HCL

HCL'S GUIDEWIRE
UPGRADE SERVICES

Keeping your Guidewire implementation current, through regular updates and point releases is an important component of the Guidewire journey. Whether it is bug fixes or major upgrades, the system continues to provide more and more functionality, performance and stability over time. For each major upgrade, the following are some of the key challenges you will face:

Assessment: Assess your upgrade need, extent of change and methodology

Provisioning: Technology & infrastructure provisioning

Resourcing: Creating an onsite/offshore resourcing plan for executing and managing the change

Risk Planning: Identifying possible risks and introducing mitigation measures preemptively

At HCL, we can assist you with all of the above.

KEY TO SUCCESSFUL UPGRADES

- Inception Phase to bring out all possible impact for planning and budgeting
- Proper environments to support Upgrade and Production fixes
- Environment sizing to be done based on the volume of data to avoid performance issues
- Parallel testing during upgrade to minimize testing cycle at the end
- Risk Based Testing to identify critical functional areas & frequently run test cases
- Enhancement freeze in production trunk
- Restrict unplanned feature requests
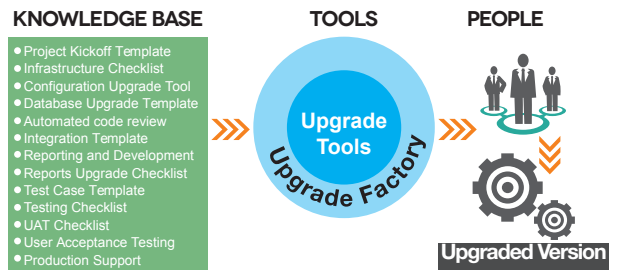
PRESENTING THE HCL GUIDEWIRE UPGRADE SERVICES:

Upgrade Assesment	Upgrade	Value adds
• As-is Vs. to-be Vs. OOTB analysis • Fit-gap • Which, why and when study	• Technical upgrade • Upgrade & align • Upgrade & enhance	• Guidewire upgrade framework • Database comparator • Upgrade checklists

- End-to-end services from assessment to deployment and carry-through to maintenance
- Upgrades performed in tune with the scale, complexity and unique demands of a wide spectrum of carriers
- Upgrade services that have evolved with the product version – from Version 2 right through to Version 8
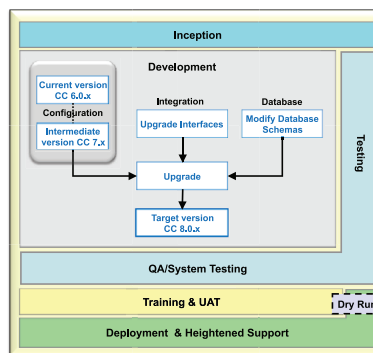
- Comprehensive ability to address upgrade needs across technology, data, infrastructure and operations
- Use of in-house accelerators specific to Guidewire upgrades that help to speed up the process

HCL UPGRADE FRAMEWORK – THE GLUE THAT HOLDS THE SHIP TOGETHER

- Seamless upgrades
- Consistent project execution
- Reduced rework effort through use of existing knowledge base
- Templates, Tools & Techniques
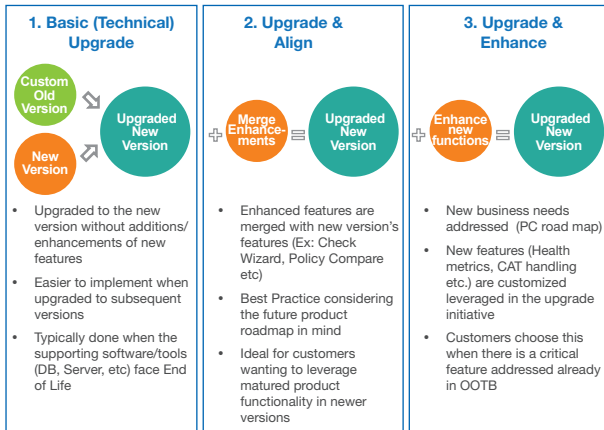- Scalable team structure

KNOWLEDGE BASE

- Project Kickoff Template
- Infrastructure Checklist
- Configuration Upgrade Tool
- Database Upgrade Template
- Automated code review
- Integration Template
- Reporting and Development
- Reports Upgrade Checklist
- Test Case Template
- Testing Checklist
- UAT Checklist
- User Acceptance Testing
- Production Support

TOOLS

Upgrade Tools
Upgrade Factory

PEOPLE

Upgraded Version

THE TYPICAL UPGRADE LIFE CYCLE

Inception
Development
Current version CC 6.0.x
Configuration
Intermediate version CC 7.x
Integration
Upgrade Interfaces
Database
Modify Database Schemas
Upgrade
Target version CC 8.0.x
Testing
QA/System Testing
Training & UAT
Dry Run
Deployment & Heightened Support

Inception
- Analyze existing code base
- Understand new changes
- Create user stories, Estimate & plan
- Branching and Merging strategies

Development
- Upgrade Infrastructure
- Procure tools
- Run Guidewire upgrade tools
- Merge changes & Parallel test
- Retrofit & Enhance new features
- Update test cases, test scripts
- Parallel test development

System testing
- Functional testing
- Integration testing
- Regression testing
- Performance testing

Training & UAT
- Complete Technical and user training
- Update run books
- Merge with Production hot fixes
- Perform mock-production
- Merge with regular support cycle

