



PARTNERCONNECT

alchemy

Part of **NTT DATA**

DRIVING THE FUTURE OF
INTELLIGENT INSURANCE

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We combine Guidewire expertise alongside our insurance knowledge to enable insurers to realise their full potential and the power of intelligent, data-driven operations.

Since 2018, we have been delivering Technology Driven Excellence in Insurance, combining deep technical expertise with a profound commitment to transformational impact. Our founding mission has always been to create meaningful careers that contribute to both the socioeconomic recovery of the North of Ireland and innovation in the insurance sector.

Alchemy, part of NTT DATA, is marking the beginning of an exciting next chapter for our business. As a global IT and consulting services leader, NTT DATA enables us to grow with scale, deepen our capabilities, and reach further than ever before.

As a PartnerConnect Advantage Tier Consulting Partner, our certified consultants and trainers deliver scalable, future-ready solutions across the entire Guidewire suite, driving smarter decisions, faster transformation, and measurable business value.

The Alchemy team will serve as a Global Centre of Excellence, for NTT DATA helping shape and deliver complex transformation programs for insurers worldwide. Focusing on collaboration, operational excellence, and client self-sufficiency, we implement enterprise-wide and specialised Guidewire projects, ensuring seamless adoption and continuous improvement.



By combining advanced technology with a people-first approach, we enable insurers to unlock the full potential of intelligent, data-driven operations.

Through strategic, technology-driven solutions, we help clients accelerate transformation, enhance operational efficiency, and realise measurable business value. We equip teams to deliver with confidence, impact, and insight, empowering clients to manage and optimise their operations independently.

Our proven methodology and capabilities, amplified by NTT DATA's global scale and innovation capabilities, uniquely position Alchemy to support and shape the future of Intelligent Insurance, enabling insurers to succeed in an increasingly digital marketplace.

John Harkin
CEO



The future of insurance is being reshaped by intelligent operations powered by Cloud, Data and AI. At the heart of this transformation is our combined talent, driving innovation and agility.

By harnessing Alchemy's Guidewire capabilities and deep expertise in specialty markets, we bring a unique advantage to the industry. This lets us speed up modernisation, support complex markets around the world and deliver fast, good-quality change. This helps insurers to succeed in a fast-changing world.

Bruno Abril
Chairman at Alchemy &
Global Lead, Insurance Industry at NTT DATA Inc.



Our role extends into key areas of Guidewire's operations:



Cloud Innovation

We've delivered innovative solutions using the Guidewire Cloud Platform (GWCP) across EMEA, the London Market, and North America.



Geographical Market Presence

We've partnered with Guidewire to build country-specific solutions for France, Germany, and the London Market.



Product Development

We've provided resources for developing and creating Guidewire products, collaborating in their Dublin HQ.



Jutro Digital Platform

We're working with Guidewire to develop and design digital solutions using their JDP framework for insurance clients across EMEA.



Strategic Training

As a Guidewire's training partner, we have 20+ in-house trainers who sub-contract/white-label to Guidewire Education, ensuring both our clients and teams stay at the forefront of industry advancements.



As a Guidewire PartnerConnect Advantage tier consulting partner, we combine deep industry expertise with technical excellence. Our Application Management Services keep business-critical platforms resilient and optimised, while our Consulting Services provide strategic insight across the insurance value chain, guiding clients through transformation with confidence.

Being part of NTT DATA amplifies our capabilities, bringing global scale, advanced R&D, and next-generation tools such as intelligent automation and AI-enabled platforms. This unique combination of local expertise and global innovation enables us to deliver Intelligent Insurance that empowers clients to remain agile, competitive, and trusted in a digital-first marketplace.

John Taylor
CRO



OUR SERVICES

SYSTEM INTEGRATION

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We implement and integrate Guidewire software solutions that drive digital transformation in the insurance industry. We focus on collaboration, operational excellence and client self-sufficiency to ensure seamless adoption and continuous improvement.

MIGRATION FROM SELF-MANAGED TO GWCP

The transformation journey to successfully migrate to the Guidewire Cloud requires careful planning and alignment to Guidewire best practices. We recommend a structured approach, including IT landscape assessment, discovery of GWCP capabilities and features, business case and estimation planning.

Our GWCP-trained team will review your IT landscape and advise where adoption of new features such as Integration Gateway, Data Platform, JDP, Autopilot and APD Adoption could unlock delivery and product efficiency gains. We support with building your backlog to ensure adherence to Guidewire Cloud Standards and plan for remediation where needed, enabling a seamless migration that maximises business value and operational efficiency.

