HCL

GUIDEWIRE
PARTNERCONNECT™
Consulting Select

WHAT TO LOOK FOR WHEN CHOOSING YOUR GUIDEWIRE **IMPLEMENTATION PARTNER**

SUMMARY

Selecting a partner for a strategic transformative implementation such as Guidewire's InsuranceSuite™ is never an easy affair. Although cost is always a consideration, it should not be the only one. Most importantly, the implementation partner must have proven experience and extensive capabilities with the product suite, its deployment across a range of insurance products and customers, provide you with a running start and significantly de-risk your implementation. They should have developed their knowledge base, assets and accelerators, lessons learned etc., to provide tangible value add to their customer's implementation.

They should be able to advise you on the most efficient deployment based on your needs, be able to explain your options, advise you on pitfalls and then flawlessly execute.

At HCL, we have always strived to be one of the most cost-effective Guidewire implementers, but not at the expense of quality. We believe that our continuous efforts to develop our Guidewire capabilities and provide 'value-add', cost effective services to our customers makes us a partner of choice.

The following describes some of the key considerations when selecting an implementation partner:

1. GUIDEWIRE PRODUCT KNOWLEDGE

Ideally, the implementer should have:

- extensive experience across the Guidewire InsuranceSuite™
- have proven accelerators to help with the implementation
- have deep expertise in Guidewire configuration, conversion and migration

WHY HCL?

HCL was one of the first Guidewire partners to implement the full Guidewire InsuranceSuite™ - ClaimCenter®, PolicyCenter® & BillingCenter® and was one of the first partners to successfully deliver a 'Big Bang' conversion for a large Worker's Comp carrier in Canada.

In addition, HCL has

- proven accelerators that we have developed from our experience in implementing over 15,000 business rules, 4000+ test cases,17M+ policies, 15M+ claims, and 1350+ interfaces
- experience across all major lines of P&C/General insur-ance business. This includes Auto, Homeowners, Workers' Compensation, Property, Liability, Personal and Specialty lines
- world class Insurance expertise with broad domain/product configuration knowledge, extensive integration experience and in-depth knowledge of Guidewire data migrations

2. A RANGE OF SERVICES COVERING ALL YOUR GUIDEWIRE END–TO–END IMPLEMENTATION NEEDS

The most experienced and established implementers should be able to accommodate the majority of your needs across the full life cycle of an end-to-end implementation. Some of these services might be unique and offer additional value-add that you may not have considered before, and some may partner with other vendors to provide a 'best in class' service offering for your needs.

WHY HCL?

HCL offers end-to-end services from implementation of individual core products to managing a full suite implementation. In addition, we offer specific services such as support and maintenance, testing, configuration, upgrades, system integration, data migration and conversion etc., as needed.

Consulting
• Assessment, Gap analysis & requirements elicitation

Guidewire on cloud
• Insurance in a Box

Implementation
• Implementation road map, Customization/Configuration, Integration, Reports

Support and maintenance
• Application & performance management
• Predictive and proactive delivery

HCL SERVICE OFFERINGS AROUND GUIDWIRE

Conversion
• Big-bang, On-demand, Incremental conversion & Reconciliation

Upgrade
• Assessment, Version / Functional / Technical / Database & Infrastructure upgrade

Testing
• SIT, UAT, Regression, performance, functional

We realize that many of our clients sometimes like to utilize a variety of vendors to support a large implementation, and we are

very experienced and more than happy to discuss arrangements where we can act as the lead vendor or in a supporting role depending on your program needs.

3. DELIVERY EXCELLENCE

A Guidewire implementation requires a wide range of skills, talents and know how. Your implementer should be able to demonstrate that they have suitably trained and experienced personnel and that they have proven tools, practices and methodologies to ensure a successful delivery. Ideally, the implementer would have invested in developing a practice group or expertise center that focuses purely on the Guidewire suite. This group would be responsible for garnering the collective knowledge from multiple Guidewire implementations, and constantly innovating to provide the best tools, thinking and training for their Guidewire implementation staff.

WHY HCL?

HCL invests heavily in ensuring that our practitioners are appropriately trained and Guidewire certified. In addition, we ensure they are armed with the best tools and collective knowledge of our global organization in support of Guidewire initiatives.

We were one of the first implementation vendors to recognize the importance of, and to create, a dedicated Center of Excellence (CoE) for Guidewire implementations. This CoE ensures that we have a consistent 'best in industry' approach to Guidewire implementations and ensures that all of the lessons learned and accelerators developed from each of our projects are utilized to continually refine our delivery excellence.

