Architecture: Designing for Performance at Scale

From Strategy to Enterprise Outcomes

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What we are covering today:

1 Our Current Technology Priorities

- Where we are today and our current CIO Technology Priorities

2 Principles & Capability Based Roadmaps

- How Aviva guides technology, delivery and investment priorities

3 Where you can help

- How Suppliers can help develop Aviva's future capabilities

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Where we are today

Transformation is underway, but fragmented estates and legacy dependencies make change slower, more complex and harder to scale.

Constraining Tomorrow



Fragmented product estates

Multiple policy and administration platforms increase complexity, duplication and the cost of change across the insurance value chain.



Inconsistent journeys

Customer experience constrained by platform specific journeys, swivel-chair working and tactical automation



Legacy Risk

Legacy technology, infrastructure dependencies and fragmented data constrain resilient operations, slower change and AI-powered growth.

Good progress

- **Modernisation**
  Strategic transformation delivering on our modernisation agenda
- **Consolidation underway**
  Integration of Direct Line, AIG and Probitas estates and a strong simplification track record
- **Strong data foundations**
  Strategic platforms in place supporting analytics and customer data use cases

Aviva's ability to scale requires completing consolidation, retiring legacy and building reusable digital, data and integration capabilities.

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CIO Technology Priority Outcomes



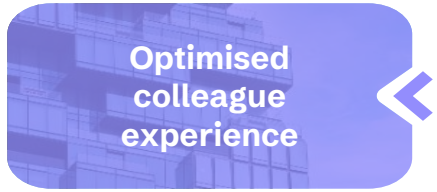
Highly available customer service

Scaled use of AI, in customer journeys



Security posture **resilient to attack**

Timely Detection and Response capabilities



Modern, simplified and **secure workplace**

Leverage AI tooling to drive efficiencies



Deliver **Direct Line technology synergies**

Continued **Cloud modernisation**



Diversity represented across **all grades**

Talent and **succession pipelines** secured

Transparency and trust across our workforce

Preparing Aviva for the Next Horizon

The next chapter of our IT strategy is shaped by the rapid emergence of AI and the growing importance of cyber resilience.

Our ambition is to modernise and simplify our technology estate, optimise strategic platforms, and create the foundations that enable AI, automation and innovation to be adopted securely and at scale.

Everything we do aligns to:
Customer | Growth | Efficiency | Sustainability

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Our Architecture Guardrails

Aviva's Enterprise Architecture Principles guide how we assess technologies, engage suppliers and govern delivery to maximise long-term business value.

Enterprise Architecture Principles

Customer-Centric
Data as a Product

CUSTOMER VALUE

Create connected customer experiences using trusted data and reusable services.

Promote Simplicity
Automation & AI

EFFICIENCY

Transform how work gets done through simplification, intelligent automation and AI-enabled processes.

Cloud-First
Resilient

INNOVATION

Accelerate innovation through cloud-native, resilient platforms that enable faster delivery of change.

