

TCS drives transformation of commercial lines for large P&C insurer with Guidewire PolicyCenter

Client

Top 10 US
P&C Insurer

Industry

P&C Insurance

Offering

TCS Services for Guidewire
Advisory & Implementation



Truly a partnership with TCS. Would not have been possible without this teaming

VP, IT Delivery Executive

About the Client

A Fortune 100 company offering a full range of insurance and financial services across the U.S. geography including personal lines, commercial insurance, life & annuities, mutual funds, retirement plans and specialty health services.

Abstract

A U.S. insurance and financial services company wanted to unify its brand identity across multiple acquired companies and operate as a single brand. It was also looking for an integrated platform that would help optimize and streamline processes. The company partnered with Tata Consultancy Services (TCS) to implement Guidewire PolicyCenter. The engagement enabled the company to meet its strategic goals, while achieving greater speed-to-market and cost savings.

Business Challenge

The customer's commercial lines business grew by acquisitions. The same product versions were being sold under multiple brands that the company had acquired. This resulted in conflicting priorities in the sales and underwriting area. In addition, the company was burdened by legacy systems that had highly manual processes, impacting customer experience and causing underwriting delay.

The customer embarked on a transformation program with a "three S" vision–



**Simplified brand –
Operate as single
brand**



**Simplified technology –
Single platform for all
companies**



**Simplified process –
Process that provide
growth across companies**

Guidewire PolicyCenter was chosen as the technology platform. The goal was to achieve speed-to-market, agility, and cost advantage necessary to enable future business strategy and growth.

TCS Solution

TCS collaborated with the customer and handled the end-to-end implementation of Guidewire PolicyCenter. TCS configured Guidewire PolicyCenter and rolled it out to all states where the company operated. Some of the key solution elements included:



**Build for all states together
and roll out based on the
business priority**



**MVP based
approach for scope
finalization**



**Optimized products to
create simplified product
structure in Guidewire**



**Usage of Guidewire
Standards Based Templates
(SBT) for faster rollouts**



**Accelerated state rollouts
aligned to business change
management priorities**



**Legacy rules extraction
through TCS' automation
tools and frameworks**

The services that TCS offered included configuration of Guidewire PolicyCenter, integration with upstream and downstream systems, setting up of Guidewire rating engine and underwriting rules, data migration, end-to-end quality assurance, rollouts, program and release management.

Results

- Reduced time to market – Faster introduction of products and product enhancements to market
- Reduced quote to bind time
- Streamlined workflow resulting in operational efficiencies
- Integration with partner systems resulting in near real time availability of data integration for underwriting and quotation purposes
- Improved data analytics and real-time reporting capabilities

Contact

Visit the <https://www.tcs.com/insurance> page on www.tcs.com.

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 469,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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