



# Capgemini's Services for Guidewire

Leading services and solutions to support  
your Guidewire initiatives



## Delivering Customer Journeys Through Predictable and Accelerated Digital Insurance Transformation

Now, more than ever, insurers are feeling the need to digitally transform with core modernization as the key requisite to enable their digital strategy. As insurers embark on their digital transformation journeys, core modernization is a key requisite to enable their digital strategy. As Capgemini's thought leadership publications, the [World Insurance Report 2020](#) and the [World InsurTech Report 2020](#), revealed this year, the pandemic has accelerated insurers plans for digital adoption. And now, success is all about speed.

Guidewire is a market leader in driving business transformations across the property and casualty market. Guidewire's Property & Casualty (P&C) insurance platform allows companies to embark in their digital transformation journey by simplifying their customer journey, amplifying customer engagement, increasing innovation, and remaining nimble.

With a 16-year plus relationship and more than 120 Guidewire implementations, Capgemini has built an extraordinary capability around the Guidewire suite of products and core insurance transformations. Capgemini is a market leader in delivering digital core transformation and help minimize risks for carriers while delivering at an accelerated pace through proven approach, tools, accelerators and experienced resources.



*Premier partnership status, an end-to-end service play spanning across design of target state architectures, product implementation, Organizational Change Management (OCM) support, and focused investments in scaling up the Guidewire Center of Excellence (CoE) have helped Capgemini achieve the position of a Leader on the inaugural Everest Group Guidewire Services PEAK Matrix."*

*- Ronak Doshi, Practice Director, Everest Group*



*Capgemini has an ever-growing community of 2000+ Guidewire certified experts.*

## Capgemini & Guidewire Building a Winning Partnership

Our team comprises insurance industry veterans, business transformation specialists, large-scale program managers, insurance business solutions architects and technology and QA specialists.

**2004**

Capgemini becomes Guidewire's SI vendor

We have a robust repository of reusable Guidewire test artifacts

**26000**

Resources dedicated to insurance sector

Readily implementable use cases

Transformations utilizing Guidewire

Capgemini provides its services to number of insurers around the world



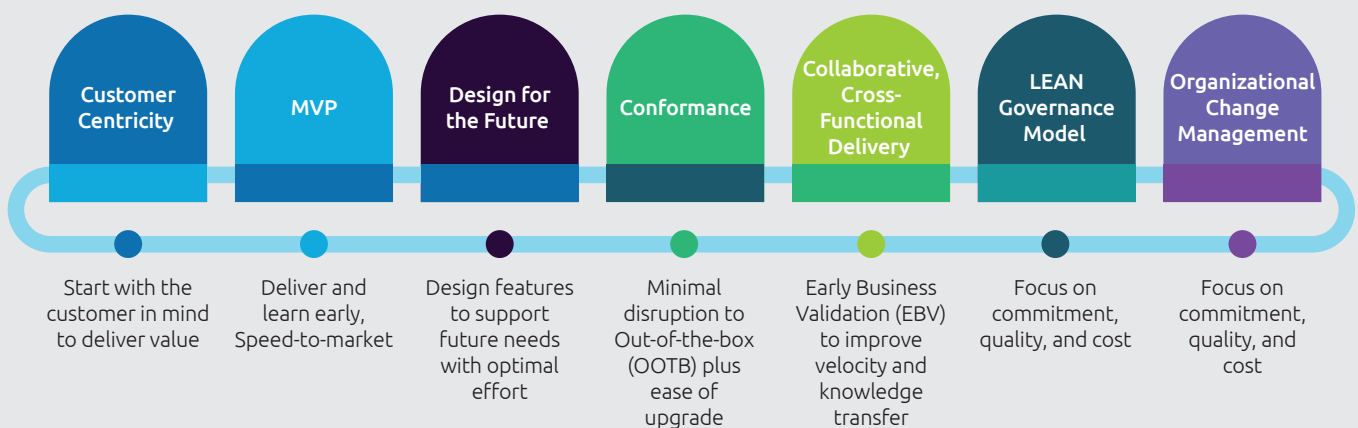
## Get the Future You Want with Capgemini's New-age Capabilities

