

Self-Insured and Legal agenda

TUESDAY, OCTOBER 20		
8:30 a.m. – 9:30 a.m.	**Breakfast and networking** Start your day with coffee and conversations! Join fellow executives and members of the DXC team for an informal breakfast. We'll exchange ideas and build connections, all before sessions even begin.	Crystal Ballroom C (Floor 2)
9:30 a.m. – 10:15 a.m.	**GENERAL SESSION** **Welcome and opening address** Mike Adler, General Manager, Americas P&C, DXC Peter Allen, Global Sales, Insurance Software & BPS, DXC Carolyn Barnick, Director, Customer Marketing, DXC Jenna Colman, Global Offering Leader, Assure Smart Apps, DXC Bryce Mohlenhoff, General Manager, Americas L&A Software, DXC Dan Stanovich, General Manager, Life BPS, DXC Kick off DXC Connect Customer Week with an overview of the opportunities, insights and innovations we'll explore throughout the conference. This opening session will highlight recent investments in DXC's insurance solutions, including advancements in Assure Architecture and Assure Smart Apps, and how these innovations are helping insurers modernize with greater agility and business value. You'll also hear key themes shaping the week ahead and discover how the event is designed to foster collaboration among the DXC Connect customer community and the DXC team.	Emerald Ballroom – Salons 1 & 2 (Floor 1)
10:15 a.m. – 10:45 a.m.	**Networking break, Assure Smart App Studio and Consultation Lab** Join DXC experts in the Assure Smart App Studio, our innovation hub for building intelligent, business-driven applications that streamline processes and deliver measurable impact. In this collaborative space, you will learn more about existing apps and share ideas for future ones. Ask questions, provide feedback or view a demonstration tailored to your business needs.	

TUESDAY, OCTOBER 20		
10:45 a.m. – 12:00 p.m.	**SELF-INSURED AND LEGAL BREAKOUT I** **Building the future together: Self-Insured and Legal customer and solution update** Joe Benson, Product Leader, Self-Insured, DXC Verquel Buggs, Customer Care Coordinator – Claims, DXC Chris Charlton, General Manager, Self-Insured and Legal, DXC Lindsey Mann, Manager of Presales, Insurance Software & BPS, DXC Join DXC product leaders for an update on the latest developments across our Self-Insured and Legal solutions portfolio. Learn about recent customer wins, successful go-lives and key innovations designed to help organizations drive greater efficiency and business value. This session will highlight investments in Assure Architecture, new and enhanced Assure Smart Apps and the priorities guiding our product roadmaps. You'll also gain insight into how customer feedback continues to shape our solutions and future direction, setting the stage for a week of interactive learning.	Opal 1 (Floor 1)
12:00 p.m. – 1:30 p.m.	**Lunch and networking** Fuel your afternoon with fresh ideas! By asking questions and sharing feedback from our morning sessions with peers and members of the DXC team, you'll build relationships and drive innovation that lasts well beyond the conference.	Crystal Ballroom C (Floor 2)
1:30 p.m. – 2:45 p.m.	**SELF-INSURED BREAKOUT II** **From strategy to execution: Assure Smart Apps for Claims** Nora Barnett, Associate Presales Representative, DXC Terry Walker, Sales Solution Analyst, DXC Explore the latest Smart Apps being developed for the self-insured community and see how they are transforming claims operations through AI. This interactive session will feature demonstrations of key solutions, FNOL, Submission Intake, Document Management, Vendor Management and Time & Expense, highlighting how they streamline workflows, improve productivity and enhance the user experience. Attendees will gain insight into current development efforts and future enhancements, while providing feedback to shape continued developments.	Opal 1 (Floor 1)
	LEGAL BREAKOUT II **Panel discussion: How do you control legal expenses?** Michael Dinmore, Sr. Professional - Project Management, DXC Amy Kenney, Esq, Legal Auditor, Skyward Wendy Morgan, Sr. Legal Auditor, Litigation Mgmt Group, Intact Insurance J. Fredrick Schill, J.D., Claims Legal Consultant, Litigation Mgmt Group, Intact Insurance Heather Schroding, Account Manager, DXC Controlling legal costs is a critical priority for every organization. Join this interactive panel discussion featuring a DXC BPS customer, a Centralized Bill Review Unit Manager, and a Matter Management user as they share practical strategies for managing legal spend while maintaining quality outcomes. Hear real-world experiences, lessons learned and best practices for bill review, matter oversight, vendor management and cost transparency. Attendees will gain valuable insights into the people, processes and technology that help organizations improve financial control and drive more effective legal operations.	Crystal Ballroom F (Floor 2)
2:45 p.m. – 3:15 p.m.	**Networking break, Assure Smart App Studio and Consultation Lab**	

