

Insurance Technology Services

Your **Partner** in System Implementation **Success**



Case Study: ITAP-for-Training Solution

Opportunity

California Casualty wanted to streamline their PolicyCenter training program to enable a repeatable and consistent learning experience that could be easily modified as their business and system functionality changes. California Casualty's Learning & Development (L&D) department understood that instructor led training (ILT) classes with hands-on exercises based on realistic business scenarios is the most effective learning method. They needed to develop an innovative approach without having to rely on their IT department which was focused on critical implementation work.

Solution

To achieve their goal, California Casualty collaborated with Insurance Technology Services (ITS), a Guidewire Consulting Partner. Together they developed a comprehensive training solution that integrated the ITS Test Automation Platform (ITAP) with Guidewire PolicyCenter™ to enable a fully automated process that builds on-demand, customizable quotes and policies in their PolicyCenter system for use during ILT classes. Named ITAP-for-Training, the solution allows the L&D team to quickly setup new classes where each trainee has their own starter set of quotes and policies allowing more effective use of the limited classroom time.

Benefits

As Cindy Spiro, VP of Talent Relations & Development, states, "California Casualty is now able to keep our PolicyCenter training environment up to date with the production environment and rapidly respond to the diverse training needs of our user community. To date, we've conducted 31 classes, trained 189 users, and built approximately 1500 unique scenarios since our new training solution was implemented. Next, we are planning to expand ITAP-for-Training to support end user training for our ClaimsCenter system."



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