

WTW joins Ruschlikon ePlacing Steering committee

On a personal note

Introducing Oliver Woods who represents WTW on the ePlacing community.

Oliver (Ollie) Woods joined the Ruschlikon ePlacing Steering Committee in June. In his current role as Head of Central Operations and Operational Transformation, he is assisting WTW to pave the way to operate in an ever-increasing digital world. Prior to that he held the position of Client Service Leader for the Wholesale Speciality teams in the Ipswich office. Overall, Ollie has 21 years' experience in the insurance industry all of which is with WTW.

Throughout his time at WTW, Ollie has held many roles and started his career as an accounting ledger keeper in Willis Re, leading the UK team. Subsequently he spent six months in WTW's Mumbai office, managing an Accounting and Settlement team. He then moved for several years into a client facing role in Global Markets before leading the Client Service team in Ipswich and building up the team's capabilities and expertise to support the London sales office.

Ollie was involved in the Operational Improvement Programme, representing the P&C division within the CRB GB division and was instrumental at analysing current processes and adapting them to be smoothly



transitioned to WTW's offshore operation. This included overseeing the production of training material and training delivery to the Mumbai colleagues to meet the requirements of work transfer.

He is a recognised people manager at WTW, with additional skill sets in Change Management and Client Service. In addition, he is an active Inclusion & Diversity supporter, being a member of the Multicultural Inclusion Network at WTW.

Ollie says *"I am thrilled to have the opportunity to actively contribute within the Ruschlikon ePlacing community to ensure that the re/insurance industry moves forward with its digitisation strategy. With my long and diverse business background, I understand the business pain points and I am convinced that many can be removed by making best use of the digitisation opportunities"*.

Ollie Woods, Head of CRB GB Central Operations & Transformation at WTW, Ruschlikon ePlacing SteerCo member

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