Some of the key activities of our CoE include:

- Building and maintaining our Guidewire accelerators*, tools and methodologies.

- Linking with other areas of our organization to constantly innovate and incorporate new tools, methodologies and structures to provide more value-add to our Guidewire clients

- Provide solution and delivery support, research and development services

- Oversee all Guidewire training needs, and competency building needs

- Maintain our dedicated Guidewire Knowledge management portal. This is a dedicated portal which maintains the knowledge repository of all of our collective Guidewire experience & expertise

Our Guidewire CoE is integral to all of our Guidewire offerings and acts as an incubation center for hiring, developing and providing resources across the full life cycle of a Guidewire engagement.
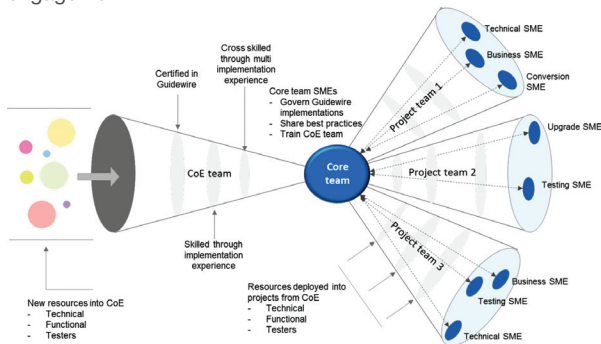
*HCL's Guidewire accelerators help to ensure that Guidewire projects will be delivered on-time and within budget. A snap shot of some of these accelerators are shown below:

iAUTO - AUTOMATED UNDERWRITING & CLAIMS HANDLING

- Enabling reduced operational costs, increased efficiency & improved customer experience through maximum STP

- Have aided Insurers to achieve operations cost reduction of 3%

iIMPLEMENT - IMPLEMENTATION SUITE

- Plug & Play list of Configuration accelerators built for Activity Patterns, Roles & Permissions, Maps, New LOB's etc., & Prebuilt templates for letters & notes

- Templates & Checklists for Estimation, Design Documents, Deployment & Implementation Plan, Known Error Database etc.

iCREATE LOB

- Business driven tool to automatically create base framework for new LOB with screens, fields and typelists in ClaimCenter

- Reduces development effort by 35%

CONVERSION FACTORY

- Conversion suite – around 32% savings in effort

- Reconciliation Tool - Reconciled data is close to 95% accurate

BPTS – BUSINESS ALIGNED TESTING

- Tool with readily available business flows, aimed at UAT and that ensures 100% coverage of business scenarios

iALIGN - END-TO-END REQUIREMENT GATHERING

- Methodology to create end-to-end macro and micro level business process maps that ensure that the Target Operating Model (TOM) and business objectives as envisioned by the client are achieved

INTEGRATION

- Integration hubs developed for Workers comp, Personal Lines Policy/Claims systems (for most commonly used interfaces)

- Integration design patterns (reusable) to reduce the design and development effort

- Policy/Claims system integration architecture patterns with/without ESB

BUSINESS ANALYTICS & REPORTING

- Reporting architecture

- HCL IP – Claims data mart

UPGRADE FACTORY

- Pre built templates, refined processes that help streamline version upgrades and save cost and effort

- Reduces risk by 15% to 35% based on implementation complexity

INSURANCE IN A BOX

- Customizable & scalable complete Insurance solution built with Guidewire InsuranceSuite™, hosted on Microsoft Azure, with Customer portal on Liferay, standard integrations and SQL based reporting

4. PROVEN DOMAIN EXPERIENCE

Large scale transformation programs are usually driven by the business. The business usually provides the funding, is the predominant end-user and is ultimately the one that assesses if the technology initiative provided the business value that was expected. Thus it is very important for technology practitioners to 'speak the same language' as the business especially during the requirements definition, configuration and testing phases of a project.

It is important that the implementer can provide resources that understand the insurance business, and are experienced in the unique business nuances of insurance products from a policy, claims, billing and compliance perspective. Also, these resources should be able to explain to the business what compromises or changes in approach are needed from them in order to comply with the capabilities of a packaged solution.

WHY HCL?

We believe that business domain experience is a core success factor for insurance transformation and core system implementation projects. As such, we support our larger Guidewire implementations with insurance experts and principals. These are senior industry veterans and thought leaders that can act as Subject Matter experts in the project and also as the interface between your business users and the technology teams.

