

Tensai® for Autonomous Testing: Leveraging Generative AI in Guidewire Testing

Streamline Workflows and Enhance Decision-Making



How GenAI is Transforming Processes and Enhancing Customer Experience in Insurance

Generative AI is transforming the insurance industry by enhancing various business processes and driving efficiency to bring down operational costs, including underwriting risk assessment, claims process, customer service requests, risk management, data analysis, and more.

Guidewire COTS Testing

GenAI is transforming the testing landscape for commercial off-the-shelf (COTS) platforms like Guidewire in the insurance industry and the integrated systems with Guidewire such as ServiceNow, SAP, Workday, etc.

At Hexaware, we have identified key use cases that leverage GenAI for efficient testing in insurance and integrated systems.

Hexaware's Tensai® for Autonomous Testing

Tensai® for Autonomous Testing is Hexaware's unified testing platform, designed to cater to both functional and non-functional testing needs. This GenAI-powered platform boosts testing efficiency, cutting costs in test design, execution, and data preparation.

Key Features:

- Assists testers and business analysts throughout the software testing lifecycle.
- Automatically understands and analyzes requirements.
- Generates test plans, strategies, scenarios, and cases using advanced AI.
- Maintains the security of test assets.
- Keeps test assets current with ongoing reviews and updates.
- Uploads requirement files or user stories to generate test assets automatically.

From Automation to Autonomous Testing: Unlocking New Value for Insurers

The insurance industry faces unrelenting pressure to accelerate digital transformation while reducing costs, managing risk, and ensuring compliance. Traditional test automation has helped insurers improve efficiency, but it often addresses isolated phases and still relies heavily on human intervention.

As systems grow more complex and customer expectations continue to rise, incremental gains from automation are no longer enough. What insurers need is a paradigm shift—one that moves from automation to true autonomy.

Tensai® for Autonomous Testing takes insurers beyond traditional automation, delivering:



Faster testing cycles and accelerated innovation



Proactive risk mitigation through intelligent business insights



Significant cost savings with improved ROI



Predictive issue avoidance and expedited root cause analysis

While traditional automation typically delivers up to 23% cost savings, its impact is limited by manual oversight and fragmented coverage. Autonomous testing, in contrast, delivers a holistic, lifecycle-driven approach that can achieve up to 55% effort savings.

More importantly, it equips insurers with the agility to respond quickly to market shifts, the accuracy to deliver error-free releases at speed, and the resilience to withstand ongoing regulatory and operational pressures.

Phase	Testing Task Mapping	% Split in SDLC	Autonomous Savings	Automation Savings	Manual Efforts
Analysis	Requirement Analysis & Test Planning	10%	6%	0%	4%
Design	Test Design & Test Creation	35%	17%	10%	8%
Build	Test Execution, Defect Management & Reporting	35%	21%	8%	6%
Maintenance	Test Maintenance	20%	11%	5%	4%
		100%	55%	23%	22%

Use Cases in Guidewire Implementation and Enhancement Testing

Hexaware’s Tensai® for Autonomous Testing supports the following testing dimensions:

Contextual Model Creation—Test Artifacts Preparation

Test design typically consumes 15-20% of overall testing effort. The GenAI framework for Guidewire optimizes this process by:

Validating platform customizations	Enhancing existing functionalities	Conducting version upgrades
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GenAI analyzes requirement documents and user stories to update test scenarios and cases, increasing coverage with minimal effort. This streamlines test strategy preparation, reduces design effort, and boosts coverage.

Production Data Analysis—Transaction Pattern

The GenAI module within the autonomous test orchestration platform analyzes existing system data to identify business transaction patterns and volumes in daily operations. This helps optimize testing for Guidewire implementations and enhancements by examining:

Production data (excluding PII) – business transactions	Service request text analysis
Production defects to identify the failure-prone zone	Sentiment analysis of internet data

This comprehensive analysis aligns test scenarios with real-world business transactions and identifies defect-prone areas, ensuring optimal test coverage. This feature of Tensai® for Autonomous Testing enhances test coverage, enables early defect detection, and reduces defect fallout by focusing on the right scenarios at the right time.

Functional and Technical Comparison Analysis Between Platform Versions

Hexaware’s Tensai® for Autonomous Testing can also help during Guidewire version upgrade testing by:

Identifying the testing scope, impact, and affected areas	Identifying the regression scope of the upgrade
Using release notes to compare functions and technical components between the older and newer versions	

By automating functional and technical comparisons, insurers can quickly pinpoint impacted areas, streamline regression testing, and reduce upgrade risks—ensuring smoother, faster version transitions.

Integration Impact Considering Code/Module Changes

Tensai® for Autonomous Testing analyzes Guidewire version release notes to:

Identify and highlight integration impacts that need testing

Prioritize test cases based on a defined risk score for business functions and workflows

This enables insurers to focus testing on high-risk integrations, optimize effort, and ensure seamless system performance after every update.

Tech Stack Compatibility—Test Automation, Development, and Cloud Stack

Hexaware's Tensai® for Autonomous Testing supports end-to-end business processes by:

Seamlessly integrating Guidewire with COTS products like ServiceNow and Workday

Analyzing the tech stack and provides recommendations for optimized Guidewire automated testing approach, including tools and frameworks

Identifying and validating COTS integration touchpoints to ensure smooth interactions between COTS platforms

This ensures end-to-end compatibility across platforms, streamlines automation, and strengthens the reliability of integrated business processes.

Summary

Hexaware's Tensai® for Autonomous Testing brings Generative AI to Guidewire testing. It automates requirement analysis, test design, execution, and maintenance end-to-end. Insurers gain up to 55% effort savings with faster cycles and broader coverage. Built-in intelligence ensures predictive risk mitigation and error-free releases. The result: agile, resilient, and cost-efficient testing that goes beyond automation.

Reimagine Testing with GenAI

Enhance your Guidewire testing efficiency and coverage with Hexaware's Tensai® for Autonomous Testing. Unlock faster cycles, stronger coverage, and predictive insights that take your testing beyond automation. Write to us at marketing@hexaware.com to connect with our experts.

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 www.hexaware.com

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