



Guidewire v8 to v10 upgrade becomes a cakewalk for insurer despite complex customizations





Challenges:

- Support discontinued for Guidewire v8 the client was using
- Client customizations made necessary upgrade to Guidewire version 10 complex
- Compatibility issues of customizations with Guidewire v10

Solution:

- Assisted upgrade to Guidewire version 10
- Integration of client APIs
- Fixing compatibility issues

Results:

- Minimum disruption to client workflow during upgrade
- Client now qualifies for Guidewire support
- All customizations available in Guidewire v10 too

About the Client

Our client is a California-based insurance company and offers insolvency cover to other insurance companies in the region. Put simply, the client offers payouts to customers of linked insurance companies that go bankrupt. Given its nature of operation, the client covers all insurance types such as worker compensation, commercial auto insurance, homeowner and personal auto insurance among others. The client is our longest standing customer for Guidewire services.

The Context & Need

The client, who has been using Guidewire in-premises platform with customizations for years, was using Guidewire version 8 but was forced to upgrade to version 10 since

- » Guidewire Software Inc. discontinued support for its version 8 platform.
- » The client had no support or means for grievance redressal from the software provider to resolve any issues that might arise if they kept using version 8.
- » Issues with the client customizations made over the outdated Guidewire version 8 could not be resolved since Guidewire support was cut off, so the upgrade to higher version became a necessity.
- » Multiple customizations of platform, however, made the upgrade complex and demanded a Guidewire expert team.



Aspire's Solution in Detail

Aspire Systems is an accredited Guidewire Consulting Select Partner. After careful analysis of the client's needs, our experts proposed an

- » Upgrade made stage-by-stage, from v8 to v9 then to v10.
- » Integration with third party systems for data needs
- » Existing customizations carried forward and new customizations made

Solution in detail

As mentioned earlier, the client is a long-standing Guidewire customer. They use the Guidewire ClaimCenter and Guidewire Contact Manager products. The client chose to stick to on-premises Guidewire version 10 over migrating to the Guidewire Cloud Platform (GWCP).

In the case at hand, the client was upgrading from Guidewire version 8 to version 10, skipping one level. The Aspire Guidewire expert team had worked with the client on previous projects including such timely upgrades from Guidewire version 3 to version 5, then from version 5 to 8. Working on these past upgrades gave us prior knowledge about the client's extensive customizations and the level of support needed with the current upgrade.

Upgrade aspects to be considered:

1. To migrate to Guidewire version 10, we had to first upgrade from version 8 to version 9, then from v9 to v10.
2. Running feasibility checks was crucial since the client had multiple customizations and was not using an out-of-the-box version of Guidewire 8. The product features added newly to v9 by Guidewire also had to be carried over to the next stage, i.e., version 10, without letting it affect the client's workflow.



With these considered, the actual upgrade began. Guidewire out-of-the-box upgrades were handled by the Guidewire Software Inc. team directly and the basic upgrades were done.

Activities Performed

Aspire's Guidewire experts began working hands-on on the upgrade project at this stage. Our goal was to ensure all of the client's customizations built on the Guidewire version 8 platform worked on the latest version as well.

The problem areas identified during the feasibility checks, the upgrade, and testing were all part of Aspire's to-do list and were ticketed.

The client's multiple standalone projects also had to be integrated with the system. Making the client's custom APIs work with the Guidewire new API took the most time during this process. Following this came the stabilization phase, where end-to-end testing was done again by the client's internal teams, with a particular focus on performance-related issues such as any lags that stemmed from the upgrade.

The Benefits

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- » Improved features & efficiency due to client API integrations with the upgraded version of Guidewire
 - » Customizations were made possible in the upgraded version. These customizations include manual creation of policy and claims, integration with third-party vendor for data extraction from hospital bills, vehicle repair bills, etc., submitted as supporting documents.
 - » The actual upgrade itself made the Guidewire's support teams available to the client for resolving any future issues



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