

Guidewire Capabilities



About us

At SBI Technology we provide implementation and consulting services for World Class software products. We have a wide experience of more than 20 years delivering solutions to Insurance and Financial Industry companies and 6 years ago we established a business unit specialized in Guidewire implementations..

We have offices in Argentina (headquarters), Uruguay and Spain. We have a team of more than 200 professionals and we are partners of companies such as Guidewire, SAP, Microsoft, IBM Cognos, Friss and BDEO.

We focus on the financial and insurance industry, consulting, implementation and maintenance: Guidewire, SAP, IBM Cognos.



**“ We are leaders in
professional and consulting
services for insurance
companies in Latin America”**

Services

01 Guidewire Practices

+130

Guidewire practices Consultants

+1.000.000

hours delivered

3

Country Layer developed

+70

Software factory professionals

01 Guidewire Practices

GUIDEWIRE PRACTICE KNOWLEDGE

CONSULTING

- Strategic
- Of Business
- Program Management
- Process reengineering

QUALITY

- QC - E2E Testing
- Automation
- Pre-defined test cases

DATA MODELING

- Analytics
- Reports
- Data Lake, Hadoop, Spark
- Predictive Analysis
- Machine Learning

IN ADDITION...

Software factory with specialists in .Net, Java, Mobile, PHP, Angular, Python technologies, among others.

IMPLEMENTATION

- Planning & E2E Execution
- Team definition
- Legacy Integration
- Deployment Strategy
- Government

UPGRADE & MIGRATION

- Upgrade from previous GW Core versions
- Data Migration Strategy

MAINTENANCE

- Multiple lines of services
- Monitoring and evaluation
- Development of Upgrades

SAP: ERP, Success Factor.

GUIDEWIRE PRACTICE KNOWLEDGE

02 Implementation

The training of our consultants, added to their experience, allows us to cover an implementation in all its stages and in each of its roles, from the strategic guidance at the definition of the project to its management, development and administration.

Main LOBs:

Car, Home & building, Other vehicle, Liability, Fire, Accident, Farm, Transport, Bond, Term life, Funeral.



03 Consulting

Our strategic consulting team has not only experience in Guidewire practices but also extensive knowledge in the Insurance industry. Its members have managed to forge a path through more than 20 years in different strategic positions in leading Insurance and Consulting companies in the insurance market.

SCOPE

- Business and IT support for the strategic definition of programs and projects.
- Collaboration in the definition of necessary capacities (dimensioning, roles, team structure).
- Identification of optimal KPIs for the different practices.
- Levers to raise the aspiration of business model transformation when it comes to functional definitions.

+15 Consultants

Insurance Business

+20 Years

In Insurance Business Consulting

+20 Workshop

Developed

5 Methodologies

Developed

03 Consulting

WORKSHOPS DEVELOPED

- project awareness, introduction of Guidewire for business analysts, introduction of Guidewire for IT, Agile methodology by Scrum, introduction to technical concepts, preparing for inception and development, preparing for stabilization, preparing for release, among others.

METODOLOGIES DEVELOPED

- Identify business needs, Governance model for implementations, Matrix of prioritized processes for stabilization stages, GAP and OOTB deviation management, Post-release audits.



04 Delivery Center (GWDC)

Our delivery model allows companies from different countries with similar time zone, culture or language, to outsource their Guidewire development services, thus achieving a reduction in operating costs and an increase in efficiency.

Companies can focus their efforts on developing their core business and delegate development and support to a company with greater technical expertise.

The service is provided by teams with cultural affinity to the client, fostering effective communication and a common understanding of project needs.

+40

Guidewire Consultants in GWDC

+20.000

Hours delivered

+30%

Annual growth

+30.000

Training hours

04 Delivery Center (GWDC)

DELIVERY MODEL

- Agile and Staff Augmentation Models.
- Strategy focused on adding value and support for business model.
- Agile framework to maintain continuous delivery.
- Risk Management.
- Advanced dashboards that reflect performance metrics from an operational and business perspective.



