

Guidewire® Application Management Services



Lower
operating
costs for your
Guidewire
applications

Capgemini is a leading Global Guidewire Integrator with unparalleled accelerators, tools, and methodologies which can help you lower operating costs for Guidewire ClaimCenter®, Guidewire PolicyCenter® and Guidewire BillingCenter®.

For IT organizations, managing key applications is always a balancing act. There is constant pressure to increase operational efficiencies and reduce costs while meeting the expectations of demanding business users for speed and 24/7 availability. This is even more important in the insurance industry where real-time, accurate information available around the clock can make the difference between a former customer and a loyal one.

With a variety of support models available, it can be tough to get the right balance for your application needs: Do you invest in more capabilities like robust real-time reporting for management, or is it better to lower costs through a distributed delivery model? Capgemini can help you answer these questions.

We provide application management services for Guidewire that combine our deep insurance domain experience—with a focus on property and casualty, supported by world class methodologies, tools and accelerators built from our successful Guidewire engagements. Based on our experience with Guidewire application management services, we have saved our clients at least 20% of the total costs associated with implementing and maintaining Guidewire solutions.

As you continue to invest in your Guidewire platform, Capgemini can help you add new functionality, flexibility and capabilities without compromising quality through focused application management support and services. We collaborate with our clients as a true partner and trusted advisor to support and manage Guidewire implementations, upgrades, conversions and ongoing maintenance and support. Capgemini brings you:

- Over 700 Guidewire consultants delivering solutions on a global basis, supported by our Rightshore® network of near shore and offshore centers
- End-to-end services for Guidewire ClaimCenter, Guidewire PolicyCenter and Guidewire BillingCenter
- Seamless transition using a proven methodology to minimize business interruption
- Agility and scalability to adapt your Guidewire needs based on future demands and initiatives
- Established processes which use mutually defined methods and controls to monitor and measure success
- Hosting and full Software as a Service (SaaS) capabilities

Capgemini has successfully led some of the world's largest policy, claims and billing implementations for our insurance clients. We understand the complexity of these types of programs and can collaboratively drive transformation with a focus on quality, speed and value.

Benefits of Using Capgemini for Your Guidewire Needs

- Reduce total cost of application ownership by up to 40 percent
- Achieve reliable and consistent delivery
- Improve process quality through CMMi® Level 5 processes
- Acquire access to highly specialized Guidewire and insurance skills so you can focus on core competencies
- Increase management control of investments in application development and maintenance
- Higher return on investment through enhancements and optimization of your Guidewire application portfolio
- Utilize flexible and scalable delivery and engagement models to best suit your unique business needs

Application Management Services: It's all in the details

Capgemini works with our clients to craft the right engagement model to meet your unique needs. We provide:

- Service-based solutions that bring more flexibility and value compared to traditional staff augmentation models
- Shared risk and responsibility through commercial and contractual incentives which demonstrate our commitment
- Mutually agreed SLAs to measure our success
- Flexible teams to help increase capacity or handle other discretionary work
- Proven reporting and governance model
- Business efficiency and continuity by ensuring system and data availability, performance, functionality and integrity
- A global network of Applications Management Service Centers located onshore, offshore and near shore
- CMMi® Level 5 compliant processes and ITIL® compliant service management processes
- For clients exploring a Cloud solution, we can also develop, host and operate software for customer use through a minimally customizable SaaS solution

Application Management Services

Why does a Center of Excellence matter?

Centers of Excellence (CoE) are proven to help accelerate projects by providing a place to share knowledge, learnings and best practices on active projects as they are uncovered. Through a formal CoE structure, project leads learn to collaborate, fostering innovation and driving the creation and standardization of processes and methodologies that work in the real world.

Capgemini has invested in a Guidewire CoE that supports the development of value-added, business-focused tools and accelerators specifically for Guidewire ClaimCenter, Guidewire PolicyCenter and Guidewire BillingCenter applications. The CoE lets us quickly share knowledge about new features, versions, APIs, or tools and build proprietary accelerators for use on our projects.

Application Maintenance & Production Support

Provide Level 2 and 3 support for Guidewire which includes:

Defect Correction: Capgemini can analyze, design, develop, document, test and support the deployment of patches or interim releases in response to defects in any of the Guidewire products or integration.

