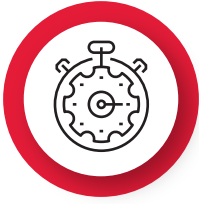


# Guidewire Cloud Services



# What are the largest insurers of the world struggling with?

## Business



### Faster time to launch

How to launch new products faster to meet customer demands



### 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

Breaking the norm with innovation like user/behavior based pricing, video risk assessment, straight through settlement, and more



## Technology



### Too much software

Every branch uses different platforms which makes it difficult to centralize data, leading to repetition in effort, and poor customer service



### Legacy Systems

How do you even get relevant new technology upgrades much needed for growth and savings when the existing legacy system won't allow it?



### Siloed on-premise platforms

Now everyone needs access from everywhere and real time updated systems are a must

# 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.



Microsoft Azure

## Guidewire Assessment

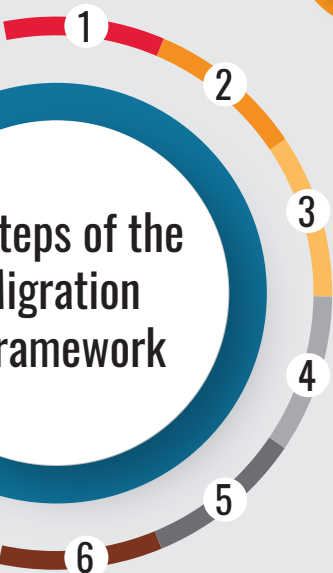
We utilise a cloud migration framework to assess our customer's suitability for migration to the Guidewire Cloud. Our cloud migration framework is a six-step approach for a successful Guidewire Cloud adoption.



**Initiation Phase:** Discover key drivers and objectives.



**Governance:** Understand enterprise governance model.



### Portfolio Discovery, Planning, and Assessment Phase:

- a) Identify the applications for migration, interdependencies, and the complexity level of migration.
- b) Define a roadmap.
- c) 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.

# Success story

## First in ANZ region to complete a Banff release on Guidewire cloud platform

### Background and Challenge

New Zealand based insurer provides domestic and commercial insurance for Toyota vehicles.

In 2020, they started a comprehensive program to replace their legacy systems with the full-suite Guidewire Cloud platform.

The insurer also introduced a new financial management system and document production services using SmartCOMM™.

They wanted to retain a complex integration with Toyota agents whereby policy information could be exchanged at the time of purchase via web services.



### Our involvement

We were engaged to deliver the program providing Guidewire Cloud expertise across the full suite for the Banff release. This has involved certifying the entire delivery team for cloud implementation across all streams.

The programme is currently in development with stabilization imminent. We are working closely with Guidewire Cloud architecture and assessment services to perform on-going health checks and audits.



## About Tech Mahindra

Tech Mahindra offers innovative and customer-centric digital experiences, enabling enterprises, associates and the society to Rise. We are a USD 5.1 billion organization with 126,200+ professionals across 90 countries helping 1058 global customers, including Fortune 500 companies. We are focused on leveraging next-generation technologies including 5G, Blockchain, Cybersecurity, Artificial Intelligence, and more, to enable end-to-end digital transformation for global customers. Tech Mahindra is one of the fastest growing brands and amongst the top 15 IT service providers globally. Tech Mahindra has consistently emerged as a leader in sustainability and is recognized amongst the '2021 Global 100 Most sustainable corporations in the World' by Corporate Knights. With the TechM NXT.NOW framework, Tech Mahindra aims to enhance 'Human Centric Experience' for our ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. Tech Mahindra aims at delivering tomorrow's experiences today, and believes that the 'Future is Now'.

We are part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies with 260,000 employees in over 100 countries. It enjoys a leadership position in farm equipment, utility vehicles, information technology and financial services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality and real estate. The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.

**Tenzing**, a **Tech Mahindra** company, is a Guidewire PartnerConnect™ Consulting partner since 2007 and offers a complete suite of services for Guidewire InsurancePlatform™. Tenzing provides a unique blend of management and technology consulting services that allows a one-stop shop for the delivery of solutions to our insurance customers. Since 2007, Tenzing has provided Guidewire implementation services/resources and integration specialists to major insurers across the suite of Guidewire products. Tenzing has provided Guidewire implementation services/resources and integration specialists to major insurers across the suite of Guidewire products. Tenzing has successfully completed multiple Guidewire implementations including PolicyCenter, ClaimCenter and BillingCenter implementations and the latest cloud based GWCP.

**Tech Mahindra Limited (TechM)** [www.techmahindra.com](http://www.techmahindra.com)  
and **Tenzing - a Tech Mahindra company** [www.tenzing.co.nz](http://www.tenzing.co.nz)  
combining the power of Tech Mahindra's global presence and Tenzing's extensive experience and expertise on the Guidewire Insurance Platform.

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