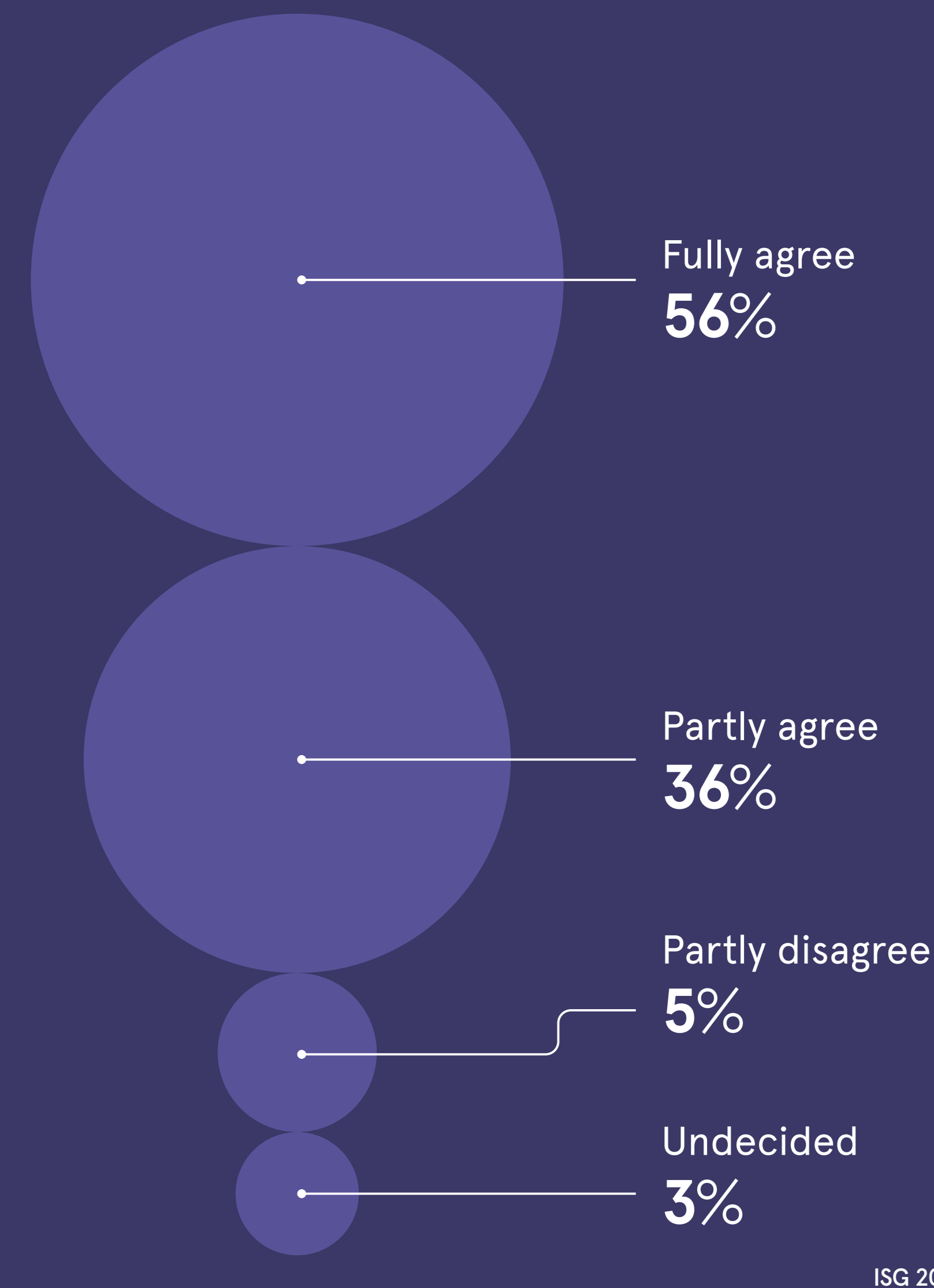


# EMBRACING DIGITAL TRANSFORMATION

Around the world and across industry, the coronavirus pandemic has acted as a catalyst for digital transformation projects. In mere weeks, many organisations have accomplished transformations that they had projected to take years, shifting operations online and implementing new technologies at speed. The insurance industry is no exception, with 2020 proving to be a landmark year for this former digital laggard

