



Cognitive Managed Service for Guidewire suite is what your IT needs





Table of Contents

03

Key takeaways

04

Introduction

05

Need for new-age application managed services (AMS)

09

Guidewire journey with end-to-end managed service provider

12

Why cognitive managed services?

14

What can AI do for Guidewire customers?

15

Modernize Ticket Management with Ticket Intelligence

16

Conclusion

17

Aspire's Guidewire Expertise

18

Case study: Leading US-based insurer saves time, cost with Guidewire managed services



Key Takeaways:

Adding cognitive managed services to your Guidewire suite can:



**REDUCE 40%
OF OVERALL
OPERATIONAL
AND
MAINTENANCE
COSTS**



**INCREASE
SERVICE
EFFICIENCY
AND IMPROVE
TICKET SLAs**



**CUT
NUMBER OF
UNRESOLVED
TICKETS
SIGNIFICANTLY**



**AUTOMATE
REPETITIVE
MANUAL
TASKS**





Introduction:

Managed services in insurance ecosystem requires seamless cross-functional collaboration among teams across the entire service lifecycle - from development and deployment to maintenance and support. While the quality of front office product suites used by agents and customers has a direct impact on customer experience, a defect in back office product suites too could impact operational efficiency.

A McKinsey study found the insurance industry has struggled for years to achieve productivity gains at scale, particularly when compared with other industries. In addition, the spread in operating costs between the highest and lowest performers in both P&C and life has substantially increased over the past decade.

Consistently maintaining a bug-free product, and responding to customer complaints and queries in jet speed are critical for customer delight and retention. Especially in the insurance industry which is prone to unexpected changes, it is important to find a managed service provider who can “Run your IT” and help you take control of your business and IT KPIs while creating measurable support journeys to manage them. Another key stakeholder expectation should be to stay on top of a fast-moving data environment with automated workflows to increase IT agility and business scalability.

AI-driven automation in support and maintenance services through a managed services approach has a great impact on reducing the operational cost and enables insurers to focus on business transformation, enterprise agility, and functional excellence. Future-ready insurers are growing increasingly dependent on AI-powered enablement to modernize current processes as it will enable them to break down innovation barriers and unearth new opportunities in the IT support journey.

