

HCL'S GUIDEWIRE CONVERSION SUITE

Helps you manage the change faster, safer. **Better.**



THE CIO CHALLENGE

Implementing a new core system is an enormous strategic investment, and can be risky to the organization if not executed correctly. For the CIO that is responsible for the implementation, special attention must be given to the data conversion phase. This is usually the most difficult part of any modernization initiative, particular when consolidating from multiple, disparate legacy policy administration systems to a single new platform.

Defining a Data Migration strategy is critical to ensuring an efficient and accurate movement of data into the new system. The strategy needs to be holistic and consider people and process, as well as technology and data. The business needs to own the conversion project, and strongly participate in the business analysis, conversion definition and testing phases of the project

DESIGNING THE SOLUTION

At HCL we believe that a detailed data migration strategy combined with an experienced team, utilizing our proven practices, tools and methodology goes a long way in mitigating the risks and costs of a complex data conversion effort.

HCL's Guidewire Conversion approach incorporates the following key considerations:

- Is there a holistic view of the condition of the data and subsequently the plan for correcting invalid data?

- How do we balance programmed automation of the conversion process with judicial and well-informed manual decision-making?
- How do we redefine the building blocks of the conversion stack across Guidewire products to allow controlled, predictable and repeatable transitions?
- Can we guarantee on-time and under-budget delivery?
- In what ways can we kick-start this process for faster implementations?

CRITICAL APPROACHES FOR CONVERSION

An important decision needs to be made on the scope and approach of the data conversion. Should it be carried out in a phased manner or should it be done all at once? Incremental or Big Bang?

HCL offers both, 'Big Bang' conversion across the Guidewire InsuranceSuite™ of products as well as the 'Phased' approach for conversion (e.g. Policy on Renewal) using the agile methodology. Conversion can be done either (1) On demand "Real-time", (2) Go-live over the existing production system or (3) 'Incremental' by entities. The recommended approach will be suggested based on the business needs of the customer.

STRATEGY 1: Automated Mass Conversion to Target System

- Volume for conversion is high
- Number of transactions that could be reopened is high
- Need ability to convert older closed transactions
- Data Consistency, Data Integrity and Data Quality are priority
- Audit Trail Information & History are valued
- Compliance to auditing and regulatory requirements are high
- Programmatic conversion to Guidewire platform

STRATEGY 2: Automated Mass Conversion + on demand batch

- Need to manage unconverted transactions subsequent to Go Live
- Progressively diminish dependency on legacy (planning for legacy sunset)
- An option for gradual transition to Guidewire platform from legacy if mass conversion is considered risky
- Changes to legacy system to mark the transactions for conversion
- Legacy data extract only for selected transactions
- Transactions will be converted during the maintenance window, everyday
- Transactions will be available for processing on the next day in Guidewire platform

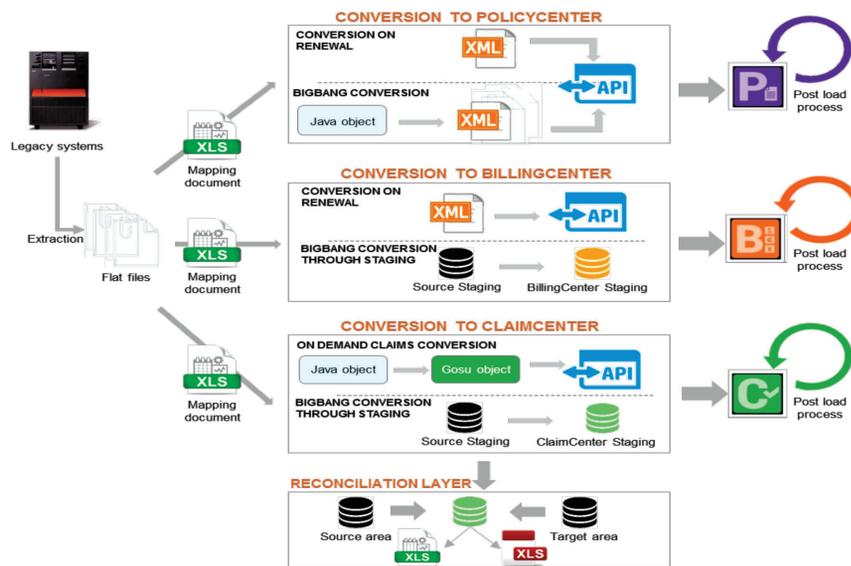
STRATEGY 3: Automated Mass Conversion + on demand online