TUESDAY, OCTOBER 20		
3:15 p.m. – 4:30 p.m.	**SELF-INSURED BREAKOUT III** **The power of Incident Management: Progress, adoption and what's next** Nora Barnett, Associate Presales Representative, DXC Mindy Sanchez, Chief Risk Officer, City of Charlotte Alexa Vevon, Global Leader, Implementation, Assure Smart Apps, DXC Join us for an update on DXC's Incident Management solution, including progress on the ongoing implementation, customer adoption insights and a live product demonstration. Learn how organizations are leveraging Incident Management to streamline reporting, improve case tracking and enhance operational visibility. The session will highlight real-world use cases, lessons learned from implementation efforts and upcoming enhancements designed to deliver greater efficiency and business value. Attendees will leave with a deeper understanding of the solution's AI-powered capabilities and its role in supporting modern self-insured operations.	Crystal Ballroom F (Floor 2)
	LEGAL BREAKOUT III **Trends in legal spend management: Insights from the 2026 CLM Report** Joe Benson, Product Leader, Self-Insured, DXC Chris Charlton, General Manager, Self-Insured and Legal, DXC Legal departments face increasing pressure to control costs, improve visibility, and drive operational efficiency. In this session, we'll explore key findings from the 2026 CLM Legal Spend Management Report and discuss the trends shaping the future of legal operations. Learn how leading organizations are approaching spend management, vendor oversight, bill review, and technology adoption, and why these trends matter to your business. Attendees will gain practical insights and benchmarks to help evaluate their own legal spend strategies and identify opportunities for improvement.	Crystal Ballroom A (Floor 2)
4:30 p.m. – 5:00 p.m.	**Assure Smart App Studio and Consultation Lab**	
5:30 p.m. – 8:30 p.m.	**Evening networking event** Join fellow customers and team members for an evening of networking and conversation. Connect with colleagues and peers to exchange ideas, share experiences and build valuable relationships in a relaxed atmosphere designed to foster collaboration and community.	Courtyard
WEDNESDAY, OCTOBER 21		
8:00 a.m. – 9:00 a.m.	**Breakfast, Assure Smart App Studio and Consultation Lab**	Crystal Ballroom C (Floor 2)
9:00 a.m. – 10:15 a.m.	**SELF-INSURED BREAKOUT IV** **What's new and what you're not using in Assure Risk Management** Terry Walker, Sales Solution Analyst, DXC Pawan Kumar Swarnkar, Delivery Manager, DXC Discover the latest enhancements in Assure Risk Management during this interactive session featuring product demonstrations and expert discussion. Explore new capabilities introduced since Customer Week 2025, including text messaging functionality and other user-requested enhancements designed to improve efficiency, communication and overall user experience. Attendees will discuss how these new features are helping organizations streamline risk management processes and support better business outcomes – and provide feedback on what comes next!	Crystal Ballroom F (Floor 2)

WEDNESDAY, OCTOBER 21		
	LEGAL BREAKOUT IV **Vendor Management Smart App: One platform. Every vendor. Complete control.** Chris Story, Claims and Legal Business Unit Manager, DXC Jill Tarantini, Senior Manager of Sales Enablement, DXC Learn how the new Vendor Management Smart App is being developed to help organizations gain greater visibility, control and efficiency in managing legal service providers. This session will provide an overview of the app's capabilities, key use cases and the value it will bring to the Assure Legal customers. Attendees will see in action how the solution is designed to streamline vendor oversight, improve decision-making and support stronger operational and financial management. Join the product team for a preview of what's being built – and influence what's ahead.	Crystal Ballroom B (Floor 2)
10:15 a.m. – 10:45 p.m.	**Networking break, Assure Smart App Studio and Consultation Lab**	
10:45 a.m. – 12:00 p.m.	**SELF-INSURED AND LEGAL BREAKOUT V** **Assure Insights: Exploring the possible, unlocking the power** Mike Sutton, Cause + Effect Strategy · Sisense-certified BI consulting Jill Tarantini, Senior Manager of Sales Enablement, DXC Terry Walker, Sales Solution Analyst, DXC Through live demonstrations of new dashboards and analytics capabilities, join this session to learn how Assure Insights helps organizations gain greater visibility into claims, legal operations and business performance. Hear directly from customer(s), who will share how their organization is leveraging Assure Insights to make more informed decisions, improve outcomes and drive measurable value. Together, we'll exchange ideas and explore best practices for using data-driven insights to drive business objectives.	Crystal Ballroom D (Floor 2)
12:00 p.m. – 1:30 p.m.	**Lunch, Assure Smart App Studio and Consultation Lab**	
1:30 p.m. – 2:45 p.m.	**SELF-INSURED BREAKOUT VI** **Claims innovation roundtable: What's next?** Verquel Buggs, Customer Care Coordinator – Claims, DXC Sharron Elliott, Corporate Claims Implementation Senior Project Manager, Global Insurance, DXC Join an interactive roundtable discussion focused on the evolving claims landscape and the challenges facing self-insured organizations. Engage with peers and DXC experts as we explore emerging trends, including AI-driven claims processing, fraud detection, claims expense management and straight-through processing (STP). Share experiences, discuss industry priorities and exchange ideas on the solutions and services needed to improve efficiency, enhance outcomes and prepare organizations for the future of claims management.	Opal 1 (Floor 1)

