TECH mahindra

Whitepaper

A Perspective on Guidewire ClaimCenter Data Migration

Abstract

Recognized as the leader in the P&C insurance realm, Guidewire ClaimCenter stands as a cornerstone in the industry, with its innovative solutions being widely adopted by insurance organizations across the globe. Leveraging its advanced capabilities, insurance entities have streamlined and optimized their claims management processes, enhancing operational efficiency and customer satisfaction. As the industry shifts away from older legacy systems, there arises a compelling need to embrace the new-age Guidewire ClaimCenter application. This transition not only marks a technological evolution but also entails the crucial responsibility of seamlessly migrating data from the existing legacy systems to the advanced ClaimCenter platform. Within this paper, our focus lies in elucidating the strategic approaches, methodologies, and techniques that can ensure a smooth and successful data migration process.

Key Takeaways

- Understanding the Criticality of ClaimCenter Data Migration
- ClaimCenter Data Migration Considerations
- Challenges in ClaimCenter Data Migration
- Migration Approach for ClaimCenter
- Technical Approach for ClaimCenter
- Concluding Insights: Maximizing Benefits Through Guidewire ClaimCenter Data Migration

Introduction

The business challenge at hand involves the migration of legacy system data to ClaimCenter, with several interconnected objectives. Firstly, this migration aims to establish a unified data maintenance environment, preventing fragmentation and ensuring consistent, accurate data usage across the organization. Secondly, it addresses the imperative need for incorporating historical data from legacy systems to meet reporting requirements effectively, thereby providing valuable insights and trends for informed decision-making. Moreover, integrating this legacy data into Guidewire Analytics platforms enhances analytical capabilities, unveiling trends and opportunities. Finally, the migration process presents a unique opportunity for data cleansing, allowing organizations to meticulously review, correct, and eliminate inaccuracies, ultimately improving data quality for accurate reporting and efficient operations. In summary, this strategic migration supports organizations in optimizing their data management practices, making well-informed decisions, and achieving operational efficiency

Understanding the Criticality of ClaimCenter Data Migration

Unified Data Maintenance: The migration of legacy system data to ClaimCenter is imperative to establish a coherent and integrated data environment. By transitioning from the older system, organizations can streamline their data management processes and avoid fragmentation that might arise from using multiple systems concurrently. This consolidation ensures consistent and accurate data usage across the organization.

Reporting Requirements: The incorporation of legacy system data into ClaimCenter serves the essential purpose of meeting reporting needs. Historical data contained within the legacy system often holds valuable insights and trends that are crucial for generating accurate reports and making informed decisions. Migrating this data to ClaimCenter enables organizations to access comprehensive and up-to-date information for reporting purposes.

Supporting Guidewire Analytics Platforms: ClaimCenter data acts as a complementary resource to various Guidewire Analytics platforms, including Guidewire Compare, Guidewire Canvas, and Guidewire Explore. By integrating legacy system data into these platforms, organizations can enrich their analytical capabilities. This augmentation empowers data-driven insights and aids in the identification of patterns, trends, and opportunities that might otherwise remain undiscovered.

Data Cleansing Opportunity: The migration process provides the best opportunity to cleanse and refine the data. As legacy systems often accumulate redundant, outdated, or inconsistent information over time, migrating to ClaimCenter offers a chance to meticulously review, correct, and eliminate inaccuracies. This process results in improved data quality, which is vital for accurate reporting, decision-making, and overall operational efficiency.

ClaimCenter Data Migration Considerations

Migration Code: Balancing Complexity and Expenditure: Different strategies can affect the expenses associated with developing data migration code. Insurers can control costs by migrating only essential data, reducing historical data migration, manually transferring some data, and handling ongoing activities in the old system instead of migrating them. Insurers should also explore alternative cost-effective options like migrating older data to archives or a data warehouse to meet reporting needs. While a comprehensive migration approach raises costs and risks, it can enhance end-user satisfaction and convenience.

Risk Mitigation: To minimize operational disruption, many customers opt to implement new systems gradually across specific business lines, regions, or organizational units. Clearly defined boundaries can play a crucial role in preventing data interdependence between the two systems and minimizing the risk of duplicating data entry during the transitional phase. This phased approach also reduces the impact of potential production issues and allows for problem resolution before the entire organization relies on the new system. Additionally, it eases the burden on training, change management, and IT support teams.

Retirement Deadlines: The cost of maintaining the legacy system over an extended period is another significant factor. If substantial out-of-support or end-of-contract expenses are expected, customers might favour a more accelerated transition to the new system in order to minimize these ongoing costs.

