



AI-led Guidewire support services using Hexaware's Xenon platform

Guidewire Application Performance Impacts Businesses Directly

The performance of your Guidewire Applications can make or break your business. If your quote-to-buy digital journey on Guidewire is not optimized, customer experience suffers and leads to a drop in business performance. Similarly, if your financial reserves are not updated on your Guidewire ClaimCenter due to failure of uploading claims feed, it results in inaccurate reporting of solvency margins.



Sample Business & IT KPI Dashboards

Business and IT are interlinked like never before, and more often than not, business KPIs are missed if IT doesn't perform as expected. For example, premium booked by online channel will be impacted by the Guidewire application availability and the average time for policy issuance will be a function of on-time delivery by the Guidewire IT team.

Need of the Hour

In order to ensure that business is well supported by IT, both need to work in harmony. Companies can accomplish this in three steps:

1. Align Business and IT KPIs. Continuously measure and manage them to ensure mutual support
2. Have an automation-led support model to improve Guidewire IT performance
3. Improve processes and implement ITSM-led methodology to deliver operational efficiency

The Reality of Guidewire Application Support and Maintenance

Maintenance of Guidewire Applications consists of two broad types of activities:

1. **Reactive Activities** - This includes business as usual (BAU) activities like incident management, service requests and operational activities that the Guidewire application support team performs for the applications to run smoothly.
2. **Proactive Activities** - This includes perfective and preventive maintenance activities for continuous improvement and to make the Guidewire applications more resilient by pro-actively monitoring, identifying, and acting upon causes of failure.

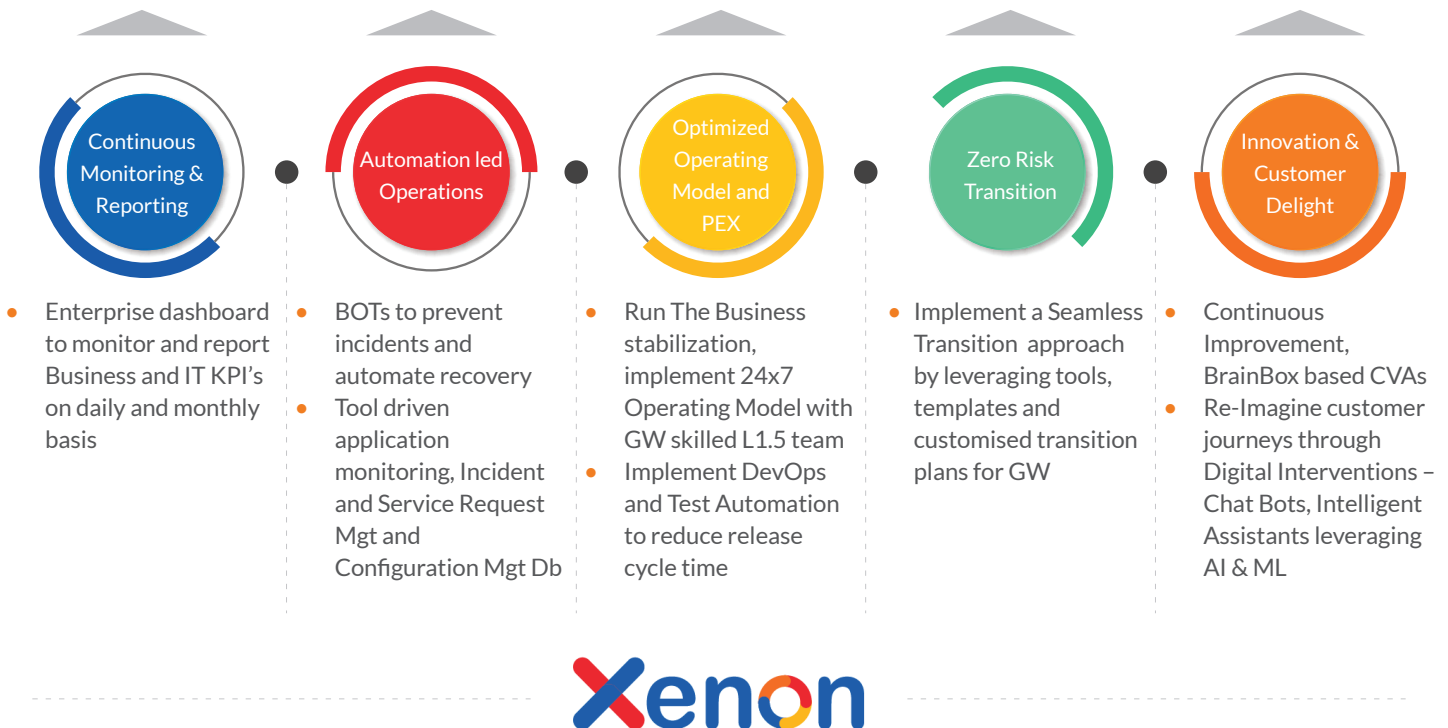
The reality is that the application teams spend 80% of their time in Reactive/BAU activities leaving only 20% or less time for preventive and perfective maintenance activities.