04 Delivery Center (GWDC)

ADVANTAGES

- Flexible team configuration according to project needs.
- Fast and predictable equipment adjustments based on capacity and demand models.
- Ability to scale our services for regional and global projects.
- Knowledge and experience in all Guidewire modules.
- Extensive knowledge base and best practices developed over 6 years of successful Guidewire implementations.
- Service provision under COVID 19 standards.



05 Quality

Our QA service combines expertise in Guidewire products with knowledge and mastery of best practices in software testing, resulting in the development of unified strategies, methodologies, frameworks and tools that ensure robust, defect-free and production-ready implementations.

+13.000

User Stories verified

+200.000

QA hours delivered

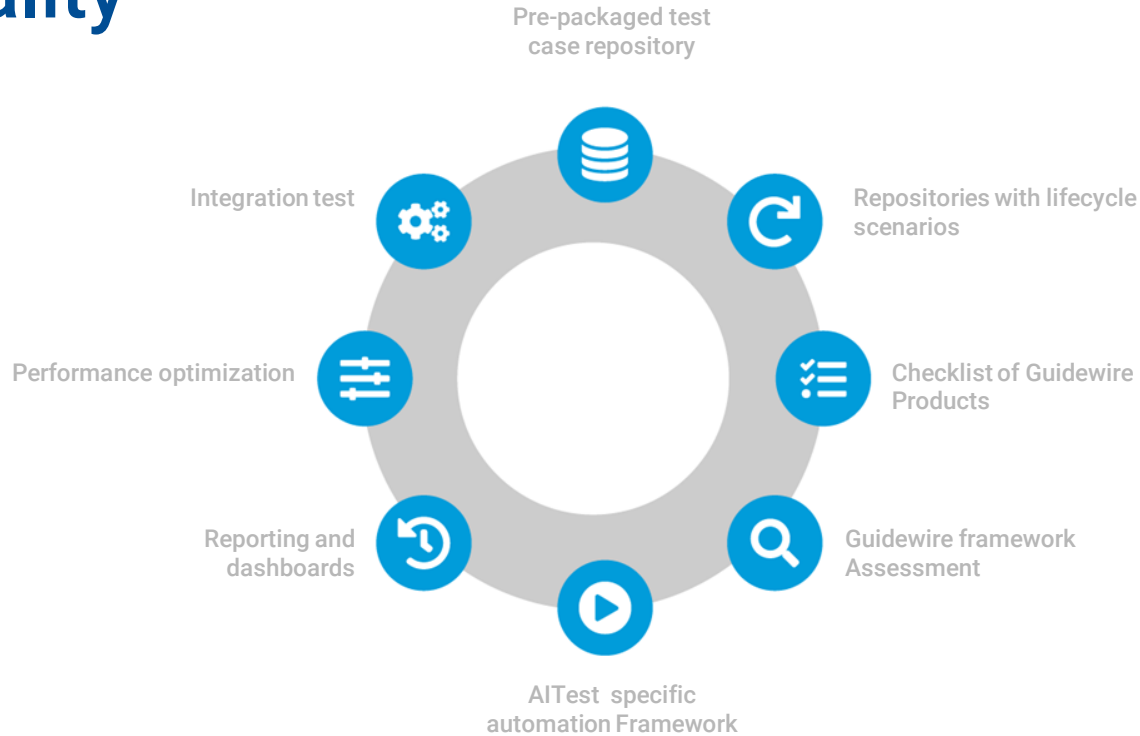
+98%

Acceptance in User Stories tested

+30

Quality Analysts

05 Quality



06 Automated Testing Framework

AITest is the Framework for automatic testing on Guidewire InsuranceSuite developed by SBI Technology that through the application of Artificial Intelligence allows to accelerate the implementation of test cases or their reuse in case of changes in versions or business processes.

ADVANTAGES

- Optimizes cost and effort through reuse.
- Planned and unattended execution.
- Prevention and prediction of unexpected results.
- Real-time control panels.
- Streamlines process and interface changes.
- Accelerates testing in the upgrade process.



