

# Capgemini's Guidewire® Services



Leading services  
and solutions to  
support your  
Guidewire initiatives

**Capgemini was named  
Guidewire's Partner of  
the Year for 2011**

Post financial crisis, insurance companies are increasingly moving towards packaged applications for claims and policy administration systems. The availability of flexible and scalable packaged solutions makes it easier for insurers to buy and customize the right system rather than build it. Capgemini understands the pressures, interdependencies and drivers of a customer-focused insurance organization. We are proud to partner with leading solutions providers like Guidewire to help deliver modern core systems for property and casualty insurers.

Today insurance companies are re-focusing on core operations. Although there was lost investment income during the financial crisis, many have emerged from the crisis with a renewed focus on meeting customer preferences within an increasingly stringent regulatory environment. The 2012 World Insurance Report, published jointly by Capgemini and Efma, found that insurers are focusing on policy administration transformation to lower costs and increase efficiencies.

# Insurance Experience and Guidewire Expertise Yield a Winning Combination

Capgemini has been collaborating with leading insurance companies around the world for more than 40 years. With over 400 insurance clients, we serve six of the world's eight largest insurers\* and have taken the lead in transforming traditional players into innovative, customer-centric insurers with a range of next generation solutions. With one globally integrated organization focused on the insurance industry, Capgemini has over 5000 dedicated insurance professionals within our network of 21,000 serving financial services clients.

We have experience working with some of the world's largest property and casualty insurers to design, develop and deliver mission critical programs. Capgemini understands the needs of carriers ranging from full cycle custom or package replacement to legacy modernization.



A Guidewire partner since 2004, Capgemini continues to invest in proprietary methodologies, tools and accelerators to help insurers transform core systems using Guidewire solutions. We have built a world class Guidewire practice with over 700 trained or certified Guidewire professionals across Europe, North America and Asia. Capgemini brings significant experience and accelerators to our projects including:

- Guidewire Expert Services Model developed jointly
- Successful track record delivering engagements in testing, business information management, reporting and analytics
- Proprietary accelerators in integration utility, including country-specific accelerators, frameworks, vendor integrations, and document management or publishing integrations
- Assets and accelerators for PolicyCenter: functionality matrix, estimation models, use cases, and test cases
- New offerings for Guidewire applications management, testing, and reporting

## Our Guidewire Capabilities

- Named 2011 Guidewire Partner of the Year
- 44 Guidewire projects delivered across North America and Europe
- Over 700 dedicated resources; one of the largest Guidewire practices in the world
- Guidewire global delivery Centers of Excellence based in the U.S., France and India
- Robust repository of Guidewire models, accelerators and tools for testing and reporting
- Guidewire-certified education specialists; over 420 Guidewire certifications across the full suite of Guidewire products

## First Guidewire partner to...

- Sign a multi-year, fixed price SLA-based application management services agreement
- Set up near shore and offshore delivery centers
- Lead a PolicyCenter implementation
- Perform a multi-country roll out and sign a deal in Europe
- Complete an independent upgrade

\* Source: Ranked by revenue, Forbes 'The Global 2000' largest public companies for 2011

# End-to-end Services & Solutions for Guidewire Systems

## Capgemini Guidewire Implementation Methodology

Capgemini provides solutions and accelerators across the full life cycle of a Guidewire engagement. Our methodology utilizes industry-leading practices and proven tools to help you optimize your transformation and implementation. We leverage our global experience in insurance and technology to deliver value by translating your requirements into functionality supported by Guidewire. Our methodology includes:

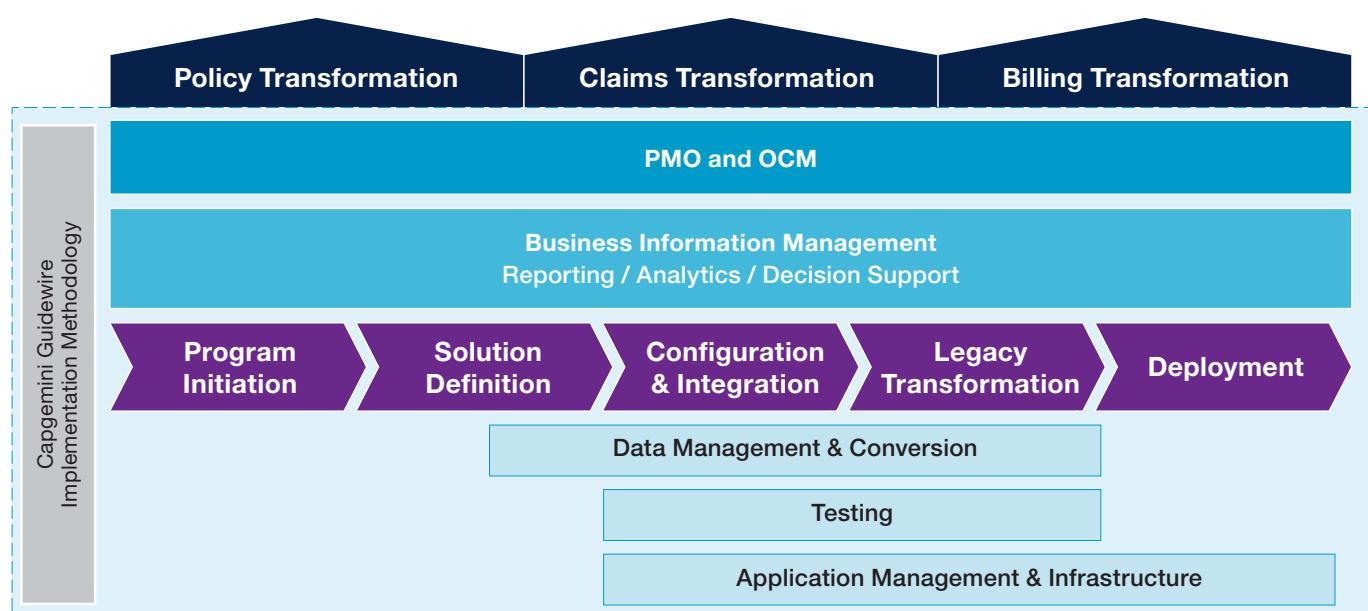
- Project accelerators and assets specifically designed for the Guidewire product suite
- Standardized frameworks for development, testing and application management
- Proven processes for change and program management, project estimation and requirements analysis that support engagement success

## ClaimCenter Accelerators

Our proprietary accelerators were developed specifically for ClaimCenter and perfected in real world client engagements. They include:

- Rapid Solution Workshops
- Out-of-the-box business requirements functionality matrix
- Design documentation templates
- Field level specifications
- End-to-end testing assets including use cases, use case models, test scenarios, test cases, test data and other test assets
- Migration methodology
- Custom Guidewire reporting

## Capgemini Guidewire Implementation Methodology



## **Capgemini Pre-Built Reporting Accelerators**

- Policy metrics, reporting and predictive analytics
- Claims Activity Management
- Claim Suit Log
- Loss Run
- Major Case Tracking Report
- Invoice Tracking Report
- Checks Report
- Duplicate Claims Payment and Activity Report
- Sensitive Claims
- TPA Claims
- SIR Invoice Report
- Claims Box Report
- Reserve Changes Report

## **Configuration & Integration**

Capgemini has an accelerated configuration process that uses a business requirements functionality matrix, use cases, field level specifications and activity pattern / business rules templates to determine supported screen changes and required business rules. Our integration framework supports test-first development, continuous integration and pattern based development to provide you with flexible and maintainable code which is easier and less costly to reuse and support.

## **Business Information Management & Reporting**

Business information management is critical to unlocking the value derived from upgrading core systems. Capgemini brings market-leading information management capabilities to tie core transaction systems to your enterprise strategy. Our business intelligence and reporting suite for insurance is specifically tailored to the Guidewire suite and provides a single view using standardized access to data. It also increases data accuracy and reliability to support efficient claims processing, reduces data acquisition, reconciliation and reporting efforts, and improves dashboards and scorecards.

## **Data Conversion, Migration & Management**

Capgemini's enterprise solution for large migrations includes a detailed approach and enablers to map legacy data to the Guidewire suite. We provide full testing and verification processes and analytic capabilities to document source and target data requirements. Our proprietary tools help map, scrub and convert data and automatically generate documentation.

These data conversion enablers can help reduce first conversion or migration expenses and let you calculate migration costs by claim or policy to better manage migrations.