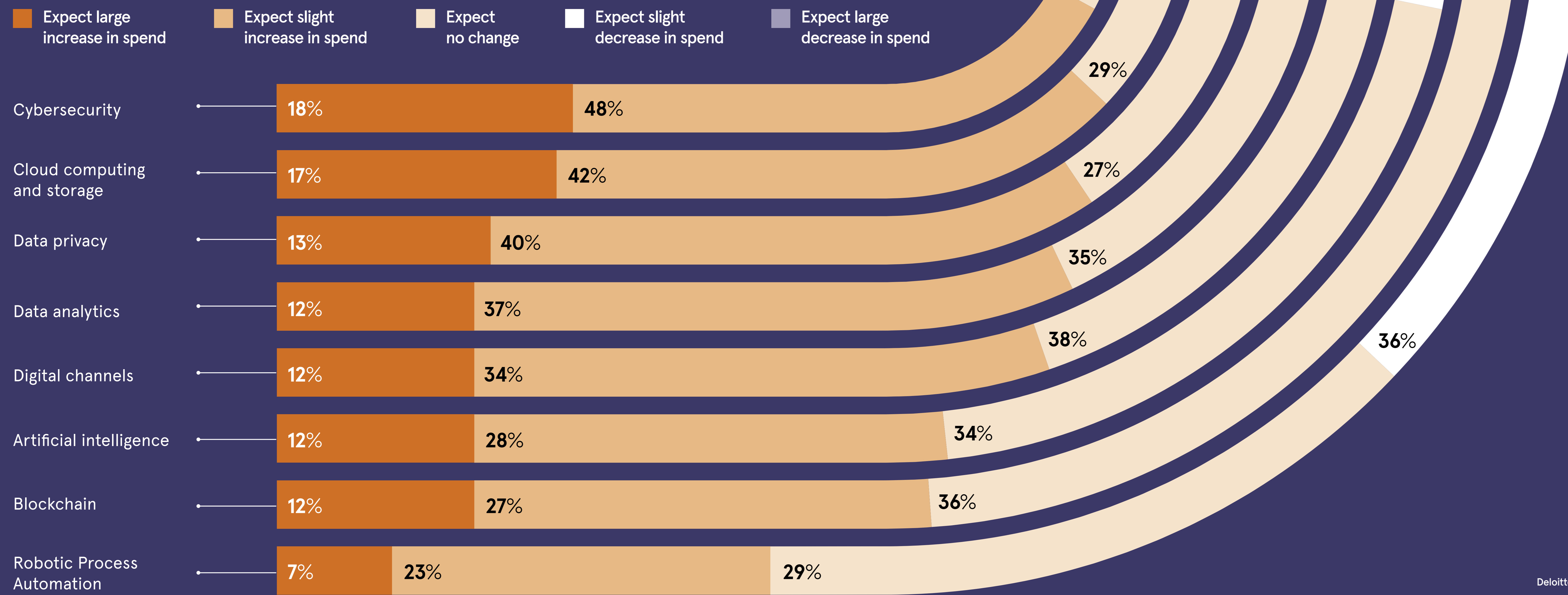
## COVID-19 SPURRING ON DIGITAL TRANSFORMATION

Share of insurance executives who agree with the statement "the crisis will accelerate innovation"



