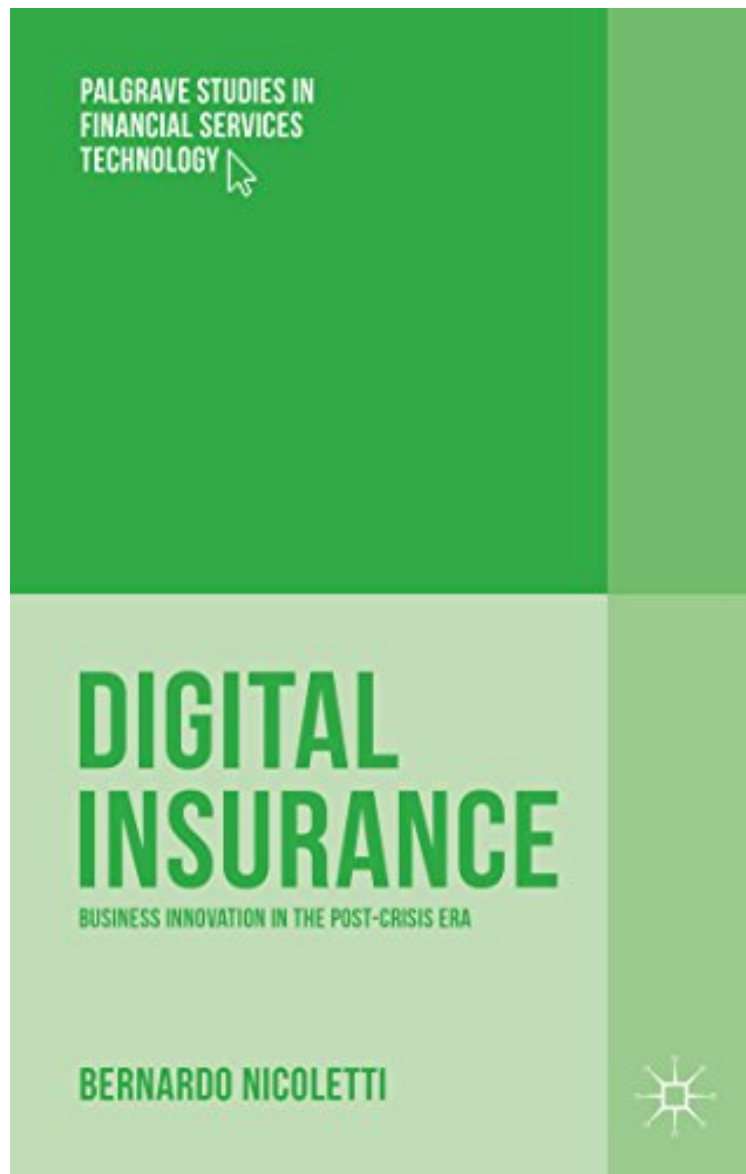


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## Digital Insurance: Business Innovation in the Post-Crisis Era (Palgrave Studies in Financial Services Technology)

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About the Author Bernardo Nicoletti graduated from the Polytechnic School of Turin, Italy and has an MSEE from Carnegie Mellon University, Pittsburgh, PA, USA. He worked for GE Capital, as Group CTO, and AIG, with assignments in Italy, UK, USA and Argentina. Currently he is a professor of ICT Procurement at the University of Tor Vergata, Rome, Italy and provides consultancy in Europe and Asia on IT strategy, organization and procurement. In all his positions, Bernardo has been particularly active in the application of Lean Six Sigma to financial institutions. He calls his approach "Lean Digitize" and over time has developed a specific methodology as a way to reduce costs and improve quality, bringing value to the customer and to the business. He is the author of over 20 books on management, published in both Italy and the UK. He has been a frequent speaker at international conferences and has published over 200 articles in domestic and international journals.