



Technology and Innovation Practice Group



HANDS



FACE



SPACE



► Speakers



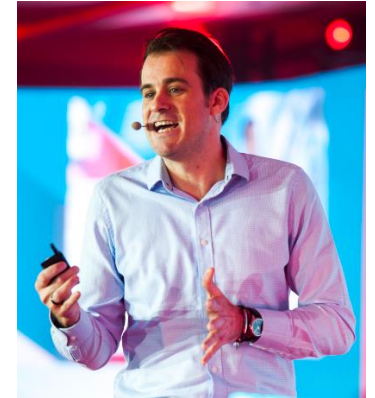
Olly Venables –
Charles Taylor
InsureTech,
Strategic Accounts



Dimitris Salonikis –
Charles Taylor
InsureTech, Global
Service Delivery
Manager

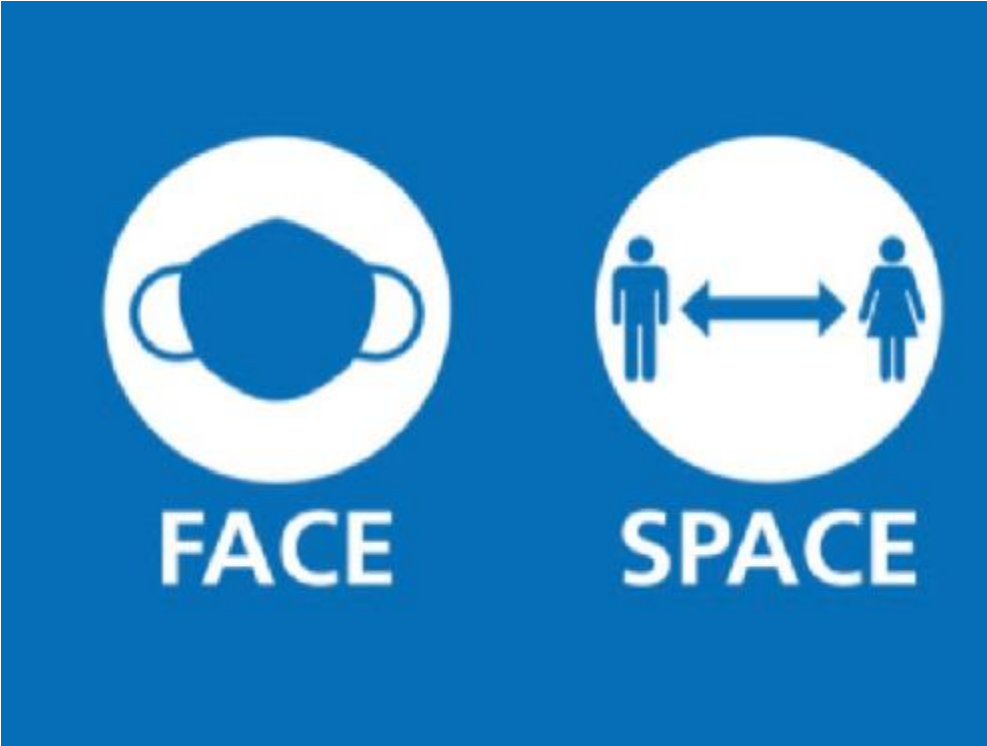


Ben Laidlaw –
Carbon Underwriting,
Chief Technology
Officer



Ian Broughton –
Oracle,
Innovation Director





MS Teams Telephony Switch for all Customers

13th

March 2020

am - Charles Taylor
Global trials home
working for a day

pm - Offshore
Partner forced to go
into “hard” lockdown
– L1 Operations get
interrupted

14/
15th

March 2020

Setting up virtual
MS Teams
queues to restore
L1 (Internal and
Clients) telephony

16th

March 2020

Telephony
(Internal and
Clients) restored
and temporarily
covered by UK
team

23^r
d

March 2020

UK Prime Minister
announces complete
lockdown, L1
Offshore Operations
restored



Key Takeaways



The solution offering we implemented was reliable and tested extensively up to the point it was triggered.



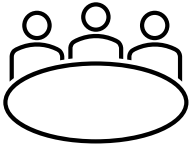
The solution was not able to offer call recording functionality for training and quality purposes. However, through open communication with the partner, we mutually agreed a way forward which was acceptable to the business.



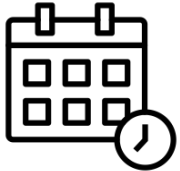
3rd Party BCP preparation should always be at the forefront.



➤ Key Takeaways



People involvement in all processes – Carry out regular BCP sessions and test these scenarios.



Close monitoring on a weekly basis to ensure proposed solution is fit for purpose.