END-TO-END GUIDEWIRE DELIVERY

Our proven methodology and technical expertise deliver success across complex Guidewire transformations. This includes Guidewire Business and Analytics Applications, Core Services for GWCP or Self-managed implementations, migrations to GWCP, and legacy data migration.

We deliver the full lifecycle from pre-inception to deployment, ensuring smooth delivery, business alignment, and customer-focused outcomes. Our collaborative approach can support your internal capability, creating lasting self-sufficiency for your transformation journey.

LEGACY SYSTEM DATA MIGRATION

Data migration requires careful consideration, from maintaining unified data integrity to preserving operational reporting. It also creates opportunities to refine your Data & Analytics strategy, enrich analytical capabilities and insights, and cleanse aged data to eliminate inaccuracies.

We work with clients to define migration strategies from legacy systems to GWCP, considering retirement deadlines, business operational impacts, and the right approach - 'Big Bang' or 'Iterative'.

We deliver robust migration processes covering data cleansing, transformation, and loading (xMT tools), ensuring data accuracy, integrity, and seamless adoption.



Our strategic partnership with Guidewire empowers us to deliver intelligent, scalable solutions that transform how insurers operate, driving efficiency, agility, and better outcomes for customers. I see 'Intelligent Insurance' as an opportunity to better leverage and utilise data moving away from just a 'system of record' to a 'system of insight', maximising the use of automation where relevant, and leveraging cloud-native features to make smarter decisions across the value chain. As the industry adapts to rising customer expectations and digital disruption, we're helping clients stay ahead through innovation and our deep Guidewire expertise.

Alchemy, part of NTT DATA, is delivering 'Intelligent Insurance' by combining deep Guidewire expertise with the support we provide our clients to unlock the full potential of their Guidewire platforms, accelerating transformation, enhancing customer experiences, and driving operational excellence. From seamless policy administration to smart claims management, we empower clients to make data-driven decisions and scale with confidence in an increasingly digital insurance landscape.

Mimi Munchetty
Senior Delivery Director

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OUR SERVICES

APPLICATION MANAGEMENT SERVICES

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We ensure that business-critical applications remain resilient, scalable, and optimised to support evolving business needs. Our approach prioritises efficiency, stability, and continuous improvement, empowering organisations to maintain high-performing applications while fostering self-sufficiency.

SERVICE DELIVERY MANAGEMENT

Providing an overarching management function with a regular cadence of governance and reporting. Ensuring metric, capacity and resource management to assure the service. Establishing and implementing operational acceptance.

PRODUCT & PLATFORM MAINTENANCE

Manage Platform Maintenance such as environment management and user management, manage Product Maintenance for product configuration, product customisations and integrations. Provide continuous monitoring and rapid issue resolution to ensure seamless operations. Our GWCP trained team ensure alignment to Cloud Standards and Guidewire Best practices.

MAINTENANCE & BUG FIXING

Identify, diagnose, and resolve software defects to maintain system stability and reliability. Adherence to maintaining GWCP updates following N-2 compliance.

PROBLEM & INCIDENT MANAGEMENT

Proactively address system disruptions and minimise downtime through structured issue resolution frameworks using ITIL Process Workflows.

RELEASE MANAGEMENT

Oversee Release Planning, Code Branching & Merge Strategy, Deployment preparation, Dry Runs & Deployment activities and Post Deployment validation.

TESTING SUPPORT

Uses Automated Testing to validate software functionality, security, and user experience. Adherence to maintaining Guidewire Cloud Standards for Testing.

TRAINING & KNOWLEDGE TRANSFER

Maintain structured documentation and knowledge-sharing frameworks to promote self-sufficiency within client teams. Support in adopting new DevOps and release practices required for Guidewire Cloud, bringing proven methods to build internal capability and sustain long-term operations.



OUR SERVICES

CONSULTING

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We equip insurers with expert guidance, deep Insurance industry knowledge, and strategic insight to navigate complex market dynamics and digital transformation. Through collaboration and knowledge-sharing, we help clients optimise operations, align technology with business objectives, and drive sustainable growth.

We work closely with Guidewire and have provided London Market and Specialty Markets insights to support recommendations post Blueprint 2 for Delegated Authority, advisory services for Insurtech partnerships and Commercial insurance market insights to support client implementations.

INDUSTRY EXPERTISE & MARKET KNOWLEDGE

Our expertise spans the full insurance value chain, including the London Market & Global Specialty, from underwriting and claims to distribution and regulatory compliance. We provide tailored strategic advice into market trends, competitive landscapes, and regulatory shifts to drive transformation and sustainable growth. We provide Business and Technical Guidewire Advisory services to support you with enhancing customer experiences, streamlining operations, and maintaining a competitive edge.