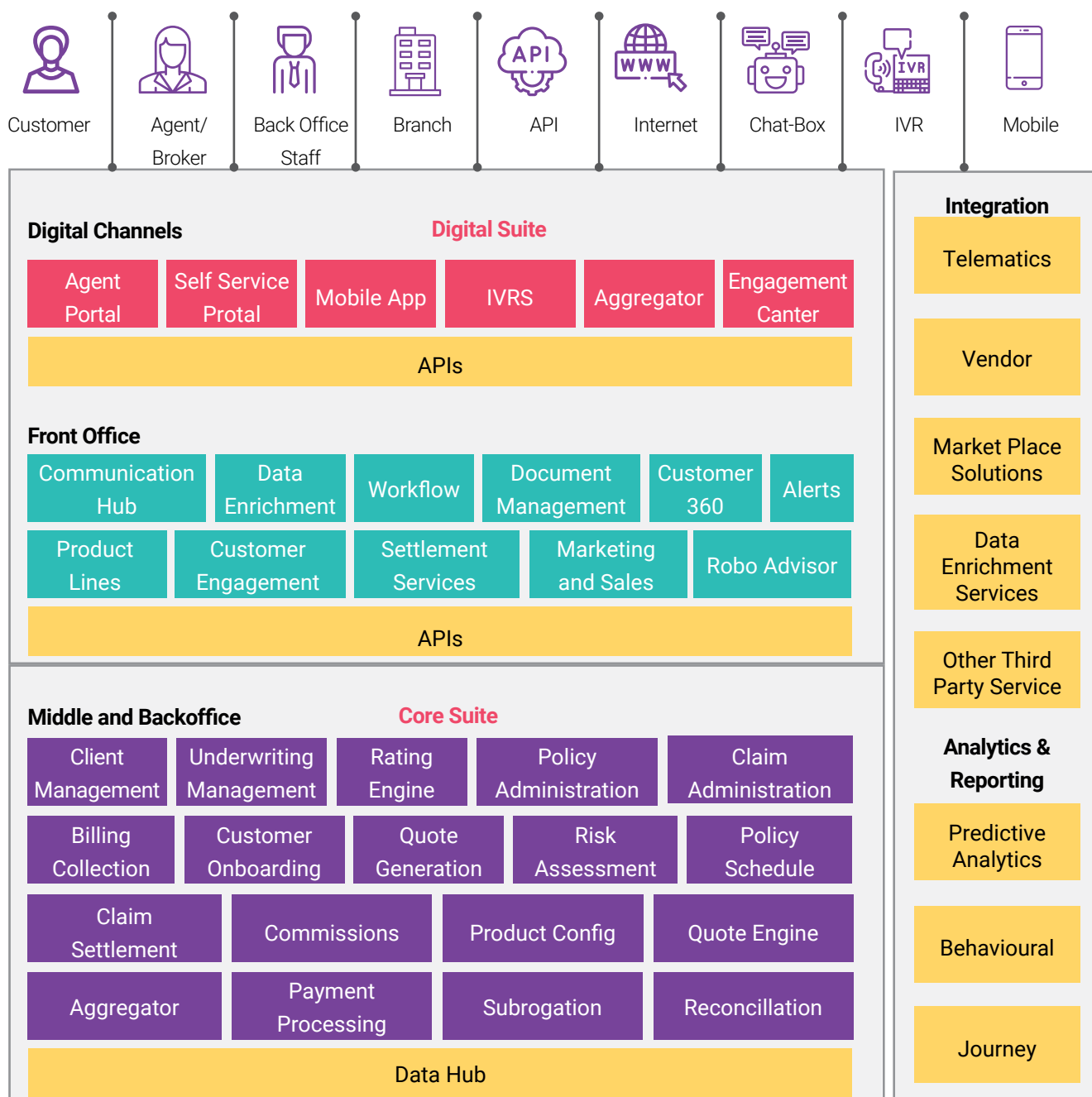


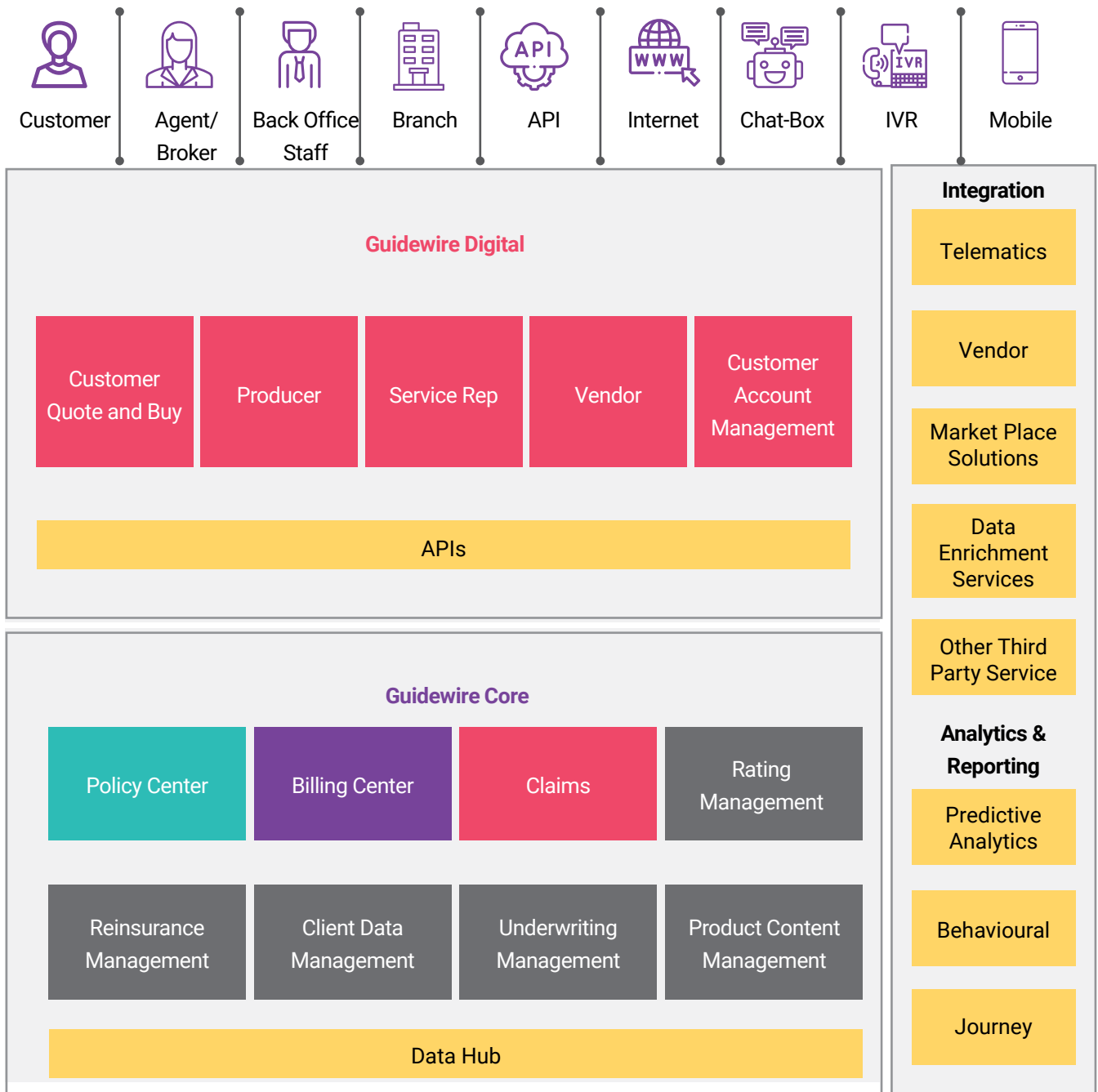


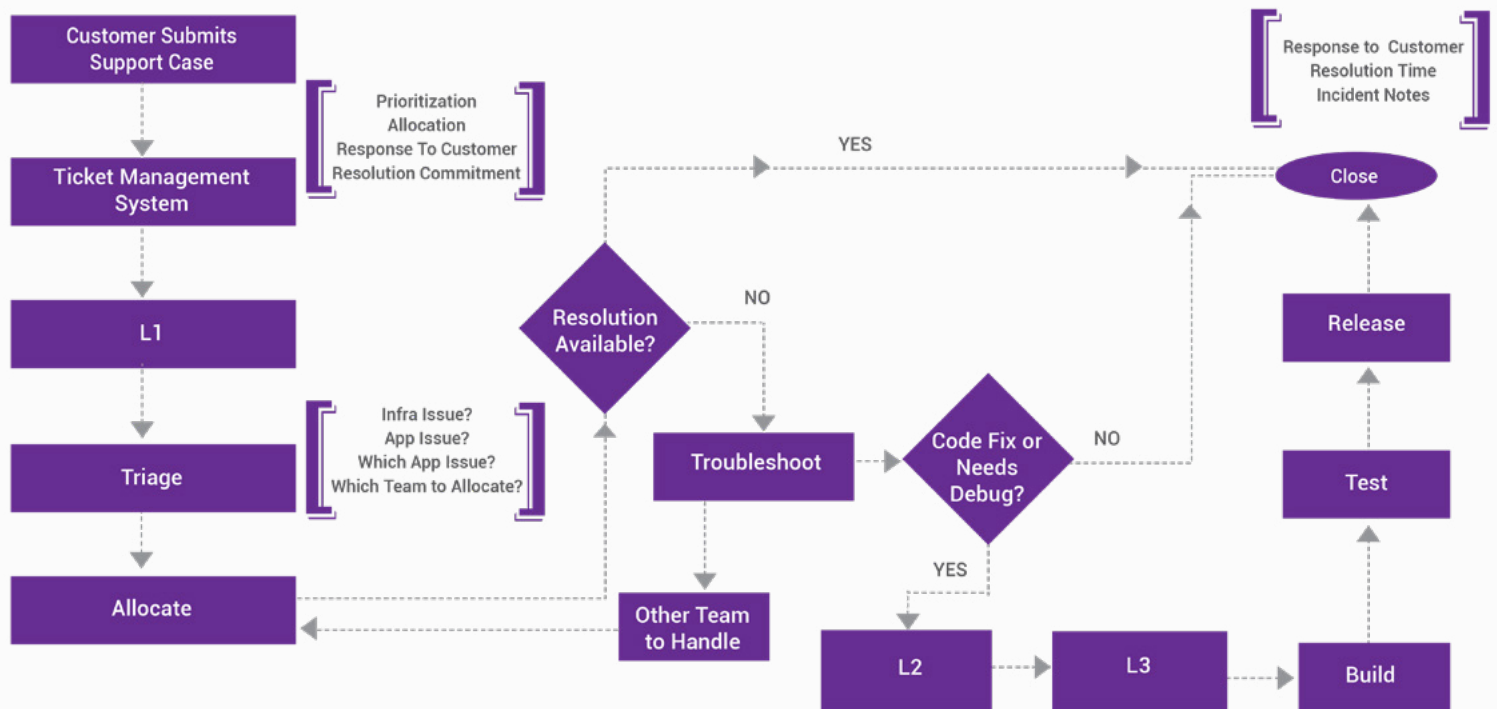
Need for new-age application managed services (AMS)

In today's world, while the infrastructure monitoring and maintenance are fully automated, IT helpdesk and service ticket workflow still demand a lot of manual intervention in terms of triaging, prioritization and allocation throughout the lifecycle of a ticket. This makes the need for New-Age Application Managed Services imperative, especially in an insurance ecosystem where Guidewire Product suites co-exist with other applications.

