

Driving legacy modernization and digital transformation for leading U.S. church insurer

 Case study



Overview

Need for system modernization

Our client, is an American insurance company that primarily serves Christian schools, camps, and colleges. It is the second largest provider of property and casualty insurance in the U.S. Our velocity-based approach and strong two-year partnership with the client helped it achieve much-needed digital transformation and insurance value-chain modernization.



Challenges

Diversified insurance services

Our client's insurance value chain ran on a legacy system. There was an urgent need to transform the system to enable rapid business diversification and a wide range of insurance services for its customers. Along with value-chain modernization, the client faced the following challenges:

- Upgradation of ClaimCenter for multiple LOBs
- Need for data migration and automation
- Retrieving data from legacy systems



Our Solution

A 360-degree digital transformation

Reviewing the client's challenges, we realized the need for system modernization, digital transformation, and best-in-class insurance systems. We implemented the following:

Insurance value-chain modernization

- Modernized client's legacy system to deliver a wide range of services for its customers
- ClaimCenter version 10 upgradation and implementation for multiple LOBs: Commercial Property, General Liability, Personal/ Professional Liability, and Auto

Data migration and robotic process automation

- We leveraged our homegrown ZTAF and RPA to create automated solutions for business growth
- Enabled retrieval of complex commercial lines policy data from the legacy system

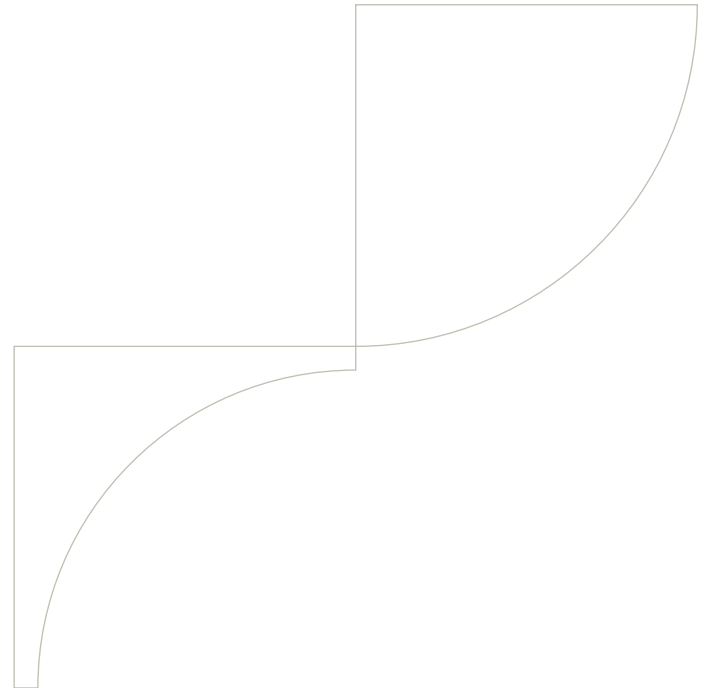
Thought leadership and consulting

- Implemented industry best practices for Guidewire
- Established Guidewire workflow to align with customer requirements



Impact

- An upgraded BillingCenter system fully supported by Guidewire
- Elimination of numerous production defects that had been problematic for years



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