



Insurance Core System Transformation using Guidewire

Our Customer:

A leading Insurer based out US.

Business Challenges:

Our customer, a leading Insurer was experiencing increased operational cost, due to limited online policy and claims servicing. The quote to policy issuance time was high, as the underwriting, driver history, and claims experience data were being fetched manually.

The Insurer had decided to replace their legacy systems with Guidewire suite of products. They desired to enable self-service through Guidewire edge framework, use Mulesoft as API manager, and Sitecore for front-end layer. The Insurer also wanted to harness their existing custom ODS, implement Power BI, SPSS for reporting and analytics. They choose Hexaware as their strategic partner, to implement the entire set of technology stack, while alleviating the above pain points.

Hexaware Solution

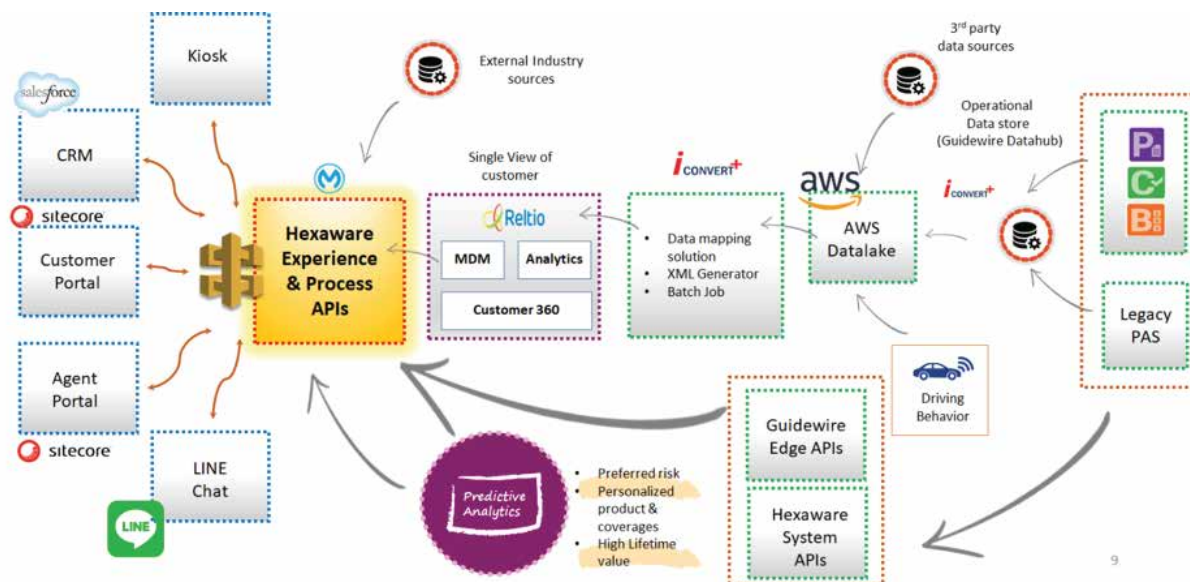
Hexaware analyzed the challenges and enabled self-service for customers and agents, across various channels like portals, mobiles, retail kiosks and social apps. Guidewire Edge framework was implemented, along with Mulesoft as API manager and Sitecore for front-end UI layer.

Key highlights of the solution are:

- Built interfaces with Industry sources and internal ODS to prefill information like driver and claims history, address validation, policy details etc.
- Developed an intelligent analytics engine to personalize the journey based on customer preference, recommended products and choice of coverages
- Implemented AI led predictive modelling solution to forecast Claims reserve and flag potential fraudulent claims.
- Enabled self-service functionalities for Quote & Buy, Policy and Claims Service using Guidewire edge framework and Hexaware APIConnect; custom APIs developed to compliment Guidewire edge portal



Hexaware proposed an automation led approach to stitch the solution together, defined the architecture and accelerated the implementation using Hexaware's APIConnect, iD2E and iConvert+



Business Benefits



About Hexaware

We are a global technology and business process services company empowering enterprises worldwide to realize digital transformation at scale and speed. Our platform-enabled strategy – featuring Amaze® for full cloud enablement, Mobiquity™ for digital product engineering, and Tensai® for extreme automation – drives human-machine collaboration to create immersive customer experiences and solve complex business problems. We believe technology is a magical thing, and our purpose is to create smiles through great people and technology.

With corporate headquarters in Mumbai and regional headquarters in New Jersey for North America, London for Europe, and Sydney for APAC, we service customers in over one hundred languages from every major time and regulatory zone. We serve customers in banking, financial services, capital markets, healthcare, insurance, manufacturing, retail, education, telecom, hi-tech & professional services, travel, transportation, and logistics. We deliver highly evolved services in rapid application prototyping, development, and deployment; build, migrate, and run cloud solutions; automation-based application support; enterprise solutions for digitizing the back-office; digital product engineering; business intelligence & analytics; digital assurance; infrastructure management services; and business process services.

Learn more about Hexaware at <https://www.hexaware.com>

NA Headquarters

101 Wood Avenue South
Suite 600
Iselin, New Jersey 08830
Tel: +001-609-409-6950
Fax: +001-609-409-6910

India Headquarters

152, Sector - 3
Millennium Business Park
'A' Block, TTC Industrial Area
Mahape, Navi Mumbai - 400 710
Tel: +91-22-67919595
Fax: +91-22-67919500

EU Headquarters

Level 19
40 Bank Street
Canary Wharf, London E14 5NR
Tel: +44-020-77154100
Fax: +44-020-77154101

APAC Headquarters

Level 3
80 Mount Street
North Sydney, NSW 2060
Tel: +61 2 9089 8959
Fax: +61 2 9089 8989