



Guidewire Practice Overview

Transform your P&C insurance business and IT ecosystem

Modernize your business with Guidewire InsuranceSuite™ and Guidewire InsuranceNow™ through Cognizant's Guidewire practice

Insurers are facing increased competitive pressures largely driven by the rapid, widespread emergence of new technologies and customer demand for the experiences these technologies offer.

Striking a balance between profitable growth and controlled operating costs, while also managing the unrelenting need to respond to market demands, makes it crucial for you to digitize every journey by adopting modern, core platforms along with an enabling ecosystem of complementary products.

This requires more than simply replacing or modernizing legacy systems to improve your processes. Instead, it becomes essential that you envision and build a new digital enterprise, develop roadmaps that address immediate needs and anticipate future requirements.

Done right, embarking on such a transformation can open new business avenues that drive growth. This is why many carriers are investing in leading industry solutions like Guidewire.

Cognizant's Guidewire Center of Excellence, complemented by cutting-edge digital engineering practices, helps you proactively respond to market disruptions by fundamentally transforming your business model. Cognizant's Guidewire Center of Excellence delivers value through four key tenets:

- Innovation through guilds
- Nurturing of talent through communities
- SAFe based, Guidewire specific agile implementation frameworks
- Pod-based delivery comprised of team members who are cross-functional, full-stack, autonomous and enabled to deliver end-to-end solutions

Cognizant is a Global Premier member of the Guidewire PartnerConnect™ program. We are recognized for participating in active implementations, developing go-to-market skills by region and achieving specializations.

Cognizant's end-to-end approach to Guidewire implementations leverages Guidewire assets as a catalyst to transform your entire ecosystem.

With our specialized Guidewire approach, you can connect legacy systems while integrating new capabilities like digital, cloud and infrastructure services. This improves speed-to-market, decreases loss ratios and reduces operational costs.

Modernize and digitize your IT ecosystem. Achieve your business-transformation goals.

As a Guidewire Global Premier PartnerConnect consulting partner, Cognizant has one of the largest Guidewire ecosystem services teams, as well as thousands of insurance industry associates worldwide who provide services across the implementation lifecycle. Our associates are in customer premises and in Cognizant's regional delivery centers (RDCs) located across the globe.

Cognizant's approach reduces implementation risks and costs by eliminating the need to use multiple vendors to manage a Guidewire project. We work with seven of the 10 largest global insurers, giving us unparalleled knowledge that we bring to every Guidewire engagement.

In addition to large-scale, complex implementations and business transformations, we work with mid-sized and smaller companies, leveraging our cloud and digital expertise to provide flexible-as-a-service models that suit their business needs. Our Guidewire suite of services enables successful business transformation and maximizes return on investment.

Accelerate speed-to-market

- Customers and agents with an omni-channel experience
- Highly effective distribution channels for direct customers, agents and vendors
- Tailor-made offerings
- Rationalization of products
- A scalable framework for rapid partner onboarding



Cognizant's end-to-end Guidewire service offerings

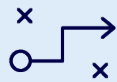
Advisory and Consulting

- Business solution definition
- Platform selection
- Program roadmap definition
- Business case development
- Business process re-engineering
- Execution strategy and program management
- Inception
- Organization change management



Implementation

- Configuration of user interface, business rules and workflow
- Integration of Guidewire Suite with external systems over files, plug-ins, messaging, batches & web services
- 55+ purpose-built solution accelerators produced in our exclusive Guidewire lab
- Comprehensive knowledge repositories



Quality Assurance

- End-to-end testing including systems integration, stabilization, automation, performance- and user-acceptance testing
- Proprietary frameworks, tools and solution accelerators
- Proven QA processes and best practices



Managed Services

- Production monitoring, support and maintenance, and regulatory and functional enhancements
- New product and/or geography rollouts
- Transform while Perform (TwP)



Digital

- Human-centered digital solution design
- Configuration/integration of Guidewire portals
- Optimization of CX through sales/distribution management, marketing automation and BPM solutions and services

Data Conversion/Reporting

- Efficient migration of legacy data
- Business data migration strategy
- Extraction, transformation and loading of data
- Implementation and/or migration with DataHub and InfoCenter
- Report rationalization and authoring
- Audits and balancing

