

HEXAWARE

From AI Pilots to Production: Scaling Agentic Operations with Insurance SLM

Guidewire: AI-led Implementation,
Cloud Migration, AI in SDLC



Beyond the Core

The next chapter of Guidewire transformation

Modernization is not a destination. It is a discipline.

Every insurer faces the same challenge: legacy systems built for a world that no longer exists, while the business demands greater speed, intelligence, and agility.

Guidewire modernization is no longer just about moving to a modern core. It's about creating a foundation for faster product launches, smarter operations, better customer experiences, and continuous innovation.

Hexaware brings together AI-led implementation, cloud migration, intelligent testing, AI-powered surround solutions, and pre-built Guidewire capabilities, like BOLT (Business-line Optimized Launch Templates), to help insurers move faster while maintaining regulatory resilience, operational stability, and cost discipline.

01

Launch Faster: AI-led Rapid Implementation for Guidewire

Start faster. Realize value sooner.

Modernizing Guidewire doesn't have to mean long implementation cycles, high costs, or a slow path to business value.

Hexaware's AI-led rapid implementation combines Guidewire Cloud, AI-powered accelerators, automation, and proven implementation capabilities to help insurers accelerate delivery while keeping business and regulatory needs in focus.

Built to accelerate business value



Launch products faster



Realize business value sooner



Respond quickly to changing market needs



Reduce implementation costs



Improve customer experiences



Stabilize systems faster after go-live

Four strategic pillars



AI across the SDLC

AI solution accelerators across analysis, development, and testing.



Faster product launch

New product launches in **<150 days** for specific lines of business.



Faster value realization

More than **50% of business value realized within four months of go-live.**



Cost efficiency

Approximately **40-50% reduction in implementation costs.**

What this means for insurers



60-80%

Improvement in straight-through processing



~10 points

Potential NPS improvement in one year



2.5×

Faster time to market



80-100%

Renewal persistency improvement

02 Build Smarter: AI Across the Guidewire SDLC

From Human-intensive effort to AI-powered outcomes

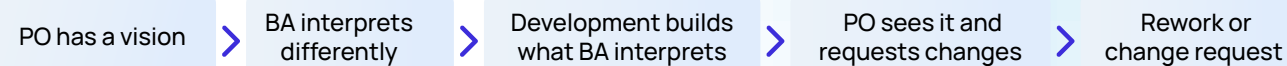
Same goals. Fewer manual cycles. Greater speed, quality and business value.

Everyone aligned from Day 1. AI handles the mechanical. Humans focus on decisions.

The Traditional Guidewire SDLC

Manual at every stage. Change controls drain budget. Bugs cycle endlessly.

The vision-sync problem



Different interpretations. Same vision. Rework at every stage.



12-18

Change controls per typical Guidewire program



20-30%

Scope added through change controls



2-4 weeks

Delay per change: control, assess and rework



15-25%

Budget overrun from changes

The AI-Powered Guidewire SDLC

What AI significantly reduces

- Manual story writing
- Ambiguous acceptance criteria
- Vision misalignment between the Product Owner and team
- Manual code impact analysis
- Repetitive Gosu and PCF coding
- Manual cloud standards review
- Manual test-case authoring
- Defect rework cycles
- Guidewire release regression repeats
- Change controls caused by unclear requirements

From Requirements to Release

Faster builds. Higher quality. Continuous learning.



Business inputs

Product specification documents. Process flows. Business rules. Reference documents.

All inputs kick-start the AI-powered Guidewire SDLC.



50%

Total SDLC effort reduction

Across requirements, development, testing, change controls, and rework.

01



Mind Map and Guidewire Product Setup

From PSD to configured product vision

AI does

- Parses PSD and extracts product structure
- Auto-generates interactive mind maps
- Auto-configures the APD product model
- Uploads and activates it in Guidewire PolicyCenter

Human does

- Validates mind map completeness
- Approves the APD product model
- Signs off on Guidewire PolicyCenter configuration

Outputs

Mind maps. APD configuration. Guidewire PolicyCenter product.

