



Case Study

Insurance provider deploys
Guidewire Insurance Platform

Company information

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Solution group	Application Development Group
Solution offering	Guidewire Insurance Platform
Project name or title	Insurance Sector deploys Guidewire

Case Study on Insurance provider deploys Guidewire Insurance Platform

Client profile

Client is one of Australia's largest general insurance provider delivering world-class insurance and care services to the businesses, people and communities of NSW. Whether a person is severely injured in the workplace or on our roads, client supports their long-term care needs to improve quality of life, including helping people return to work. Client insure more than 296,000 NSW employers and their 3.7 million employees.

Guidewire Overview

Guidewire delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change and provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. They are privileged to serve more than 350 companies in 32 countries. Guidewire is a product of Insurance, profoundly used in major consulting companies and as well the practice is establishing in firms in IT sectors and many others are venturing into the same. Guidewire Insurance Suite provides a complete set of applications to support the core operations - underwriting, policy administration, billing, and claims management. Insurance Suite's comprehensive applications are built on a common platform, covering the Property/Casualty insurance, Workers compensation lifecycle while providing the deep functionality required to replace the existing legacy systems i.e. legacy systems are computer systems or application program which continues to be used because of the cost of replacing or redesigning it and often despite its poor competitiveness and compatibility with modern equivalents. The implication is that the system is large, monolithic and difficult to modify. The Guidewire tool has been successfully satisfying the customer and client demands for almost ten years now.

Business situation

Client recently began implementing an omnichannel workers' compensation claims center along with policy center and billing center to help improve workers' care and return to work outcomes through faster service and customer support across preferred channels of engagement. The implementation is the first phase of client migration to Guidewire Insurance Suite Cloud, with Guidewire responsible for software, implementation, and post-production services – including Guidewire system security, software upgrades, support and maintenance, availability, performance monitoring, and management of third-party software. By migrating Insurance Suite to a cloud environment, client will be better equipped to provide “anytime, anywhere” digital access and increased scalability for its customers.

Adactin was involved in migration of existing system to Guidewire Insurance Suite. The standard Guidewire methodology for the implementation was SCRUM-based and Adactin provided expertise across the full SCRUM lifecycle from inception to final deployment. Adactin also provided assistance with setting-up for the SCRUM-based delivery methodology at the client site and coaching the requisite technical and business resources through the Agile process. Adactin successfully integrated Claim Center, Policy Center and Billing Center systems, rating mechanisms and other insurance business solutions into the environment.

Solution

Adactin proposed and implemented solutions for migrating exiting system of client to Guidewire Insurance Platform along with other client vendors.

Phase 1 – Interacting with the Business and performed Requirement Analysis

- The Adactin team comprising Developers spent time with Business Analysts (BA) and Subject Matter Experts (SME) to understand the system, end to end business processes and requirements of the application.
- Coordinated and collaborated with cross functional business users, engineers and Business Analyst to discuss the design, requirements and get approval to achieve elegant solution
- Provided assistance in the design and integration of on-line self-service mechanisms and portal solutions built on top of the Guidewire core APIs.

Phase 2 – Development of the requirements

- Demonstrated a proof of concept covering one key scenario.
- Large number of manual and duplicate business processes were re-engineered to fit the new suite of applications.
- New components were built on a common software platform providing consistent mechanisms for configuring functionality, managing security, and administering the system.
- The data model, screens, and business rules were managed in XML for ease of configuration.
- To streamline upgrades, all configuration changes were made in special extension files.

Phase 3 – Performed Unit Testing for the developed modules

- Tested the migrated system.
- Liaised with testing team, infrastructure team and Technical Architect for the fixes done and analysis of the results with the changes in configuration.

Phase 4 – Documentation and Handover

- Versioned the scripts in SVN and handed over the documents and reports in a shared repository.
- Prepared Release Notes and Traceability Matrix summarizing the configurations done, files modified.

Benefits

Find below benefits of technical solution proposed to the client

- Opportunity to reduce costs – through aggregated model and provide high quality customer experience.
- Provide a unified environment for underwriters
- Enables profitable growth and the ability to capitalize on today's market opportunities and trends, including swift adoption of innovative technologies,
- Enables insurers to realize analytic insight and a true omnichannel experience across all distribution channels and all lines of business
- Empowers insurers to quickly adapt their products and processes to achieve speed-to-market and invoke operational efficiencies and continual improvement across their organization
- Improve Operational Performance, Responsiveness, and Decision-Making

Assistance provided by client resources

- Assistance provided by client's cross functional team in understanding the existing system and requirements.
- Knowledge transfer on application workflows
- Client's Project Management team assisted in migration coordination with business users.

For More Information

- For more information about Adactin products and services, call us at +61-420983561 or +61- (02) 86773409
- Or email us at info@adactin.com
- To access information using the World Wide Web, go to: <http://www.adactin.com>

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