

Activity Update 2017

This note provides a short update on my activities within Diagoras over 2017.

As planned, my interim management role at Belfius Insurance as head of PCI (Public and Corporate Insurance Division) came to an end in February. It was great to take up a more operational role, coping with the day to day operational decisions as well as with the strategic issues of a business operating in a difficult market.

Then followed a 5-month project for a personal lines insurer in the UK, supporting the executive team on a number of subjects. It was interesting to learn about the issues created by the change in the Ogden rate in combination with the challenging UK distribution landscape.

In autumn, I started a project for a Belgian General insurer assisting and coaching a client team on preparing a development plan for one of their businesses. This is expected to continue for several more months into 2018.

In between these major projects, I supported a Dutch Marine agency in the analysis of their portfolio and in devising measures to improve underwriting profitability.

While these are all quite different engagements, there is one common characteristic that has prevailed in most of my experiences so far. While the whole market is full of talk on big data, I frequently observed that companies underutilize their own proprietary data and miss (some of) the major (strategic) messages and trends imbedded in their own numbers. Frequent (organisational) changes, the drive to move forward, cost controls leading to lack of resources and the strong tradition of focus on detail (and individual files in underwriting businesses) all contribute to this deficiency. Micro problems get optimised (some with the use of external data) while big issues remain unaddressed. Often, my role consists of helping to uncover and address some of these bigger issues.

If you would wish to have an exchange of views on the above, please do not hesitate to contact me by phone, mail, or via my website (www.diagoras.be).

Patrick Coene

December 2017



Diagoras bvba
Waversebaan 275a
B-3001 Heverlee

VAT BE 0525 887 874
IBAN BE70 0016 9494 1725

 Diagoras



Diagoras bvba
Waversebaan 275a
B-3001 Heverlee

VAT BE 0525 887 874
IBAN BE70 0016 9494 1725