02



Clickable Prototype

From product setup to interactive prototype

AI does

- Generates Guidewire-like UI screens
- Wires user journeys and navigation flows
- Renders an interactive clickable prototype

Human does

- Reviews every screen against the product vision
- Validates user journeys
- Provides sign-off before requirements begin

Outputs

Clickable prototype. Product Owner-validated vision.

< 4 hours

The Product Owner sees the vision before development starts. Everyone sees the same thing.

03



Automated Requirements and Feature Files

From prototype to structured assets

AI does

- Generates structured user stories from the PRD
- Creates BDD feature files in Gherkin syntax
- Maps stories to Guidewire objects and acceptance criteria

Human does

- Reviews user stories for completeness
- Validates acceptance criteria
- Approves feature files for development and testing

Outputs

Requirements. Feature files. User stories.

60% faster

The same prototype and feature files move directly into development and testing.

04



AI Code Generation

From requirements to code with impact analysis

AI does

- Performs impact analysis across objects, rules and integrations
- Generates PCF, Gosu and entity code snippets
- Auto-validates against Guidewire cloud standards
- Suggests refactoring and resolves dependencies

Human does

- Reviews AI-generated code and the impact report
- Refines logic and approves code for commit
- Ensures compliance with standards

Outputs

PCF code. Gosu snippets. Entity definitions. Impact report.

70-80%

Compliant code generated from feature files

05



Automated Testing

From feature files to quality at scale

AI does

- Auto-generates test cases from feature files
- Creates automated UI, API and PCF test scripts
- Executes tests across environments
- Analyzes results and identifies root causes

Human does

- Reviews test coverage
- Validates results for business-critical paths
- Approves release readiness

Outputs

Test cases. Test scripts. Pass/fail results. Defect log. Test metrics.

~90%

Automated coverage from Day 1

06



Reinforcement Feedback Loop

The AI code model gets smarter every sprint

Failed tests and root cause
↓
AI analyses failure patterns
↓
Reinforcement training signal for Guidewire Code AI
↓
Code model updated with failure context
↓
Better code generated next sprint
↓
Fewer failures. Higher pass rate.

Test results, code reviews and human feedback reinforce AI models over time.

Human-in-the-loop

The Tech Lead validates quality and compliance, controls the training cadence, and approves model updates.



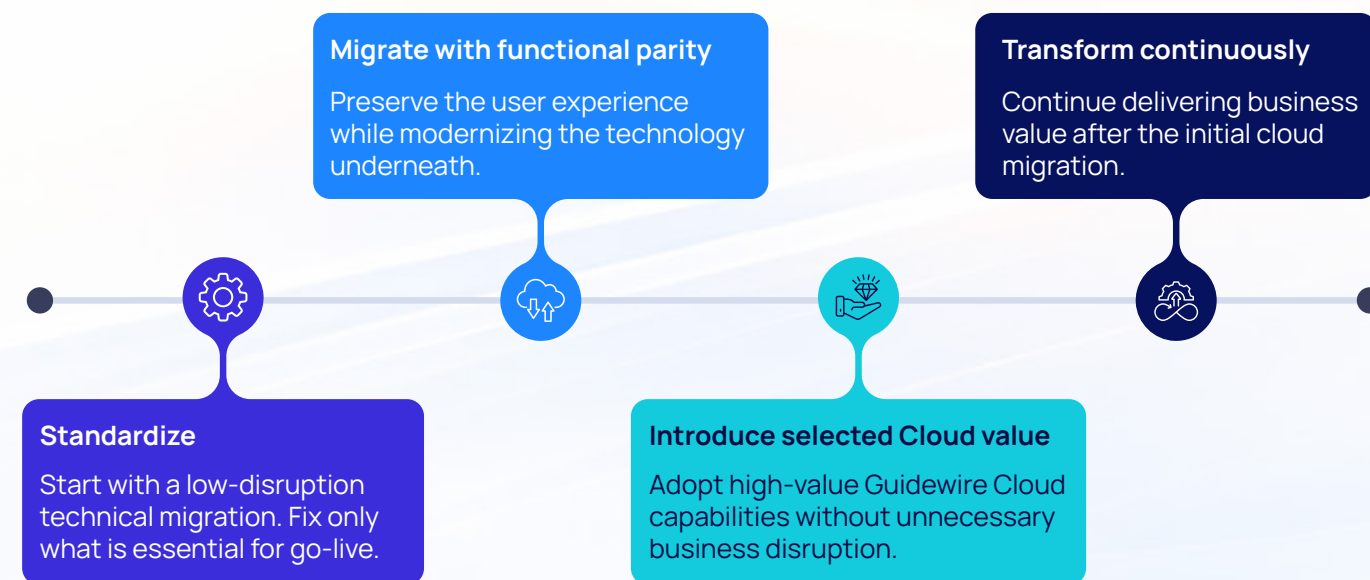
03 Move with Purpose: Guidewire Cloud Migration