WEDNESDAY, OCTOBER 21		
	LEGAL BREAKOUT VI **Roundtable discussion: AI and innovation in legal operations** Michael Dinmore, Sr. Professional - Project Management, DXC Erin Gardner, Legal Account Manager, DXC Join fellow legal and claims professionals for an interactive discussion on the trends shaping the future of legal operations and spend management. Explore emerging topics such as AI-driven legal technology, litigation management strategies, benchmarking and performance measurement, and vendor management best practices. Share experiences, discuss industry challenges, and exchange ideas with peers and DXC experts on how organizations are adapting to evolving business demands. This collaborative session is designed to foster meaningful dialogue and uncover opportunities to drive greater efficiency, visibility, and value across legal operations.	Crystal F (Floor 2)
2:45 p.m. – 3:15 p.m.	**Networking break, Assure Smart App Studio and Consultation Lab**	
3:15 p.m. – 4:30 p.m.	**SELF-INSURED BREAKOUT VII** **Self-Insured User Group session: Shaping the future together** Joe Benson, Product Leader, Self-Insured, DXC Verquel Buggs, Customer Care Coordinator – Claims, DXC As our Customer Week breakout sessions wrap up, join this final user group session for an interactive discussion focused on upcoming roadmap enhancements and future product direction. Review planned features and functionality, share feedback on business priorities and collaborate with peers and DXC product leaders on areas that matter most to your organization. Participants will have the opportunity to vote on enhancement priorities, helping influence future development and ensuring customer needs remain at the center of innovation.	Opal 1 (Floor 1)
	LEGAL BREAKOUT VII **Legal User Group session: Influencing the future of Assure Legal** Erin Gardner, Legal Account Manager, DXC Chris Story, Claims and Legal Business Unit Manager, DXC As our Customer Week breakout sessions conclude, join this final user group session for discussion of the future of Assure Legal. Explore upcoming roadmap enhancements, new features and planned functionality designed to address the evolving needs of legal operations and spend management. Participants will have the opportunity to vote on enhancement priorities, ensuring customer input remains a key driver of product development and the continued evolution of Assure Legal.	Opal 2 (Floor 1)
4:45 p.m. – 5:15 p.m.	**General session | Closing remarks** Carolyn Barnick, Director, Customer Marketing, DXC Joe Benson, Product Leader, Self-Insured, DXC Alex Cox, Product Leader, L&W, DXC Technology Phillip Ehlen, Product Leader, P&C Carrier, DXC Bjornar Evenshaug, Global Product Leader, Reinsurance, DXC Marking the official close of our conference, we'll recap key takeaways and final insights from our time together, while highlighting what members of the DXC insurance community can expect next.	Emerald Ballroom – Salon 1 & 2 (Floor 1)
5:15 p.m. – 5:45 p.m.	**Assure Smart App Studio and Consultation Lab**	

WEDNESDAY, OCTOBER 21		
6:00 p.m. – 9:00 p.m.	**Customer Week closing reception and dinner at Edmund’s Oast** Wrap up Customer Week with an evening of networking, conversation and celebration at Charleston’s renowned Edmund’s Oast. Connect with colleagues, peers and members of the DXC team in a relaxed setting as you reflect on key takeaways from the week, exchange ideas and build valuable new relationships. Enjoy great food and refreshments while strengthening the connections that help drive innovation and success across our DXC Connect insurance community.	Edmund’s Oast

* Please note that this agenda is subject to change.