Across the London Market & Global Specialty areas we have a deep understanding of complex specialty markets, Lloyd's regulatory frameworks, and global reinsurance operations. In the Commercial and General Insurance areas we have expertise in risk appetite, pricing strategies, distribution models, and customer engagement across various market segments.

EMERGING TECHNOLOGIES CONSULTING

As technology reshapes the insurance industry, we help clients assess, adopt, and integrate the right innovations to enhance efficiency, scalability, and long-term resilience. We can execute a Technology Evaluation analysing emerging insurtech solutions to determine their business impact and alignment with market needs. We can also execute a Technology Selection to identify and implement the most effective technologies to drive operational improvements and digital transformation.

ENTERPRISE ROADMAPS & DIGITAL STRATEGY

A structured, forward-looking strategy ensures that digital transformation aligns with business goals and delivers measurable impact. We can support you with market intelligence and insights for a new process or technical solution and the creation of insurance concepts. For Platform Modernisation, we can assess and implement best-fit technology platforms (cloud, on-prem, hybrid) to optimise efficiency and scalability. For Transformation Blueprint, we can develop multi-year strategic roadmaps that guide digital investments and innovation initiatives.

OPERATIONAL SELF-SUFFICIENCY

We empower clients to take ownership of their technology and processes, reducing reliance on external support and building long-term capability. We can provide Capability Assessment & Planning by evaluating skills, processes, and tools to identify improvement opportunities. We support Target Operating Model Designs ensuring efficient team structures, workflows, and operating models to support long-term success.

TRAINING & CAPABILITY BUILDING

We provide structured learning pathways that develop technical, operational, and strategic capabilities to sustain excellence.

READY TO MIGRATE YOUR GUIDEWIRE PLATFORM TO THE CLOUD?

SEAMLESS MIGRATION TO GWCP

Alchemy delivers structured, low-risk migrations from self-managed environments to GWCP, combining our Guidewire expertise with proven methodologies to ensure seamless transformations. We ensure your organisation maximises its cloud investment while maintaining business continuity.

MIGRATION PROJECT EXCELLENCE

Our current portfolio includes the migration of complex environments and extensive customisations. Alchemy's agile delivery methodology reduces migration timelines while maintaining rigorous quality standards, enabling efficient execution without compromising business operations. We don't just move your platform, we transform it for optimal cloud performance.

UNLOCKING CLOUD PLATFORM VALUE

Alchemy helps insurers realise the full potential of GWCP by strategically activating cloud features including the Jutro Digital Platform (JDP), Integration Framework, Autopilot and APD. We ensure your migration to cloud delivers measurable business value from your Guidewire investment.

END-TO-END LIFECYCLE DELIVERY

Our collaborative, end-to-end delivery encompasses everything from discovery, migration planning, and pre-decision advisory through to post-migration optimisation. Our structured knowledge transfer approach ensures your team's self-sufficiency, building your internal capability and supporting long term operational excellence

COMPLETE LIFECYCLE DELIVERY

With our expertise across the full Guidewire suite and digital solutions, we manage your project lifecycle with collaborative planning, ensuring smooth deployment, business alignment, and operational excellence.

CLOUD MIGRATION BENEFITS

- Migration to the Cloud supports flexible product innovation and the agility needed to face an ever-evolving industry landscape. Teams can accelerate time to market through the use of APD (Advanced Product Designer), by rapidly designing, simulating and deploying new or updated products. For example, JDP (Jutro Digital Platform) supports faster time to market with the ability to create auto generated experiences for any product or LOB.
- Migrating to GWCP unlocks user experiences with real-time processing, seamless digital interactions, and self-service capabilities that support personalised experiences, driving customer satisfaction and retention.
- Three platform releases per year provides immediate access to the latest capabilities and features, all while maintaining system security and performance.

A STRUCTURED APPROACH

We recommend a phased migration journey that includes:

- Assessment of your IT landscape.
- Discovery of GWCP capabilities and features.
- Business case and estimation planning.
- Backlog creation and remediation planning to align with Guidewire Cloud Standards.
 - Seamless and efficient migration from self-managed to Guidewire Cloud while maximising business value and operational efficiencies
 - Feature adoption advisory for Integration Gateway, Data Platform, JDP, Autopilot, and APD to unlock delivery and product efficiency gains.

INVESTING IN INTELLIGENT INSURANCE

NTT DATA is investing in the future of intelligent insurance by embedding AI into every phase of the insurance lifecycle. From underwriting to claims, AI is transforming how insurers operate, improving delivery speed, increasing accuracy, reducing manual effort, and unlocking deeper insights. These insurance-specific AI tools are designed to integrate directly with Guidewire. Combined with Alchemy's consulting expertise, we help insurers accelerate transformation with minimal risk and measurable outcomes.