A better, faster path to Guidewire Cloud

Cloud migration is not simply a technology upgrade. It's an opportunity to simplify the estate, reduce technical debt, adopt more of Guidewire's native capabilities, and create a foundation for continuous innovation.

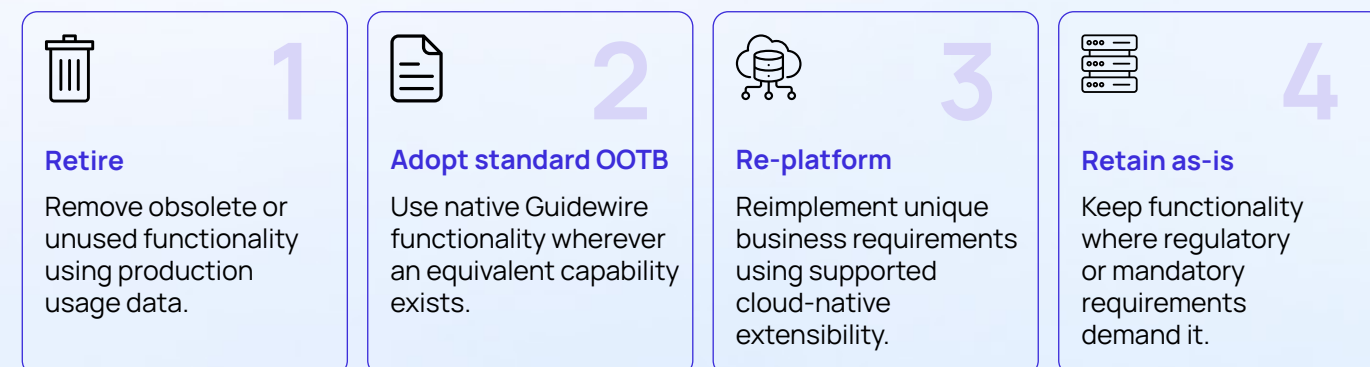
Hexaware's Zerovity™, the application intelligence and transformation platform, combines Guidewire AI-powered accelerators with its enterprise IT automation platform for build, run, and experience layers to help insurers reduce migration risk and accelerate time to value.

Approach for upgrade: Our Recommended Four Stage Model



Four-disposition model for each business feature

Not every feature needs to be treated the same way. Make the right decision for every capability.



Intelligent code forensics and remediation

Hexaware's IP-led code forensics accelerator, powered by Zerovity™, analyzes the existing on-premises Guidewire codebase to identify:

- Technical debt
- Anti-patterns
- Dependencies and impact areas
- Cloud compatibility issues
- Upgrade blockers

It then provides prioritized remediation guidance and sample code, with experts validating findings before remediation.



The result

Reduced unnecessary customization while preserving what makes your business different, leading to a cleaner, more maintainable, cloud-ready codebase and a more confident path to Guidewire Cloud.

Business value



20-40%

Potential reduction in upgrade timelines



Lower upgrade costs

Less rework, effort, and change requests



Reduced upgrade risk

Fewer upgrade blockers and greater cloud compatibility



Higher code quality

Cleaner, maintainable, standards-aligned code





04

AI-enabled Faster Value Creation: Turn AI Into Business Value

Your Guidewire Cloud journey doesn't end at go-live.

