Navigating the Analytics Landscape

Data Enablement, Adoption , and AI Assistants at **Swiss Re**

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Swiss Re's Analytics Landscape: Complex, Global & Diverse

Swiss Re, as a leading global reinsurer, operates across regions and functions, each with distinct analytical priorities and local data needs, **creating both opportunity and complexity**.

1

Global Scale

Internal and client data spanning multiple markets and regulations.

2

Regional & Functional Diversity

Each function needs tailored products, and regions add further differences.

3

Organizational Complexity

Evolving from a global matrix structure, making coordination essential.

Without alignment, data and analytical **products fragment, metrics conflict, and trust erodes**.
Enablement ensures data, products and metrics are **consistent, trusted, and relevant** across regions and functions.

City Analogy: Swiss Re is like a global city: each neighbourhood has its own purpose, but the roads and navigation must connect them all. A common map and guides are essential for everyone to move with confidence.

Navigating the Analytics Landscape

1. The Challenge: Adoption & Enablement
2. The Data & Analytics Hub: Backbone of Our City Map
3. AI Assistants: The Local Guides
4. AI Productivity Wins: Shortcuts and Express Lanes
5. Lessons & Roadmap: Building Tomorrow's Roads

The Challenge: D&A Adoption & Enablement

Investment in platforms and analytical products has established robust capabilities, but fragmentation and uneven adoption limit consistency and impact, underscoring the need for stronger enablement.

Awareness Crisis

Teams frequently didn't know which analytics products existed.

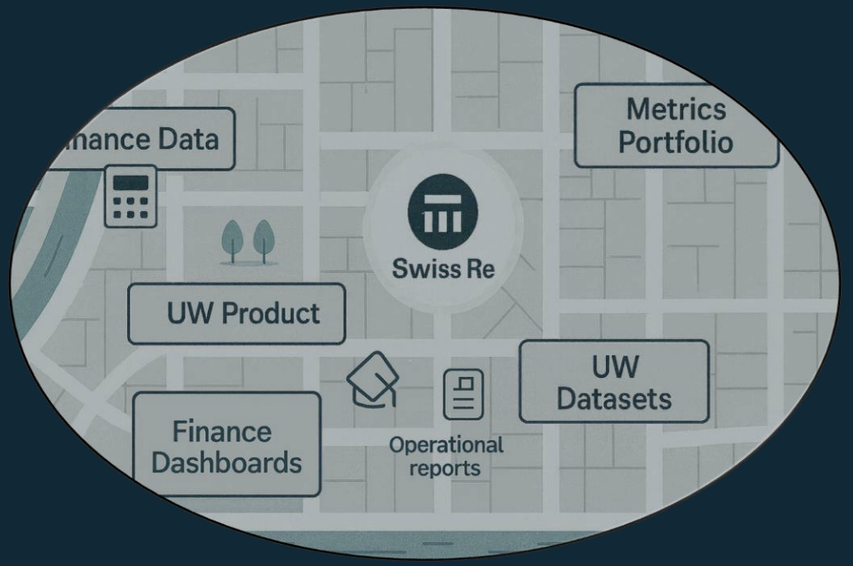
Data Inconsistency

Critical business metrics were defined differently across the organization.

Documentation Barriers

Documentation was written for technical specialists, not end-users.

Fragmentation across tools, datasets, and documentation created a landscape that even experienced analysts found difficult to navigate efficiently.



City Analogy: Comparable to a city with roads but no signage or navigation systems: users struggled to find the correct routes, duplicated journeys, and often failed to reach their intended destination.

Our Solution: The Data & Analytics Hub

The Hub serves as the central repository - bringing together data, products, and documentation into a governed, consistent, and navigable landscape where users can find and trust what they need.

D&A Assets Built on the Foundation

Curated Datasets

Persona-based datasets with rich contextual documentation tailored to specific roles and use cases.

Governed Models

Standardized semantic models and data pipelines ensuring consistency across all analytics products.