Capgemini guides its insurance clients through the ever-changing technology landscape and uncovers opportunities for digital and complex interdependent transformations by looking at New-age capabilities. Our Inventive Insurer framework acts as the north star for insurance carriers to navigate the complexity of multiple priorities and abundance of options. We focus on Minimum Viable Product (MVP), Agile, Cloud, Data, Artificial Intelligence/ Machine Learning (AI/ML), etc. to assist our customers in staying ahead of the curve through partnership, domain expertise, and innovation through technology, brings solutions to life. This approach enables faster speed-to-market, better cost efficiency, and optimized operations for insurance carriers.

### Customer-centric Agile

Capgemini Agile transformation looks at tailoring mature Agile models like SAFe to fit clients' organizational operating models and cultures. This approach delivers predictable insurance transformation using Guidewire at scale and pace by driving early business acceptance, product conformance, and automation.

#### Capgemini's Agile Approach



## Going Digital

Capgemini Agile transformation looks at tailoring mature Agile models like SAFe to fit clients' organizational operating models and cultures. This approach delivers predictable insurance transformation using Guidewire at scale and pace by driving early business acceptance, product conformance, and automation.

Capgemini's Digital Insurance Operations (DIO) portfolio of services provides end-to-end, customer-centric insurance offerings that transform insurer's core insurance processes, and support functions such as finance, HR, and procurement, reducing cost and boosting customer satisfaction.

Capgemini's solutions leverage emerging technologies such as AI/ML and IoT, along with new external data sources and open-source intelligence to enabling the innovative digital products and services for consumers.

Capgemini has delivered several digital transformations designing engaging user journeys through Guidewire digital products and custom-built portals leveraging state-of-the-art technology.

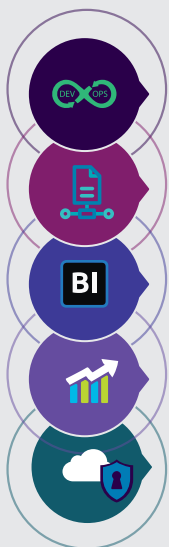
## Cloud as the Foundation for Digital Agility

Capgemini brings extensive experience of working with Guidewire Cloud solutions to help insurers transition to Guidewire Cloud.

Capgemini's experience and expertise in digital cloud enablement including Guidewire Cloud brings together the right technology, processes and culture to help organizations of every size leverage the efficiency and agility of Cloud. Our approach lies on few key principles:

- Purpose fit your Guidewire core to the ecosystem for driving TCO and agility evolution
- Advise on the best path to Guidewire Cloud as a pioneer in various deployment patterns
- Apply accelerators and IP to lift the surrounding applications for a harmonious and robust core platform

Additionally, Capgemini's cloud solution addresses some of the pressing needs of today's insurers including:



**DevOps pipeline:** Access code-based pipelines that can be scaled, managed, and upgraded independently and integrated with existing release management processes to fully automate the provisioning of the environment whether it be Guidewire version 8.x, 9.x or 10.x (Aspen).

**Data Engineering:** Data pipelines engineered to manage Guidewire data on the cloud, assured through Capgemini cloud data management tool kit.

**BI Engineering:** Prescriptive insights applications across the value chain, accelerated using pre-built models, KPIs and persona based actionable insights.

**Analytics:** Analytical AI/ML based data science models accelerated by starter kit models for use cases around underwriting, claims and customer.

**Cloud Security:** Leverage Capgemini's DevSecOps approach to address security through major touchpoints across the software delivery lifecycle.

## Harnessing Data & AI for a Stronger Tomorrow

Inventive Insurers must master the art of balancing business transformation with operational excellence and cost reduction to protect their market leadership and safeguard their workforce. In this context **Data, Analytics, and AI** are core enablers to support the business transformation as Insurers look to limit business disruption now while stabilizing and propelling business faster. Capgemini helps clients master their new reality with activated data.