- Conversion needs to be done in near (real) time as soon as the user hits the convert button in legacy for a transaction
- No downtime allowed for Guidewire platform
- Ability to convert older closed transactions
- Create Custom APIs to move from stage to Production
- Additional rules changes in Guidewire platform as similar to manual conversion
- Use automated mass conversion approach to insert data to staging
- Provides the users with flexibility of converting a transaction to Guidewire platform, on demand
- Amount of work that is needed to do this is high when compared to other approaches

STRATEGY 4: Automated Mass Conversion + on demand batch (with closed transactions) on intermediary Db

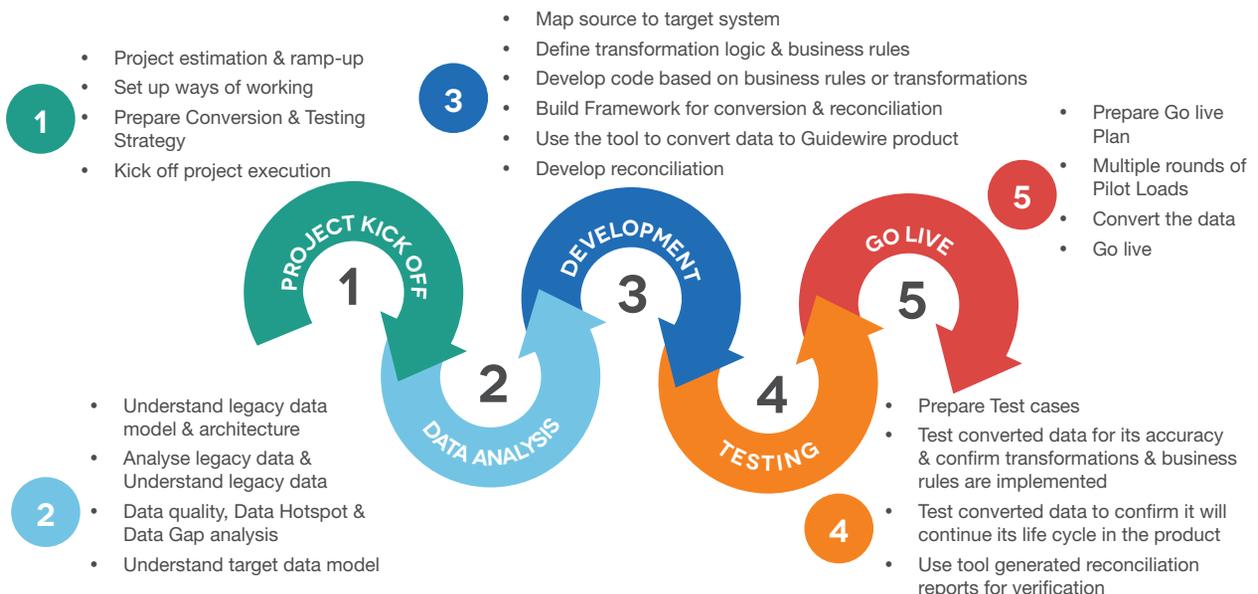
- Need to decommission legacy database, while going for On-Demand Conversion
- Save cost of maintaining legacy databases
- Migrate closed/ history transactions to an open source database with READ ONLY and SEARCH facility
- Create custom API's to move closed transactions from open source DB to Guidewire platform
- Additional effort required

