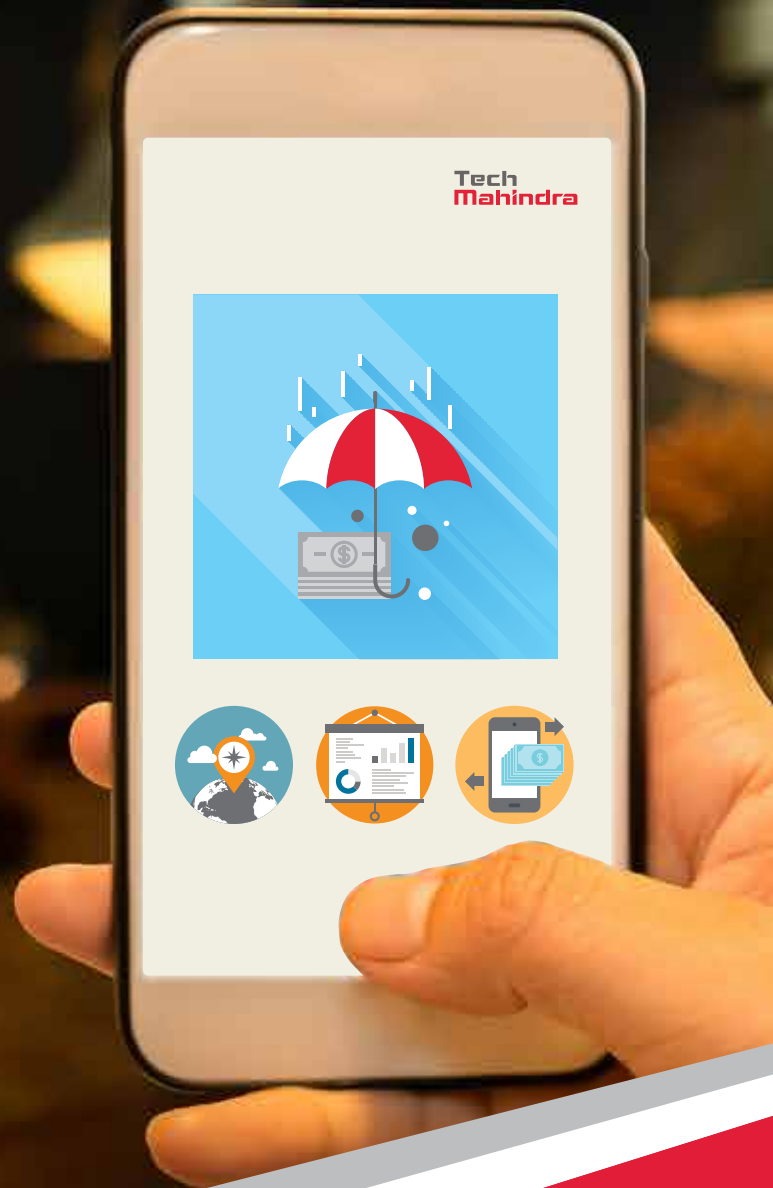


# Tech Mahindra Practice Overview for Guidewire



# 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

# Solution: Guidewire with Tech Mahindra and Tenzing



## Guidewire

Product Innovation and Definition  
Customer Relationship Management  
Distribution Management  
Digital Marketing

## Core Operations Platform

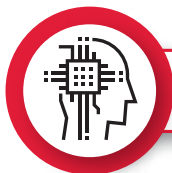
Policy  
Underwriting,  
Rating

Billing  
Management

Claims  
Management

Business Intelligence, Analytics and Reporting

**Tech  
Mahindra**



Automation



Manual Business Process Support



Document Management

# Guidewire Partnership Vision and Service Offerings



**14+**  
Years of Guidewire  
industry experience



**165+**  
Associates



**10**  
End to End  
implementations



**1000+**  
Automated test  
cases





# Why Tech Mahindra

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

## 01 Enable Digital Transformation

Augment GuideWire implementation by collaborating TechM's deep in-house customer experience partnerships with MadPow, BIO, BORN

## 02 Deliver Service Excellence

NewAgeDELIVERY - AI-powered IT delivery platform

Digital Assurance

Consistent Quality

## 03 Increase Convenience

Insurance Practice - Advisory Services

Design For Change - BIO, BORN, MadPow

## 04 Accelerate Product Launch

Deep Integration Capabilities and IPaaS

Functional Test Automation through LitmusT (Intelligent Test Automation Platform)

## 05 Empower Business Users

Develop Guidewire specific solutions leveraging AQT - AI and Automation Practice.