Capgemini brings together the insurance domain, customer preferences, core data solutions (including Guidewire DataHub and InfoCenter) combined with cross-industry expertise in AI/ML/digital and cloud capabilities putting the client's data needs at the heart of the solution. The key to success lies with trusted AI solutions infused in all business operations at scale. Capgemini's cloud data and analytics pipelines along with proprietary analytics models available on our 890 platform will accelerate the cloud journey for insurance carriers.

Additionally, Capgemini brings market-leading information management capabilities to tie core transaction systems to the enterprise strategy. Capgemini's business intelligence and reporting suite for insurance is tailored to Guidewire products to:

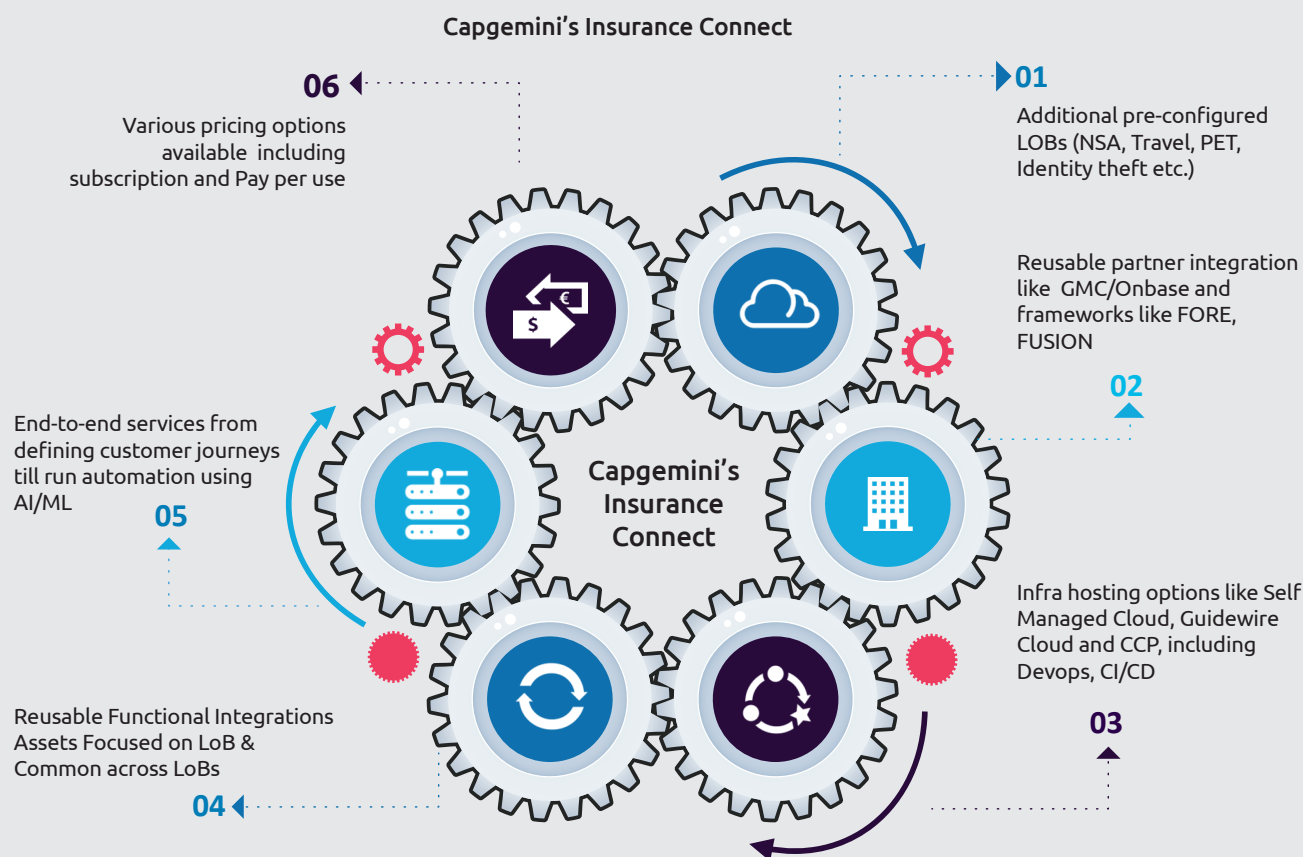
- Provide a single view using standardized access to data
- Leverage data for decision making utilizing both structured and unstructured data
- Reduce efforts for data acquisition, data reconciliation, and reporting
- Improve the ability to measure and manage the organization's dashboards and scorecards