Cloud Offering

- Cloud assessment and readiness
- Re-hosting, re-platforming and migration to cloud
- Guidewire SaaS implementations in a program-lead capacity
- Cloud implementations and support across regions of US and Australia/New Zealand

Upgrade

- Upgrade assessment
- Upgrade strategy
- Upgrade execution
- Migration
- Enhancement assessment
- Knowledge transfer (KT)—forward and reverse KT

Advisory and Consulting. Cognizant's advisory and consulting services provide business model and operating model definition, program roadmap definition, business case development, business process re-engineering, execution strategy, program inception, program management and organization change management.

Digital. We integrate human-centered digital design into Guidewire portals to optimize customer experience through sales and distribution management, marketing automation, and BPM solutions and services.

End-to-end Implementation Services.

Implementation includes configuration of user interface, business rules and workflow, as well as integration of Guidewire InsuranceSuite with external systems. We also offer solution accelerators for standard integrations and integrated Center of Excellence support.

Data Conversion and Reporting. Cognizant employs a business data migration strategy that efficiently extracts and migrates legacy data and provides report rationalization.

Quality Assurance. Our Guidewire Center of Excellence provides end-to-end testing, including systems integration, stabilization, automation, performance and user acceptance testing. We use proprietary frameworks, tools and solution accelerators coupled with proven QA processes and best practices.

Upgrade. Cognizant's Upgrade Factory carries out technical and functional upgrades of implemented functionality in the Guidewire application. We upgrade application databases, implement screen configurations and business rules, and build the Guidewire portion of interfaces to other applications. We use our Center of Excellence and lab environments to upgrade the installed client Guidewire software to the new version, fully test it and resolve defects.

Managed Services. Cognizant provides product monitoring, support and maintenance, regulatory and functional enhancements, new product rollouts and M&A integration support. We do all of this at scale.

Cloud Offering. Our cloud-enablement strategy and transformation services help insurers realize their cloud strategy. Our cloud services include cloud assessment and readiness, re-hosting, re-platforming, migration to cloud and Guidewire SaaS implementations in a program lead capacity.

Offerings that help you transform your business

If you're a carrier looking to transform your business, Cognizant's end-to-end Guidewire service offerings can help you achieve your goals. How? Through differentiated digital channels, faster speed-to-market for new products, modernization of your IT platform and enablement of scalable business throughput. We can also help you to achieve TCO reduction for your IT and business processes.

Cognizant has delivered industry leading services across the globe that have helped insurers achieve successful business transformation. Here are examples of services we have delivered.

Digital transformation

Implemented a direct-to-channel platform for a leading insurer in Australia/New Zealand, which included the business launch of three personal lines products—motor, home and landlord. This drove:

- Increased digital footprint and market penetration
- A scalable platform that offered new products
- Faster onboarding of partners
- A seamless customer journey and UI/UX experience on the client's web platform
- A three-layered scalable technical architecture on web, middle-tier and Guidewire products
- An increase in gross written premium
- Significant reduction in call-center traffic

Implemented a multi-LOB (line of business) Guidewire SaaS platform for a mid-sized insurer in the US from on-premise, which enabled operational efficiency.

Business transformation

Helped multiple insurers in their transformation roadmap by providing:

- Product rationalization
- A tailor-made product offering roll-out
- Nimble product definition
- Highly effective distribution channels
- Agents and broker houses with digital-ready channels
- Mobilization of a distribution channel for agents and seamless real-time integration with point-of-sales
- Implementation of a better discounting model and commission dial-down model
- Enablement of customer 360 view for business by integrating Guidewire with CRM

Speed-to-market

Helped a carrier increase its competitive edge and speed-to-market through implementation of framework-driven and white-labeled approach of partner onboarding for a leading insurer, which achieved a 50% increase in speed-to-market.

Implemented a single underwriter engine which enabled a faster end-customer question-set receipt and response.

Platform modernization

Reimplemented Guidewire ClaimCenter for the CTP Line of Business with a leading insurer.

