



Guidewire Managed Services for a Leading US–Based Insurance Provider





Challenge:

- *Handling high volumes of tickets*
- *Increased onshore workload*
- *Slower support response time*
- *Higher operational costs*
- *Reduced maintenance support*

Solution:

- *Initial response (L1/L2) and Applications Support (L3)*

Results:

- *Streamlined workflow*
- *Reduced onshore workload*
- *Cost of operations decreased substantially*
- *24/7 support services*
- *Optimal workforce utilization*
- *Faster support response time*
- *AWS environment replaced ad-hoc approaches*

About the Customer

Headquartered in New York, United States, our customer is among the largest global providers of insurance, annuities, and employee benefit programs, serving 90 of the largest F500 companies with presence across 60 countries. Around the world, our customer offers life, accident and health insurance, retirement and savings products through banks, brokers, and direct marketing channels. Serving 90 million customers worldwide, they work with families, private corporations, and government to provide them with solutions that offer financial guarantees in their lives.

The Need

Our customer was looking for an application support in their cloud operations and testing services. The nature of business demanded a highly intense and skilled workforce. Although, the customer was able to manage the challenge initially, it intensified progressively to a point where they were forced to seek external support for the same. The client was already engrossed with handling operational tasks and tickets, which turned to be burdensome.

In order to seek assistance in terms of initial response and technical application support, the customer was looking for an offshore managed services provider who could expedite and streamline their CloudOps and Testing services.

While the customer demanded a 20-member team, we were happy to oblige the requirement as we spun an expert team with in-depth knowledge of Guidewire Insurance Suite Specialist and other technical certifications. With ample knowledge acquisition over a period of 30-45 days, our L1 and L2 teams indulged in a detailed onboarding process that included a deep-dive session on conventional tools, techniques, and the best practices to be followed.



Aspire's Solution

Aspire Systems worked closely with the customer to understand their challenges. After extensive discussions with the support team, Aspire triggered an initial response (L1/L2) support and provided technical support (L3) for their cloud services. Aspire Systems was able to:

- Continuously monitor the application and services so they could readily address when alerts were raised.
- Analyze issues raised by the customer and provide instant solutions and fixes.
- Route the issue to other teams in case of deeper analysis and provide regular updates to the customer.
- Coordinate with other teams during product patching and deployments.

As for the L3 support, Aspire was proactive in analyzing issues related to product configuration and code customizations. We also deployed specific fixes and releases to customer environments. Moreover, the provisioning of AWS environments guaranteed standardization and eased the process of maintenance and while enforcing any security-related constraints.

Aspire's team has handled 1500+ customer support cases and 1300+ product backlog defects have been tested till date. Citing the successful results we had witnessed, our team strength has multiplied 3 times the initial size to further expedite support requests.

With the introduction of AI capabilities in our managed services, our clients have enjoyed the luxury of predicting ticket velocity for the upcoming days or even months.



Benefits

- >> Reduced the overall **regression time by more than 70%** by using a hybrid approach with Test automation.
- >> **80% of the customer support** cases resolved at the L2 level itself due to the strong Application and functional knowledge of the team. This gives faster resolution to customer's issues.
- >> Increase of overall **case resolution 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.

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