



Tassos Anastasiou
UK

*Click to add Session number and
presentation title*

Tassos Anastasiou
RSA Emerging Markets Actuary

Waves of Reforms...Oceans of Opportunities

2013 AGFA & 15th Global Conference of Actuaries

**17th – 19th Feb, 2013 | Mumbai,
India**

Which size?

Centre of Excellence

Operating Models



Challenges

Implementation Stage

- Strategy
- Regulatory Requirements
- Location
- Operational Infrastructure
- Time Difference
- Language
- Finding Right Talent



Growth Stage

- Compliance with general and industry-specific regulations
- Data Security
- Technology
- Scalability
- Physical proximity
- Commercial Awareness
- Effective Learning & Development



Stability Stage

- Organisation Structure
- Governance Model
- Operational Capacity
- Leadership Skills
- Talent Retention
- Brand Image
- Innovation & Creation
- Global Changes

Customer Perspective

Excellent Service Delivery

- Clear Understanding of Needs
- Ownership of the Projects
- High Technical Capability
- Ability to Challenge the Results
- Flexible Work Approach

Competitive Advantage

- Instant Access to Trained Resources
- Knowledge Retention & Succession Planning
- Timely Delivery
- Refined Dynamic with External Consultants

Enriching Cultural Experience

- Friendly & Caring People
- Motivation
- Hospitality



A few thoughts...

Keep abreast of technical developments

Develop further the mechanism to improve understanding and application of local markets issues.

Provide platform for development of business & leadership skills.