The Insurance Ecosystem and the Guidewire Product suites:

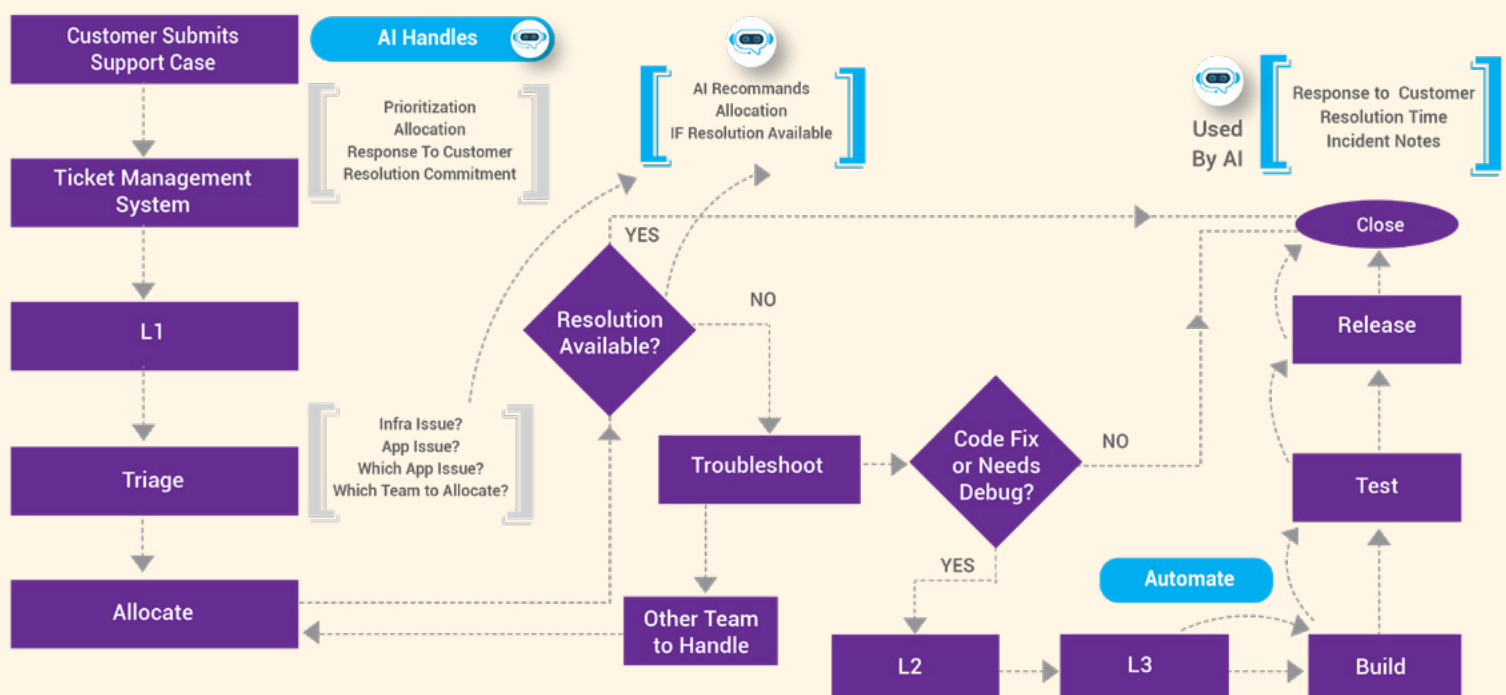




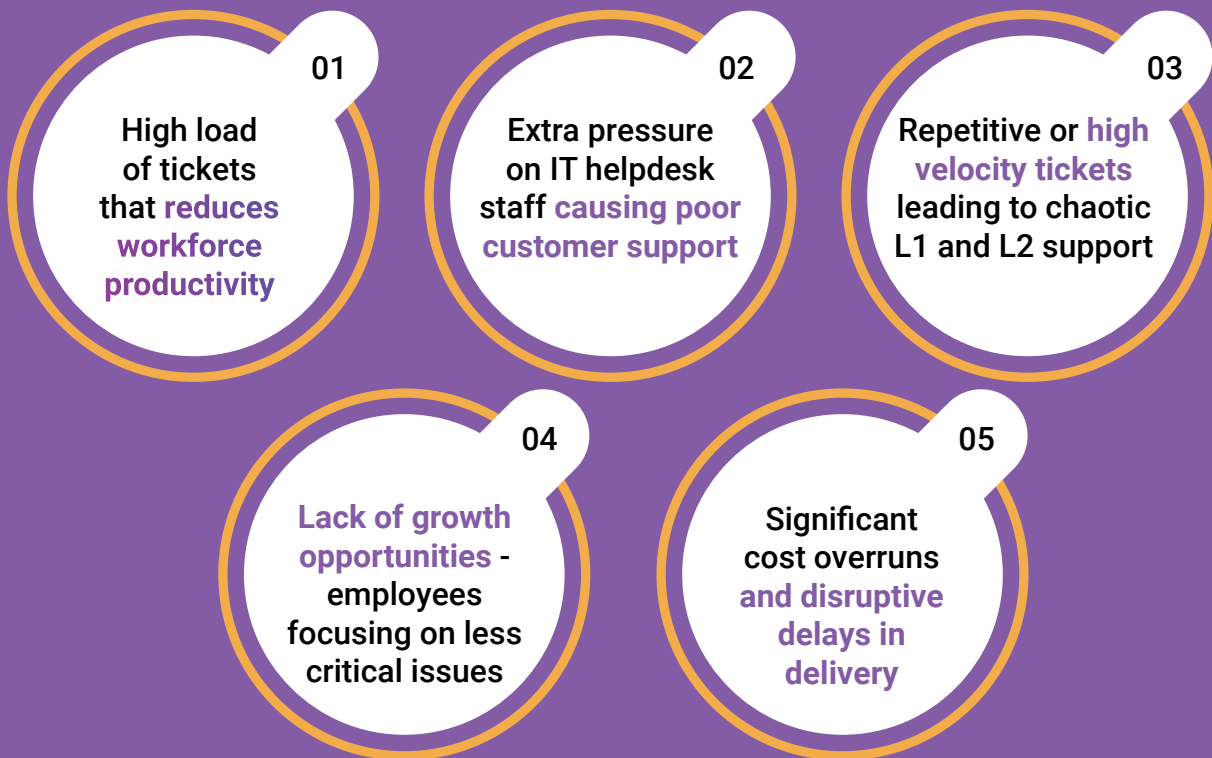


The above is a typical support ticket workflow. As you can notice, **there are so many points of manual intervention, decision-making, and analysis that need to be done before taking the action required on the ticket.** This, on average, adds up to 0.5 times the time taken in resolving a ticket. This has a huge impact on operational efficiency and cost when applied to huge volumes of tickets.