Smart AI Agent Ecosystem for Guidewire

SMART AUTOMATION FOR PROJECT DELIVERY

Overview of Guidewire Smart AI Agent ecosystem - A swarm of AI agents and persona led Co-pilots automating tasks across the development life cycle, product maintenance and support operations

- 20-30% Faster Time to Market
- 25-40% Reduction in run operations and maintenance costs
- 3X faster product, rates and forms updates

AGENTIC WORKPLACE FOR UNDERWRITING AND CLAIMS

Transforunderwriting and claims through the cognitive orchestration of core workflows across AI agents, humans and systems. It empowers smart agents to handle manual tasks, surface insights, and guide decisions in real time, driving exponential productivity and enabling faster, insight-driven outcomes.

- 150% in underwriting productivity
- 30-55% reduction in claims leakage
- 50% improvement in case flow
- 20-25% reduction in claims adjustment costs
- 5-10% topline growth

GIDP AI NATIVE TPA FOR INSURANCE

GIDP is a modular, agentic and extensible solution across policy and claims operations. It improves speed to market with rapid product launches, best-in-class customer experience and faster, cost-efficient core modernisation. Powered by AI-driven contact centres, smart claims routing, and real-time analytics, GIDP supports agile transformation and scalable operations.

- 5-10x faster product launches
- 30% reduction in turnaround time
- 50% faster data conversion with AI
- 22% increase in claims CSAT
- 10% uplift in NPS for policy origination
- 2x increase in sales contacts

SPACE AND SATELLITE SOLUTIONS FOR INSURANCE

Leveraging NTT's space and satellite capabilities for insurance risk assessment and claims management. By combining advanced 3D Earth observation technologies, AI-powered satellite analytics, and real-time data transmission through IOWN and NTN networks.

- High precision risk intelligence
- Catastrophic claims response management
- Accurate damage assessment
- Loss prevention with enhanced risk monitoring and real-time alerting
- Supports innovative product development



At NTT DATA, we are building a Smart AI Agent ecosystem for Insurance that redefines how ideas become reality. By automating the entire Concept-to-Operations value chain, we enable insurers to

accelerate time-to-market, deliver unparalleled customer experiences, and drive continuous innovation. Through agentic workplace solutions for underwriting and claims, we unlock collective intelligence and transform how people and technology collaborate—turning vision into value at unprecedented speed.

Amit Unde

Board Member at Alchemy & Global Head of Insurance Strategy NTT DATA Inc.

500+ Guidewire Certifications

110+
CLOUD READY
CERTIFICATIONS

90+
PolicyCenter
CERTIFICATIONS

65+
ClaimCenter
SPECIALISTS

65+
PolicyCenter
PROFESSIONALS

50+
ClaimCenter
PROFESSIONALS

20+
BillingCenter
PROFESSIONALS

15+
Digital/JDP
SPECIALISTS

22+
CERTIFIED
TRAINERS

75+
Integration
CERTIFICATIONS



As a Guidewire PartnerConnect Advantage tier consulting partner, Alchemy's strength lies in our exceptional people and unmatched Guidewire expertise. We are part of a strong team of Guidewire talent dedicated to delivering Intelligent Insurance transformations with 180+ employees, and 110+ Cloud Ready certifications.

Beyond traditional partnership, Alchemy has evolved into a trusted collaborator with Guidewire, providing early insights and feedback on emerging tools and products that shape the future of insurance technology. Our deep relationship enables us to influence product development, ensuring new innovations address real-world challenges our clients face.

What truly differentiates Alchemy is our people-first culture of collaboration, transparency, and continuous learning. We seamlessly integrate as an extension of our clients' teams, combining deep insurance domain knowledge with technical precision to transform complex requirements into intelligent, scalable solutions.

Amy Lowry
Business Architect

Becoming part of NTT DATA, accelerates our ability to scale, expand globally, and realise our ambitious growth plans, including growing our teams in Derry-Londonderry, London and beyond.

Our distinctive philosophy and capabilities are now amplified on a global stage, supported by NTT DATA's scale and presence in over 50 countries.



15K+
INSURANCE DIVISION
EMPLOYEES WORLDWIDE

16
DELIVERY CENTERS
SERVING 26 REGIONS

6 of Top 10
GLOBAL INSURERS

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DRIVING THE FUTURE OF INTELLIGENT INSURANCE

System
Integration

Application
Management
Services

Consulting

London
Market



Technology Driven Excellence in Insurance

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