Trust Infrastructure

Comprehensive data dictionary with lineage tracking and quality dashboards for data transparency.

Usage-Based Product Search

A search engine with usage-based product recommendations, powered by standardized metadata tagging and AI-assisted extraction.

AI Integration

Conversational chatbot assistant plus AI Corner and Wishing Wall for innovation showcase and crowdsourcing.

Streamlined Support

Unified documentation, release information, and request processes with clear SLAs.

City Analogy: The Hub is the city's central square - the backbone provides the signposts, curated datasets and governed models are the districts, and assistants act as guides so everyone can navigate confidently.

Swiss Re Data & Analytics Hub

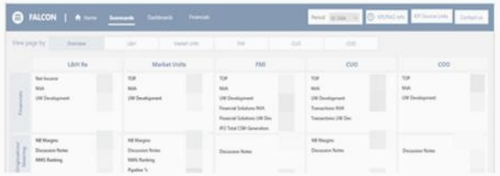
Home | My Apps | Favorites | My Trainings

Discover Data & Analytics Assets in L&H

Search for data tools, analytics products, trainings...

Popular: Risk Analytics | Portfolio Monitoring | Operational Insights

Featured Analytical Products



Risk Analytics Platform

Comprehensive risk assessment and monitoring dashboard with real-time analytics

Launch App

Claims Intelligence

Advanced claims processing and fraud detection system with ML capabilities

Launch App

Portfolio Analytics

Portfolio performance tracking and optimization tools for monitoring and analysis

