

Willis Towers Watson 

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# Quarterly InsurTech Briefing Q1 2020

A new decade, a new epoch for InsurTech

May 4, 2020

This briefing will focus on the global auto space as it relates to technology and InsurTech. Auto is the dominant line of business in P&C/non-life, accounting for a third of global sector premiums.

Ten years ago, the term “InsurTech” was coined, referencing a mass emergence of “nontraditional” start-ups engaging with the insurance industry. “The rest is history,” as they say. At the older end, as almost 10-year-olds, some InsurTech are now set to leave middle school and be propelled into the more unforgiving realms of high school and beyond. The grown-ups are going to want results, and the system has a lot less patience for play time. While many InsurTechs themselves may still be in their infancy as start-up businesses, our industry’s relationship with InsurTech is maturing. Industry incumbents are becoming increasingly adept at knowing what they want, and the small number of InsurTechs that have started to pull away from the pack as winners are doing a good job of providing innovative solutions.

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Isn't it funny how day by day nothing changes, but when you look back everything is different?"

C.S. Lewis

If the Gartner Hype Cycle below (which offers a view of how a technology or application will evolve over time) is anything to go by, this new decade could possibly oversee the migration away from the “peak of inflated expectations” where we currently are through the “trough of disillusionment,” before achieving some state of equilibrium between expectations and true output at an individual company level.