## **Upgrades**

Capgemini and Guidewire work together using Capgemini's upgrade factory to carry out technical upgrades of the implemented functionality of the Guidewire application. We can help you upgrade application databases, implement screen configuration and business rules, and build the Guidewire portion of interfaces to other applications.

We use the Capgemini Center of Excellence Upgrade Factory to upgrade the installed client Guidewire software to the new version and fully test and resolve defects for the application configuration and integration layer. Capgemini and Guidewire return the application to the client, who is then responsible for installing and testing the client side of the implementation.

## 6 Questions to Ask About Your Guidewire Testing Efforts

1. Will the methodology used for “build your own” type implementations work for Guidewire?
2. Will my current testing scope provide enough coverage to address all business scenarios?
3. Do I need to test out of the box functionalities? Or should I only cover those aspects of the applications that are changing?
4. Will I realize an ROI for my investment in automation?
5. Is my current method of capturing requirements working?
6. Are changes becoming more difficult to manage?

### Testing

Capgemini has deep experience testing the Guidewire suite and offers the full range of testing services:

- Functional/system testing
- Regression testing
- User acceptance testing
- Performance and security testing

In addition to traditional test assets, Capgemini has developed reusable assets using our model based testing approach. Model based testing is a methodology and toolset designed to accelerate the creation of test scripts. The tools let users describe the system under test using process models which then automate the generation of test cases.

Capgemini has built base models for Guidewire that can be updated to reflect client-specific requirements. Once updated, the models can be used to automatically re-generate test cases, plans, and other assets.

### Application Management Support (AMS), Hosting & Software-as-a-Service (SaaS)

Capgemini provides cost effective application management using our Rightshore® network of global centers. Utilizing a global methodology with common processes and tools, we deliver effective and efficient application maintenance services for our insurance clients. We can maintain and host your Guidewire implementation using proven tools and methodologies tailored to support successful global delivery. To support new Guidewire functionality, Capgemini uses pre-built business requirements frameworks developed through our Guidewire Center of Excellence.

For clients exploring a cloud solution, we can develop, host, and operate software for customer use. Our new investment in Platform Connect, a SaaS solution that includes Guidewire PolicyCenter, ClaimsCenter and BillingCenter as well as select integrations, enables us to provide the Guidewire application to customers as a service on demand, through a subscription or a unit cost model.



# A Commitment to Training

Capgemini continues to invest in training so our people are ready to help insurers unleash the power of Guidewire solutions. We have over 700 colleagues in our global Guidewire practice and our people have achieved over 420 Guidewire certifications across the full Guidewire suite.

We value the importance of Guidewire training and certification. In 2011, Capgemini financial services professionals averaged 11 days of training during the year. Our **Guidewire Certified Trainers** conduct internal training sessions across the Guidewire platform, which is rare among Guidewire partners. Our dedicated trainers also provide functional and technical training leveraging Capgemini's offshore competency center.

Since our partnership with Guidewire began in 2004, we have steadily increased the number of training sessions and certifications to build our Guidewire practice. In 2012, we have conducted training for:

- BillingCenter 3.0 and 7.0
- ClaimCenter upgrades for 5.0 to 6.0
- ClaimCenter 6.0 and 7.0
- PolicyCenter 4.0 and 7.0