## 06 Harness Open Ecosystem

TechM's growing Insurtech Ecosystem and Horizontal Technology Partner Ecosystem

## 07 Reduce IT Complexity

TechM Cloud Services and Zen3Tech

Enable Skilling through #NewAgeDELIVERY Platform

## 08 Achieve Profitable Growth

BPaaS - Business Process as a Service

Business Transformation Services - Operations Consulting (Six Sigma, Lean, & TOM Redesign: Target Operating Model)

## 09 Drive Process Improvements

Reduce Cost of Claims #Intelliclaims (TechM's Proprietary Claims Automation Platform)

Accurate Risk Assessment #Sentinel (TechM's Proprietary Risk Management Platform)


## 10 Leverage Analytics Insights

TechM Data and Analytics Service

TechM AQT - AI and Automation Service

# Tech Mahindra's Acquired Guidewire Capability

Tenzing, a Tech Mahindra company, has been a Guidewire PartnerConnect 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.



**1** Tenzing has been associated with Guidewire since 2007, being one of the earliest Guidewire partners, currently at advantage tier

**2** 10 successful implementations with no failures

**3** Broad experience across all Guidewire modules and solutions; e.g. document production, portals, data migration

**4** Tenzing is conducting the first Banff cloud implementation with 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.

## 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



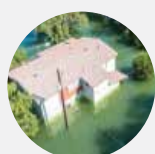
### ClaimsCenter specific Use Cases



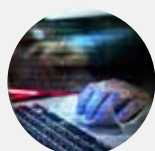
Digital subrogation form



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

### 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

# 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.



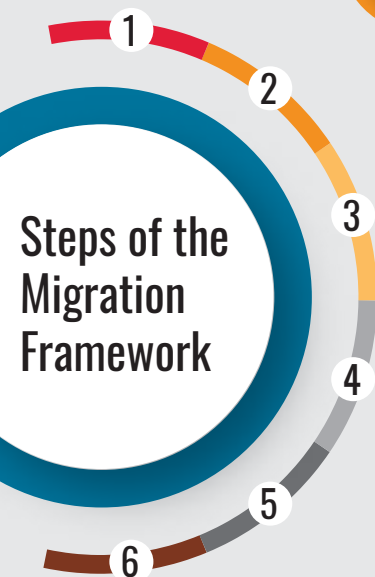
**Selection of Migration Pattern:** Based on the inputs from the assessment phase, select the cloud adoption model from the Tenzing cloud migration pattern catalogue.



**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.





# TechM Guidewire Testing Capabilities

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



## PolicyCenter:

Submit  
Qualify  
Quote  
Issue  
Maintain & Change  
Renewals & Policy Service

## ClaimCenter:

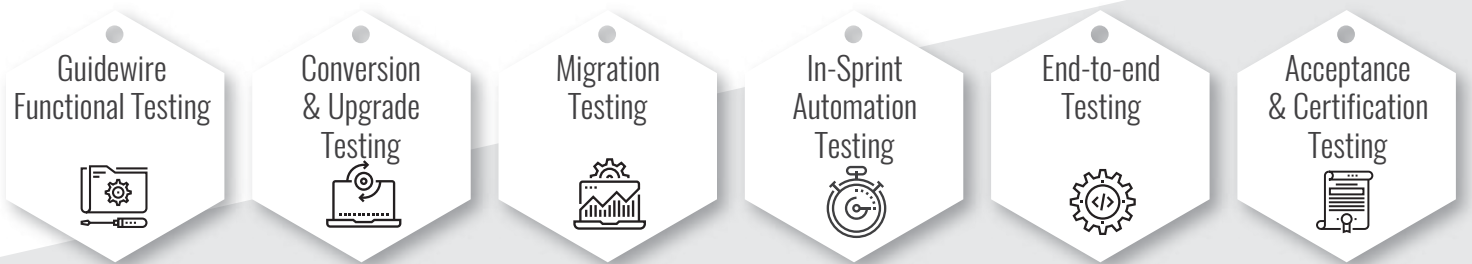
FNOL - New Claim Entry  
Segment / Assign  
Investigate / Evaluate  
Reserves / Payments / Recoveries  
Litigation / Negotiation

## BillingCenter:

Billing Instruction  
Scheduling  
Commissions  
Invoicing  
Policyholder Service  
Payment Processing

## Underwriting Management

Underwriting Management Studio  
Underwriting Management Agent  
Underwriting Management AppReader



Testing Accelerators Using Business Models and Process Components

Test Automation Frameworks

Third Party Open Source Tools

Domain and Testing Training Facility

# Success stories

## 1. 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.

## 3. Guidewire policy center 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.

## 5. 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 rationalisation.

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.

## 7. 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.

## 9. Guidewire ClaimCenter - Documaker integration and support for one of the large vehicle and property insurance providers with headquarters on West Coast USA

## 2. Guidewires 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.

## 4. Guidewire transformation for one of the largest general insurers across all personal and commercial lines

We helped with legacy to guidewire transformation (PC,CC & BC).

Also lead change management and testing streams, developed data migration framework, integrated document management/production and assisted with the reinsurance solution build.

## 6. 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.

## 8. Guidewire configuration and integration for leading professional indemnity insurance and business insurance

We provided specialist Guidewire configuration and integration resources utilising an agile implementation approach split between two countries. Currently, we are also providing post implementation support.

## 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.

# Tech Mahindra



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