Launch App

Explore D&A Assets

Data Landscape

Explore available datasets and data sources across Swiss Re

44 resources

Analytical Products

Ready-to-use analytics solutions and dashboards

122 products

Support

Get help, documentation, and technical support

Help Center

D&A Trainings

Learn data science and analytics skills through courses

32 courses

AI Corner

Artificial intelligence tools and machine learning models

28 AI tools

Popular This Month

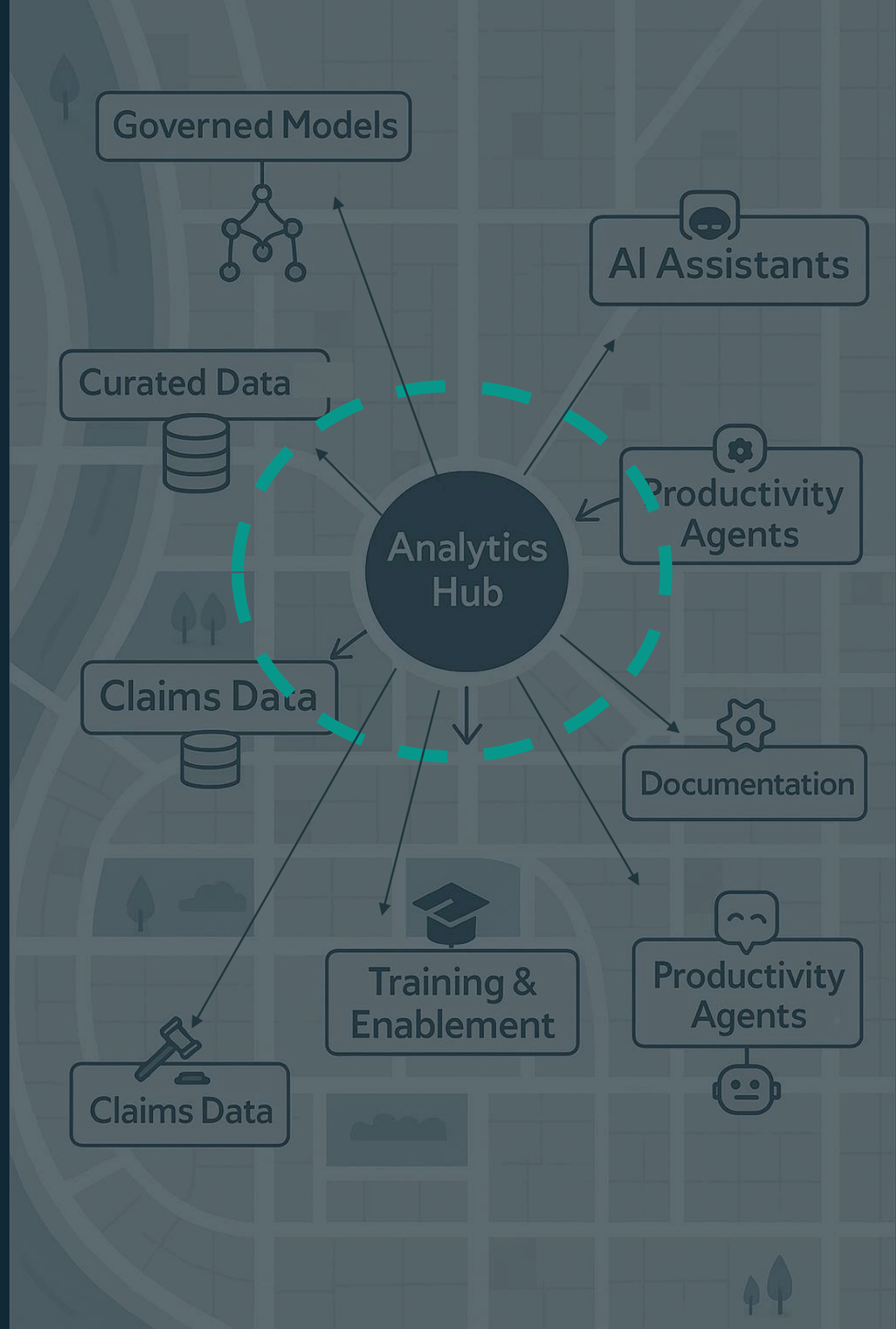
View all

Impact of the Hub: Adoption, Standardization & User Confidence

By consolidating access and standardizing products, the Hub has started a journey that is improving searchability, navigability, and enabling measurable gains in adoption, consistency, and user confidence.

- Chatbot Engagement
- Dataset & Product Adoption
- Efficiency Gains
- D&A Upskilling

City Analogy: With the Hub, residents no longer face a maze of disconnected roads. They now have maps, signage, and guided paths - enabling them to reach destinations faster, trust the infrastructure, and explore new districts with confidence.