06 Framework para Testing Automático

Guidewire Module	Packaged Test Cases	Manual Execution Effort	Automated Execution Effort	Time/Cost saving
Policy Center	230	105	40	3x
Billing Center	90	40	20	2x
Claim Center	120	60	15	4x
Contact Manager	10	3	N/A	N/A

07 Guidewire Data Migration

SBI Technology has professionals and methodologies that it has been perfecting with its experience in projects to carry out data migrations through different options according to the strategy analyzed and defined together with the client.

It is of vital importance to mention in this point the collaboration provided by the Analytical Area specialized in the InsuranceSuite data model that SBI Technology has for the definitions in terms of data mapping and ETL process development.

+10

LOBs migrated

+20.000

Hours delivered

+5 millions

Policies migrated

+10.000

Claims migrated

07 Guidewire Data Migration

CONSIDERATIONS

- SBI Technology has established evaluation and control points that must be carried out during a migration process.
- Our Data Migration service is integrated with the rest of the Guidewire practices of our E2E service, resulting in the development of unified strategies, methodologies, frameworks and tools that guarantee robust, defect-free and production-ready implementations.

MODELS USED

- Manual
- Automatic through different means:
 - Data Staging
 - Data Lake / Data Hub
 - Archiving



Capabilities

01 Roles and specialists

2020 SPECIALIZATION PROGRAM

We have developed and carried out during this year a certification program in Guidewire capabilities to achieve, in this instance, 20 professionals of Specialist level in Integration, BillingCenter, ClaimCenter and PolicyCenter, 4 professionals of ACE level and 3 Associate which allows us to position ourselves in a level of excellence within the Guidewire world.

This will allow SBI Technology to position itself in the short term as a Partner Advantage, specialist in Integration and ClaimCenter.

- Guidewire Professionals
 - 75 configurators e integrators
 - 16 business analysts
 - 31 quality analysts
 - 5 Digital configurators
 - 7 Data configurators
 - 8 Scrum Master and/or PMs

+30

Guidewire Professionals

+20

Certified Guidewire Professionals

+15

Insurance Business Consultants

01 Roles and specialists

2021 SPECIALIZATION PROGRAM

- As part of the ongoing internal training, this year 100% of Guidewire professionals will be reached with the courses "Introduction to the Insurance business" and "Reinsurance".
- Certifications will be expanded with a program aimed at another 30 Guidewire professionals, positioning SBI Technology as a specialist in PolicyCenter, BillingCenter (consequently in InsuranceSuite) and Digital.
- Training of the team oriented to Cloud practices from the 2020 certification program.



02 InsuranceSuite

Our involvement usually begins with accompanying our client in the strategic definition of the general guidelines of the project, which turns us into strategic partners.

- 6 E2E Projects implemented.
- +30 Consultants.
- +1 Million hours delivered.

MAIN ROLES COVERED

From initial project strategy definition to maintenance: Business Consultant, PolicyCenter Consultant, BillingCenter Consultant, ClaimCenter Consultant, Digital Consultant, Quality Analysts, Quality Automation, Business Analyst Guidewire, Project Manager, Scrum Master, Architect, DevOps, Data Model Consultant.



