![TCS Tata Consultancy Services logo]

TCS Services for Guidewire

Banking, Financial Services, and Insurance

Insurance, along with other industries, is visibly disrupted by the pandemic. Insurers now need to improve digital tools available to agents/brokers and strengthen direct channels for customers, while prioritizing operational excellence and cost efficiency. It is the demand of the times, and an opportunity, for insurers to build capabilities to rapidly introduce new products and services and enhance customer experience.

TCS services for Guidewire are a one-stop solution that enables insurance companies to transform and digitize their customer journeys as well as automate core processes, such as underwriting and claims settlement, by building digital portals and transforming core systems. Our services are location-independent and agile and can be quickly leveraged to provide efficient and expedited outcomes. With TCS, insurers can accelerate business value realization, improve product adoption, and achieve faster time-to-market.

Overview

In the disruptive digital era, insurers are prioritizing investments into creating resilient and adaptable core systems with Guidewire suite of products for product innovation and differentiation, superior customer experience, maximization of growth opportunities, and improved time-to-market. These complex transformations typically manifest multiple challenges such as product/process customizations, complex integrations, user adoption, cloud migration and deployment, and version upgrades. Insurers need to closely collaborate with a trusted partner to address the myriad challenges to maximize return on investment.

TCS services for Guidewire are designed to address the entire ecosystem of end-to-end business process transformation in insurance companies. A strategic partner of Guidewire, TCS offers comprehensive services to the insurance industry-- ranging from Advisory and Implementation Services and Cloud Deployment and Implementation Services to Digital Services, Data Services, and Organizational Change Management (OCM). With Guidewire implementation, TCS helps insurers maximize business value of Guidewire propped by the Machine First™ approach, further supported by Upgrade & Maintenance and Cloud Migration Services. The TCS services for Guidewire maximize business outcomes and help build purpose-centric, resilient, and adaptable systems. It enables insurers to re-platform the existing legacy systems to achieve their transformation goals of accelerated growth and superior customer/agent experience.

Solution

TCS services for Guidewire comprise a comprehensive set of offerings to maximize business outcomes for insurers. The wide range of services include:
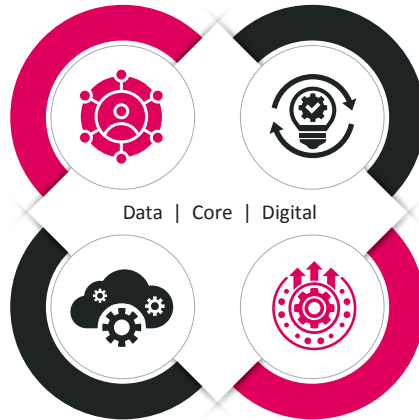
- **Advisory and Implementation Services:** Helps insurers build resilient systems by leveraging features such as product definition and selection, program roadmap definition and rollout strategy, Guidewire configuration, integration, data conversion, transformation assurance, and OCM Services.

- **Upgrade and Maintenance Services:** Reduces total cost of ownership and provides certainty to insurers in upgrades and maintenance by bringing in the right blend of Guidewire product knowledge and adoption of TCS Machine First™ approach.

- **Cloud Migration and Implementation Services:** Allows insurers to move their Guidewire platforms to either Platform-as-a-Service or Guidewire-managed Software-as-a-Service cloud using TCS Assessment Services, Migration Services, Infrastructure Services, and Transformation Services.

- **Digital Services:** Enables insurers to build and sustain a purpose-centric organization using offerings such as human-centered UI/UX Design Services, Portal Build Services, and Integration and API Services.

- **Data Services:** Improves customer experience, promotes sales and product innovation, and enables operational efficiency with offerings such as Advisory Services and Implementation Services.

Digital Services

- Guidewire Portal Development
- Custom Portal Development
- UI/UX Services
- API/Microservices Development

Cloud Services

- Cloud Assessment
- Cloud Migration
- Infrastructure
- Cloud Transformation

Advisory & Implementation Services

- Advisory Services
- Configuration & Integration Services
- Rule Extraction & Simplification
- Data Conversion
- Transformation Assurance
- Organization Change Management

Upgrade & Maintenance Services

- Upgrade Assessment
- Upgrade Implementation
- Guidewire Upgrade Services
- Production Support
- Maintenance & Enhancements

Data | Core | Digital

Figure 1: An overview of TCS services for Guidewire

Benefits

With the TCS services for Guidewire, insurance companies can get multi-fold benefits:

Speed-to-Market

- Enhances efficiency and ensures faster product delivery with automation-driven and risk-mitigated implementation & upgrade services.
- Utilizes proven accelerators to improve speed-to-market, provide frictionless customer experience to increase sales and customer retention.

Holistic Business-Centric Approach

- Ensures early realization of benefits with its context-based, domain-driven Agile-first development approach.
- Accelerates growth and expansion through product innovation and marketing agility.

Cost Containment

- Reduces the overall cost of ownership of the Guidewire portfolio by using Machine First™ approach.
- Improves operational excellence and cost efficiency by improving product adoption.

Enhanced User Experience and Profitability

- Delivers multi-modal, omni-channel, contextual, and personalized engagement to customers and agents.
- Allows enterprises to excel in a highly competitive digital economy with ecosystem intermediation and data monetization.

The TCS Advantage

By partnering with TCS, insurance enterprises can leverage:

- **Robust, Adaptable Solution:** TCS Guidewire Services are designed to build resilient and flexible systems. These are highly robust, adaptable, and capable of being implemented separately and in combination to transform an insurer's policy, billing, and claims processes and systems. Our services are location independent and can be quickly leveraged to empower insurers to deploy accelerated solutions.

- **Contextual Solutions:** We have partnered with leading P&C insurers across the globe in their transformation journey and configured 30+ insurance products in Guidewire. We provide contextual business and technology solutions to insurers to uplift the unique competitive advantage of an insurance company.

- **Experienced Transformation Professionals:** Our certified subject matter experts and professionals have strong industry background and Guidewire product knowledge. They are well-trained to deliver strategic solutions to fulfill the varied requirements of customers.

- **Unique and Innovative Solution:** At TCS, we believe in delivering "design & deploy once" concept that encourages efficiency and reduces duplication. Our accelerators are purpose and data-driven and ensure cost efficiencies with "Machine First Approach" at the core.

- **Research and Innovation:** TCS has brought disruptive technologies to the insurance value chain. As such, insurers can benefit from TCS Pace Port™, which brings together all of TCS' research and innovation under one umbrella.

TATA CONSULTANCY SERVICES

Partnership Tier

GUIDEWIRE PARTNERCONNECT
Consulting Advantage

Guidewire Specializations awarded to TCS

GUIDEWIRE PARTNERCONNECT	GUIDEWIRE PARTNERCONNECT	GUIDEWIRE PARTNERCONNECT
PolicyCenter North America	PolicyCenter EMEA	ClaimCenter EMEA
GUIDEWIRE PARTNERCONNECT	**GUIDEWIRE** PARTNERCONNECT	GUIDEWIRE PARTNERCONNECT
BillingCenter North America	**Testing Standards**	Technical Upgrade
GUIDEWIRE PARTNERCONNECT	GUIDEWIRE PARTNERCONNECT	GUIDEWIRE PARTNERCONNECT
InsuranceSuite Integration North America	Cloud Ready North America	Digital EMEA

Contact

For more information TCS' Banking, Financial Services and Insurance (BFSI) unit

Visit the https://www.tcs.com/guidewire-services-consulting-transformation

Email: bfsi.marketing@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 500,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $22.2 billion in the fiscal year ended March 31, 2021, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index.

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