Performing Rapid Data Fixes in the Live Environment: Addressing data issues in a live environment through hotfixes incurs significant costs due to the extensive development efforts needed, impact analysis, and the obligatory requirement of Guidewire approval. Consequently, it's of utmost importance to precisely identify all entities and columns that require migration from the legacy system to ClaimCenter, ensuring the prevention of any potential future complications.

Challenges in ClaimCenter Data Migration

Crafting comprehensive mapping specifications

Ad hoc queries of the source system(s): Collecting data through unplanned and spontaneous queries from existing systems, potentially lacking a structured approach.

Analysis of a small sample set of source data: Examining a limited subset of source data to derive insights into its characteristics and suitability for migration.

Limited knowledge or documentation of how the source system(s) work: Having a constrained understanding or documentation of source system operations, potentially impeding accurate data mapping.

Limited knowledge of how ClaimCenter works: Insufficient awareness of ClaimCenter functionality, potentially leading to mapping discrepancies due to evolving requirements.

Insufficient access to ClaimCenter: Restricted entry to the ClaimCenter platform during migration, impacting data mapping, transformation, and validation.

Heavy IT input and limited business input: Imbalance in contributions between IT departments and business units, potentially prioritizing technical aspects over practical business needs.

Uncontrolled recursion - Its easy it is to fall into the vortex of uncontrolled recursion where problems get batted back and forth across an unnecessary boundary between the project and the business.

Collectively, these factors often result in metadata-driven mapping specifications and code, rather than content-driven approaches. This can lead to errors arising from unverified data assumptions, necessitating substantial rework.

Testing

Frequently, the implementation of the new system is constrained by competing business demands, resulting in limited time for migration testing. While unit testing aims to uncover deficiencies in the built solution, its effectiveness is curtailed due to its application on a small data sample, making the results less likely to accurately reflect the entirety of the dataset.

Load and Burst

The initial real assessment of the migration suite's preparedness for production deployment often occurs during the inaugural comprehensive volume migration test. Unexpected scenarios within the full data volumes abruptly come to light, triggering a multitude of inexplicable issues. That would lead to Schedule variance in the Project Timelines

Human Perspective

Beyond the technical aspects, enlisting the appropriate individuals holds paramount importance for various reasons:

a) Gaining access to experts who possess a profound understanding of the historical, structural, and contextual intricacies of the source data is likely to be restricted.

b) Limited in-house knowledge about the functioning of ClaimCenter is expected.

c) Striking the right balance between business and IT involvement at appropriate project levels bears significance.

d) Business users, who will engage with the novel system, are unlikely to possess a comprehensive grasp of IT or data quality concerns.

e) Establishing effective communication within the team is an essential prerequisite for achieving success.

Migration approach for ClaimCenter

Rapid Transition Strategy – "Big Bang" Approach

The "big bang" strategy can be a preferable route for insurers necessitating swift legacy system retirement and aiming to deploy ClaimCenter all at once. While this method offers the potential for accelerated results, it also entails heightened risk due to the comprehensive data preparation required for the new system.

For insurers grappling with substantial volumes of historical data, this approach might potentially lead to performance degradation within the ClaimCenter environment. In such cases, adopting a "migrate-to-archive" strategy is recommended. This alternate approach involves the creation of a second ClaimCenter instance, exclusively designated for the migration of historical claims that won't be incorporated into the primary production ClaimCenter setup. These historical claims are first migrated into the secondary ClaimCenter instance before being archived. The primary production version subsequently retrieves data from this archive as necessary.

Iterative Implementation

This strategy entails a stepwise execution of the "big bang" approach across multiple iterations. The project is strategically divided into coherent sections, often categorized by factors like line of business or claims office. Each of these segments is then subjected to a "big bang" migration, either to the production system or utilizing the migrate-to-archive method. Subsequently, the following segments of the project undergo similar migration processes.

Employing a phased approach necessitates the operation of two distinct systems in parallel. However, this duality is compartmentalized in accordance with the specific scope of each phase. For instance, if a phase revolves around a particular branch office, the new system would be utilized exclusively by that branch, while other branches continue to operate with the legacy system. Notably, both the legacy and new systems operate concurrently during this phase-based migration process.

DataHub for Streamlined Migration

The conventional scenario for employing Guidewire's data warehouse, DataHub, arises when an insurer seeks to centralize several legacy claim systems into ClaimCenter. In the typical migration process to ClaimCenter, an interim data repository is established to consolidate and refine the legacy data. DataHub serves as a replacement for this intermediary repository. The initial attribution of claims data with DataHub is limited by default, often requiring extensions to fully align with specific needs.

As part of the process, open claims are generally migrated to ClaimCenter, while closed claims remain stored within DataHub. When a closed claim necessitates reopening and transition to ClaimCenter, DataHub performs a "conversion of one" procedure. Ensuring data integrity for both open and closed claims is equally crucial, as no dedicated claim archive exists for validation. This underscores the importance of meticulously validating claims while they reside within DataHub to guarantee they are suitably refined to pass equivalent integrity checks for open claims in ClaimCenter. A failure to pass such validation could potentially lead to delays in activating a claim sourced from DataHub.