# Accelerated Guidewire Implementation Using Capgemini's Insurance Connect

Capgemini's Insurance Connect is a repository of pre-configured Guidewire solutions for increased speed-to-market along with peripheral solutions around document management, reporting, and analytics. Capgemini's Insurance Connect allows insurers to focus on providing remarkable claims, policy and billing services to their customers without worrying about building systems, maintaining infrastructure, or developing and running processes – crucial for small and mid-size carriers.

Capgemini's Insurance Connect platform benefits minimizing implementation risks and accelerating delivery for small, mid-size and large insurance carriers.

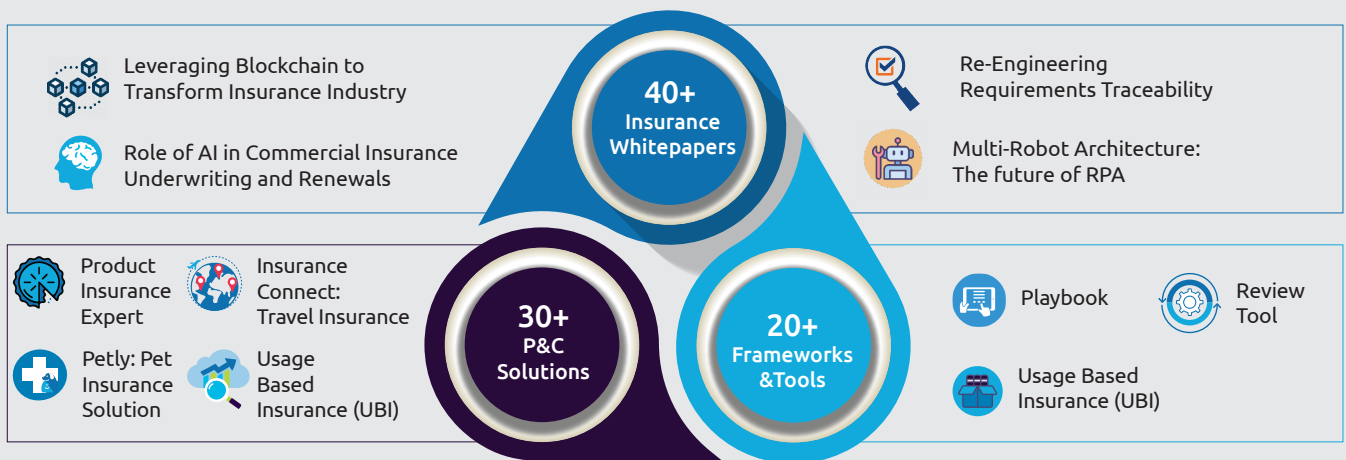


Small to Mid-size Carriers	Large Carriers
<ul style="list-style-type: none"><li>• Eliminates high upfront investment in new technology</li><li>• Predictable subscription-based pricing model</li><li>• Access to market-leading technology with higher speed-to-market, and requires minimal integration to existing systems</li></ul>	<ul style="list-style-type: none"><li>• Allows rapid access to market-leading technology for market expansion, greenfield projects and acquisitions</li><li>• Focuses on business capability with minimal business disruption and higher integration to existing systems</li><li>• It allows accelerated entry into potential volume-based market segments like Cyber Insurance, Travel Insurance etc.</li></ul>

## Redefining Innovation through Capgemini's Insurancehub

Insurancehub serves as a global platform to engage, innovate and co-create offerings in the Property and Casualty, Life and Pensions, and Health insurance markets by collaborating with an ecosystem of clients, partners, start-ups, and internal teams. This platform showcases client-centric and market-relevant reusable solutions, proof-of-concepts (POCs), assets, and accelerators encompassing the insurance value chain – front office, membership enrollment, policy administration, and claims. Insurancehub is a repository of Capgemini's thought leadership including white papers, research articles, and industry reports.