HCL'S GUIDEWIRE CONVERSION MODEL

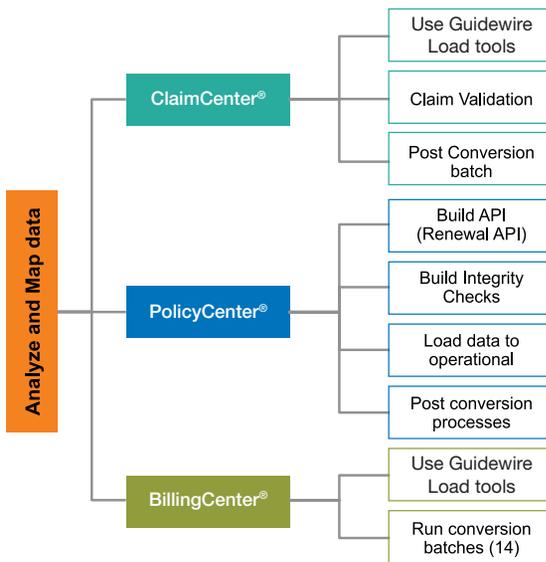


PRESENTING THE HCL GUIDEWIRE CONVERSION SUITE

HCL's inventive tool for Guidewire Data Migration and Reconciliation promises multiple aspects of Total Business Impact through a multi-step comprehensive approach to project execution.



WHAT DOES IT DO



HOW DO YOU BENEFIT?

The IT Team Benefits through:

- Process, standards, framework available as a packaged solution
- Packaged expertise from multiple implementations
- No new software and hardware investment required, runs on Guidewire developer machine setup
- Helps to meet SOX compliance for data conversion

Deployment Manager Benefits

- Very minimal manual intervention
 - Single click conversion (Source to Guidewire Target)
 - Single point for all Guidewire Conversion needs
- Deployment command centre (manage conversion deployment from a single place)

Business User Benefits

- Identify and report on Data Hotspot and Data Quality
- Cumulative comparison of data reports
- Color coded Data reports in readable excel format
- Summary reports, Reconciliation and Exception reports
- Graphical representation of data exceptions

HOW DOES THE HCL GUIDEWIRE CONVERSION SUITE PRESENT A REAL & TANGIBLE BETTER OPTION TODAY ?

Unified GUI

- Same tool works with all Guidewire products
- Tool takes care of intricacies of each products and keeps conversion simple for end users

Support Oracle and SQL Server

- Can work with Guidewire products running on Oracle and SQL Server databases
- Single click switch between databases

Single Click Conversion

- Custom process scheduler ensures conversion is done in a single click
- No need to watch, wait and proceed
- The tool is capable of kick starting the next process when current one completes
- Requires less manual intervention

Guidewire Batches

- One Place to view and execute all Guidewire batches
- Product Independent
- Separate conversion batches from Guidewire batches, easy to identify conversion batches and run it on a single button click

Charts and graphs

- Graphical representations of Reconciliation and Exception reports, which will help users to sign off conversion easily
- Graphical view of conversion and reconciliation performance

Process Status

- Don't have to remember Process IDs. The tool will list down process IDs
- Process status at click of a button

Single Click Report Generation

- Reports generated in single click
- Built in framework to generate the report on a button click
- Generated tables and reports will be updated in Reconciliation tree

Innovative Console

- Results from processes are printed in the console
- Console itself is capable of distinguishing errors, information and warning messages
- SQL error will be displayed in console, so no need for SQL developer or SQL server management studio to compile or execute SQL programs

Data Quality Checker

- Built in Data Quality Framework to check the data quality even before the conversion process
- Data Quality check can be done on a button click
- Results can be viewed from the tool itself

Autocomplete

- Autocomplete feature add wherever appropriate for ease of use
- Display matching values as you type
- Easy to pick items from a big list

Ribbon

- Microsoft Office like look and feel
- No menus to search through

THE 'BIG BANG' CONVERSION EXPERTISE:

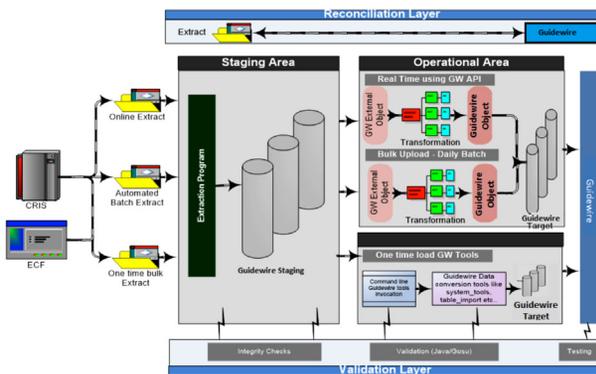
Most often companies go for a Big Bang conversion strategy because of the various possibilities it can offer. This very approach means converting entire legacy data to the new system, from old format to new format, from one environment to another as part of the business transformation, in one shot over a weekend or over a planned downtime period, thereby allowing the sunsetting of the legacy app. In a Big Bang Data Conversion strategy the program goes through four main stages;