Through actual experience from many Guidewire implementations, we have in depth knowledge on nearly all of the major insurance products – personal lines and commercial lines. Also, we understand the unique differences, regulatory or otherwise between similar products across countries and regions.
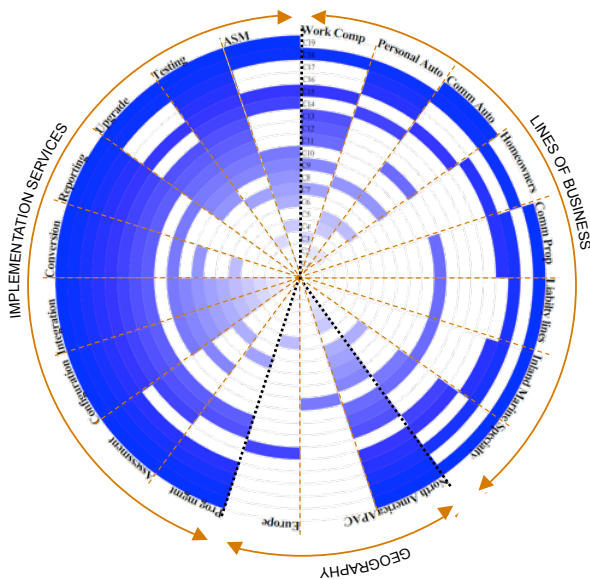
- HCL has been a leading Guidewire PartnerConnect™ consulting partner with exhaustive experience across Lines of Business, Implementation services and geographies
- Comprehensive experience in Personal lines like Motor, homeowners, Personal liability as well as with Commercial lines like Workers compensation, Property, etc
- Engaged across all the lifecycle of an implementation – right from Program management, Assessment, configuration, Integration, Conversion, Testing and Reporting to Upgrade and post implementation support

- Intensive experience in North America, with key clients in Europe and APAC as well

5. A FOCUS ON BUSINESS OUTCOMES

As mentioned above, a Core System Transformation project is far more than just a technology project. If done correctly it should be providing tangible business benefits to the organization.

Your system implementer should be able to help you in developing a business case, and in proving to the business that the promised benefits are actually being attained.

WHY HCL?

Our approach focuses on establishing and verifying the business case around key business performance indicators such as:

- Reduction in Time to Market
- Increased Customer Satisfaction
- Reduced Total cost of ownership (TCO)
- Increase in Employee Satisfaction
- Increase in process efficiency
- Reduction in Loss Ratio

We can help you to identify, gather and analyze these metrics. We provide template scorecards for visualization of these metrics and can utilize your reporting or presentation tools as appropriate.

6. FLEXIBILITY

As the pace of technology innovation accelerates and the needs of business fluctuate, it becomes more and more important for your implementer to be able to offer a range of implementation options and pricing mechanisms that better suit your specific economic, technological or operational needs.

WHY HCL?

As a forward thinking and innovative service provider, HCL is more flexible than most and keen to discuss alternative pricing structures that would better suit the needs of our clients.

We can offer a variety of pricing options, and when combined with our "Insurance in a Box" cloud offering we can provide truly unique and compelling choices to our clients.
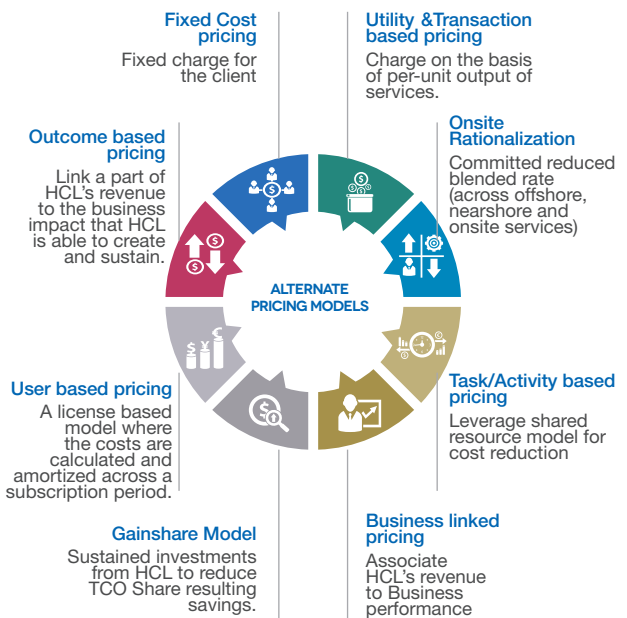
7. WHAT HAPPENS AFTER THE IMPLEMENTATION?