### insurancehub



## One of our recent solutions from Insurancehub

**Product Insurance Expert (PIE).** A cloud-based virtual assistant solution that utilizes ML algorithms to enhance user experience and evolve its rating system to analyze policyholder data. It rapidly determines consumer risk and adjusts policy terms and prices accordingly to generate policy quotations to insure anything, anytime for any duration. The solution is built on IBM Watson and can be easily integrated with Guidewire PolicyCenter.





## Assets and Accelerators – Rapid Start Kit

Capgemini's Insurance and Guidewire assets, tools, and accelerators enable expedited start of the insurance transformation programs. These prebuilt and proven accelerators ensure on-time delivery by cutting down efforts needed to “reinvent the wheel” for each client engagement. The accelerators' key purposes are:



Our accelerators span across the entire lifecycle of the agile transformation journey including functional, data, technical, process and program management assets. As an example, some of our assets span:

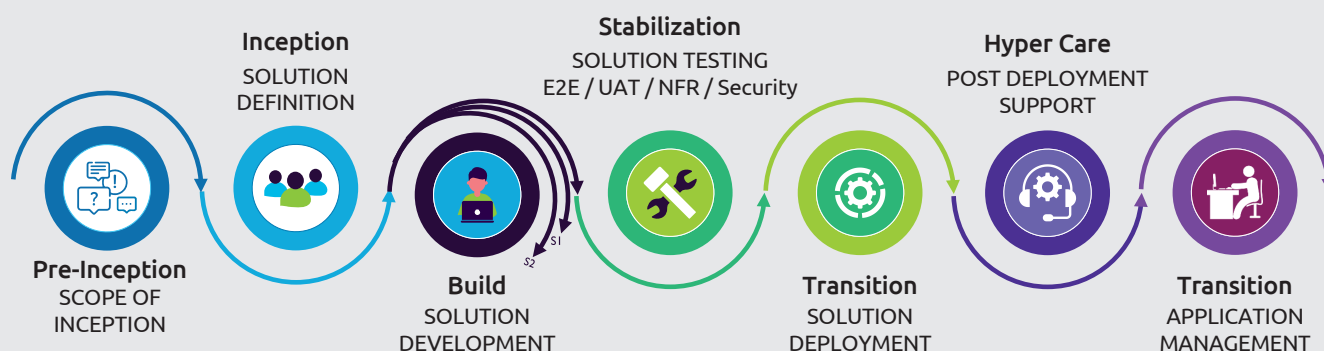
- Product backlog
- UI Specifications
- Field mapping
- Process flows
- Integration frameworks
- Premium Validation Automation
- Data migration tools
- Automated / BDD Test scenarios and test cases
- Test data tools
- Cloud/Devops/CI/CD enablers

## Capgemini's Approach to Transformation Programs

### Agile Approach to Guidewire Implementation

Being agile enables a business to gain control of dynamic business scenarios and gain competitive advantages. Capgemini's Agile methodology accelerates the start of large implementations through the reuse of templates, assets and accelerators, which have been obtained from significant experience of completing core insurance implementations at the global level. Capgemini uses a hybrid Agile approach to drive speed and early business acceptance, while preserving quality.

### Solution Approach



## Data Enabled Services

Capgemini brings market-leading data capabilities to tie core transaction systems to the enterprise data strategy and vision. The following are some of the areas where Capgemini brings together their expertise and solution including Guidewire's data platform to meet customer's data needs.