Goal

The goal is to change the way Guidewire support and maintenance teams work and free up their bandwidth for change/proactive activities. This can be achieved by:

1. Preventing incidents
2. Automating recovery when prevention is not possible
3. Enabling self-service where #1 and #2 do not work

Tenets for an Optimized Guidewire Support Services



Focus on Tools, Best Practices, ITIL Process & Framework

How we can help you achieve this goal

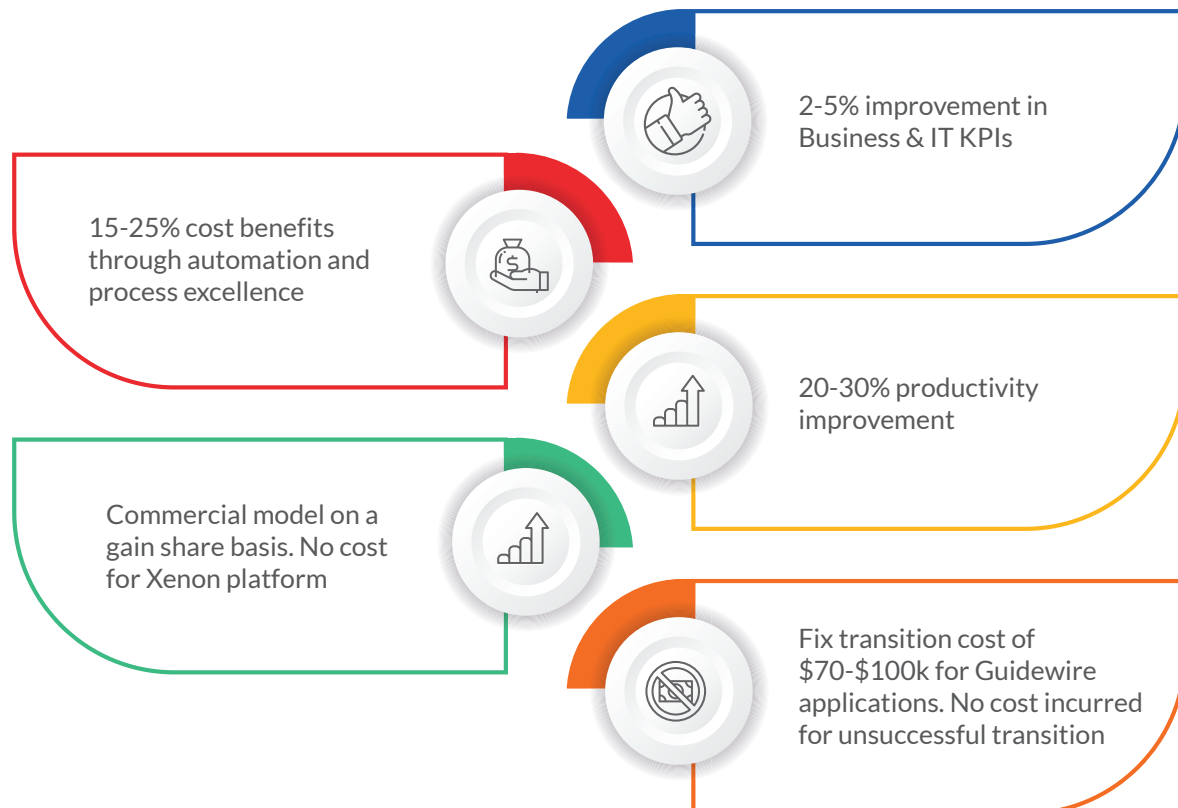
Our credo is Automation First, Self Service Next and Smart People last. Our Guidewire support solutions puts automation at the heart of the support and maintenance activities.