7

LOBs OOTB Implemented

+85%

OOTB Average alignment

+25

Available Workshops

-5%

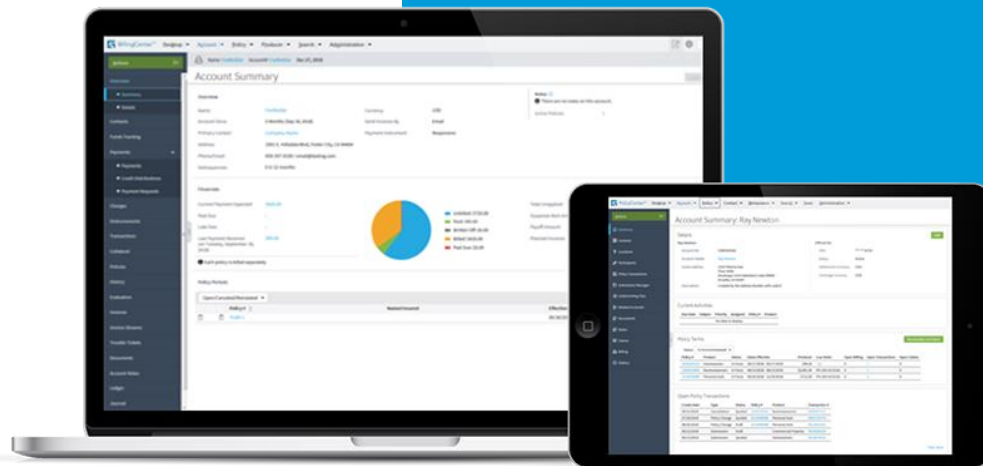
Staff turnover

02 InsuranceSuite

STRONG COMMITMENT AND INVOLVEMENT

Proactive services approach:

- Workshops for every need and stage of the project:
 - Methodologies, governance.
 - Business processes for all InsuranceSuite modules.
- Continuous education programs for new consultants.
- Service provision under COVID 19 standards.



03 BillingCenter



Extensive experience in integration with ERP, implementation of complex modules for producer management and tax modules in both Commercial and Personal policies.

- 6 E2E Projects Implemented.
- +45 Consultants.
- 3 Country layer developed.

FEATURED DEVELOPMENTS

Multilevel commission system, payment method for grain exchange, multi-currency, custom invoice installments calculation, commission system standardization.

INTEGRATIONS

PolicyCenter, ClaimCenter, ContacManager, Digital Portal, sistemas Legados, ESB, Gestión externa de tarjetas de crédito, módulo de reaseguro y coaseguro, ERP (SAP), CRM (Salesforce), módulo impositivo, gestor de documentos, autenticación externa, Data Warehouse, reportes.

+300

Payment plans

+200

Commission plans

+10.000

Agents integrated

+4.000

User Stories implemented

04 ClaimCenter

Due to the great diversity of business lines implemented, we have the experience of the peculiarities in the management of claims in each one of them, from P&C to Life.

- 6 E2E Projects Implemented.
- +40 Consultants.
- 3 Country layer developed.

FEATURED DEVELOPMENTS

Litigation module, multiple reserves, integrated financial coverage for BC and legacy, multi-company insurance compensation module, multi-company experience module, multi-currency.

INTEGRATIONS

BillingCenter, PolicyCenter, ContacManager, Digital Portal, ESB, legacy systems, fraud detection modules, reinsurance and co-insurance module, ERP (SAP), CRM (Salesforce), georeferencing, risk value estimator, repair shops, car rental, document manager, external authentication, data warehouse, reports.



17

LOBs implemented

+100

Products implemented

+10.000

Agents integrated

+4.000

User Stories implemented

05 PolicyCenter



Extensive experience in the implementation of the PolicyCenter module with individual and collective business lines, both personal and commercial, and a wide diversity of products on each of them.

- 6 E2E Projects Implemented.
- +50 Consultants.
- 3 Country layer developed.

FEATURED DEVELOPMENTS

Mixed modules (internal & external) of rating, reverse calculation of premium and costs, collective policies with more than 50,000 subscribers, rating cap, migration and normalization of customer data, migration of 17 lines of business, georeferencing, cost calculation in quintals, multi-risk product package.

17

LOBs implemented

+35

Rating book implemented

+130

Products implemented

05 PolicyCenter



INTEGRATIONS

BillingCenter, ClaimCenter, ContactManager, Digital Portal, legacy systems, ESB, rating module, reinsurance and coinsurance module, ERP (SAP), CRM (Salesforce), Georeferencing, risk value estimator, document management systems, external authentication, Data Warehouse, Reporting.

+2 millions
Policies migrated

+4 millions
Accounts migrated

+5.000
User Stories implemented



www.sbi-technology.com