

A man with glasses and a beard, wearing a light blue button-down shirt over a white t-shirt, is holding a tablet and looking at it. A woman with blonde hair, wearing a pink long-sleeved shirt, is sitting next to him, looking at the tablet. They are both smiling and appear to be in a collaborative work environment. The background is a blurred office setting.

**HEXAWARE**

# Guidewire ClaimCenter Implementation Cuts Migration and Test Effort by ~50%

Hexaware's Claims Transformation Assurance  
optimized all workstreams and cross-program  
activities for a multinational insurer

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**Case study**

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# Client

| Client

Challenge

Solution

Benefits

Summary

The client is a global insurance provider serving over 17 million customers across more than 140 countries. Headquartered in Europe, the company is a leading player in its home market and offers a wide range of insurance solutions, including property and casualty, health, and life coverage. Committed to innovation and operational excellence, the client embarked on a strategic initiative focused on claims transformation assurance to enhance the efficiency, accuracy, and customer experience of its claims processing operations.





# Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client, facing complex multi-party delivery structures, sought strong sponsorship and governance for a seamless digital transformation in claims, with no compromises on quality. They needed assistance with the below challenges for insurance claims transformation:

- Accelerating the claims transformation program to tackle business, technical, and collaboration hurdles.
- Guidewire ClaimCenter implementation using best practices, ensuring quality without roadblocks.
- Minimizing technical debt while delivering on time.
- Establishing strong partnership and governance to drive a swift and cost-effective claims transformation.





# Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Hexaware’s Claims Transformation Assurance Program successfully managed all workstreams and cross-program activities by deploying a team of experts specializing in architecture, security, analysis, and testing.

The program delivered comprehensive assurance across three critical fronts:

- Delivery Assurance
- Architecture Assurance
- Quality Assurance

Here’s how Hexaware did it:

- **100% Outcome Assurance:** Delivered across architecture, integration, testing, digital, data, security, and implementation.
- **Expert Program Advisory Board:** Comprised of former CXOs with over 150+ years of experience, providing guidance on complex change management and ensuring outcome assurance.
- **Proactive Oversight:** Advisory and governance oversight from seasoned CXOs and subject matter experts to address program complexity and conflicts effectively.

- **Enhanced Business Agility:** Leveraged Hexaware’s enterprise dashboard to monitor and measure key parameters, including ROI, productivity, predictability, and business value, ensuring engineering effectiveness.
- **Proprietary Hexaware IPs:** Utilized to measure code quality, audit security, and accelerate testing and data migration.
- **Stake-Based Commercial Model:** Program fees tied to delivery milestones and performance within each workstream, ensuring accountability and success.





# Benefits

Client

Challenge

Solution

**Benefits**

Summary

Hexaware collaborated closely with the project team's stakeholders to mitigate risks and enhance the project's chances of success through an unbiased, independent evaluation. Our approach to digital transformation in claims has yielded the following benefits:

- **Unbiased Evaluation:** Provided an independent assessment of the project's prospects for success, ensuring objective insights.
- **Business Control:** Maintained business oversight as the project progressed, allowing for informed decision-making.
- **Stakeholder Collaboration:** Worked alongside stakeholders to identify, prioritize, and mitigate risks effectively.
- **Comprehensive Reporting:** Delivered both qualitative and quantitative metrics to track progress and outcomes.
- **Risk Assessments:** Conducted quality "checkpoint" reviews to ensure ongoing project integrity.
- **Efficient Accountability:** Streamlined project accountability and stakeholder management for better communication and transparency.

- **Strategic Recommendations:** Offered actionable recommendations for effective project, process, and technology controls.
- **Hexaware IP Utilization:** Leveraged proprietary Hexaware tools to measure code quality, audit security, and accelerate testing and data migration, achieving a ~50% reduction in migration and testing efforts.





# Summary

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| Summary

Hexaware’s Claims Transformation Assurance program for a multinational insurer delivered outcome-based success by managing all workstreams and mitigating risks. The program provided delivery, architecture, and quality assurance, reducing migration and testing efforts by ~50%, ensuring business agility, and leveraging an outcome-aligned commercial model for accountability.



## About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

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

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