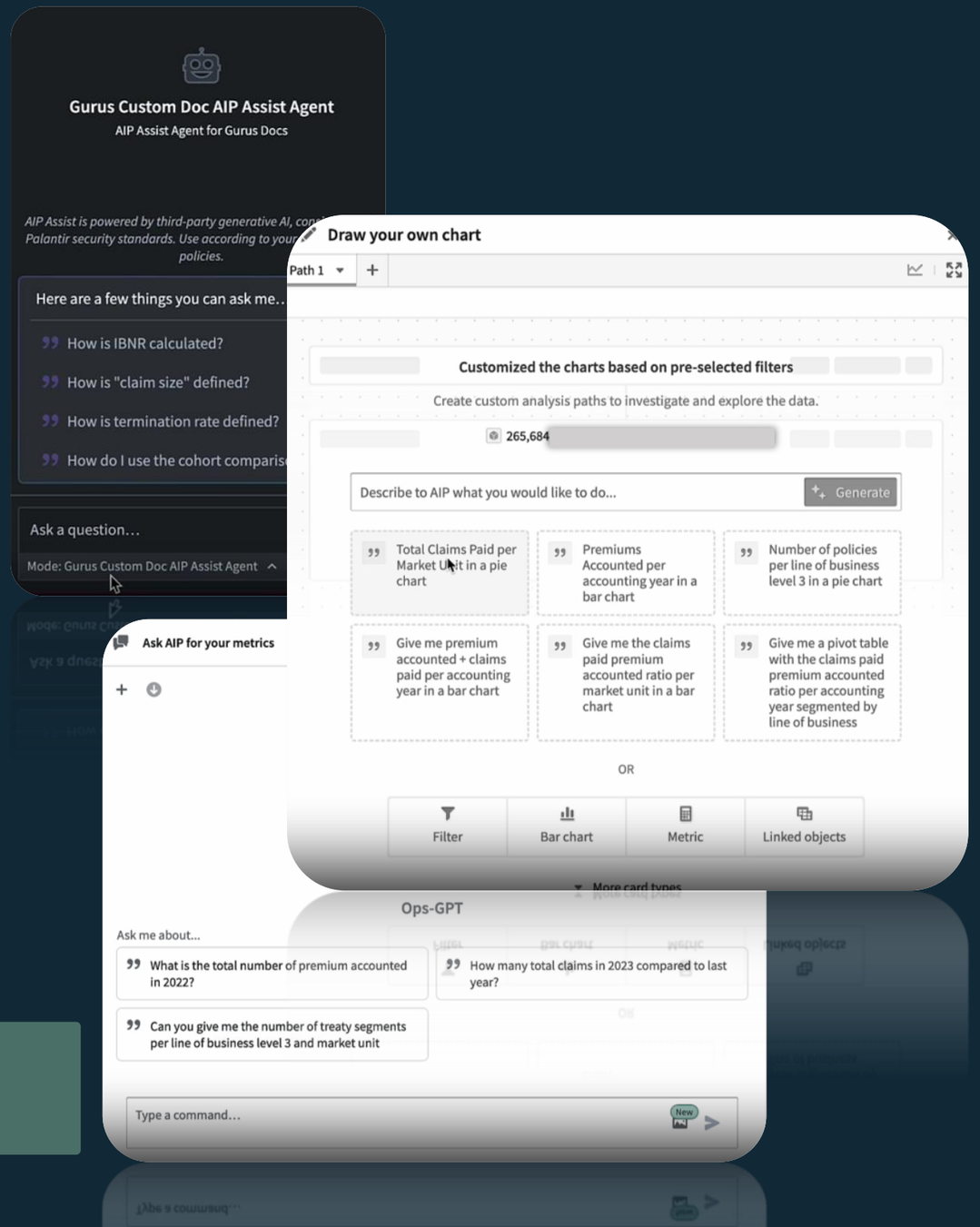
AI Assistants: Your Local Guides

> AI assistants act as local guides, helping users navigate complex analytics with ease by bridging advanced capabilities and everyday business needs.

Dashboard Explainability

Conversational Data Querying

Smart Documentation



City Analogy: Like local tour guides, AI assistants explain landmarks, suggest optimal routes, and reveal shortcuts - helping everyone move confidently without depending on specialists for every step.

