TECH mahindra

BROCHURE

Guidewire Practice Overview

Insurers worldwide are looking to address technology challenges to meet their business demands

Business

- **New risks, new products, at speed:** The rise of EVs, remote working model, climate change and the need for a more personalized experience are but only some of the factors that have necessitated insurers to launch new products and do so quickly to retain their customers and drive growth
- **Omni-channel Sales and Support:** Customers are going online. So should insurers when it comes to distribution, billing, payments, and eventually, claims reporting and settlement
- **Innovation:** New technologies like user/behavior-based pricing, video risk assessment, straight through settlement, and more already seem mainstream and the pressure is on to constantly innovate

Technology

- **Legacy Systems:**Legacy systems limit insurer's ability to scale and launch products faster.
- **Decentralized Infrastructure:** Every business function uses different platforms which makes it difficult to centralize data, leading to repetition in effort, and poor customer service
- **Siloed On-premise Platforms:** In a hybrid world where everyone needs access to information, real time updated systems are a must

Solution: Guidewire with Tech Mahindra

Product Development

Marketing & Distribution

Policy Administration

Billing

Claims

Guidewire

Product Innovation and Definition

Customer Relationship Management

Distribution Management

Digital Marketing

Core Operations Platform

Policy Underwriting, Rating

Billing Management

Claims Management

Business Intelligence, Analytics and Reporting

Tech Mahindra

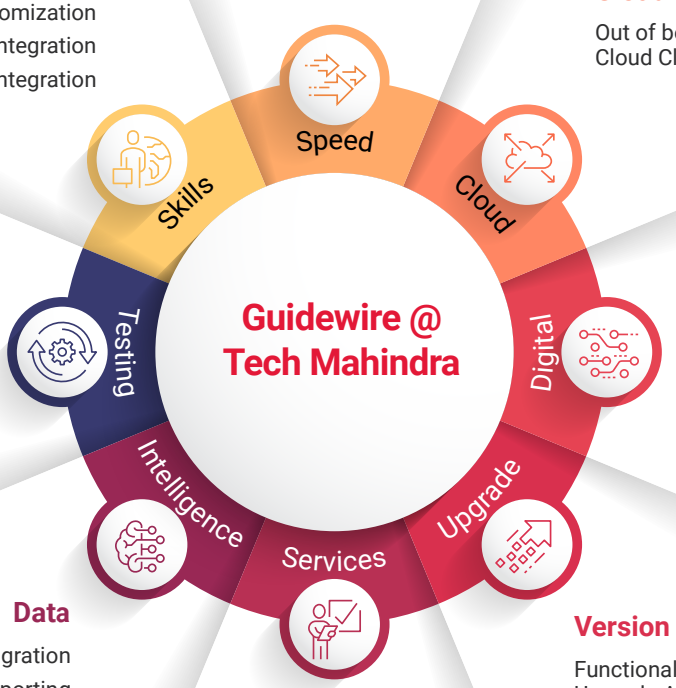
Customer Experience Design Service
TechM XDS & GW Jutro

Guidewire Cloud readiness assessment and implementation services

Personal Cyber Protection Product Integrated with Guidewire
Surance.io & TechM Guidewre COE

Guidewire Application Support and Quality Assurance Services

Guidewire Partnership Vision and Service Offerings



Implementations

Legacy Systems Assessment
Reverse Engineering
Systems Integration

Configuration & Integration

Guidewire customization
Guidewire module integration
Third party apps integration

Cloud Offering

Out of box Guidewire on Cloud Cloud Ops

Digital Assurance

Scriptless Automation Framework
Zero touch Automation Execution through Integration with Dev Ops Tools like Jenkins, Maven

Digital Advancement

Portal, API, Mobility, Jutro Automation of Claims
IOT integration for Personal, Commercial Property Assessment and Risk Management

Data

Migration
Reporting
Analytics

Version Upgrades

Functional Decomposition and Upgrade Assessment
Upgrade Strategy
Upgrade Execution
Migration

Business Process Services

Process Optimization
Automation
Claims Handling

The NXT.NOW™ Advantage

Combining Tech Mahindra's global presence with Tenzing's Guidewire expertise for better customer outcomes.

