



Life & Wealth agenda

DXC Connect Customer Week 2026 builds on a strong tradition of user conferences and is designed to promote learning and collaboration among our user community. During our time together, attendees can expect diverse, small-group sessions to help you get the most out of your investment in DXC solutions. Through the L&W breakout sessions described below, customers will discuss current and future capabilities aligned to our Protect, Extend, Transform strategy. No matter where you are on your transformation journey, you can expect to gain valuable information to help you make the most of your software!

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)
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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)

TUESDAY, OCTOBER 20

10:15 a.m. – 10:45 a.m.	Networking break and Assure Smart App Studio 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.	
10:45 a.m. – 12:00 p.m.	L&W BREAKOUT I Transforming heritage systems through incremental modernization Christian Cole, Global Lead, Assure Platform, DXC Rajat Gambhir, Product Strategy Lead, Insurance Software & BPS, L&W, DXC Jennifer Rees, Solution Architect, Insurance Technology & Solutions, DXC Prateek Saxena, General Manager, Business Transformation, DXC Looking to modernize without replacing your core systems? Join this session to learn how DXC's incremental modernization approach helps insurers reduce technical debt, accelerate innovation and increase agility by externalizing business capabilities into reusable enterprise services. During this session, we'll explore how capabilities can be built once and leveraged across both heritage and next-generation environments, enabling faster delivery of new functionality while protecting existing investments and minimizing disruption. We'll also discuss our event agenda and how attendees can make the most of our time together!	Crystal Ballroom D (Floor 2)
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.	L&W BREAKOUT II Accelerating new business without replacing your core Mercedes Concepcion-Gray, Strategic Engagement Leader, Life BPS, DXC Mary Kaye Korzun, Product Leader, Life & Wealth Solutions, DXC Jeff Massey, Sr. Manager, Solution Architect, DXC Barbara McCann, Sr. Product Manager, Assure New Business and Assure Life & Wealth, DXC Joe Paddock, Senior Director, Sales Leader L&W Americas, DXC Discover how L&W carriers are modernizing the new business experience while preserving existing core systems. In this session, you'll learn how AI-enabled capabilities, automated underwriting and enhanced agent and customer interactions help reduce NIGO, eliminate manual review processes and accelerate underwriting and policy placement. See how integrated solutions support business submission and processing across multiple channels, enabling carriers to improve operational efficiency, increase placement rates and deliver a faster, more seamless experience for distributors and policyholders, all while modernizing at their own pace.	Emerald Ballroom – Salon 3 (Floor 1)
2:45 p.m. – 3:15 p.m.	Networking break and Assure Smart App Studio	

TUESDAY, OCTOBER 20

	L&W BREAKOUT III Policy administration, licensing and commissions modernization David Dever, Senior Manager, Software Engineering Rajat Gambhir, Product Strategy Lead, Insurance Software & BPS, L&W, DXC Rick Kephart, Product Owner – Americas, Assure Smart Apps, DXC	Emerald Ballroom – Salon 3 (Floor 1)
3:15 p.m. – 4:30 p.m.	Explore how insurers are modernizing policy administration, licensing and commissions while maximizing existing PAS investments. During this session, we'll demonstrate recent innovations in our distribution management and policy administration systems including new features / capabilities, new product lines supported and Smart Apps that modernize and automate capabilities of our heritage applications. We'll discuss how organizations are addressing key business challenges, improving productivity and streamlining operations. Join this session to learn how you can modernize core capabilities, enhance user experiences and deliver measurable value without disrupting the business.	
4:30 p.m. – 5:00 p.m.	Assure Smart App Studio	
	Evening networking event	Courtyard
5:30 p.m. – 8:30 p.m.	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.	