Impact of AI Assistants: Adoption Outcomes

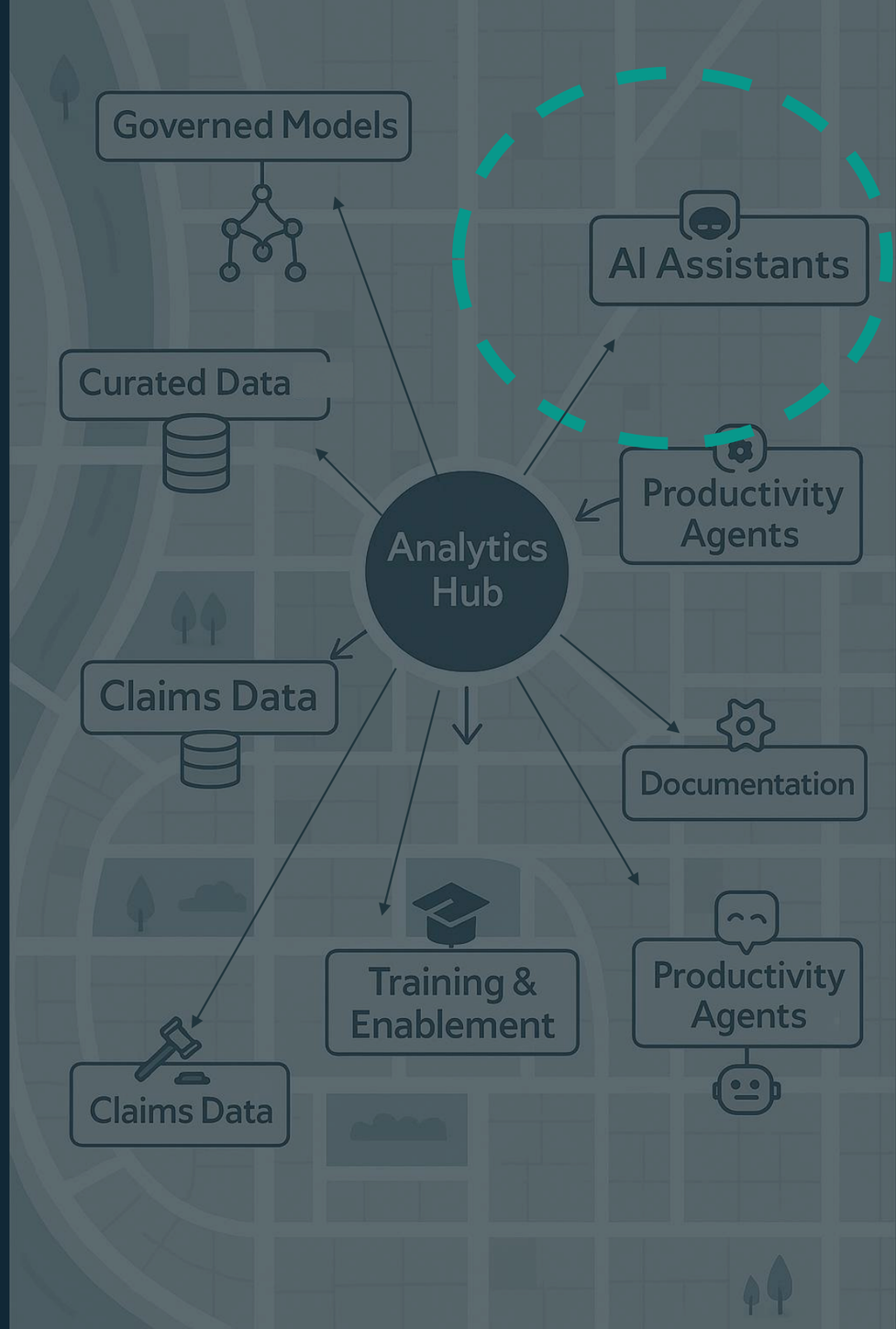
AI assistants are changing how users engage with data and analytical products - making insights easier to access, building trust in data, and enabling true self-service.

Faster Insights

Growing Engagement

Reduced Requests for Support

City Analogy: With assistants as trusted local guides, residents explore every district more confidently, no longer lost or dependent on specialists to find their way.

