about their benefits changed in the last 90 days?
How has COVID-19 increased the importance of benefits technology?
HR leaders are at the heart of their companies’ COVID-19 strategy and response. How can we help them through this?
How is PlanSource doing, and how has COVID impacted our plan for 2020?
What is the most important investment that PlanSource is making?
PlanSource Boost

- **Modern API integrations** that provide a real-time customer experience
- **Preferred pricing** when customers offer one or more Boost products
- **Employee shopping** experience that’s optimized to drive engagement
- **Simplified self-billing** that eliminates the need to reconcile carrier bills
PlanSource Boost Partners
Tell us about new talent you’ve added to the leadership team in the last few months.
Investment in Leadership

Srini Venkatramani
Chief Product and Technology Officer

Alan Primeaux
Chief Operating Officer

Harsh V. Chugh, CFA
Chief Financial Officer
Fireside Chat

Submit your questions for Dayne
Is COVID the Tipping Point … For Digital Transformation in the Insurance Industry?

Mark Rieder
Head of Innovation
NFP
Realities We Face

• COVID-19 will force **significant – and permanent – societal changes**
  o Just as 9/11 wasn’t the last act of terrorism, COVID-19 is not the last coronavirus
• Clients will continue to need solutions for their biggest challenges, but the **context has changed**
  o Keeping employees “healthy and safe” has taken on a whole new meaning
• **Identifying solutions (and repositioning existing ones)** for the new normal can be a game changer for a business
Availability of Data...

An increasing number of networked devices... ...and three critical enablers are kick-starting IoT

1. Data
   Number of sensors shipped in manufacturing increased from 4 billion in 2012 to >30 billion in 2016

2. Computing power (Moore’s Law)
   1,000-fold increase in computing power/mm² in past 10 years

3. Connectedness and intelligence
   More than a 100-fold increase of mobile data rates since 2002

Since 2008, there are more networked devices than people

…and New Technology
Maybe, at last, we can move beyond accepting that pet insurance is the best we can do when it comes to introducing innovation.

— MATTHEW GRANT
Digital is not a thing. It’s the world we live in today.
dig-i-tal trans-for-ma-tion
(noun)

In business, a fundamental change, a metamorphosis, in how companies generate value for their owners and other stakeholders, achieved by applying digital technologies and ways of working to all aspects of business.
It is more than a portal

DIGITAL TRANSFORMATION

SYSTEMS OF INTELLIGENCE

EMPOWER YOUR EMPLOYEES

ENGAGE YOUR CUSTOMERS

OPTIMIZE YOUR OPERATIONS

TRANSFORM YOUR PRODUCT
COVID-19 has prompted many new questions

• What do I need to consider when building our Return To Work strategy?
• How do I monitor the health of onsite employees and customers?
• How can I support employee well-being in these stressful times?
• How can my employees access the care they need when they are unable to leave the home?
COVID-19 has prompted many new questions

• How will claims/renewal be impacted by this pandemic?
• What tools can I incorporate to allow us to continue to work remotely?
• What strategies can I deploy to help my clients save money?
• How can I effectively communicate with my clients?
Building of a Successful Digital Transformation Strategy
#1 Lead from the Front
#2
Put Strategy in front of Technology
#3
Encourage New Cultural Norms

In the last 15 years, **52%** of S&P 500 companies have disappeared
#4
Reimagine the Customer Journey
#5 Disrupt Your Own Business
#6 Pursue New Technology

- Augmented Reality
- Machine Learning
- Artificial Intelligence
- Big Data
- Blockchain
#7 Consider Partnerships

**New ecosystems are likely to emerge in place of many traditional industries by 2025**
SUBMIT YOUR QUESTIONS FOR MARK
THE FUTURE OF WORK
COVID-19 may be the single most impactful impetus for change in modern history.
Daily life has been disrupted and a new normal will be established.