### Guidewire Data Management Services

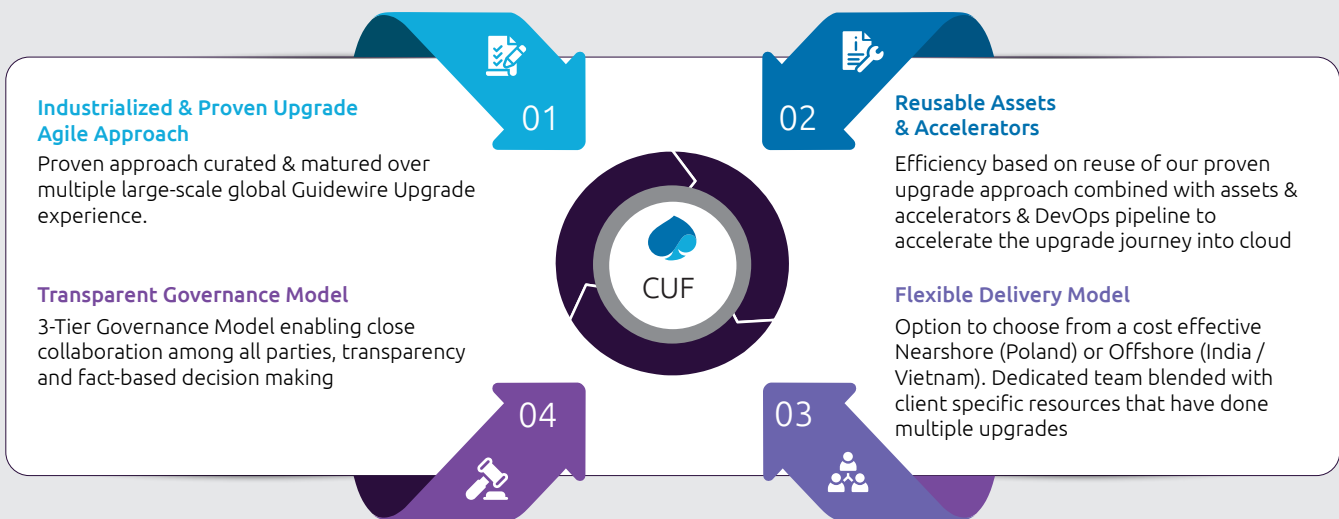
<b>Implementation of Guidewire DataHub and InfoCenter</b> Providing successful implementation with necessary customization and integrations	<b>Upgrade of DataHub and InfoCenter</b> Providing assured upgrades	<b>DataHub and InfoCenter Support</b> Managed services model-based support for DH and IC
<b>Data Conversion/ Migration for Guidewire</b> Providing assured and accelerated conversion/ migration services	<b>Test Data Management for Guidewire xCenter</b> Test Data Management for PolicyCenter and ClaimCenter	<b>Advanced Analytics</b> AI and ML based predictive analytics
<b>Guidewire Data Strategy</b> Data strategy focused on Guidewire Data Management with executable road map	<b>Enterprise Implementation of Guidewire Data Management</b> Enterprise implementation – OnPrem, Cloud, Hybrid, accelerated with solution accelerators	<b>Customer Insights</b> Data driven decision for customer engagement and personalization

### Guidewire Upgrades to Cloud

Capgemini's upgrade factory allows for an industrialized approach for upgrade. We use a proven approach that has been curated and matured over many large-scale global Guidewire upgrade experiences. With numerous upgrades completed to date across multiple Guidewire products/versions, Capgemini has developed several Reusable Assets and Accelerators combined with a DevOps pipeline to accelerate the upgrade journey. Capgemini's CoRe (Code Review) tool automates code comparisons and greatly reducing upgrade-related defects.

Undertaking an upgrade and moving to the Cloud requires a thorough assessment of the current Guidewire application in production. Reviewing the current state configuration/customizations against the cloud standards will provide insight into upgrading and moving to the cloud. Early preparation will provide a successful outcome. Capgemini provides a versatile and consistent methodology to move to the cloud – for both on-premises and on the Guidewire Cloud. Furthermore, Capgemini provides its own offering of CCP (Capgemini Cloud Platform) for bringing all services under a single roof.

Cappgemini’s Upgrade Factory (CUF) Core Team Enables for an Industrialized Upgrade



Testing Services

Our Reusable Assets include use case documentation and models. OOTB test cases and scenario, automation and performance scripts and objects. We perform independent unit, integration, regression testing for your Guidewire implementation as part of our services portfolio.



Software testing must balance cost, speed, and quality in driving a clients’ digital agenda. Cappgemini makes it easier for testers to strike this balance—without compromises. The need for automation and BDD/TDD lays the foundation for Cappgemini’s Guidewire transformation test strategy.