WEDNESDAY, OCTOBER 21

8:00 a.m. – 9:00 a.m.	Breakfast and Assure Smart App Studio	Crystal Ballroom C (Floor 2)
	L&W BREAKOUT IV Product externalization updates: A practical path to modern product management Mary Kaye Korzun, Product Leader, Life & Annuity Solutions, DXC Robert Weber, Product Manager, APE/Illustrations, DXC	Emerald Ballroom – Salon 3 (Floor 1)
9:00 a.m. – 10:15 a.m.	Discover how Assure Product Engine and Product Wizard work together to support a flexible, low-disruption modernization strategy. Learn how forward and reverse deployment patterns enable insurers to progressively externalize product capabilities, accelerate product changes and reduce dependence on core system modifications. This session will provide practical guidance for adopting centralized, enterprise-wide product management at your own pace while protecting existing investments.	
10:15 a.m. – 10:45 p.m.	Networking break and Assure Smart App Studio	

WEDNESDAY, OCTOBER 21

10:45 a.m. – 12:00 p.m.	L&W BREAKOUT V Modernizing claims with a unified AI-enabled claims strategy Alex Cox, Product Leader, L&W, DXC Technology Rick Kephart, Product Owner – Americas, Assure Smart Apps, DXC Technology Discover DXC's unified approach to modernizing L&W claims through an AI-enabled solution that combines a modern claims administration platform with Claims Assistant Smart App. See the latest capabilities in action through a live demonstration and learn how intelligent automation can improve examiner productivity, streamline claims processing and enhance customer service. Attendees will gain insight into DXC's claims strategy and future roadmap, along with practical ideas for reducing operational complexity and accelerating claims modernization.	Emerald Ballroom – Salon 3 (Floor 1)
12:00 p.m. – 1:30 p.m.	Lunch and Assure Smart App Studio	Crystal Ballroom C (Floor 2)
12:15 p.m. – 1:15 p.m.	L&W Advisory Group meeting (for existing PAG members, by invitation only)	Crystal Ballroom A (Floor 2)
1:30 p.m. – 2:45 p.m.	L&W BREAKOUT VI Smart Accelerators: Helping you run smarter and modernize faster Craig Aamlie, Tool Lead, DXC Alex Cox, Product Leader, L&W, DXC Technology Rajendra Oli, Director, Business, DXC Technology Prateek Saxena, General Manager, Business Transformation, DXC Discover how DXC Smart Accelerators use automation, AI and reusable capabilities to help you reduce the cost and effort of running your current technology environment while accelerating modernization. See how accelerators are being applied across application maintenance, upgrades, conversions, testing, cloud transformation and more to improve efficiency and speed. We'll share real-world examples, results we're seeing today and opportunities to free up investment capacity to fund new capabilities and transformation.	Emerald Ballroom – Salon 1 & 2 (Floor 1)
2:45 p.m. – 3:15 p.m.	Networking break and Assure Smart App Studio	
3:15 p.m. – 4:30 p.m.	L&W BREAKOUT VII, OPTION 1 Concluding roundtable: Shaping what's next for wmA and Assure Life Rajat Gambhir, Product Strategy Lead, Insurance Software & BPS, L&W, DXC Barbara McCann, Sr. Product Manager, Assure New Business and Assure Life & Wealth, DXC Join fellow attendees and DXC team members for an interactive roundtable to reflect on key Customer Week insights, share feedback and explore what's next. As we wrap-up the event, this collaborative session is designed to strengthen our community and identify how customers and DXC can work together to navigate change, drive innovation and achieve greater success.	Crystal Ballroom D (Floor 2)

	L&W BREAKOUT VII, OPTION 2 Concluding roundtable: Shaping what's next for CyberLife, Ingenium and LifeComm and Life/70 Alex Cox, Product Leader, L&W, DXC Technology Naveen Swamy, Account General Manager, Cyberlife, DXC Gloria A. Williams, Product Manager, Life & Wealth Americas, DXC Join fellow attendees and DXC team members for an interactive roundtable to reflect on key Customer Week insights, share feedback and explore what's next. As we wrap-up the event, this collaborative session is designed to strengthen our community and identify how customers and DXC can work together to navigate change, drive innovation and achieve greater success.	Crystal Ballroom F (Floor 2)
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	
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.