Turn your modern core into a platform for business transformation.

For insurers already on Guidewire Cloud, the next opportunity is to surround the core with intelligent capabilities that turn modernization investment into measurable business outcomes.

Bring AI Agents Directly Into Guidewire Operations

Agentverse™ + Guidewire

Driving Business Transformation Across 4 Pillars



Revenue growth

15% revenue growth in two years

- Premium growth
- Market share expansion
- Faster time to market



Risk management

40% fraud detection improvement

- Loss ratio improvement
- Fraud detection
- Stronger compliance



Operational excellence

30% efficiency gain in two years

- Higher process automation and STP
- Lower operating costs
- Faster claims and underwriting



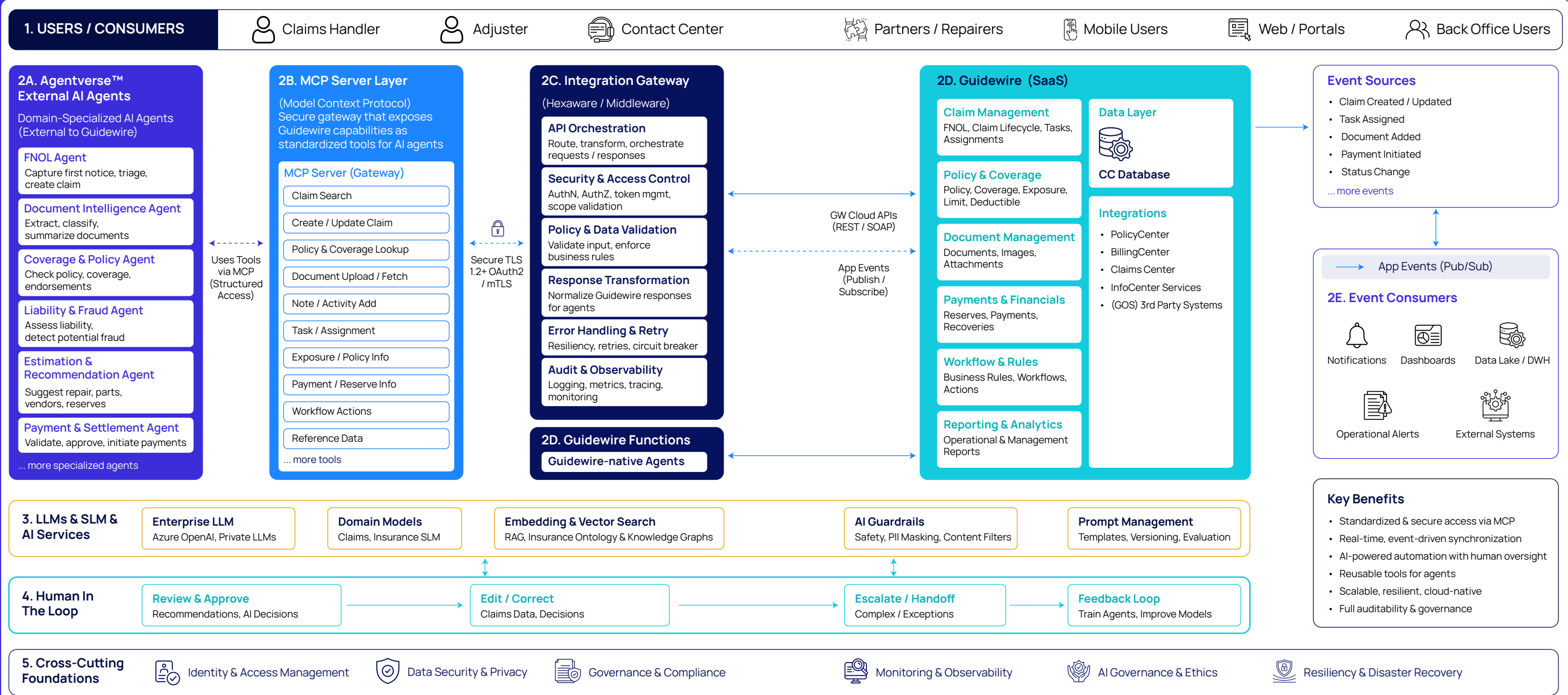
Customer experience

25% CX uplift in 18 months

- Higher customer satisfaction
- Increased digital adoption
- Improved retention

Agentverse™ (Hexaware External AI Agents) ↔ Guidewire

Conceptual Architecture for AI Agent Integration Using MCP, LLMs, App Events & GW Cloud APIs



