

TCS Services for Guidewire

Banking, Financial Services, and Insurance



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 serve the higher purpose of preserving customer value, they are prioritizing operational excellence and cost efficiency. 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 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 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 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 purpose-centric, 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, data conversion, transformation assurance, 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 TCS Machine First™ approach.
- **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.

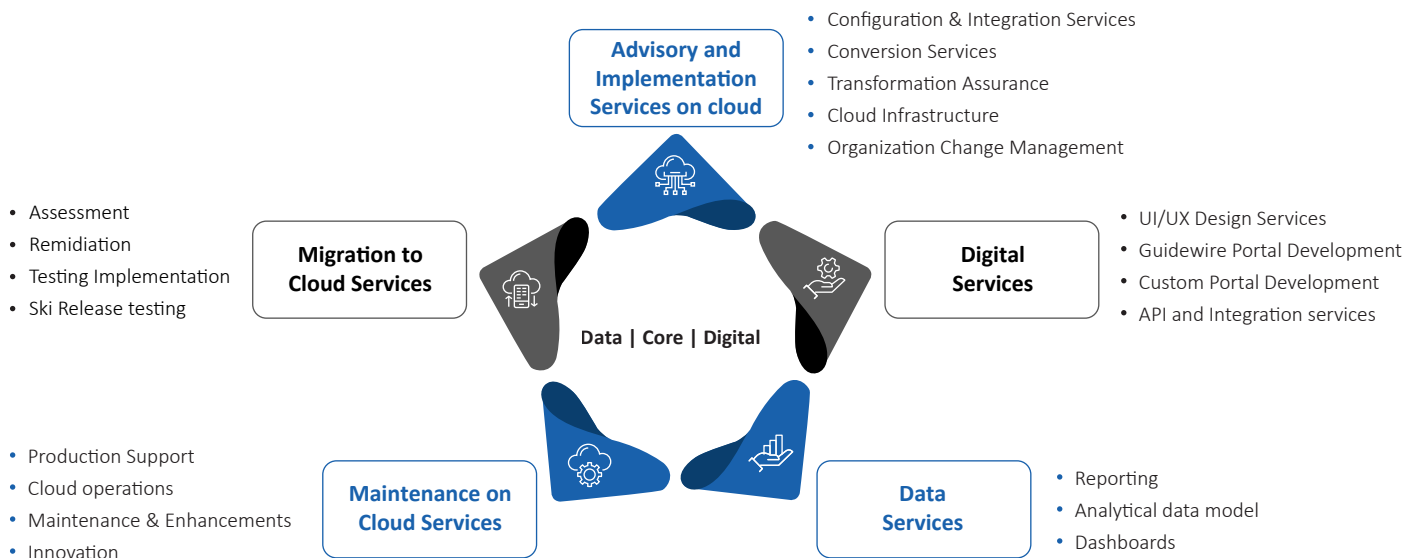


Figure 1: An overview of TCS services for Guidewire

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 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.

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 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 56 years. Its consulting-led, cognitive powered, portfolio of business, technology and engineering services and solutions 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 601,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$29 billion in the fiscal year ended March 31, 2024, and is listed on the BSE and the NSE 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. For more information, visit www.tcs.com.