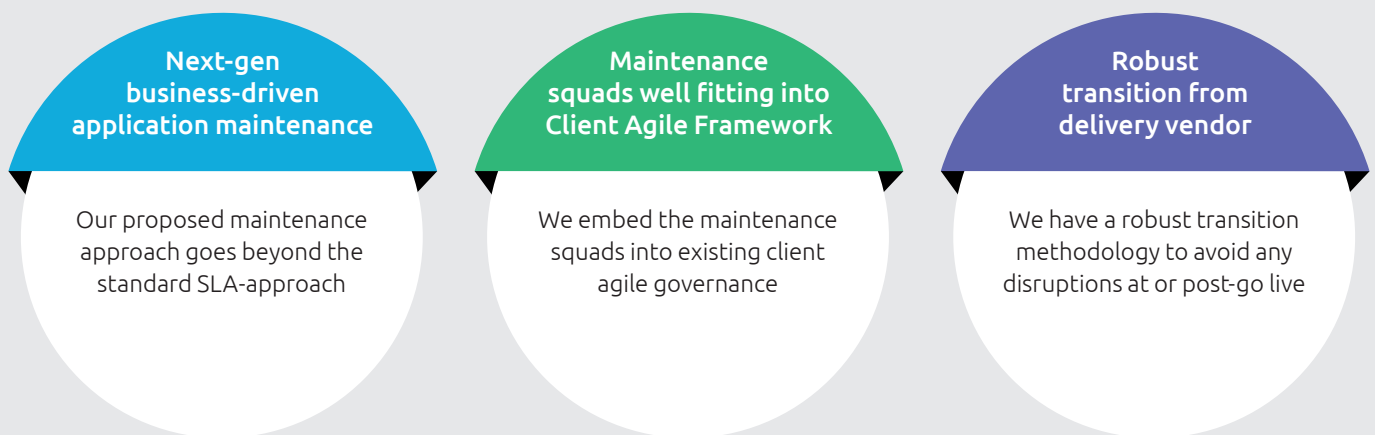
Cappgemini looks at testing as a customer and a business journey enabled through Guidewire products such as PolicyCenter, BillingCenter, ClaimsCenter and Guidewire Digital products. Cappgemini has ready-made models that can be used “out of the box” for testing claims, underwriting, policy, and billing systems. Additionally, Cappgemini looks at testing as MBT (Model-based Testing), RBT (Risk-based Testing), Behavior Driven Development (BDD), Test Driven Development (TDD), Shift Left stabilization and early business validation among multiple approaches tailored to the clients’ requirements.

To support the needs of the insurance market, Capgemini has invested in creating various tools and accelerators to test Guidewire products, which includes:

- Guidewire reusable MBT components integrated with Capgemini internal automation framework (Café-Next/ADAPT)
- Reusable Golden Copy Policy test approach for initiating early business and financial validation
- Automated rate testing with finalized rate books to reduce the manual calculation effort for premium validation
- Automated forms validation for both static and dynamic form labels with huge savings in effort
- Cross language Guidewire user interface field validation for non-English client implementation

## Application Management Support (AMS)

Capgemini provides value-based application management services using our RightShore® network of global centers. Utilizing a global methodology with common processes and tools, Capgemini delivers effective and efficient application transition and maintenance services for insurance clients. To accelerate AMS capabilities, Capgemini has pre-built business requirements frameworks and solution accelerators. Our Application Maintenance approach is based on three pillars:



Our recommended solutions and offerings are based on the following principles:

- Proven methodology for accelerated transition
- Integrated Agile-enabled delivery model
- Alignment to SurePath and Behavior Driven Development (BDD) recommended by Guidewire
- Embedded Cloud and DevSecOps capabilities
- Flexible contractual model with committed SLAs

