## Long live the Metaverse

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Emanuele Colonnella
Innovation Lead @ Generali Head Office


## Em (Emanuele) Colonnella

 Innovation Lead @Generaliwww.linkedin.com/in/emcol/= onemetaverse.finance

A 191 years old global leading insurer with a solid innovation footprint

Enable and drive Innovation as a catalyst to drive fundamental business outcomes


Build and maintain the machine


Explore and guide
$\ll A$ series of immersive 3D digital worlds that exist in the cloud where people and businesses can connect, interact and transact.>>

- Em Colonnella (Oct. 2022)


## Not completely new.. then why now?



Kids these days...


## Why are we all talking about this?

McKinsey
\& Company


By 2030, the value In 2022 already, of the metaverse could reach... investment into the metaverse space is more than double what it was in all of 2021


## Where are we?



## What can you do and where to start?

High

```
Branding \& advertising
```

- Establish a presence
- Strengthen our brand
- Attract talents


Readiness / Maturity

|  |
| :---: |
| Services |$|$|  |
| :--- |
| Health products |
| - Protection Services |



| External <br> Operations | New <br> asset classes |
| :--- | :--- |
| - Omnichannel <br> experience <br> - Client onboarding <br> and Claims mgmt <br> - Digital Twins UW |  |

## External

 OperationsOmnichannel experience

Client onboarding and Claims mgmt

- Digital Twins UW

- Awareness and understanding

Education

- Identify / generate opportunities



## Emanuele (Em) Colonnella

Innovation Lead @Generali
(®) emanuele.colonnella@generali.com
in www.linkedin.com/in/emcol/
气 onemetaverse.finance


