

TCS Services for Guidewire

Leveraging human-centric AI
to enhance insurance value



Today, insurers are going beyond the limited role of protecting and compensating losses to becoming omnipresent entities in customers' lives by moving into prevention. While they fulfill the greater objective of maintaining customer value, it is essential for them to contemplate the reinvention of processes through the capabilities of AI and Generative AI in order to retain customers, improve decision-making, and optimize operational excellence. As Insurers make the journey toward a future of immense growth potential, they must build capabilities to rapidly introduce tailored products and world class services and friction less 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 AI and Generative AI era, having a resilient and adaptable core systems with Guidewire suite of products enables product innovation and differentiation, superior customer experience, maximization of growth opportunities, and improved time-to-market. Establishing a resilient and adaptable core while integrating it with AI and Generative AI necessitates transformative initiatives. These complex transformations typically manifest multiple challenges such as product/process customizations, complex integrations, user adoption, cloud migration and deployment, and version updates. 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 with AI and Generative AI in insurance companies. As an Advantage partner of Guidewire, TCS offers comprehensive services to the insurance industry--ranging from Advisory & Implementation Services, Cloud migration, Deployment and Implementation Services to Digital Services, Data Services, and Organizational Change Management (OCM).

TCS services for Guidewire maximize business outcomes and help build AI and Generative AI ready resilient, and adaptable systems. It enables insurers to take advantage of hyper-scalers on cloud, reimagine their business models and achieve stability in costs, providing, accelerated growth and superior customer/agent experience.

Our 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 on cloud:** Helps insurers build resilient systems by leveraging features such as product definition and selection, program roadmap definition and rollout strategy, Guidewire configuration, integration, connect AI and Generative AI models, data conversion, transformation assurance with Generative AI tools, and OCM 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.
- **Maintenance on Cloud Services:** Reduces total cost of ownership and provides certainty to insurers in updates and maintenance by bringing in the right blend of Guidewire product knowledge and adoption of suite of AI and Generative AI tools.
- **Migration to Cloud Services:** Allows insurers to move their Guidewire platforms to Guidewire-managed Software-as-a-Service cloud using TCS Assessment Services, Migration Services, Infrastructure Services, and Transformation Services.

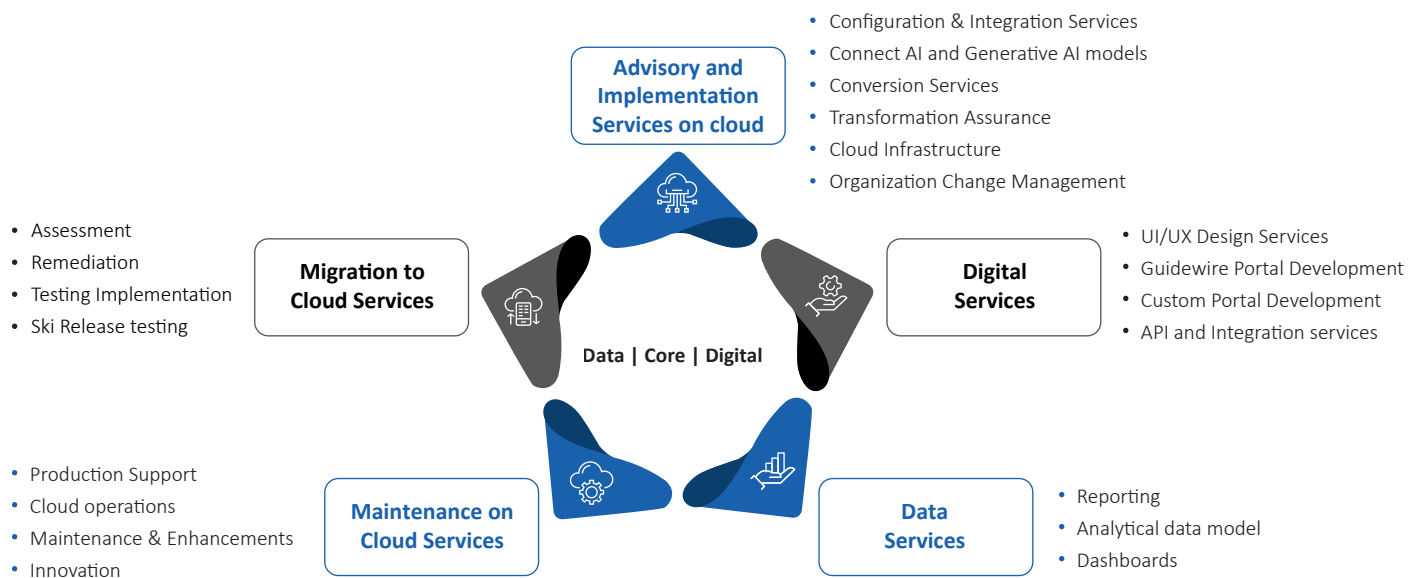


Figure 1: An overview of TCS services for Guidewire

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 & update 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 AI and Generative AI tools 3.
- 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 AI and Generative AI based accelerators are purpose and data-driven and ensure cost efficiencies.
- **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.

Partnership Tier



Guidewire Specializations awarded to TCS

PARTNERCONNECT PolicyCenter North America	PARTNERCONNECT PolicyCenter EMEA	PARTNERCONNECT ClaimCenter EMEA
PARTNERCONNECT BillingCenter North America	PARTNERCONNECT Testing Standards	PARTNERCONNECT Technical Upgrades
PARTNERCONNECT InsuranceSuite Integration North America	PARTNERCONNECT Cloud North America	PARTNERCONNECT Digital EMEA
PARTNERCONNECT InsuranceSuite Integration EMEA	PARTNERCONNECT Rapid Implementation	PARTNERCONNECT ClaimCenter APAC
PARTNERCONNECT Cloud North America		

Contact

For more information on TCS' Banking, Financial Services, and Insurance (BFSI) unit, Visit <https://www.tcs.com/what-we-do/industries/insurance/solution/guidewire-services-consulting-transformation>
Email: bfsi.marketing@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce of over 6,00,000 employees in 55 countries and 202 service delivery centres across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 14 of the world's most prestigious marathons and endurance events, including the TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment. TCS generated consolidated revenues of US \$30 billion in the fiscal year ended March 31, 2025. For more information, visit www.tcs.com.