- Tailored the implementation for variations that occur across different regulators
- Increased operational efficiency through a single common platform
- Unified the platform to run the CTP and WC (in progress) business
- Sunsetted the client's legacy tech landscape

Implemented a new product in Guidewire suite and progressively sunsetted their legacy system.

TCO reduction

Provided self-sustained agile POD teams delivering rapid Guidewire ClaimCenter platform enhancements in a multi-technology landscape.

- More than 150 members worked in fixed velocity and fixed price models, enabling TCO reduction through multi-tech skilled members in each POD

Implemented Guidewire full-suite BAU model with greater offshore leverage, providing outcome-based managed services.

We deliver speed-to-market through hyperscaler partner ecosystems (Smartcomm, AWS, Azure)

We are a Guidewire Premier Partner, enabling rapid training and onboarding of teams

Cognizant's Guidewire Guild concept lays foundational support and sound agile and DevOps engineering principles

We deliver innovation through bottom-up design thinking, Guidewire hackathons, Solution Lab and Insurance Premier League



Guidewire InsuranceNow services from Cognizant can transform your IT ecosystem

If you're an insurer that writes low-complexity business, is constrained by limited IT resources or that needs a streamlined, ready-to-go core solution in the cloud, then Guidewire InsuranceNow™ ticks all the boxes.

InsuranceNow enables you to replace outdated systems quickly, increasing business agility. It also simplifies your transformation project with thoughtful design that is purpose-built to streamline implementation and operations.

InsuranceNow's all-in-one design means that all functions are on the same system, enabling faster upgrades, testing and training. Being cloud-based, the system automatically scales in response to business demands, ensuring business continuity.

Through rapid implementation, cloud operations, assurance services and regular upgrades, InsuranceNow provides insurers the freedom to focus on innovation and service. With InsuranceNow, you can achieve fast, predictable delivery through standardization and lower TCO.

InsuranceNow installs as one core application, which enables you to bring up policy, claims and billing all at once. This efficiency significantly

reduces implementation time and costs while eliminating painful temporary workarounds and integrations that often require heavy IT resources.

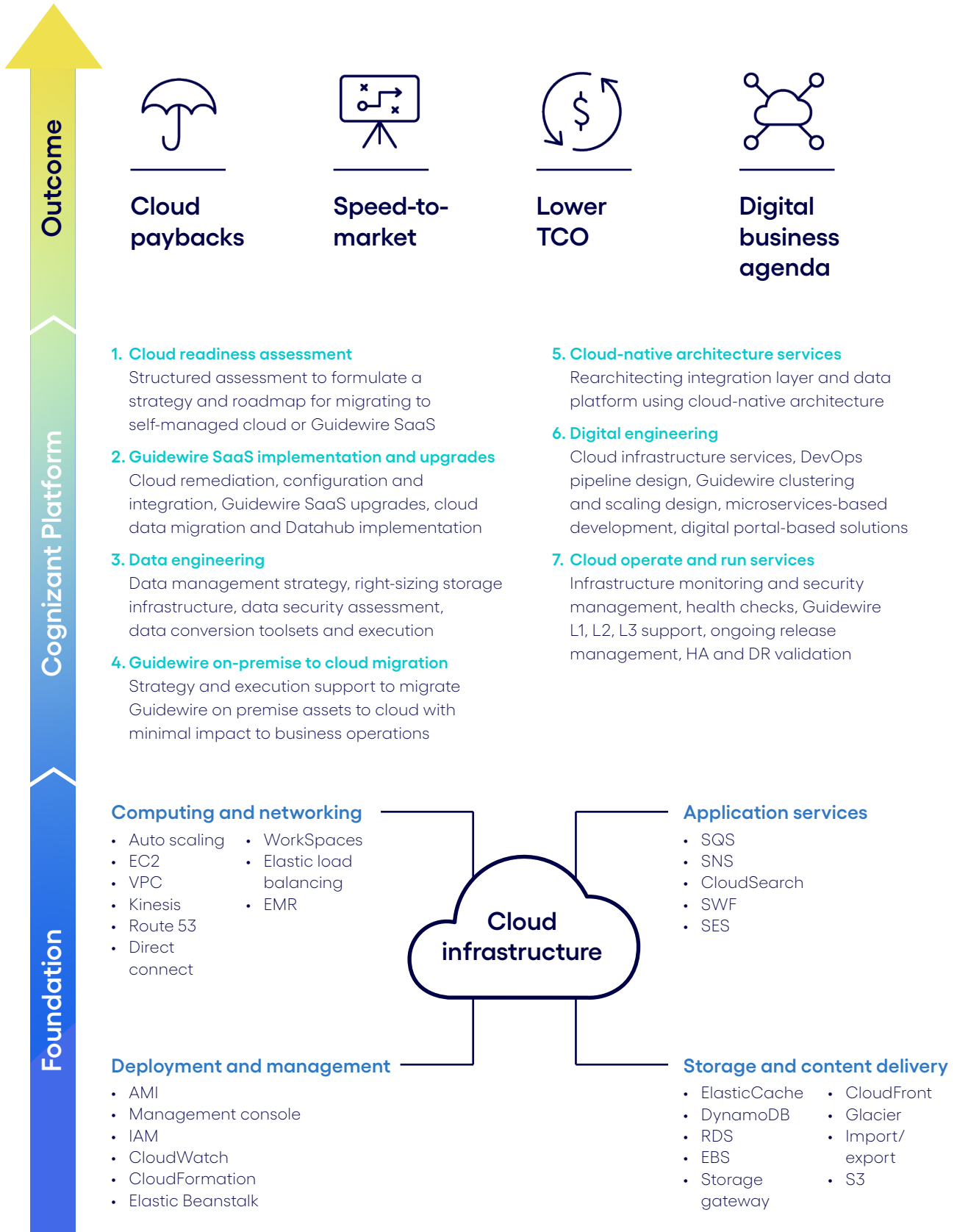
One of the many benefits of an all-in-one design is that everything comes integrated out of the box. This eliminates the challenges of systems that were acquired over time and sewn together.