Enable Digital Transformation

Proved experience in Implementing digital solutions by leveraging Jutro

TechM's deep Experience Design Services with our in-house expertise using Mad*Pow, BIO, BORN

Deliver Service Excellence

Proven history of delivering Implementation, upgrade projects on-time and on-Budget

No-failure implementation

Increase Convenience

Insurance Practice - advisory services

Delivered turnkey projects from implementation to maintenance

Accelerate Product Launch

Simplified delivery

Deep integration capabilities and accelerators

Digital assurance and functional test automation through MagiX

Empower Business Users

Develop Guidewire specific solutions leveraging:

- One accountable team
- Improved user productivity
- Speed to market with minimal disruption

Harness Open Ecosystem

TechM's growing insurtech ecosystem and horizontal technology partner ecosystem

Reduce IT Complexity

TechM cloud services

Proved expertise in Guidewire Cloud implementations

Achieve Profitable Growth

Transparent and predictable cost model

Cost aligned with value delivered

Future proofing technology, services, and products

Drive Process Improvements

Reduce cost of claims #Intelliclaims (TechM' s proprietary claims automation platform)

Accurate risk assessment #Sentinel (TechM's proprietary risk management platform)

Leverage Analytics Insights

TechM data and analytics service Guidewire predictive analytics using Explore

Tenzing, a Tech Mahindra company, has been a Guidewire PartnerConnect Advantage Consulting Partner since 2007 and offers a complete suite of services for Guidewire Insurance Platform. Tenzing provides a unique blend of management and technology consulting services - a one-stop shop for delivery of solutions to our insurance customers combined with

- Experience of 10+ implementations
- Expertise across across all Guidewire modules and solutions, e.g. document production, portals, data migration
- Tenzing has completed full-suite cloud implementation for Aioi

Tech Mahindra Guidewire Jutro Capability

Craft stellar digital experiences using the world's most trusted P&C platform. Starting with Guidewire Digital 11, Jutro is an adaptable system of meta-data driven user interface (UI) components and interactions that support best practices in user interface design. By using Jutro to build digital products for the insurance industry, designers, developers, and product owners can streamline the effort it takes to create beautiful and compelling products.

Tech Mahindra team have participated in the Guidewire Jutro Hackathon 2021 and have trained associates within policy, claims, and billing forte. Explore the ability to build your applications using Jutro's design system and UI framework and experience how Jutro accelerates building P&C insurance micro and macro experiences efficiently using the Guidewire Cloud platform and API.

Tech Mahindra was handpicked by Guidewire to participate in a hackathon on claims-related user experiences, where we leveraged the power of our Guidewire Cloud platform

Jutro specific use cases from TechM Guidewire Lab

ClaimsCenter specific use cases

- Digital subrogation form
- Low touch and no touch process for simpler claims
- Empowering claimants through digital FNOL and claims handler through geospatial imagery powered remote claims
- Data annotation of claims documents, image, and speech

PolicyCenter specific use cases

- Bots driven automated advisory, insurance shopper, and quote assistant
- Two questions quoting for SMB
- Digital risk assessment and underwriting
- AI driven underwriting decisions and pricing corrections

Cloud Services

Overview

We have expertise around the building blocks around infrastructure: applications, server hardware, O/S, virtualisation, SAN, storage, network LAN/WAN, switching, firewalls and the shift to cloud-based Deployments. Our Cloud capabilities: IaaS, PaaS, SaaS.

Guidewire Assessment

We utilise a cloud migration framework to assess our customer's suitability for migration to the Guidewire Cloud. Our cloud migration framework is a six-step approach for a successful Guidewire Cloud adoption.

Initiation Phase

Discover key drivers and objectives.