Furthermore, DataHub-hosted data possesses diverse applications such as facilitating downstream integrations and generating reports. The inclusion of original source values, along with the potential for minimal code alterations, effectively curtails retirement-associated risk. Simultaneously, it expedites the phased retirement of the legacy system.

Technical Approach for ClaimCenter

On Premise Migration

For instances where implementations are managed independently, ClaimCenter offers a collection of staging tables designed to function as an intermediary phase within the data migration process. Legacy system data can be aligned and imported into these staging tables, mirroring the data model found in ClaimCenter production data. During the developmental and testing phases, data integrity assessments can be conducted on the staged data prior to its transfer into the production environment. Ensuring the introduction of high-quality data into production becomes paramount, especially when incorporating fresh data into an already active production system catering to past claims. In comparison to an API-driven claim-by-claim alternative, the utilization of staging tables enables customers to expedite the processing of larger volumes of data.

Cloud Migration

In the context of cloud migrations, Guidewire's Claim Migration Tool plays a pivotal role, mirroring the functionality of the Policy Migration Tool. Differing from the staging tables, this tool operates without the need for downtime during migrations, potentially impacting the decisions customers make concerning their chosen migration strategy. This method facilitates the gradual transmission of data to the cloud via an Interface database, which requires population similar to the staging tables, albeit with a distinct schema. Notably, this Interface database also includes reconciliation capabilities.

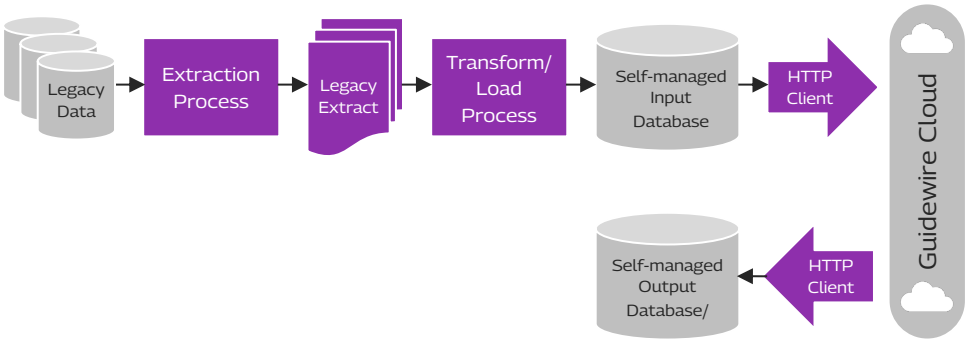
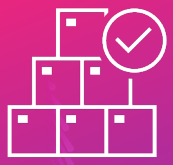


Figure 1: Guidewire Cloud Data Migration Process



Maximising Benefits with a Guidewire ClaimCenter Data Migration

Guidewire ClaimCenter stands as a robust insurance platform that not only facilitates seamless data migration but also offers an array of advantages that go beyond the migration process itself. Through the lens of the benefits, we've elucidated earlier, successful data migration to Guidewire ClaimCenter brings:

Enhanced Data Accuracy and Insights: The migration process ensures the retention of historical information for reporting and compliance needs, while also facilitating more accurate analytics and predictions through a larger and cleaner dataset.

Streamlined Operations and Customer Experiences: By decommissioning older legacy systems and leveraging the right quality of migrated data, insurers can optimize their operations and deliver personalized, efficient customer experiences.

Empowered Decision-Making: The availability of comprehensive historical data empowers organizations to make informed decisions, assess risks accurately, and tailor their strategies according to data-backed insights.

Future-Readiness and Innovation: The seamless integration of data through ClaimCenter sets the stage for future growth and innovation, allowing insurers to adapt swiftly to changing market dynamics.

By implementing the best practices and insights outlined in this white paper, insurance organizations can embark on a migration journey that optimizes their data assets and positions them for long-term success. Guidewire ClaimCenter' s capabilities, combined with strategic data migration, pave the way for insurers to stay competitive in an evolving landscape and offer top-tier services to their customers.

About the Authors

Selvakumar Sugumar

Technical Lead

With over thirteen years of expertise, Selvakumar is a seasoned Guidewire data migration professional. His journey commenced with Guidewire Version 6 and has seamlessly progressed to Version 10, affording him comprehensive exposure to the entire Guidewire data migration process with ClaimCenter and PolicyCenter. This encompasses various stages in data migration activity, including data profiling, data cleansing, data mapping, and reconciliation, alongside my proficiency in processes like volumetric reconciliation and financial reconciliation.