Key Benefits

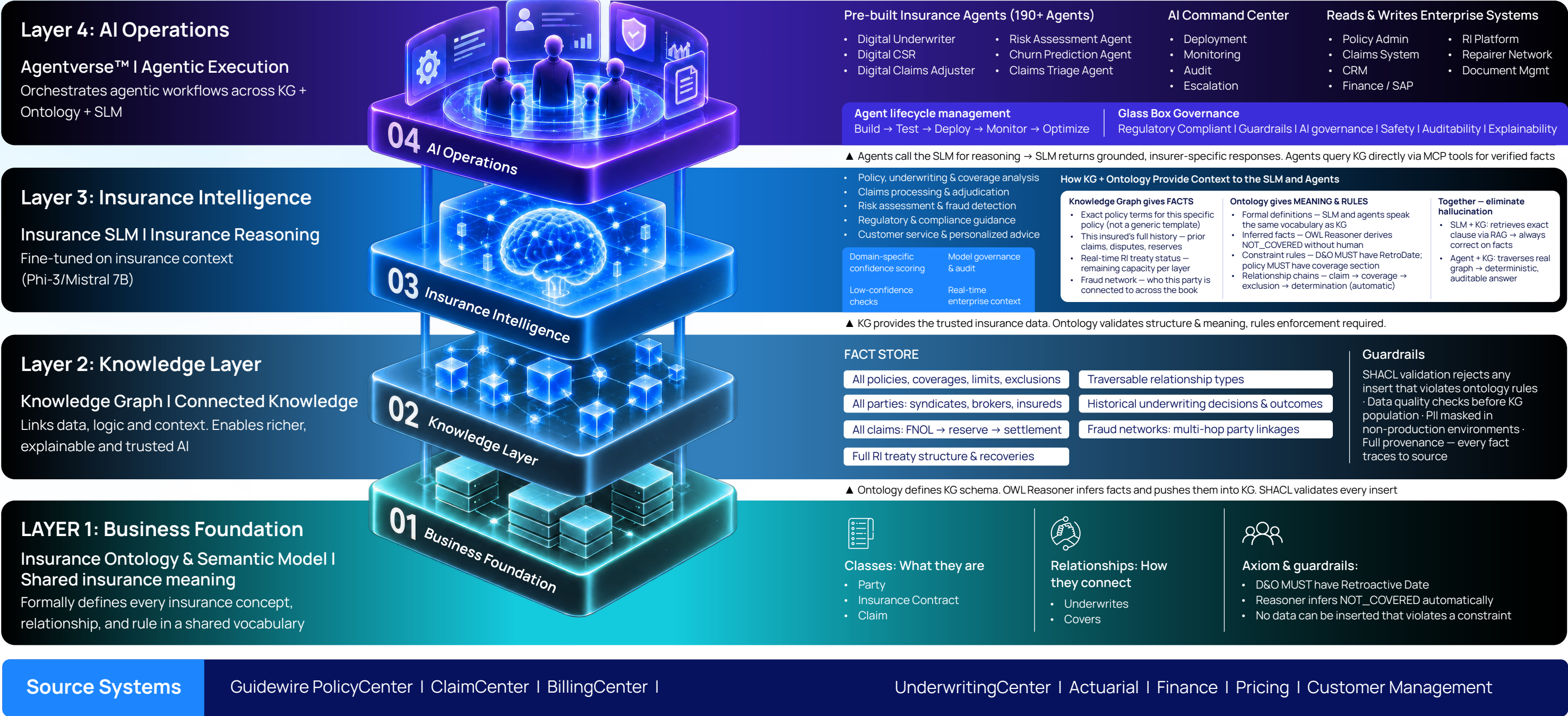
- Standardized & secure access via MCP
- Real-time, event-driven synchronization
- AI-powered automation with human oversight
- Reusable tools for agents
- Scalable, resilient, cloud-native
- Full auditability & governance

05

Explainable Agentic Operations:
Run the Business, Powered by SLM

Agentic AI in Insurance: From Underwriting Automation to Explainable Claims

This is what production looks like. Not a copilot suggesting the next step, but an AI agent that owns the case end-to-end, with a full audit trail behind every decision it makes. This is agentic AI in insurance, running real operations at real volume.