Service Ticket Workflow with Application Managed Services



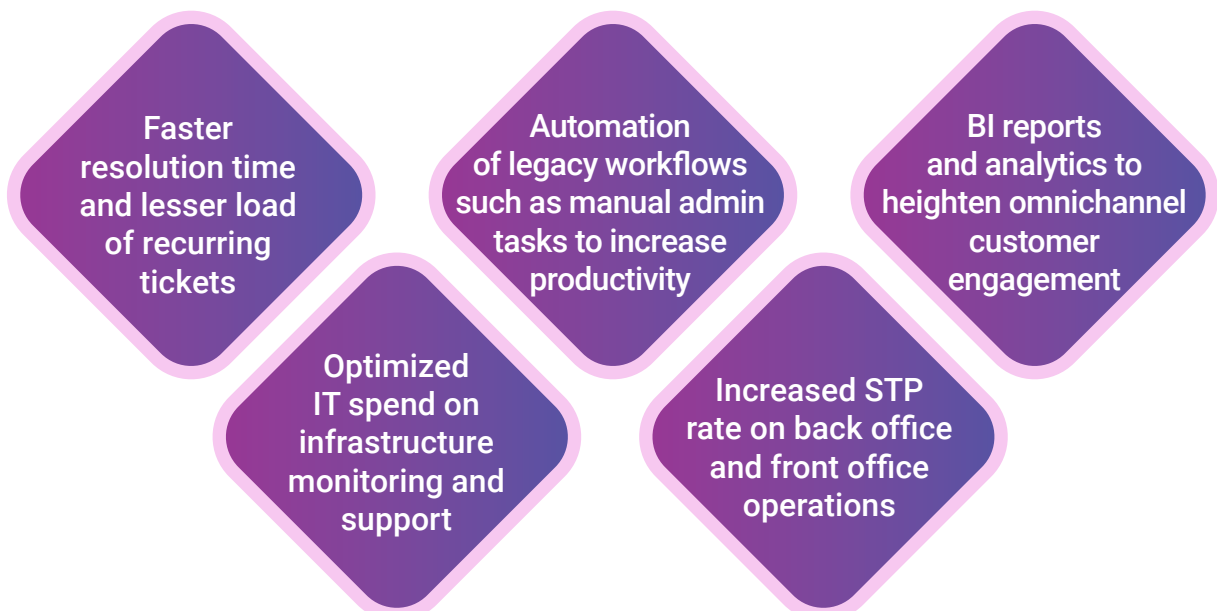
Break the barriers of a typical AMS



Transform AMS with AI

Enhance Application Managed Services by triggering high interoperability of multiple systems. Quick and accurate transfer of data can unearth opportunities in the insurance value chain and help customers manage their insurance service needs by empowering them with self-service tools.

