



## Case Study

### Healthcare & Insurance

# Automation-led Guidewire Application Support and Maintenance to one of the leading UK-based General Insurance Providers

A leading General Insurance provider in the UK wanted to become the #1 Digital Insurer in their market. Hexaware partnered with them to expand their capability on the day-to-day running of Guidewire platform and boost their internal staff's technical skills on these platforms. Hexaware also enabled an automation-led operating model that is leading to cost and efficiency gains, improving the STP rates within their Retail Operations teams and positively impacting end customer experience.

### Background

The client is one of the leading general insurance providers to the UK market, with over 2.7 million live customer policies and employing over 3,400 colleagues. They had invested heavily in Guidewire InsuranceSuite™ and were operating all core modules of Guidewire (PolicyCenter, BillingCenter, ClaimCenter and Digital). Given the complexities involved in managing Guidewire ecosystem, they needed an Application Maintenance Support (AMS) partner that could extend their capability in the following dimensions:

- Improve the core Guidewire capability of the team in terms of skills and talent
- Bring a structured approach to performing AMS in terms of the process and methodologies
- Complete alignment of IT KPIs to business KPIs and ability to monitor these KPIs
- Automation to prevent recurring incidents and reduce the number of tickets
- Global delivery approach with a 24x7 support model
- Free up the bandwidth of their core team to focus on high-value change work

They desired to deliver uninterrupted services to their business team through a future-ready, automation-led operating model which can plug the manual interventions and improve the IT operations effectiveness and productivity.

### Solution

Hexaware delivered a solution that involved the following:

- A transition phase of 6 weeks to take over their Guidewire applications stack, including Integration systems, Batch services & SQL DB Components. A highly skilled Surge team was formed to clear the huge backlog during the transition phase itself.
- Implemented a new Target Operating Model (TOM) with 24x7 support coverage for Level 1, 2 and Level 3 support. A Level 1.5 team with Guidewire skillset was introduced to resolve incidents at the first go.
- Introduced an army of BOTs to prevent incidents or provide the first resolution before assigning it to L1.5 team



## Automation to Accelerate Productivity

Our team delivered automation in Guidewire applications stack at various touchpoints, including:

- Automation of Producers (Brokers/Agents) Payment Generation File, which eliminated 2 FTE (Full Time Employee) efforts for 1 month
- Automation of General Ledger File & Integrated it with Oracle PeopleSoft, which reduced operational efficiency by 15-20% in every week for performing this activity
- Inclusion of Common Notes/Static Wordings in the Mass Policies, which reduced the ~ 1600 Person hours / 100K Policies

### BENEFITS DELIVERED TO THE CLIENT



#### Delivery Benefits

- Certified Guidewire 24x7 support coverage for L1, L2 support team
- Core and flexible team to support urgent capacity requirements to reduce backlogs & identify the permanent fixes
- Increase in throughput & reduction in the number of manual-intense activities



#### Cost Benefits

- 15% Y-o-Y guaranteed productivity improvement through automation, process improvements and value additions
- 25% cost reduction through offshore leverage
- 'Skin in the Game' Approach



#### Business Benefits

- Higher application availability, resulting in improved customer experience
- Alignment of IT KPIs to business KPIs and the ability to monitor these KPIs
- Automation approach to prevent incidents, automate recovery and enable self-service, resulting in lowering TAT and improved employee experience

If you are looking for a trusted partner to manage Guidewire Support and Maintenance seamlessly,  
do write to us at [marketing@hexaware.com](mailto:marketing@hexaware.com)



## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy - 'Automate Everything<sup>®</sup>, Cloudify Everything<sup>®</sup>, Transform Customer Experiences<sup>®</sup>.' Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at [www.hexaware.com](http://www.hexaware.com)

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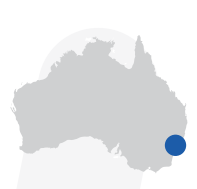
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### Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.