- 1. Continuous Monitoring and Reporting** – This helps align Business and IT KPIs by providing an enterprise dashboard to monitor and report KPIs on a daily and monthly basis. This is enabled by our Xenon dashboard which is capable of churning data from multiple ITSM tools to serve as a single source of truth.
- 2. Automation-led operations** – We use BOTs to prevent incidents and automate recovery for Guidewire operations. Xenon, our ML/AI based tool has learned from our Guidewire Engagements and has a readily available repository of common incidents to help enterprises automate their recovery starting Day 1 of operations using our pre-built library of BOTs for Guidewire. Xenon also integrates with incident management, defect management, service request management and configuration management activities.
- 3. Optimized operating model and PEX** – In order to ensure minimal cycle time between build and deployment, we have a DevOps pipeline with significant test automation custom-built for Guidewire. We have successfully reduced deployment cycle times from 15 days to 8 hours for our clients. As for the operating model, we have a skilled L1.5 team that resolves incidents raised by the user instead of just passing them to the L2/L3 teams as in the case of traditional models. We also provide 24x7 support across geographies.

We are flexible in models of engagement and work in models like managed services, managed capacity, fixed price, etc. with our customers.

- 4. Zero-Risk Transition** – In our transition framework for Guidewire suite of products, we leverage tools to understand customizations done to your Guidewire application. We guarantee a complete transition in 10 to 12 weeks and charge you a fixed price. If the transition objectives are not met, you don't pay for the transition. It's on us!
- 5. Innovation and Customer Delight** – We deliver continuous improvements over and above the regular work via BrainBox - our in-house innovation portal that has saved more than \$70mn for our clients this year. Our innovative chatbots and intelligent assistants for Guidewire are also available to our clients and are implemented on a business case basis to improve customer experience.

Hexaware commits to



Our Guidewire partnership

Hexaware is a Guidewire Consulting Select partner.

As a Guidewire PartnerConnect™ Select partner, we help P&C insurers successfully implement, maintain, and upgrade their Guidewire InsuranceSuite™ and Guidewire EnterpriseEngage™ solutions. Our P&C experts and a globally expanding team of certified Guidewire professionals have worked with insurers to successfully deliver complex Guidewire programs. Hexaware's flagship solutions and accelerators have helped significantly reduce overall program risks as well as costs and timelines. With a model-based "Integrated Design to Execution" platform, we can automate more than 70% of the functional testing effort during Guidewire implementations. In addition, our Policy and Claims data conversion tools automate 40–50% of data migration tasks with predictable outcomes.



About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy - Automate Everything®, Cloudify Everything®, Transform Customer Experiences®. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at www.hexaware.com

NA Headquarters

Metro 101, Suite 600,101
Wood Avenue South, Iselin,
New Jersey - 08830
Tel: +001-609-409-6950
Fax: +001-609-409-6910

India Headquarters

152, Sector - 3
Millennium Business Park
'A' Block, TTC Industrial Area
Mahape, Navi Mumbai - 400 710
Tel: +91-22-67919595
Fax: +91-22-67919500

EU Headquarters

Level 19, 40 Bank Street,
Canary Wharf,
London - E14 5NR
Tel: +44-020-77154100
Fax: +44-020-77154101

APAC Headquarters

#09-01, One Finlayson
Green, 1 Finlayson Green,
Singapore - 049246
Tel: +65-63253020
Fax: +65-6222728

Australia Headquarters

Level 3, 80 Mount St
North Sydney NSW
2060 Australia
Tel: +61 2 9089 8959
Fax: +61 2 9089 8989



Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.