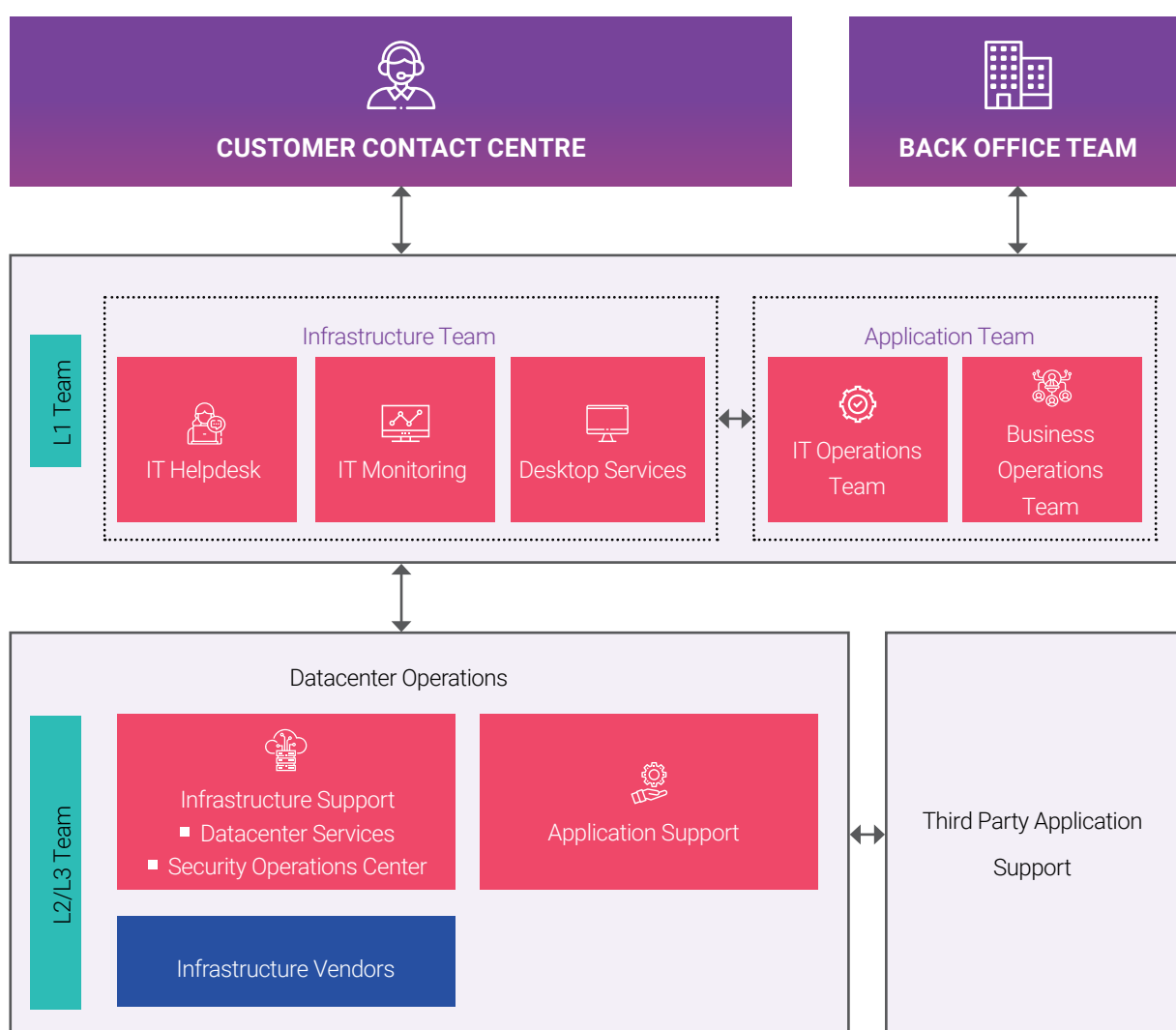
The upsides:





Guidewire journey with end-to-end managed service provider

Running your IT requires attending to various scope of services - from the IT helpdesk for Infrastructure and Application management to data center and business operations services. It is important to automate as many operations in this line to gain utmost efficiency.



With cloud hosting options and various tools available for automation in case of on-premise environments, you can eliminate capital-intensive investments on infrastructure or resources to scale your managed services coverage. **With a 24x7x365 on-demand and planned system maintenance framework, your IT systems will be readily available to deal with changing customer expectations and market conditions.**



Managing multiple applications:

Insurance ecosystems also have multiple applications and integrations, and this makes application support services even more complicated. For instance, Guidewire products suites many a time co-exist with other applications and it is important to have a one-stop solution provider who can provide end-to-end managed services including:

1. Application Managed Services for the overall application landscape
2. Monitoring and maintenance of application, infrastructure and business operations both on-premises and Cloud
3. Value-added services for process automation such as DevOps and Testing

For this, **you need a specialist who understands every step of the way - from consulting and strategy to process improvements to ensure that the end-customer expectations are met.** Such a partner can increase your speed in resolving issues, handle continuous upgrades, reduce the overall cost of business operations and deliver great insurance experiences.





5 Pillars of End-to-end Managed Services:





Why cognitive managed services?

The ROI effectiveness of managed services can be tracked by how well you use AI, automation, and analytics to effortlessly carry out both simple and complex tasks. But that's just the starting point. You should also accelerate your deployment of complex IT stacks to improve application enhancement and resiliency. **A proactive cognitive AMS equips you with clean data across core processes so you can align your business performance with your IT goals.** It ensures that you can automate key support processes such as incident management, defect management, or change management while leveraging machine learning or AI-based tools to solve frequently occurring incidents.