Support and Maintenance is a very important component of the overall Guidewire project lifecycle. There are constant bug fixes, system upgrades, and user and system issues to be dealt with. You may decide to use separate vendor for this service, but there are many inherent advantages of using the same vendor that implemented the system.The vendor needs to be able to demonstrate a comprehensive support and maintenance services plan for Guidewire systems. Additional, considerations should include does the vendor provide attractive pricing as your support needs grow? How vested is the vendor in improving the operation of my system? What other value-added services do they provide?

WHY HCL?

Our Guidewire Support and Maintenance Services go beyond typical "Run the Business" models.

HCL offers both;

(1) traditional maintenance and support model and

(2) 'shared services' model as part of our Guidewire maintenance & support services.

 Our best practices are based on the 5 pillars of 'right sizing', 'standardization', 'service tools & automation', 'proactive & predictive delivery' and 'application transformation'.
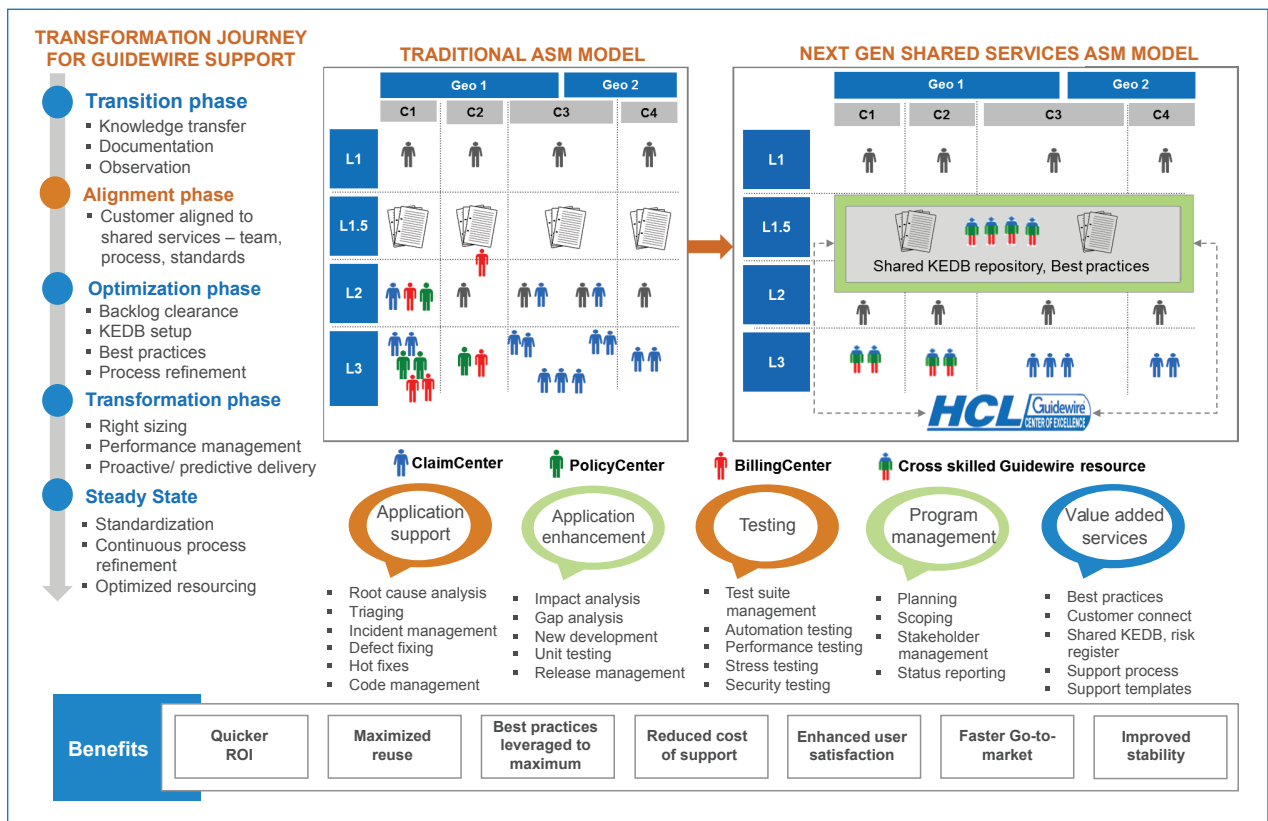
For more details visit http://www.hcltech.com/financial-services/Guidewire / contact us at contact.fs@hcl.com

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Relationship
BEYOND THE CONTRACT

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