

# Guidewire Jutro Capability



# 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.

## Guidewire JUTRO HACKATHON | 2021

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 usecases from TechM Guidewire Lab

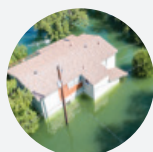
### ClaimsCenter specific Use Cases



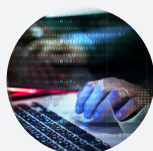
Digital subrogation form



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

\*Detailed solution on next pages

### PolicyCenter specific Use Cases



BOTS driven Automated Advisory, Insurance Shopper and Quote Assistant



Two question quoting for SMB



Digital risk assessment and underwriting



AI driven underwriting decisions and pricing corrections

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## Our Solution Overview



### Solution

Empowering claimants through digital FNOL and claims handler through geospatial imagery powered remote claims



### Personas

Annette (claimant) with water damage loss due to recent floods  
Spencer Denn (claims adjuster) from ABC insurance company - expertise in claims assessment and review



### Problems addressed

Physical safety  
Time management  
Facing emotionally draining situations  
Operational cost



### Processes

FNOL and claims assessment



### Guidewire Claims API

Create claims to register claims



### Third Party API

**Tensor flight** to empower claims adjuster with artificial intelligence (AI) technology, aerial and street view imagery to provide instant property data, essential for claims assessment



**IBM Watson** BOT to initiate claims

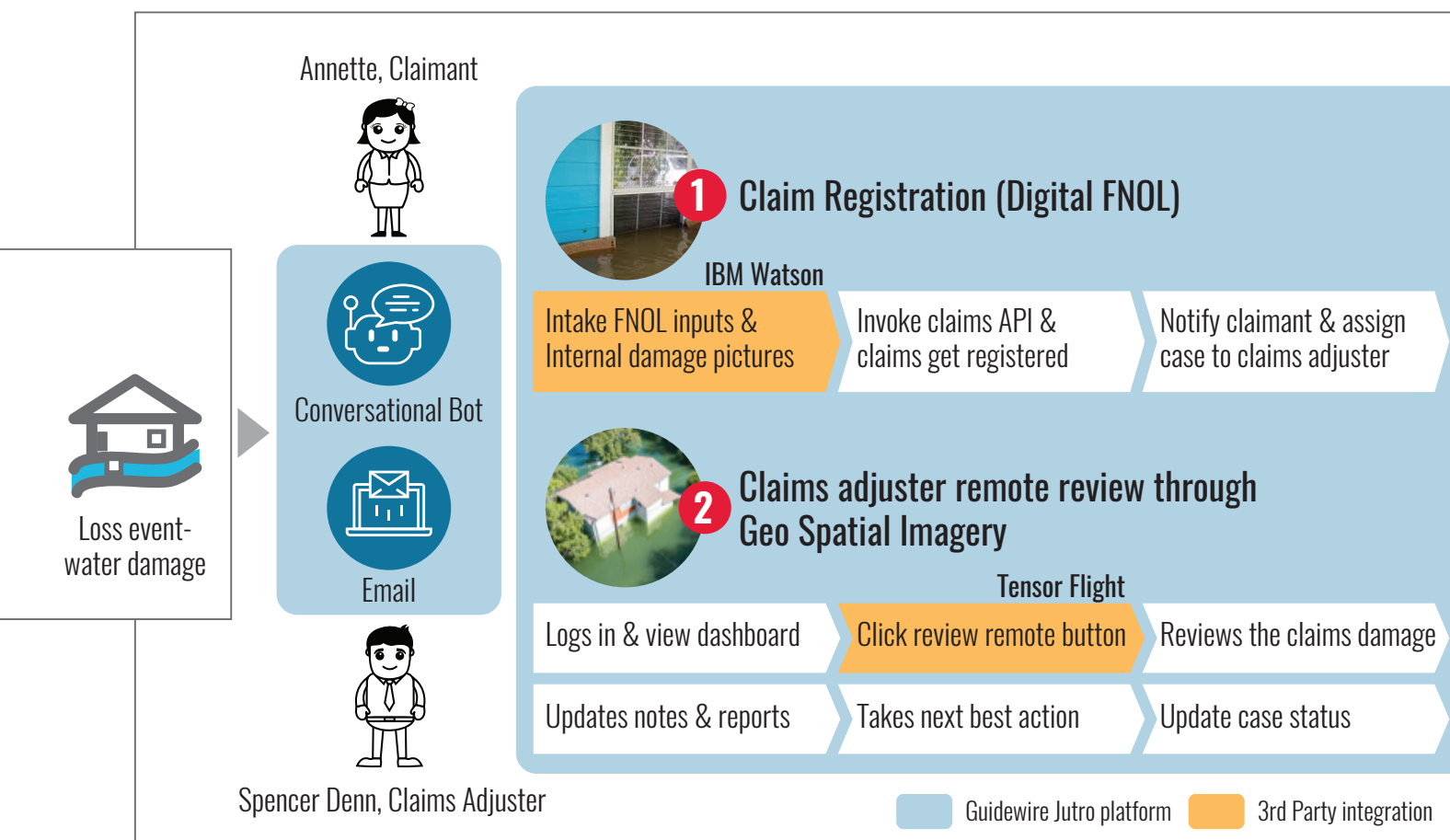


### Jutro components leveraged

Jutro business patterns, Jutro floorplan, Jutro codeless form, Jutro blueprints

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## Functional Process Flow



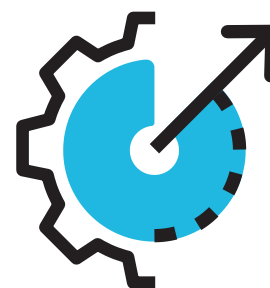
## Solution Impact



**Up to 60% reduction in manual and physical effort** by leveraging remote claims review. Very handy during pandemic, catastrophes and lockdowns



**Empowerment of claims handlers** through automation and AI leveraging geo spatial imagery



**Up to 90% improvement in data accuracy** through digital FNOL, increasing customer engagement

## 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 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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