



Insurer cuts maintenance efforts, costs & claims processing time with Guidewire Cloud migration





Challenges:

- *Integration of various data records and application systems was hard due to lack of resources.*
- *Migration to cloud was a challenge due to a lack of technical expertise and required certifications.*
- *Server maintenance and support also proved to be a challenge.*

Solution:

- *REST API integrations*
- *Refactoring*
- *Optimization of backlogs*

Results:

- *Cloud platform reduced maintenance & support efforts and costs*
- *Seamless workflow and business environment hosted by Guidewire Cloud*
- *Scalable, flexible working model*
- *Real-time reflection of end user data during claims processing*

About The Customer

Our customer is a leading US-based insurer pioneering in providing insurance covers for more than 1.5 million workers working across 70,000 employers. Our customer offers strategic safety services, top-notch medical care coordination, hassle-free claims handling, a zero-tolerance fraud policy and more.

The Need

Our customer leads the segment in handling employee insurance compensation payouts. They needed to manage and maintain their in-house servers and other application systems for smooth business operation.

Lack of resources, however, made the integration of various data records and application systems hard. The migration to cloud was also a challenge due to a lack of technical expertise and required certifications. The client needed integration at several business points such as the claim center, contact manager, policy center, billing, Mitchell, TIBCO, and AWS S3.

Aside from these technical hurdles, server maintenance and support also proved to be a challenge.





Aspire's Solution

Our primary solution to the client's challenges was to migrate on-premises servers to Guidewire Cloud. With 20+ years of experience in product engineering, our domain experts understand the depth and breadth of the insurance business better than anyone else. Aspire Systems was involved from start to finish in the process - from technology consulting to strategy execution.

Step 1 of the solution process was to focus on REST API integrations since the existing DB2 databases were not supported by Cloud. This meant that the large trove of customer data and other business information would remain inaccessible. Using HTTP requests in REST API integration, the existing information can be accessed to read, update, create and delete records during cloud migration.

Rest API was seen as the best way forward as it is lightweight and format-agnostic; independent - allowing developers to work on different areas simultaneously to move things along quickly; and is easily scalable and flexible - helping with future agility of internal systems on Cloud.

The next step was refactoring for best practices to adapt to cloud environment. An example would be file-based integrations. Since server-based file storage and retrieval are not allowed in cloud, all file-based integrations needed to be moved to AWS S3 with inbound and outbound configurations.

The next stop in the Guidewire Cloud migration journey was optimization of backlogs. The Cloud Assurance Assessment team performed timely checks and any issue identified during the process was added to the backlog list. This was then rectified for the go-live to match the Guidewire Cloud standards. An example of this was removal of hidden packages reference from the custom code.



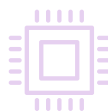
The Result

The migration to Guidewire Cloud offered the client a sophisticated and seamless working environment and unmatched standards of business process flow.

- The new cloud platform was scalable and flexible; easy to upgrade.
- 24*7 support for CI/CD, application logs and repositories increased ease of business.
- The APIs used ensured deployments will be easy and hassle-free compared to in-house environments.
- A crucial outcome was that the cloud platform reduced maintenance & support efforts and costs for the client.

Among the other important upgrades was the real-time reflection of changes made to claims by end-users. While earlier the changes were updated only at scheduled intervals, post upgrade, any modification in any claim event triggered the corresponding API and the data was updated instantly. This ensured real-time flow of data through the system and seamless transmission. This in turn saved precious time for the end-user during the claims processing cycle, which lead to better customer satisfaction. The client only needed to ensure timely upgrades of the GW Cloud to ensure continued seamless business experience.

Technology Snapshot



» **Guidewire Insurance Suite**, AWS S3



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