Deployment
- Go-Live
- Merge with support cycle

THE DIFFERENT UPGRADE "FLAVORS" AVAILABLE

1. Basic (Technical) Upgrade

Custom Old Version + New Version → Upgraded New Version

- Upgraded to the new version without additions/enhancements of new features
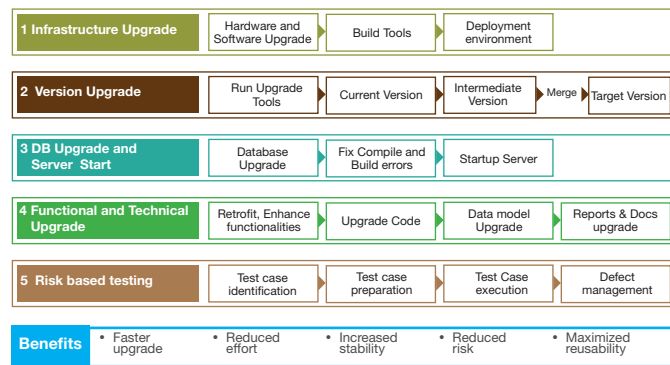- Easier to implement when upgraded to subsequent versions
- Typically done when the supporting software/tools (DB, Server, etc) face End of Life

2. Upgrade & Align

Merge Enhance-ments + Upgraded New Version

- Enhanced features are merged with new version's features (Ex: Check Wizard, Policy Compare etc)
- Best Practice considering the future product roadmap in mind
- Ideal for customers wanting to leverage matured product functionality in newer versions

3. Upgrade & Enhance

Enhance new functions + Upgraded New Version

- New business needs addressed (PC road map)
- New features (Health metrics, CAT handling etc.) are customized leveraged in the upgrade initiative
- Customers choose this when there is a critical feature addressed already in OOTB

TRANSFORMATION JOURNEY FOR GUIDEWIRE UPGRADE

Inception
- Upgrade Strategy and plan
- Roadmap

Feature alignment
- Requirements alignment
- Fit-gap
- User story development

Distributed development

Fit-gap	Development	QAT
Requirement alignment	Configuration, Integration, Data model, Data	Test case update, Regression, Defects

Risk based testing
- SIT
- UAT

Rollout
- Rollout strategy and plan
- Go-live checklist
- Roll back plan
- Go-live
- Post go-live process

Support

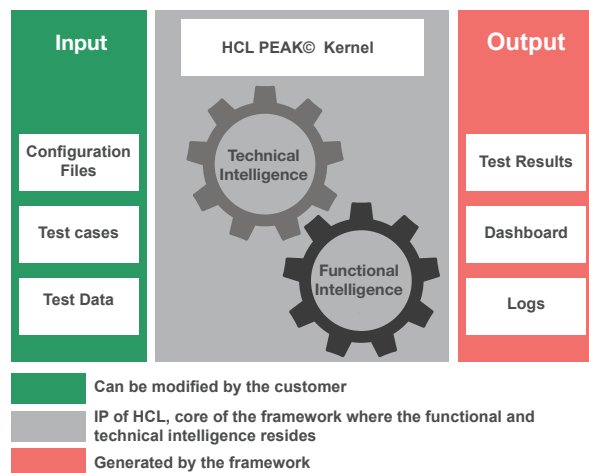## HOW DO WE ENSURE THAT THINGS GO ACCORDING TO PLAN? THESE ARE A FEW OF THE STEPS...

- Refined Agile Methodology for Guidewire upgrades with 10-15 days sprints
- Use short iterations and rapid prototyping
- Use continuous and distributed integration
- HCL's proprietary database comparison accelerator takes the guesswork out of data integrity assurance
- Parallel testing to minimize testing cycle at the end
- Experienced Guidewire SMEs on hand
- Strict enforcement of the discipline towards acceptance and fulfillment of feature requests
- Tools & reports to track off-shore progress

1 Infrastructure Upgrade	Hardware and Software Upgrade	Build Tools	Deployment environment	
2 Version Upgrade	Run Upgrade Tools	Current Version	Intermediate Version → Merge	Target Version
3 DB Upgrade and Server Start	Database Upgrade	Fix Compile and Build errors	Startup Server	
4 Functional and Technical Upgrade	Retrofit, Enhance functionalities	Upgrade Code	Data model Upgrade	Reports & Docs upgrade
5 Risk based testing	Test case identification	Test case preparation	Test Case execution	Defect management

Benefits	• Faster upgrade	• Reduced effort	• Increased stability	• Reduced risk	• Maximized reusability

HCL PEAK (PROCESS ENHANCEMENT AUTOMATION KIT) – THE SECRET SAUCE

HCL PEAK© (Process Enhancement Automation Kit) is a solution accelerator developed specifically for Guidewire products for upgrades and testing.

- Inbuilt functional and technical intelligence to handle application specific flows
  - Verifies functional defects and non-functional aspects (not a record & play tool)
  - Over 3000 man days of effort invested in framework
  - Comparison module
- Repository of large number of reusable automated test cases
- Ease of defining test hierarchy, test suites, customization, error handling and recovery mechanism
- Support for all tools that understand VB Scripting

Input
- Configuration Files
- Test cases
- Test Data

HCL PEAK© Kernel
- Technical Intelligence
- Functional Intelligence

Output
- Test Results
- Dashboard
- Logs

- Can be modified by the customer
- IP of HCL, core of the framework where the functional and technical intelligence resides
- Generated by the framework

For more details visit http://www.hcltech.com/financial-services/Guidewire / contact us at contact.fs@hcl.com

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