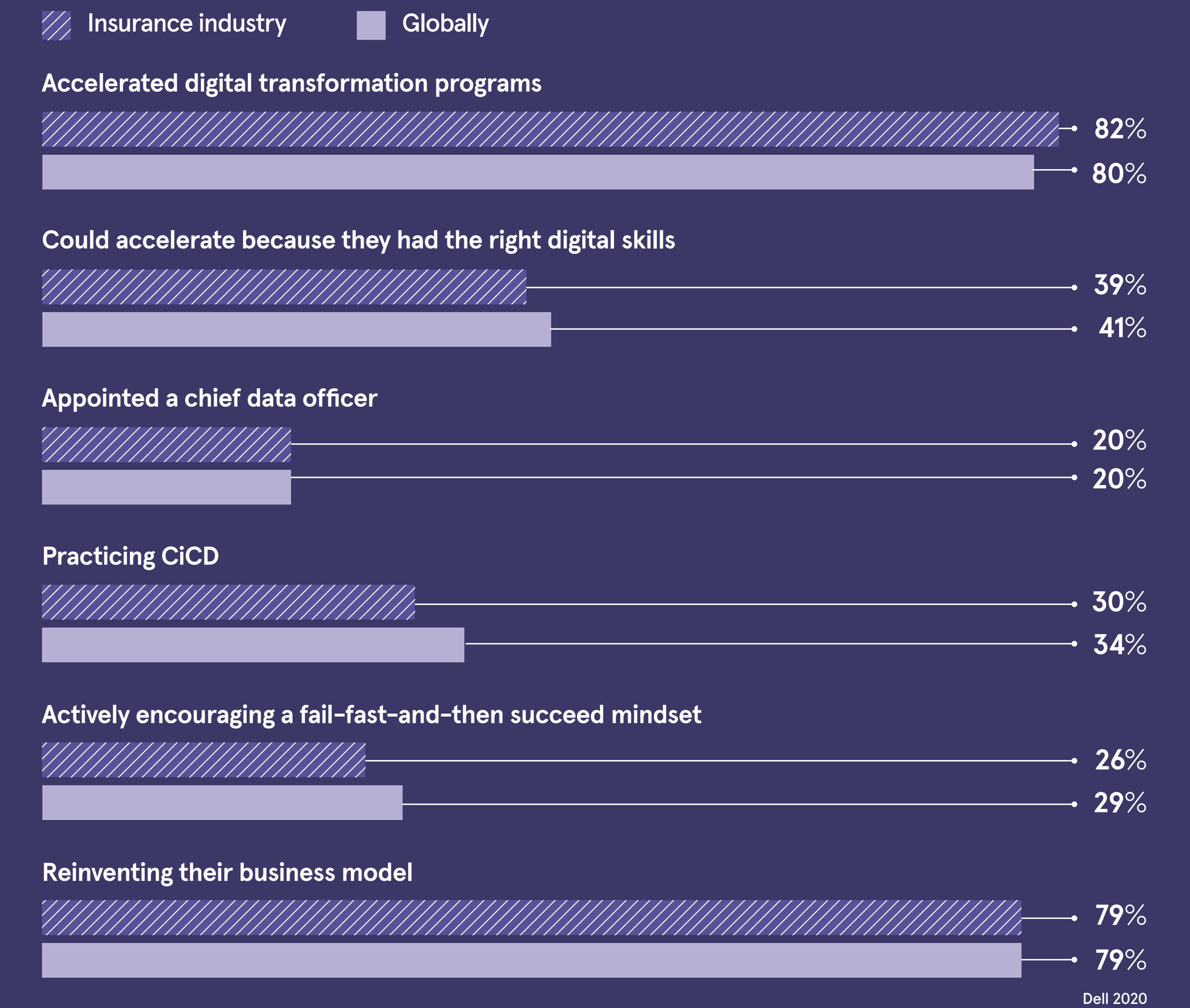
## WHERE ARE INSURERS SPENDING THEIR TECH BUDGET?

