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Nota di contenuto	1.Introduction -- 2.Industry 4.0 and Insurance 4.0 -- 3.Business Model Canvas and Insurance 4.0 -- 4.Propositions of Value for the Customer in Insurance 4.0 -- 5.Proximity to the Customer in Insurance 4.0 -- 6. Partition of the Customers in Insurance 4.0 -- 7.Place or Channels in Insurance 4.0 -- 8.Platforms for Insurance 4.0 -- 9.Processes in insurance 4.0 -- 10.Persons in insurance 4.0 -- 11.Partnerships in insurance 4.0 -- 12.Pricing in Insurance 4.0 -- 13.Payments for Costs and Investments in Insurance 4.0 -- 14.Insurance 4.0 and Digital Transformation -- 15.Future of Insurance 4.0 and Insurtech -- 16. Conclusions.
Sommario/riassunto	Industry 4.0 has spread globally since its inception in 2011, now encompassing many sectors, including its diffusion in the field of financial services. By combining information technology and automation, it is now canvassing the insurance sector, which is in dire need of digital transformation. This book presents a business model of Insurance 4.0 by detailing its implementation in processes, platforms, persons, and partnerships of the insurance companies alongside looking at future developments. Filled with business cases in insurance companies and financial services, this book will be of interest to those academics and researchers of insurance, financial technology, and digital transformation, alongside executives and managers of insurance companies. Bernardo Nicoletti is a Professor of Operations Management at Temple University, Rome, Italy. He also provides consultancy advice

and coaching in Europe, Middle East, and Asia on ICT strategy, process improvement, and financial services. In his research, Bernardo has been particularly active in the application of the agile method and its tools to a variety of industries. He has authored 30 books on management and published 250 articles in domestic and international journals. He frequently speaks at international conferences.

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