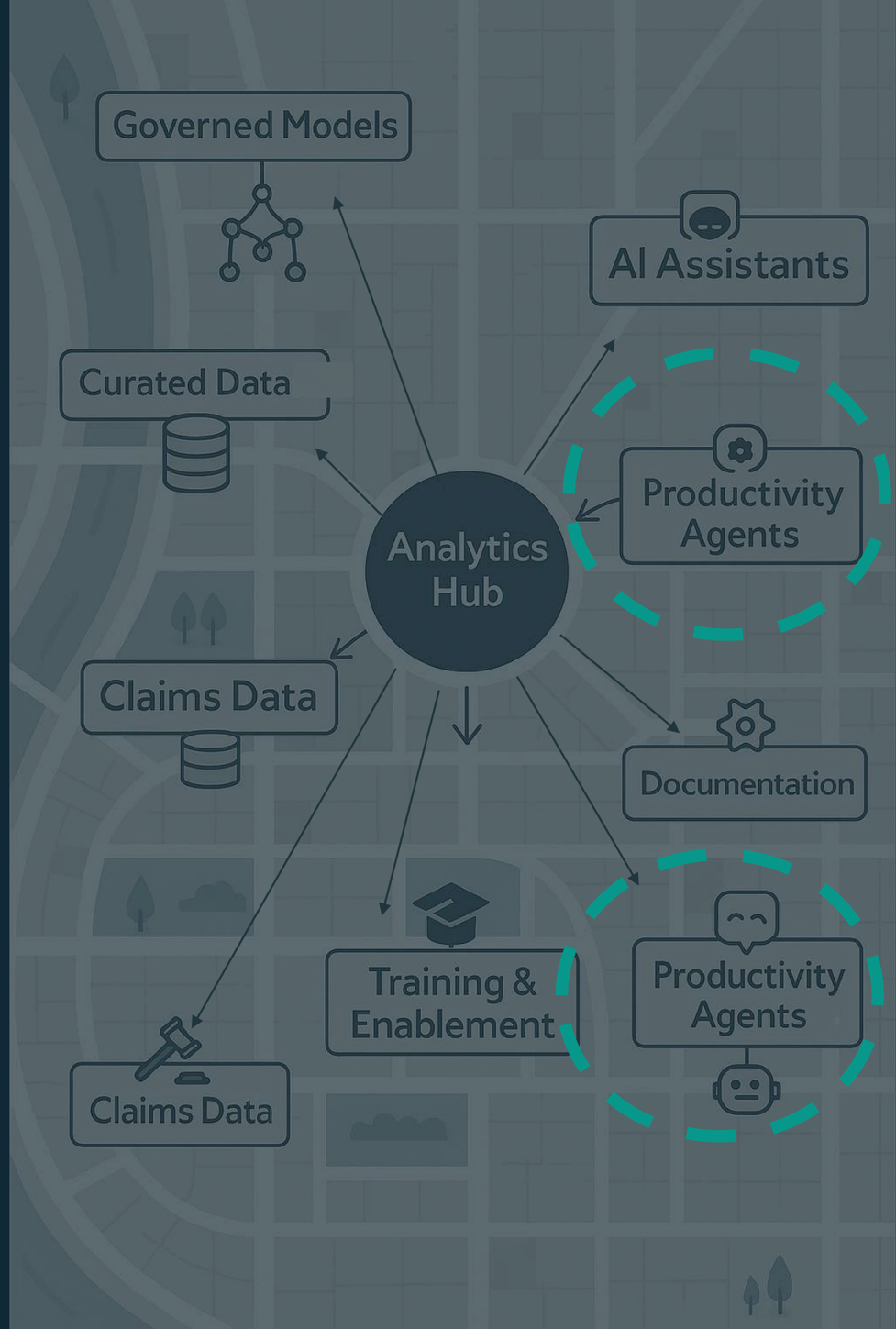


AI Productivity Wins: Creating Express Lanes

Beyond the Analytics Hub and Assistants, we introduced targeted AI productivity use cases designed to accelerate daily work, reduce manual effort, and unlock new insights.

- Knowledge Repository Agents
- Process Automation
- Trend and Pattern Analysis

City Analogy: If the Hub is the city map, productivity agents are the express lanes - helping residents reach their destinations faster, avoid congestion, and discover new routes.



The Road Ahead: Building Our Analytics City

1

Today: Foundation Phase

Driving enhancement and consistent adoption of the Hub, ensuring data, metrics, and documentation are trusted and accessible.

2

Near-term: Self-Service Scale

Broaden self-service capabilities, embedding AI assistants more deeply to explain complex metrics, guide users, and reduce support bottlenecks.