Governance

Understand enterprise governance model. Portfolio Discovery, Planning, and Assessment Phase: Identify the applications for migration, interdependencies, and the complexity level of migration.

Define a Roadmap

In this phase, understand the key force factors that help to make the correct architecture decisions for the Guidewire Cloud adoption model.

Selection of Migration Pattern

Based on the inputs from the assessment phase, select the cloud adoption model from the Tenzing cloud migration pattern catalogue.

Solution Architecture

In this phase, define the solution architecture from the perspective of business, technology, integration, security, and operations. Based on the cloud migration pattern selection, focus on the areas of solution architecture where there are major impacts. Provide recommendations on areas that will need to change for Guidewire Cloud conformity.

Define Cost and Resource Utilisation Model

In this phase define a cost and resource optimisation model.

TechM Guidewire Testing Capabilities

Interactions with our customers through a SME layer with tailored delivery and pricing models

Policy Management | **Rating** | **Billing & Disbursement** | **Contact Manager** | **Claim Management** | **Correspondence** | **Customer /Producer Engage**

PolicyCenter

Submit
Qualify
Quote
Issue

Maintain and Change Renewals and Policy Service

Rating

ClaimCenter

FNOL - New Claim
Entry Segment / Assign
Investigate / Evaluate

Reserves / Payments / Recoveries

Litigation / Negotiation

BillingCenter

Billing Instruction

Scheduling
Commissions

Invoicing Policyholder

Service Payment Processing

Others

Document Management

Portal Testing

APIs and integrations

Capabilities:

- Guidewire Functional Testing
- Conversion and Upgrade Testing
- Migration Testing
- In-Sprint Automation Testing
- End-to-end Testing
- User Acceptance Testing

Testing Accelerators Using Business Models and Process Components

Test Automation Frameworks

Third Party Open-Source Tools

Domain and Testing Training Facility

Success stories

Guidewire Claims Transformation for One of the Largest Private Motor Insurers. We led the Guidewire configuration and integration for claim center deployment, architecture, and project management services, along with lead deployment of client group document management solution.

Guidewire PolicyCenter for state-run, insurance corporation in Workers' compensation. We implemented Guidewire PolicyCenter/ BillingCenter V9 using single SI and led construction risk product stream providing Guidewire config / integration. Also ensured Salesforce integration, SAP integration and end-to-end implementation for claims recoveries.

Configuration and Integration resources for a large mutual insurance company. We led technical streams providing configuration and integration resources, and assisted in the very early stages of program with product rationalization. Also led data stream migration of the client account and policy data from legacy system to Guidewire applications and assisted client with implementation and deployment of ClaimCenter v8.

Company administering its country's no fault accidental injury compensation scheme. We implemented PolicyCenter, BillingCenter portal technology, migrated policy and billing data from the legacy systems into Guidewire.

Guidewire configuration and integration for one of the world's top 20 insurance and reinsurance companies in property and contents, and private motor. We helped the client with Guidewire configuration and integration for a number of critical streams and provided support services.

Guidewire transformation for one of the largest general insurers across all personal and commercial lines. We helped with legacy to Guidewire transformation (PolicyCenter, ClaimsCenter, and BillingCenter). Also lead change management and testing streams, developed data migration framework, integrated document management/production, and assisted with the reinsurance solution build.

Migration from Guidewire to EDW for one of the largest providers of car insurance and the second largest provider of home insurance. We assessed the current state of EDW implementation and then assisted in remediation of the migration strategy from Guidewire applications to EDW and reporting solutions. Also assisted with optimisation of messaging from Guidewire suite to operational data store and with overhauling the ETL implementation.

Guidewire configuration and integration for leading professional indemnity insurance and business insurance. We provided specialist Guidewire configuration and integration resources utilizing an agile implementation approach split between two countries. Currently. we are also providing post implementation support.

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www.linkedin.com/company/tech-mahindra
www.techmahindra.com
top.marketing@techmahindra.com

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