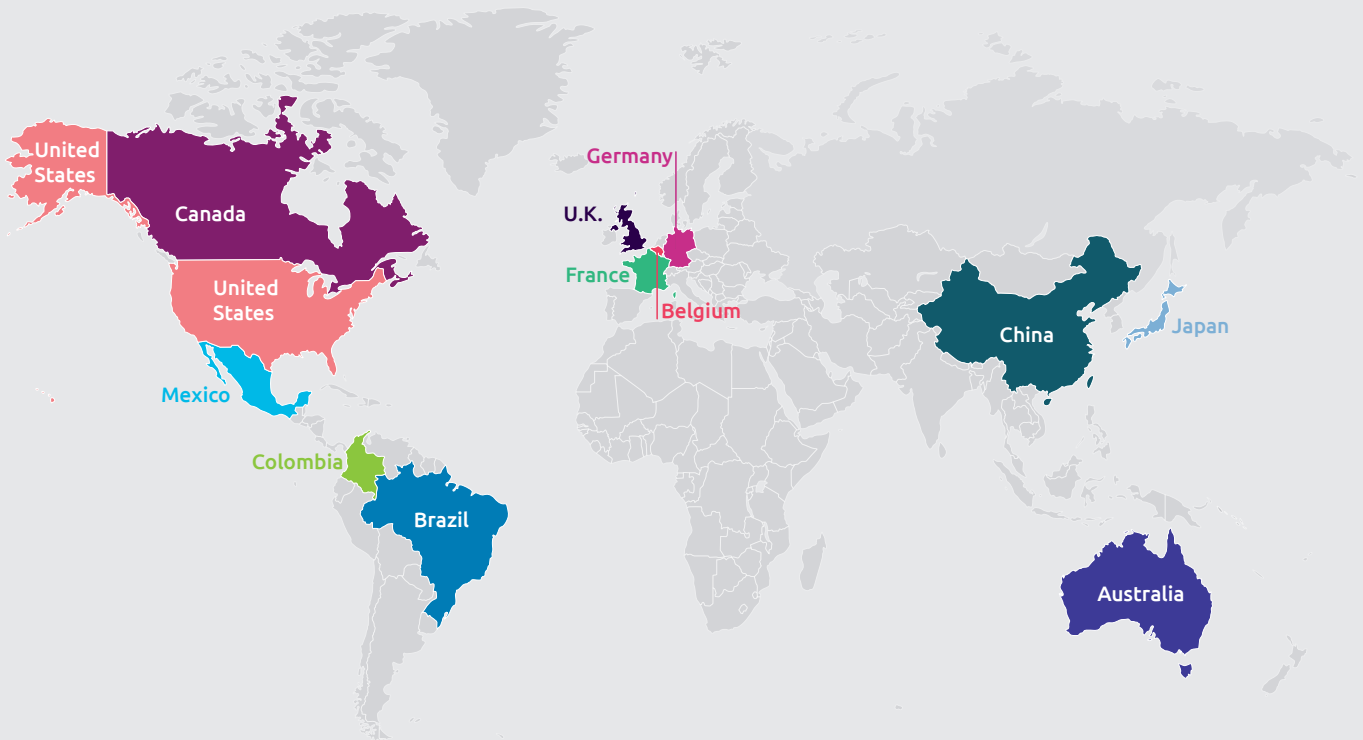
Capgemini also supports enterprises addressing critical issues impacting reliability through the “SRE Jumpstart” offering.



### **Client Testimonials – Largest Insurance Group in the UK**

*One of the largest insurance groups in the UK, with over 11,000 employees managing 15 million in-force policies. After going public, the insurer worked with Capgemini to reduce its service desk costs and improve both its flexibility and responsiveness. Already providing hosting services to the insurer, Capgemini is tackling the new contract through an agile methodology and by leveraging its strong digital and data capabilities. The result: significant savings and system improvements for the insurer.*

## Global Guidewire Implementations



## Our Analyst Recognitions



For more details visit, [www.capgemini.com/insurance](http://www.capgemini.com/insurance) or contact [insurance@capgemini.com](mailto:insurance@capgemini.com)



## About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms.

Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion..

Learn more about us at

[www.capgemini.com](http://www.capgemini.com)

## People matter, results count.

The information contained in this document is proprietary. ©2020 Capgemini.  
All rights reserved. Rightshore® is a trademark belonging to Capgemini.