# Capgemini Guidewire Implementation Methodology

#	Generic Company Name	Project	
PROGRAM LED	1 Top 5 global P&C insurer	ClaimCenter 7.x	ClaimCenter Implementation
	2 Global specialty and alternative risk insurer	ClaimCenter 4.x	ClaimCenter Implementation
	3 U.S. specialty insurer	BillingCenter 3.x	BillingCenter Implementation
	4 Top 10 P&C and life insurer	PolicyCenter 7.x	PolicyCenter Testing
	5 Top 10 U.S. P&C mutual insurer	PolicyCenter 7.x	PolicyCenter Implementation – Commercial Lines and Personal Lines
	6 Large U.K. Insurer for life & general insurance	ClaimCenter 7.x	PolicyCenter Solution Definition – Personal Lines Property
	7 Large U.K. Insurer for life & general insurance	PolicyCenter 7.x	ClaimCenter Implementation – Solution Definition
	8 Top 5 global insurer and asset manager – France	ClaimCenter 6.x	PolicyCenter – Solution Definition
	9 Top 5 global insurer and asset manager – Mexico	ClaimCenter 6.x	ClaimCenter Implementation
	10 Top 5 global insurer and asset manager – U.K.	ClaimCenter 7.x	ClaimCenter Implementation
	11 Not-for-profit alternative property insurer	Guidewire Insurance Suite	Guidewire Insurance Suite (Inception Phase) – Program Management, Change Management, Business Leads, SMEs, Product Leads, Scrum Masters, Technical Leads, DW and Architecture
	12 Top 10 U.S. P&C insurer – North America	PolicyCenter 2.x	PolicyCenter Initial Implementation
	13 Top 10 U.S. P&C insurer – North America	PolicyCenter 3.x	PolicyCenter Implementation
	14 Top 10 U.S. P&C insurer – North America	PolicyCenter 3.x	PolicyCenter Metrics & Reporting
	15 Top 10 U.S. P&C insurer – North America	PolicyCenter 2.x	PolicyCenter Application Management
	16 Top 10 U.S. P&C insurer – North America	ClaimCenter 5.x	ClaimCenter Upgrade
	17 Top 10 U.S. P&C insurer – North America	ClaimCenter 5.x	Implementation
	18 Top 10 U.S. P&C insurer – North America	ClaimCenter 5.x	Implementation
	19 Top 10 U.S. P&C insurer – North America	ClaimCenter 5.x	ClaimCenter Upgrade
	20 Top 10 U.S. P&C insurer – North America	ClaimCenter 5.x	ClaimCenter Metrics & Reporting
	21 Top 10 U.S. P&C insurer – North America	ClaimCenter 3.x	ClaimCenter Application Management
	22 U.S. regional auto and life insurer	ClaimCenter 6.x	ClaimCenter Implementation
	23 U.S. regional auto and life insurer	ClaimCenter 6.x	ClaimCenter Application Management
	24 U.S. P&C and speciality insurer	ClaimCenter 6.x	Claims Roadmap Program Implementation
	25 Top 5 U.S. P&C insurer – Private Insurance unit	ClaimCenter 6.x	Claims Roadmap Program
	26 Top 5 U.S. P&C insurer – Private Insurance unit	ClaimCenter 6.x	Data Strategy and Business Intelligence & Reporting
	27 Top 10 global diversified insurer – U.K.	ClaimCenter 7.x	ClaimCenter Implementation
	28 Top U.S. regional P&C insurer	ClaimCenter 3.x	Third-Party Vendor Integration Project
	29 Top U.S. regional P&C insurer	ClaimCenter 5.x	Claims Platform Upgrade 3.1 – 5.0
	30 Top U.S. regional P&C insurer	ClaimCenter 5.x	Medicare S-CHIP Reporting
	31 Top U.S. regional P&C insurer	ClaimCenter 5.x	OneShield Policy Integration
	32 Top U.S. regional P&C insurer	ClaimCenter 5.x	ClaimCenter Application Management
	33 Top U.S. regional P&C insurer	ClaimCenter 5.x	ImageRight Integration and New States
	34 A direct-to-consumer P&C auto insurance carrier	Guidewire Insurance Suite	Guidewire Insurance Suite – Solution Definition – Inception Phase
PROGRAM IMPLEMENTATION SUPPORT	35 Top 25 U.S. P&C insurer	ClaimCenter 5.x	ClaimCenter Implementation
	36 Top U.S. regional P&C insurer	ClaimCenter 3.x	ClaimCenter – Initial Implementation
	37 U.S. worker's comp insurer	ClaimCenter 7.x	ClaimCenter Development Resources
	38 Top 10 global diversified insurer	ClaimCenter 6.x	Data Strategy & Reporting
	39 U.S. specialty commercial and P&C insurer	ClaimCenter 4.x	ClaimCenter Implementation
	40 Top 10 global diversified insurer – Canada	ClaimCenter 5.x	ClaimCenter Application Support
STAFF AUGMENTATION	41 U.S. P&C insurance guarantor	ClaimCenter 4.x	ClaimCenter Implementation
	42 Staff Augmentation	Family-led U.S. P&C insurer	ClaimCenter 3.x
	43 Staff Augmentation	Canadian auto insurer	ClaimCenter 7.x
	44 Staff Augmentation	Top 5 U.S. P&C insurer – Private Insurance unit	ClaimCenter 6.x



## 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

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or visit: **[www.capgemini.com/insurance](http://www.capgemini.com/insurance)**