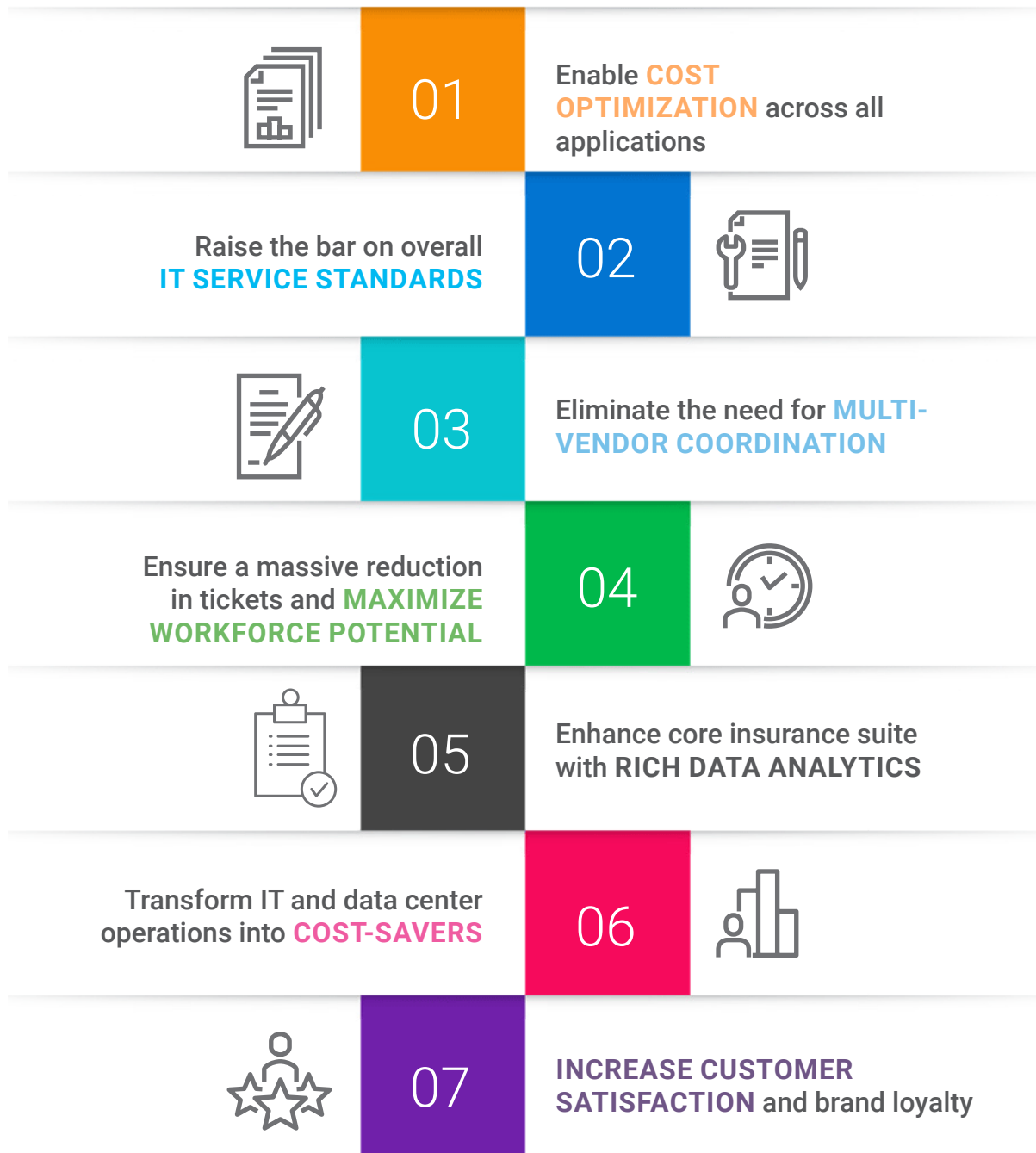
Insurance providers can start focusing on building the next generation IT infrastructure and application capabilities to streamline operations, deliver consistent customer experiences.

Scope of coverage:

- Business as usual (BAU) tasks such as incident management, service requests and other operational processes to make sure that your applications function seamlessly.
- Proactive tasks such as predictive and preventive maintenance and support workflows to continuously monitor, measure, and improve your applications.



How Can AI Enhance Your Guidewire Capabilities?





What can AI do for Guidewire customers?

Aspire builds AI/ML capabilities in your Guidewire's managed services environment from the ground up. We help you streamline operations and reduce application costs by up to 70% - both from the standpoint of labor and TCO, along with a reduction in manual efforts. You can automate recurring maintenance activities and thereby increase the performance of your Guidewire product suite.

By focusing on high volume and high velocity of tickets raised, you can use the power of AI to reduce ticket volume by more than half. It also means a reduction in the net number of new tickets that are raised. Within a few months, you can start focusing more on insurance lifecycle modernization than maintaining your existing Guidewire applications.