<table>
<thead>
<tr>
<th></th>
<th>Changed in a major way</th>
<th>Changed, but only a little bit</th>
<th>Stayed about the same</th>
</tr>
</thead>
<tbody>
<tr>
<td>All adults</td>
<td>44</td>
<td>44</td>
<td>12</td>
</tr>
<tr>
<td>Men</td>
<td>41</td>
<td>46</td>
<td>12</td>
</tr>
<tr>
<td>Women</td>
<td>47</td>
<td>41</td>
<td>11</td>
</tr>
<tr>
<td>White</td>
<td>45</td>
<td>45</td>
<td>10</td>
</tr>
<tr>
<td>Black</td>
<td>34</td>
<td>43</td>
<td>22</td>
</tr>
<tr>
<td>Hispanic</td>
<td>47</td>
<td>43</td>
<td>10</td>
</tr>
<tr>
<td>Ages 18-29</td>
<td>43</td>
<td>45</td>
<td>12</td>
</tr>
<tr>
<td>30-49</td>
<td>46</td>
<td>43</td>
<td>10</td>
</tr>
<tr>
<td>50-64</td>
<td>42</td>
<td>42</td>
<td>16</td>
</tr>
<tr>
<td>65+</td>
<td>45</td>
<td>45</td>
<td>9</td>
</tr>
<tr>
<td>Postgrad</td>
<td>61</td>
<td>34</td>
<td>5</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
<td>54</td>
<td>40</td>
<td>5</td>
</tr>
<tr>
<td>Some college</td>
<td>43</td>
<td>45</td>
<td>12</td>
</tr>
<tr>
<td>HS or less</td>
<td>35</td>
<td>48</td>
<td>16</td>
</tr>
<tr>
<td>Upper income</td>
<td>54</td>
<td>39</td>
<td>6</td>
</tr>
<tr>
<td>Middle income</td>
<td>44</td>
<td>45</td>
<td>10</td>
</tr>
<tr>
<td>Lower income</td>
<td>39</td>
<td>44</td>
<td>16</td>
</tr>
<tr>
<td>COVID-19 state health impact to date</td>
<td>51</td>
<td>39</td>
<td>9</td>
</tr>
<tr>
<td>High</td>
<td>51</td>
<td>39</td>
<td>9</td>
</tr>
<tr>
<td>Medium</td>
<td>43</td>
<td>44</td>
<td>12</td>
</tr>
<tr>
<td>Low</td>
<td>40</td>
<td>47</td>
<td>13</td>
</tr>
</tbody>
</table>

Note: Share of respondents who didn’t offer an answer not shown. Whites and blacks include those who report being only one race and are non-Hispanic. Hispanics are of any race. "Some college" includes those with an associate degree and those who attended college but did not obtain a degree. Family income tiers are based on adjusted 2019 dollar amounts.
Teleworking has taken over everything from meetings to yoga classes.

In March, video conferencing apps saw a record **62 million downloads!**
But not all jobs can be done from home & the unemployment numbers are staggering.

At the peak of the 2008-2009 recession, there were 665,000 new unemployment claims in a week.

Over the last 5 weeks, there were 3.3 Million, 6.9 Million, 6.6 Million, 5.2 Million, and 4.4 Million new unemployment claims. That’s over 26 Million lost jobs.
There has been a lot of gig talk. Some have seen potential work dry up while others have found that their options have increased.

- Dog walkers, graphic designers, writers and wedding photographers may be seeing listings decline as companies cut staff or reduce budgets and couples cancel wedding receptions or engagement parties.
- Food couriers, part-time grocery clerks and truck drivers are seeing more demand for their services.
- Job postings for mobile delivery platform couriers jumped 78 percent in March, according to one report, and eCommerce company Amazon announced its intention to hire 100,000 workers to fill increasing online orders.
And startups are jumping into support transformation
But many employers feel unprepared.

Just 12% of more than 1,500 respondents believe their businesses are highly prepared for the impact of coronavirus.
Customer wants, needs, expectations and purchasing decisions for many products will evolve.

Consider that according to Pew Societal Trends, 30% of adults aged 18-29 and 25% of adults aged 30-49 (the present and future of the market) have used a food delivery service in lieu of going to a restaurant or the grocery store because of COVID-19.
The COVID-19 crisis seemingly provides a sudden glimpse into a future world, one in which digital has become central to every interaction, forcing both organizations and individuals further up the adoption curve almost overnight.
Business investments will likely change.

According to a global survey carried out by EY, businesses are planning to ramp up investments in the automation once the coronavirus crisis passes. Out of the 2,900 executives surveyed, 41% indicated that they will increase spending on automation in the post-pandemic economy.
With every crisis, there is opportunity. Let’s start building.
SUBMIT YOUR QUESTIONS FOR STEPHANIE
EPISODE 2
Adapting and Responding to our Changing Environment

JUNE 10, 2020 @ 2:00 PM ET
— REGISTRATION NOW OPEN —
PLANSOURCE.COM/ECLIPSELIVE

Srinivasan Venkatramani
Chief Product
and Technology Officer
PlanSource

Stacy Cutrono
Wellness Coach
Ultimate Software

Shadiah Sigala
Co-founder, CEO
Kinside
Registration now open at eclipse.plansource.com