06 Release with Confidence: The Age of Autonomous Testing

From test automation to autonomous quality engineering

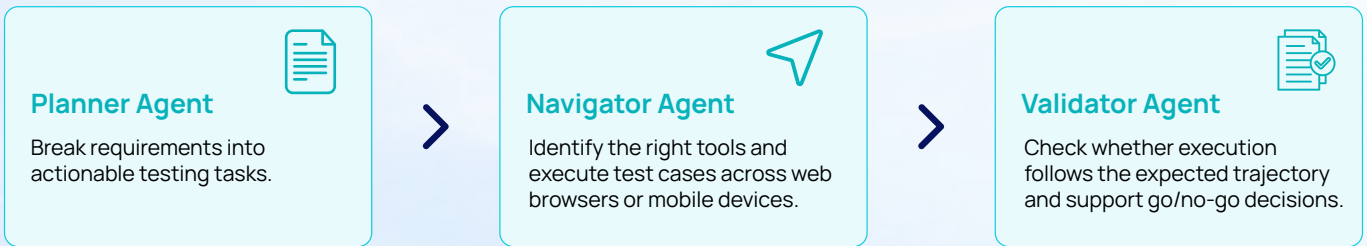
Guidewire implementations and upgrades require more than functional testing. Insurers need confidence across products, data, integrations, downstream systems, performance, and customer-facing experiences.

Hexaware's Guidewire testing services address the full testing landscape across:



From automated testing to autonomous testing

Move beyond traditional automation with AI agents that can plan, navigate, validate, learn, and adapt throughout the testing lifecycle.



Built for continuous adaptation



The impact



07 Factory to Launch: BOLT

Pre-built. Pre-configured. Purpose-built.

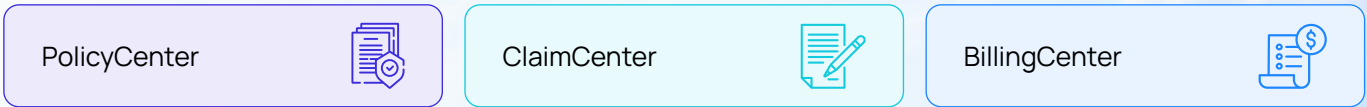
90-10: A new model for Guidewire implementation

Traditional Guidewire implementations can take 12-18 months, require significant investment, depend heavily on SI partners, and delay market entry.

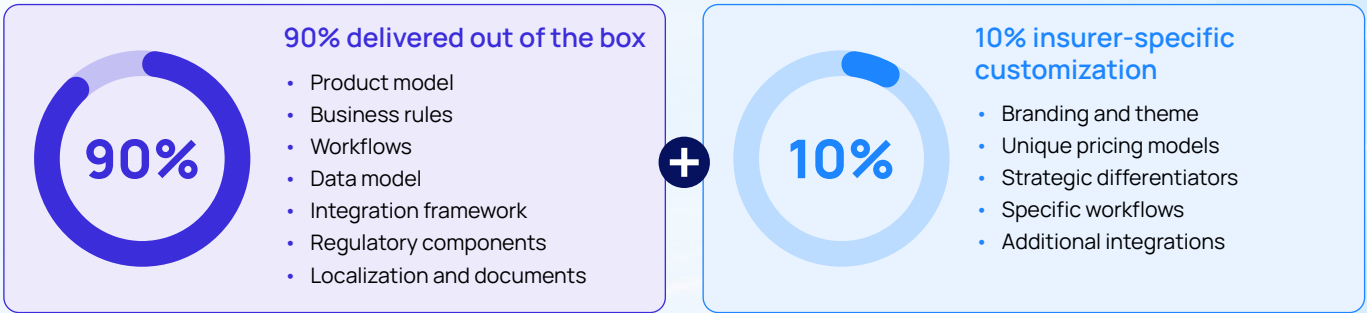
Hexaware's Business-line Optimized Launch Templates offering takes a different approach.