Technical Support: We provide information and assistance on technical issues related to the installation, administration, and use of Guidewire products.

Application Support: For minor changes that require programming support, Capgemini can analyze, design, develop, document, test and support deployment.

Application Enhancements

To help improve your existing implementation, Capgemini can provide end to end services to deploy approved enhancements in your current Guidewire products. We prioritize enhancements and service requests monthly to make sure your implementation is in sync with your business focus. Enhancements may include additional processing rules and modifications to the application. In addition Capgemini also provides support for data conversion and migration initiatives.

Upgrades

Capgemini can conduct a rapid assessment of your current Guidewire application and work with your team to define a manageable plan for upgrades. We use the Capgemini Guidewire Engagement Methodology (CapGEM) to establish a formal approach and overcome some of the challenges of Agile development, while preserving its strengths. We deliver greater functionality by including enhancements as part of the upgrade delivery cycle. CapGEM:

- Enables a distributed approach to optimize the cost of delivering, supporting and upgrading Guidewire solutions.
- Accelerates implementations through the reuse of methodology templates and accelerators harvested from Capgemini's global experience.
- Combines the best of traditional and Agile approaches to deliver functionally-rich Guidewire applications with a high degree of predictability and repeatability.

Infrastructure Hosting

Infrastructure hosting and management through our SAS 70 certified centers. Capgemini can host your Guidewire applications or manage your infrastructure remotely.

Testing

Capgemini can perform independent unit, integration, regression and QA testing for your Guidewire implementation as part of our maintenance and enhancement services. We have over 2,700 financial services test professionals—over 450 specializing in insurance—who utilize a repository of over 3,000 Guidewire test artifacts including use case documentation and models, test cases and scenarios, automation and performance scripts, and objects.

Capgemini can help you realize business value through proven Guidewire accelerators and assets

<p>Business Analysis & Requirements</p> <ul style="list-style-type: none"> • Best-in-class business requirements catalog • Smart Arch – claims domain • Guidewire ClaimCenter process catalog and use cases 	<p>Screen Configuration & Rules</p> <ul style="list-style-type: none"> • I-rise configured screens • Configuration patterns and reusable profiles • Guidewire rules accelerator 	<p>Integration Architecture / Development</p> <ul style="list-style-type: none"> • Guidewire ClaimCenter context diagram • Solution design Rapid Start • Reusable integration framework
<p>Testing Strategy / Planning</p> <ul style="list-style-type: none"> • Test strategy and automation • Preloaded test scripts • Preloaded automated scripts 	<p>Data Migration & Conversion Strategy / Planning</p> <ul style="list-style-type: none"> • Data analysis and mapping • Automated ETL process • Reusable components 	<p>Business Information / Strategy Reporting / Analytics</p> <ul style="list-style-type: none"> • Claims ETL / reports platform • Claim reporting catalog • Underwriting / risk control alignment

Capgemini's Experience with Guidewire

- Our Guidewire team has led or participated in over 44 Guidewire projects over the past three years
- Guidewire-certified education specialists can train our staff independent of Guidewire
- In-house certified training program has trained more Guidewire specialists than any other vendor
- First Guidewire partner to perform an independent upgrade, lead a Guidewire PolicyCenter implementation, and implement a multi-country roll-out
- Established the first PolicyCenter deal in Europe, now being implemented in the U.K.
- Only partner involved in Guidewire beta program which allows us to prebuild accelerators and tools
- First Guidewire partner to sign a multi-year Application Management Services agreement
- Robust repository of 275 uses cases, over 1,000 test scenarios, and 1,900 test cases
- Pre-built, customized Guidewire reporting accelerators to support realtime reporting for leadership

The Right People in the Right Place with the Right Skills: Rightshore®.

Our Rightshore® network is present in 35 cities in 15 countries including local or near shore countries like France, Spain, Poland, Canada and Mexico as well as off shore locations in India, China, Brazil, Chile, Argentina, Morocco, Philippines, and Vietnam.



About Capgemini

With 120,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2011 global revenues of EUR 9.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at
www.capgemini.com

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