InsuranceNow and your data are backed by the comprehensive disaster recovery plan provided by Amazon Web Services (AWS) to ensure your business continuity. With region-to-region failover and multiple availability zones, you can be confident that your business won't be interrupted.

Cognizant is a proud partner of InsuranceNow with a strong delivery team that has implemented the solution across 45 insurers in the past nine years. Cognizant was the first partner to gain InsuranceNow specialization status with InsuranceNow certified resources. Cognizant has started a partner-lead implementation for an InsuranceNow customer, owning end-to-end product implementations, including automated testing and data conversion.

We deliver InsuranceNow services through our regional delivery centers in North America and India. Our InsuranceNow suite of services enables successful business transformation and maximizes return on investment for insurers.

Cognizant's robust Guidewire cloud service offerings



Specializations

- BillingCenter
Americas, Asia-Pacific
- ClaimCenter
Americas, Asia-Pacific
- Cloud
Americas – Global Delivery
- PolicyCenter
Americas, Asia-Pacific
- InsuranceSuite
Americas, Asia-Pacific
- InsuranceSuite Integration
Americas, Asia-Pacific
- InsuranceNow
Americas
- Migration Acceleration
Americas, Asia-Pacific, EMEA, Latin America
- Premier Go-to-Market
Americas
- Premier Services Engagement
Americas, Asia-Pacific, EMEA, Latin America
- Technical Upgrades
Americas, Asia-Pacific, EMEA, Latin America
- Testing Standards
Americas, Asia-Pacific, EMEA, Latin America

Talk to us today about how Cognizant's approach to Guidewire implementations can help you transform your organization to compete in today's challenging environment. Reach us at: Guidewirecenter@cognizant.com.

About Cognizant's Insurance Practice

Cognizant is a leading global services partner for the insurance industry. In fact, seven of the top 10 global insurers and 33 of the top 50 US insurers benefit from our integrated services portfolio. We help our clients' businesses run better by driving greater efficiency and effectiveness. Simultaneously, we help their businesses run differently through innovation and transformation for the future. Cognizant redefines the way its clients operate from increasing sales and marketing effectiveness, to driving process improvements and modernizing legacy systems, to sourcing business operations. Visit us at www.cognizant.com/insurance-technology-solutions.



Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant.

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