Top technology investment priorities for global insurance companies



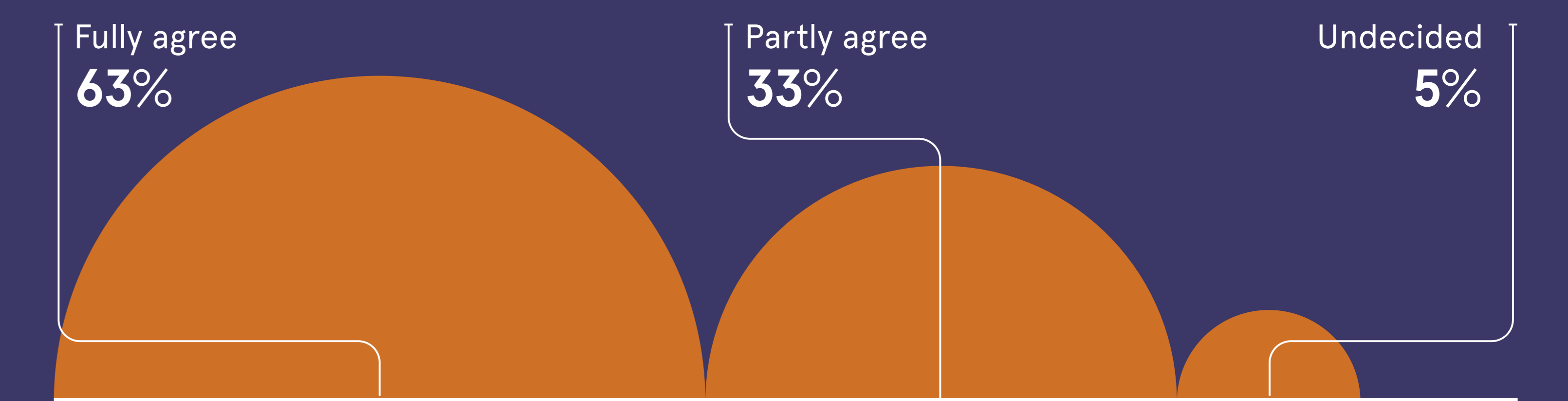
## WHERE INSURANCE IS EXCELLING

Percentage of global insurance companies who have taken the following steps in their digital transformation journey, compared with all other sectors worldwide



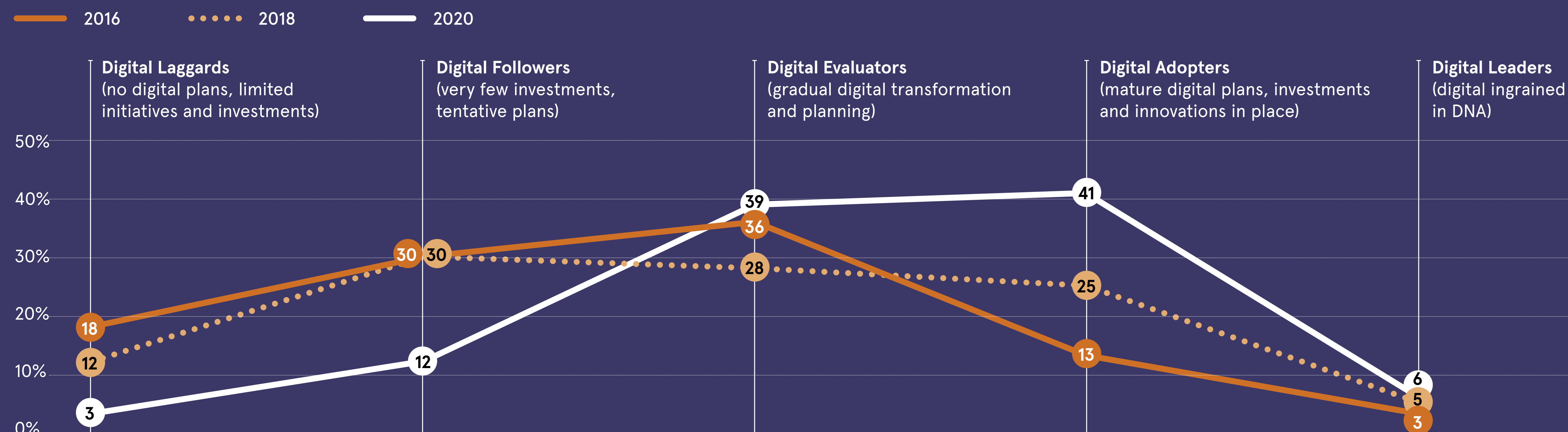
## CUSTOMERS READY FOR DIGITAL INSURANCE

Share of insurance executives who agree with the statement "most customers welcome the introduction of digital products and services" (numbers may not add to 100 due to rounding)



## HOW INSURANCE'S DIGITAL TRANSFORMATION IS PROGRESSING

Percentage of global insurance companies who fit the profiles at each stage of Dell's Digital Transformation index



62% of c-suite insurance executives feel the industry is keeping pace with technological advancement

95% expect an increase in the use of advanced analytics over the next 3 years

51% feel cyber and data regulation is the top challenge in adjusting to digital disruption

## EUROPE LEADING DIGITAL TRANSFORMATION

Progress of global insurance companies who are planning to enhance their digital capabilities over the next 6-12 months to maintain resilience