- Defining the scope
- Development of the scope
- Stabilization/Mock execution of developed scope
- Final execution

A Big Bang data conversion helps achieve (1) Shorter implementation time frame, (2) Cost effective solution - no overhead of maintaining two business system, (3) Better and faster service to existing clients and (4) avoid a lengthy transition plan

However, like any other data migration strategy, Big Bang migration also has its own associated risks that needs to be taken care of. Though it is perceived as high risk, our processes, methodologies and approach to 'big bang' conversion has resulted in remarkable achievements. These success stories on 'big bang' has been achieved by ensuring that all details are thoroughly looked into at the planning stage itself, ensuring that testing of migration and post migration processes is given critical importance, performance challenges are reviewed and mitigation steps taken and also having a sound rollback strategy & cut over plans,

BIG BANG CONVERSION MODEL



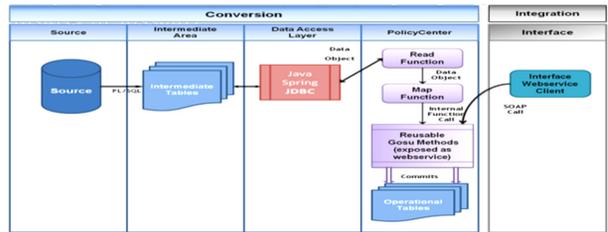
BIG BANG APPROACH FOR POLICYCENTER - A SAMPLE

The below given approach is a sample process that is followed for 'Big Bang' conversion for PolicyCenter®. Similar approach is followed for big bang conversion for ClaimCenter® and BillingCenter® also.

Approach

- Hybrid approach that takes into account incremental conversion in order to minimize downtime
- Guidewire tool is used for loading from Guidewire staging to operational tables
- Conversion done from staging using online approach and staging based load
- Sunset legacy on a longer run and not immediately

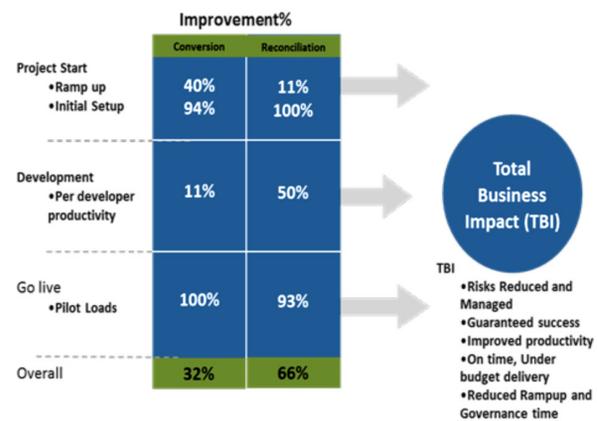
- Reconcile key transactional information such as financials programmatically and provide exception reports to administrators for action



- All of the policy information including prior terms, policy changes, etc. are converted into PolicyCenter®
- Multiple custom built Guidewire API's are created for converting policy
- Results decommissioning the legacy application and moving over to PolicyCenter® for policy administration

'PROVEN' APPROACH

- Conversion of 12+ MN policies and around 30+ MN claims (in progress) in one 'big bang'
- HCL's accelerators like Data Migration Suite, Data Reconciliation tools & techniques, and processes & methodologies for migration & reconciliation and data analysis & mapping have helped reduce complexity in migration of data
- HCL's Guidewire reconciliation framework has helped not only to reconcile Guidewire systems conversion, but also helped many intermediate conversions involved across various transformation layers. This ensured that the customer's goal of "ZERO tolerance ZERO defect" conversion was met
- Extension of reconciliation also enabled automated unit testing of 80% of converted data elements, enabling savings of 63% of regression testing effort
- Testing and stabilization plan
- Performance tuning
- Rollback and cutover plan
- Estimated impact from usage of reusable accelerators



For more details visit

<http://www.hcltech.com/financial-services/Guidewire/> / contact us at contact.fs@hcl.com

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