3

Mid-term: Workflow Integration

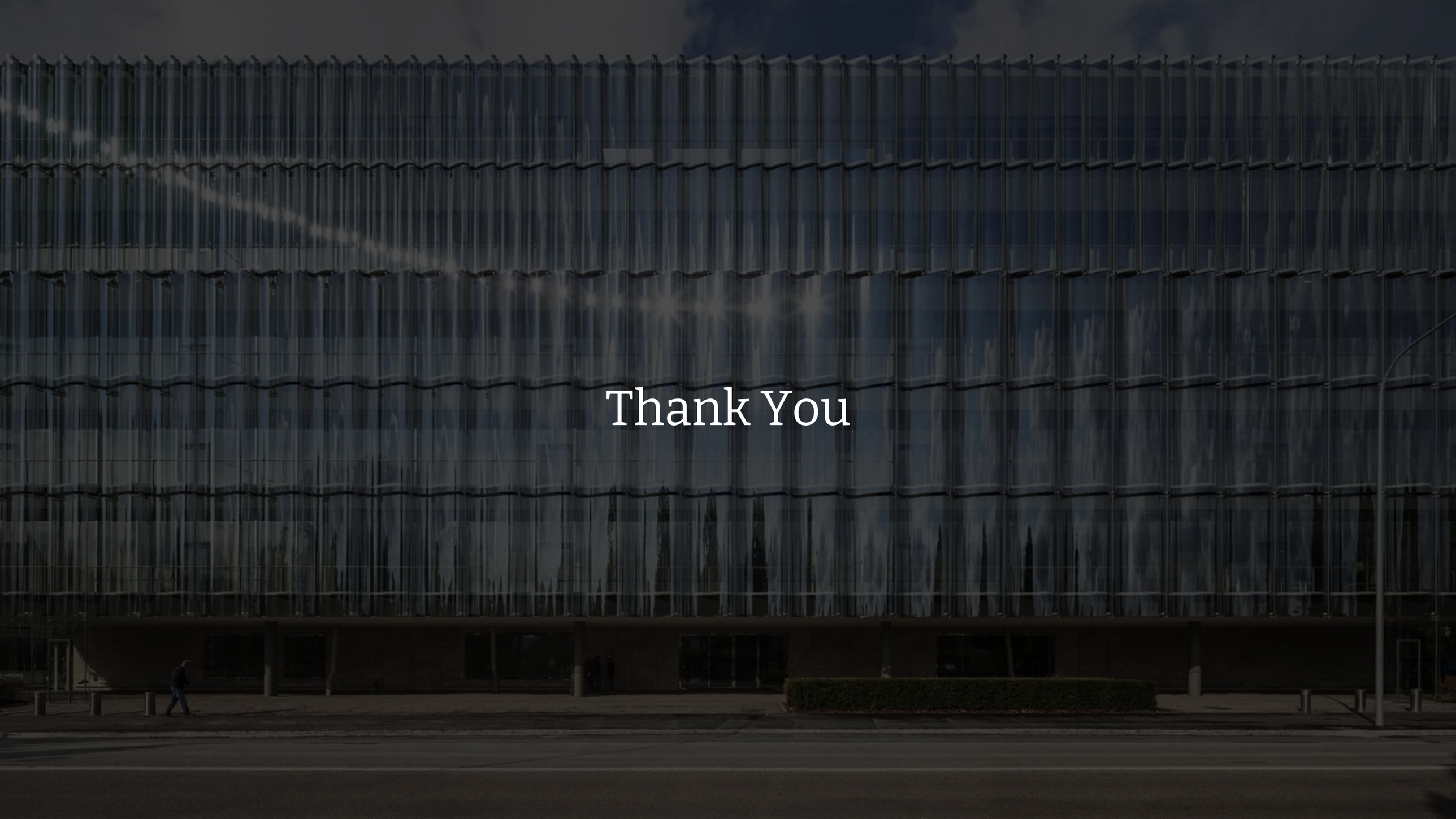
Integrate copilots and conversational AI directly into daily business applications for seamless analytics at the point of decision-making.

4

Long-term: Consolidation & Assisted Intelligence

Consolidate platforms and products while making AI assistance a natural part of every workflow.

City Analogy: Just like a city that never stops evolving, we will continue to build new roads, expand districts, and modernize infrastructure - ensuring our analytics landscape remains connected, scalable, and ready for the future.


Thank You