Delivering next-gen capabilities, our AI-powered analytics leverages big data in real-time and provides valuable insights to drive relevant decisions and actions.

For instance, you can equip your workforce with cutting-edge tools to automate business-critical Processes - from fraud detection and user validation to compliance management and complete claims administration. To start with, you can auto-assess all your processes to discover use cases for AI-driven automation and identify potential for huge cost savings. You can also fix security risks and ensure compliance to keep your business secure, scalable, and transparent.



Modernize ticket management with ticket intelligence

AI power can unlock your managed services' potential by empowering it to reduce tickets and attend service requests at a much faster rate than before.

KEY USE CASES

★ **Ticket Segmentation/Prioritization:** By applying AI to profile past tickets and segmenting them into similar groups, we can predict the probability of a new ticket being assigned to a given segment. This will enable true segmentation of new tickets and assign the right prioritization - leading to better SLAs and turnaround time.

★ **Predict Ticket Resolution time:** Implementing predictive analytics (regression) to forecast ticket resolution time brings transparency to the ticket creator. This lends itself to better ticket assignment strategies and helps in reassigning/rewriting SLAs and priorities of tickets.

★ **Predict Ticket Reassignment Count:** We offer intuitive analytics (regression) to predict possible re-assignment rate/count that helps improve the processes while setting the right priority for the tickets. This can be set at a ticket segment/group or business service level.

★ **Cognitive Automation:** We can help automate more than 50% of the ticket management process, which majorly cuts down the cost and streamlines the entire ticket management process. This will result in faster resolutions, simplified operations, and more efficient workflows.

AI can bring a disruptive way of delivering solutions for the entire application lifecycle in which managing high frequency tickets can be a defining moment. The pressure is on to minimize the number of FTEs and assign resources to mission-critical work. That's why AI can play a major role in providing end-to-end support including application support, performance management, report development and system/database administration. It will ensure that ticket resolution time is shortened by more than 30% and provides a multiplier effect to your business that eventually leads to more revenue.

Other scenarios where cognitive solutions drive immense value are in resolving issues related to performance of external services, monitoring of transaction metrics and performance issues related to API, and middleware at all three levels of support (L1, L2 and L3).



Conclusion

Insurance providers are under pressure to digitally transform or extend their existing digital portfolio. Without flexible and scalable managed services model, insurance providers cannot meet rising customer demands and also help employees maximize their productivity. Therefore, adopting a cognitive managed services approach can go a long way in shifting your organizational focus to growth areas with AI to lean on.



Aspire's Guidewire expertise

Aspire is an end-to-end managed services provider for the Guidewire ecosystem and all supporting products. You can enhance your core insurance suite with empowering analytics, deployment, integration, quality, and support. Our team of 100+ managed services professionals with extensive knowledge of the Guidewire product suite can put you in a better position to manage your IT and data center operations and turn them into profit centers. As merit to our demonstrated expertise, Guidewire also recently made us its Consulting Select Partner.

Guidewire Products	IT Helpdesk	Application Support	Infrastructure Support & Cloud Operations	DBA	Business Operations	Testing/ DevOps Transformation
Insurance Suite (PC,CC, BC)	✓	✓	✓	✓	✓	✓
Insurance Now	✓	✓	✓	✓	✓	✓
Guidewire Analytics	✓	✓	✓	✓	✓	✓
Underwriter Management	✓	✓	✓	✓	✓	✓
Reinsurance Management	✓	✓	✓	✓	✓	✓
Rating Management	✓	✓	✓	✓	✓	✓
Client Management	✓	✓	✓	✓	✓	✓
Product Content Management	✓	✓	✓	✓	✓	✓
Guidewire Digital	✓	✓	✓	✓	✓	✓

Still not convinced? Here's a case study that might help you make the correct choice.



Case study

Leading US-based insurer saves time, cost with Guidewire managed services

A leading, reputable US-based insurer with huge customer bases and connections had trouble scaling up IT operations to their growing needs. This resulted in a slowdown of grievance redressals as ticket volumes went up, added stress to their onshore teams, and increased response time and operational costs resulting in a poor show internally and in the eyes of the customer. Aspire's team of experts including that of Guidewire Insurance Suite identified the kinks in the ticket redressal lifecycle and ensured seamless and timely resolution of tickets with a balanced workload among teams.

Some of the benefits:

At least **80%** of the customer support **cases were handled at L2 level** – meaning the tickets were **resolved faster**

A hybrid approach to test automation **cut the overall regression time by 70%**

The various measures together ensured **overall case resolution went up by 20%**





Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

For more info contact: info@aspresys.com or visit www.aspiresys.com

USA

+ 1 630 368 0970

SINGAPORE

+65 3163 3050

INDIA

+91 44 6740 4000

UK

+44 203 170 6115

NETHERLANDS

+ 31 (0)30 800 92 16

POLAND

+48 58 732 77 71

MEXICO

+52 222 980 0115