Secure
Responsible

TRUST

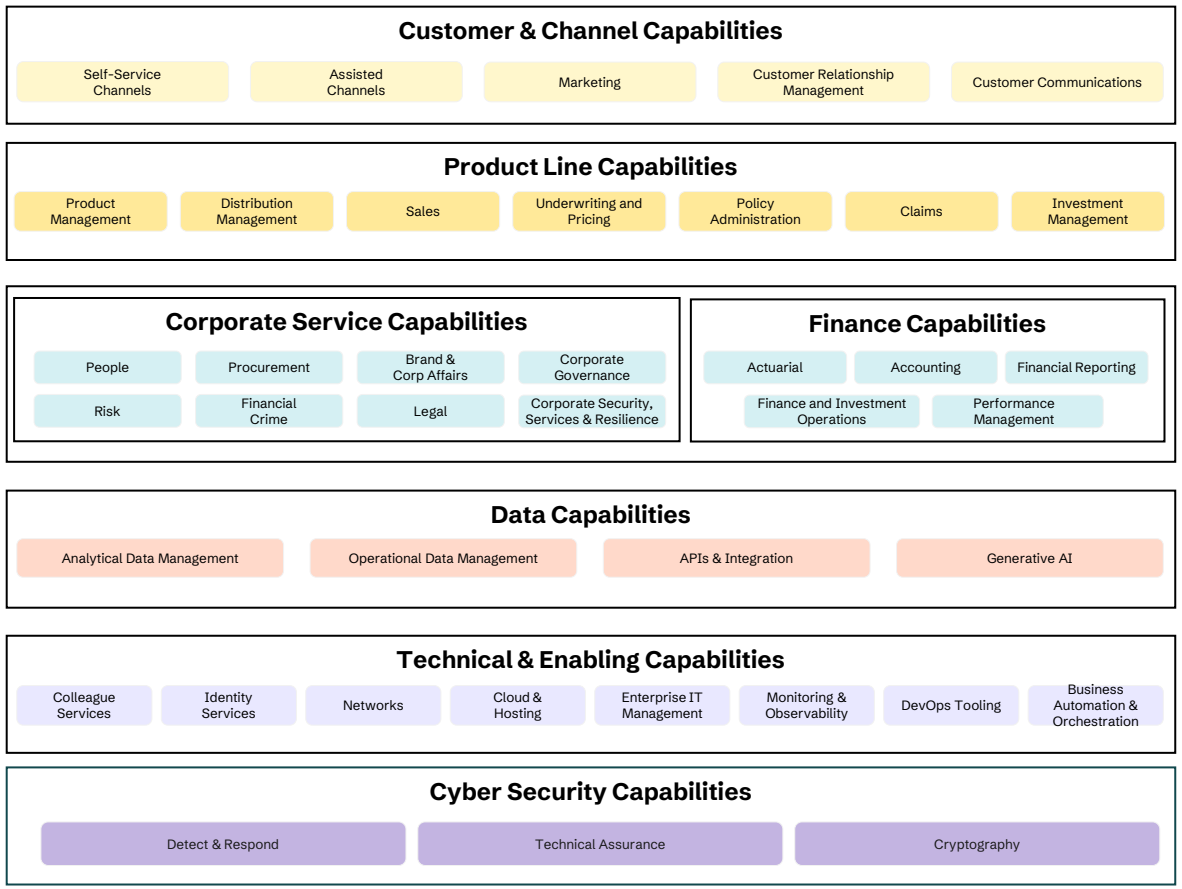
Build confidence in a digital future through cyber resilience, responsible AI and sustainable technology that is trusted by design.

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Reference Architecture Capabilities

The strategic outcomes and capability priorities shaping Aviva's future direction

REFERENCE ARCHITECTURE MODEL



STRATEGIC DIRECTION BY CAPABILITY AREA

Customer & Channel Consistent customer experience across channels, powered by shared customer data and cross-product servicing

Product Line Reduce complexity and modernise the insurance value chain with modular policy, distribution and claims capabilities

Corporate Services & Finance Modernise corporate and finance capabilities through strategic platforms, trusted data foundations and AI-enabled services.

Data Converge fragmented data estates into trusted data products, domain services and real-time data capabilities.

Technical & Enabling Move from a data centre-centric, legacy infrastructure estate to cloud-native, service-oriented platforms enabling innovation and better resilience

Cyber Security Proactive, automated and resilient cyber operations through continuous assurance, advanced threat detection and cryptographic trust services.

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How you can help define the capabilities

	Existing Patterns & Capabilities		New Capabilities & Technologies	
	Use an existing pattern	**Extend an existing capability with a new pattern**	**Identify an existing strategic tool to fill the capability gap**	**Identify a new strategic tool to fill the capability gap**
Vendors	Familiarisation and advocacy	Sharing product roadmaps	Sharing product capabilities	Pro-active engagement
Delivery Partners		Share experiences from other companies	Bring internal experience	Pro-active engagement
Consultants		Align us with market direction	Bring industry experience	Provide market insights

Key to all of this is a solid relationship between Architecture and Supplier. **The more you know** about our priorities and our strategy **the more you will be able support** and advocate

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Strategic Areas for Supplier Collaboration

We are interested in emerging capabilities, proven solutions and industry perspectives that can help shape Aviva's future direction.

CAPABILITY	OPPORTUNITIES FOR COLLABORATION*
Customer & Channel	• **Next-Generation Customer Engagement** *Advancing customer contact centre capabilities through AI-enabled experiences, automation and enhanced service delivery.*
Product Line Capabilities	• **Digital Core Transformation** *Modernising core platforms, simplifying the technology estate and establishing the foundations for secure, resilient and AI-ready business capabilities.*
Corporate Services	• **Risk, Compliance & Finance Transformation** *Transforming risk, financial crime and finance operations through AI-enabled controls, automation, advanced analytics and simplified platforms.*
Data	• **Unstructured Data & Knowledge Intelligence** *Unlocking value from unstructured data through knowledge engineering, semantic technologies and enterprise information management.*
Technical & Enabling	• **AI-Ready Network Transformation** *Evolving network architecture, security and traffic management to support growing AI adoption, new usage patterns and increased data flows.*
Cyber Security	• **Post-Quantum Security Readiness** *Understanding industry experience, risks and lessons learned in the transition towards post-quantum cryptography.*

* Selected areas for discussion, non-exhaustive

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