Pre-built. Pre-configured. Purpose-built.

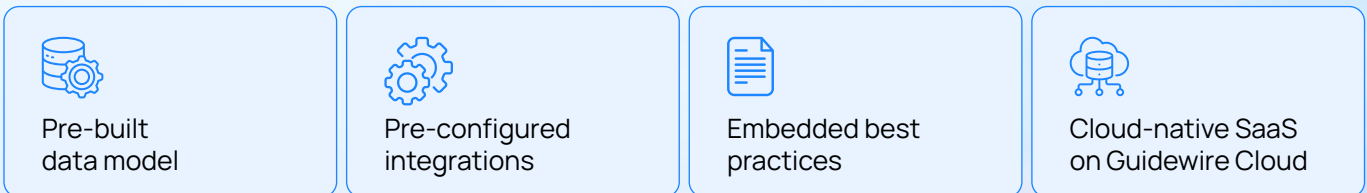
Built for Guidewire Cloud across:



90% pre-built. 10% yours.



A foundation built for speed



Built by Hexaware. Powered by Guidewire.

What changes for insurers?



One pre-built platform. Many insurers. Limitless possibilities.

90% pre-built. 10% yours. 100% your success.

08 Proof in Production

Transformation that delivers business value

From modern cores and cloud migration to Agentic AI and autonomous testing, these transformations show what happens when insurance technology moves from modernization to measurable impact.

01 Rapid Implementation Across 7 Countries and 4 Lines of Business

 **Client**
Leading global insurer

 **Challenge**
Fragmented integrations hindered reliable data management across geographies and products

 **Solution**
Implemented Guidewire and a scalable Azure-based integration foundation, connecting enterprise systems and automating delivery processes

 **Benefits**

- 15+** enterprise systems upgraded
- 100%** automated test coverage
-  Scalable foundation for connected insurance operations

02 Accelerating the Move to Guidewire Cloud

 **Client**
Leading Belgian insurer

 **Challenge**
Needed a faster path to Guidewire Cloud while reducing technical debt and operating costs

 **Solution**
Combined accelerated cloud migration, integration modernization, and quality engineering

 **Benefits**

- 46** technical debts eliminated
- 5** lines of business migrated
- 60** integrations modernized
- 2,900+** test cases executed

03 Turning Claims Automation into Intelligent Claims Operations

 **Client**
Leading European insurer

 **Challenge**
Needed to move beyond rule-based automation to intelligent, end-to-end claims processing

 **Solution**
Combined Guidewire ClaimCenter, agentic AI, and human oversight to automate claims intake, triage, and routine processing

 **Benefits**

- 500K+** claims communications processed annually
-  Improved SLA adherence
-  Scalable, compliant claims operating framework

04 From Test Automation to Autonomous Quality Engineering

 **Client**
Leading US insurer

 **Challenge**
High testing costs, defect leakage, and limited automation were impacting delivery timelines

 **Solution**
Implemented an automation-first quality engineering model, evolving toward agentic AI-powered autonomous testing

 **Benefits**

- 45** technical debts eliminated
-  A leaner, more intelligent testing model moving quality engineering toward greater autonomy

Ready to move from pilots to production?

Hexaware helps insurers transform Guidewire into a platform for faster implementation, continuous innovation and measurable business outcomes.

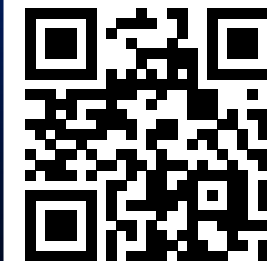
Put AI into production. Put impact into motion.



Connect with our Guidewire experts at marketing@hexaware.com

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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>.