



Insurance

Maximize Your Guidewire Cloud ROI with AI-Powered Surrounds — Simpler, Faster, Smarter



The Guidewire ecosystem has moved beyond just implementation and migration. With more insurers now live on Guidewire Cloud and measuring success through defined KPIs and OKRs, the priority has shifted to accelerating time-to-value and fueling continuous innovation.

The key question: How to go beyond migration to truly maximize Guidewire Cloud ROI?

Our answer: Hexaware's AI Surround, powered by Agentic AI

We help insurers turn Guidewire from a system of record into a value-creation engine.

Hexaware's Faster Value Creation Model for Guidewire

Hexaware combines GenAI, Agentic AI, and advanced data science to drive innovation, efficiency, and superior user experiences. Our 3-step Faster Value Creation Model accelerates outcomes:



Intelligent Surrounds (3–6 months)

Plug-and-play AI for Guidewire solutions that solve pointed problems and deliver quick wins.

Examples: Intelligent FNOL, Insurance Cockpit, Data Extraction & Validation Agents.



Data-Driven Decisions (9–15 months)

Expand Guidewire's data model with semantic layers to enable fact-based, AI-powered decision-making.

Examples: Dynamic Insight Dashboards, Churn Prediction, Cross-Sell Opportunities.



Agentic AI Digital Workforce (12–24 months)

Role-based AI agents that collaborate with process and system agents, orchestrated by a Meta Brain, to augment operations and elevate customer experience.

Examples: Assistant Underwriter, Junior Claims Adjuster, Risk Analyst

Agentic AI Engine

Multi-agent ecosystem powering a digital workforce

Data Decision Engine

Enabling data and fact-based decisions with dynamic insights

Intelligent Surround Engine

Plug -and -play solutions amplifying efficiency, CX and growth

Core Engine
Optimized operations



PolicyCenter
BillingCenter
ClaimCenter
GW or Custom Portals

LC/NC
Extensions

Vibe
Coding

Data Lake

Decision Models

Risk
Fraud
Damage
Sentiment
Expense
Reserve
Pricing

Dynamic Insights

Play and Play Solutions

UW	Claims	Servicing
Billing	Distribution	

Guidewire Data Platform
Predict

Foundational AI
 NVIDIA

Meta Brain

Role Agents

Process Agents

System Agents

AI Command Centre

Lifecycle Management

Cost Control

Governance

Ethical AI

Guardrails

Anti - Hallucination



Open AI



Claude



Mistral



Vertex AI



Insurance SLM



Llama

LLM / SLM

AI-enabled Solutions Spanning the Entire Business Value Chain

	Claims	Underwriting	Policy Servicing
Intelligent Surrounds	Intelligent FNOL and FROI solution: Leverages pre-fill, voice, visual intakes, and sentiment analysis Automated data ingestion, extraction, enrichment, and summarization of legal documents Claims leakage solution: Analyze claims to identify root causes, prevent leakage, and detect fraud across carriers and networks Claims cockpit: Dynamic dashboards and insights	Email ingestion and intent analysis agent Submission data extraction, enrichment, and validation Smart quote processing Automated policy doc creation & smart pricing processing	Policy inquiry agent Policy renewal and cancellation agent Call summarization and sentiment analysis agent Calming agent & intelligent address checker
Data Driven Decisions	IoT-based guided interventions and claims avoidance AI-based claims segmentation and triage for assigning the best-fit claims adjuster ML-based opportunistic and organized fraud detection Virtual damage evaluation, site inspections and estimation AI-based subrogation triaging for recovery potential Digital multi-party payments and structured settlements	Risk assessment agent AI-enabled triage for best-fit underwriter assignment Sanctions and fraud check agent Calculate risk scores and loss ratios using ML-based risk analyzer Automated rate adjustments based on loss history, exposure concentration, and market competitiveness Validate terms and conditions, ensure policy completeness and data integrity, and enable structured settlements	Intelligent collections and payouts Real-time risk monitoring Real-time Fraud detection Consumer intent prediction Customer lifecycle maximization: Predict churn and drive upsell/cross-sell opportunities
Agentic AI	AI Claims Intake Agent AI Examiner Assistant AI Claims Adjuster AI Claims Investigator AI Payment Processor Agent	AI Assistant Underwriter AI Risk Analyst	AI Customer Service Representative AI Tele Representative AI Retention Specialist
KPIs impacted	FNOL TAT Loss ratio Combined ratio	Underwriting efficiency Pricing accuracy Loss ratio, policy approval TAT, application TAT, risk assessment accuracy	Risk mitigation rate Customer retention rate

What You Can Do with AI Surround



Unlock hidden value

Put underutilized Guidewire data to work through autonomous AI agents.



Accelerate time-to-value

Automate routine tasks and boost productivity across underwriting, claims, and policy servicing.



Continuously innovate

Scale Agentic AI in insurance across your ecosystem to adapt faster than the market.



Deliver more, spend less

Lower total cost of ownership while enhancing customer experiences with AI-driven personalization.

Customer Success: Accelerating Claims with AI-Powered FNOL

A leading Nordic insurer's manual, fragmented FNOL process caused delays, high costs, and poor customer experience.

Solution

Hexaware deployed Intelligent FNOL solution solution by integrating Guidewire Jutro, ClaimCenter, and AI automation. Key features included multi-channel claim intake, automated damage assessment, pre-filled forms, fraud detection, smart routing, and full process transparency.

Impact



70–80% less manual data entry



50% faster claim initiation



Stronger fraud prevention, efficiency, and customer satisfaction

Connect with Hexaware

Transform your Guidewire investment into a true value engine. Discover how you can achieve true insurance digital transformation with our AI-powered surrounds that cut costs, accelerate claims, and deliver superior customer experiences. Write to us at marketing@hexaware.com to see how leading insurers are achieving measurable ROI.

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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