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The Right Partner  
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# Beyond Implementation\_

## Driving Value with Your Guidewire Ecosystem

### 6 Key Areas for Measurable Impact

#### **Turn your subscription into a lasting competitive advantage.**

Guidewire is more than a core insurance system; it's a powerful platform. But to maximize its full value, insurers must go beyond implementation and focus on ecosystem optimization: aligning infrastructure, tools, people, and innovation to support business agility and long-term growth.

This eBook is designed for insurance leaders who want to maximize their Guidewire investment. Whether you're actively modernizing or planning for what's next, this guide offers a practical roadmap for turning your platform into a strategic enabler.

Optimizing Guidewire isn't a one-time project, it's a continuous journey. With the right focus, insurers can move faster, operate smarter, and stay ahead of what's next.



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## 01 | Infrastructure & Credit Management

### Agile operations start with dynamic infrastructure and a clear understanding of the credit system

Insurers can no longer afford static or reactive infrastructure. In a cloud-first world, your Guidewire platform must adapt to shifting business needs, evolving products, and increasing complexity, especially as insurers scale their teams and initiatives. Infrastructure is no longer just about uptime and hosting; it's about agility, elasticity, and cost control.

A critical but often overlooked lever in this equation is Guidewire credit management. While credits are not directly tied to specific lines of business, they are heavily influenced by how infrastructure is used: the number of concurrent projects, the size and complexity of environments, the volume of data, and the intensity of testing activities. For example, a large insurer with multiple development teams and extensive upper environments will consume credits differently than a smaller, more contained operation.

Importantly, Guidewire's credit system allows insurers to purchase additional capacity when needed, whether to support peak development periods, expand testing environments, or enable new features. This flexibility can be a strategic asset, but only if managed proactively.



#### TO OPTIMIZE INFRASTRUCTURE AND CREDIT USAGE, INSURERS SHOULD:

- Continuously monitor actual usage versus business needs.
- Configure and regularly right-sized environments to prevent overprovisioning.
- Understand what's included in their subscription and how credits can be used or reallocated.
- Plan for capacity spikes and leverage the ability to purchase additional credits when necessary.
- Align infrastructure consumption with delivery priorities and business outcomes.

Optimizing infrastructure is about freeing capacity to innovate. It ensures your systems can support new digital front ends, scale with demand, and empower teams to iterate faster, all while keeping costs predictable and aligned with strategic goal.

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## 02 | Marketplace & Ecosystem Tools

### Accelerators, templates, and assets : your shortcut to faster delivery

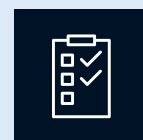
The Guidewire Marketplace offers far more than plugins. It's a dynamic ecosystem of tools, accelerators, and assets designed to speed up delivery, reduce risk, and standardize implementation. Yet many insurers underutilize it, missing opportunities to improve time-to-value and reduce development overhead.

From ready-to-use templates and configuration frameworks to Guidewire-certified accelerators, these resources can significantly shorten project timelines. But success doesn't come from downloading alone, it comes from strategically integrating these tools into your delivery model.

Beyond tools, the Marketplace is also a space for connection. It enables insurers to discover and collaborate with solution partners. GFT's long-standing presence in the Guidewire ecosystem, including our contributions to the Marketplace, helps carriers identify high-value partners and integrate proven solutions faster.

**GFT is recognized as a leader in the creation, hosting, and evolution of Guidewire accelerators.** Over the past five years, we've developed and maintained more than 60 accelerators across multiple Guidewire versions, helping insurers accelerate delivery, reduce complexity, and stay aligned with platform evolution.


By treating the Marketplace as a living part of your ecosystem, not a side drawer, insurers can modernize more quickly, reduce costs, and focus their teams on high-impact innovation instead of reinventing the wheel.



**TO FULLY LEVERAGE THE MARKETPLACE, INSURERS SHOULD:**

- Monitor new publications regularly, the number of available tools is growing fast.
- Understand the types of content available (accelerators, integrations, templates, etc.).
- Use smart search criteria (region, product, content type) to find relevant assets.
- Evaluate when to adopt, adapt, or build solutions based on business context.
- Establish governance to avoid duplication, misalignment, or technical debt.

[Explore our Accelerators Expertise](#) 

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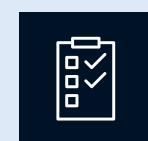
## 03 | Feature Monitoring & Early Adoption

Staying ahead means knowing what's coming, and mainly acting on it

Guidewire evolves constantly, with frequent updates across its InsuranceSuite products, cloud platform, and ecosystem tools. Core applications such as PolicyCenter, BillingCenter, and ClaimCenter follow a structured release cadence of three major versions per year. In contrast, ecosystem components, including cloud platform services, external applications, and integration tools, can be updated as frequently as every two weeks.

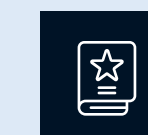
This high-velocity evolution offers insurers a continuous stream of improvements but also demands proactive monitoring and planning. Falling behind isn't a matter of technology; it's a matter of governance and visibility.

Early adoption isn't just about being first, it's about reducing upgrade friction, avoiding technical stagnation, and turning product evolution into a strategic input for planning. With the right visibility and governance, insurers can pilot new features early, minimize delays in adoption, and keep their platform dynamic, competitive, and future-ready.




**TO STAY AHEAD OF THE CURVE, INSURERS SHOULD:**

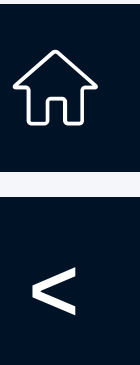
- Monitor release notes and roadmap updates regularly.
- Track early access features and Guidewire programs.
- Stay informed about security patches and plan for potential breaking changes.
- Establish internal feature vigilance teams to evaluate relevance and impact.
- Align feature adoption with strategic priorities and delivery timelines.



**REAL-WORLD PROOF**

Macif worked with GFT as Guidewire's first cloud customer in Europe. This collaboration demonstrates how early adoption, combined with strong partnership, drives innovation and sets new industry benchmarks.

[Discover the full story](#) 



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## 04 | Training & Internal Knowledge

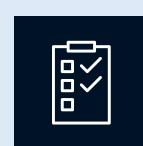
### Empowered teams drive sustainable transformation

Technology is only as powerful as the people who use it. As the Guidewire platform evolves, so must your internal expertise. Staying current isn't optional, it's essential for operational resilience, delivery efficiency, and long-term agility.

Too often, training is treated as a one-time onboarding task. But in a continuous delivery model, teams need ongoing access to knowledge: updates on new features, deep dives into modules, and hands-on experience with emerging tools. Without this, organizations risk knowledge gaps, overreliance on external partners, and rising costs for support and change management.

**GFT has made a long-term commitment to the training and development of its professionals.** Our teams benefit from structured learning paths, hands-on experience across multiple Guidewire versions, and continuous enablement programs. This investment allows us to transfer knowledge effectively to our clients, helping them build self-sufficient teams and reduce dependency on external support.

Guidewire success isn't just about having the right platform, it's about having the right people, ready to use it to its full potential.



#### TO BUILD A RESILIENT AND HIGH-PERFORMING GUIDEWIRE TEAM, INSURERS SHOULD:

- Understand the different Guidewire learning paths and align them with strategic goals.
- Invest in dedicated training plans tailored to roles and delivery models.
- Promote internal trainers and communities of practice to foster shared expertise.
- Ensure real-time access to learning resources and product updates.





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## 05 | Digital Experience Expansion

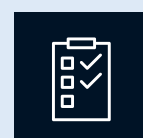
### Seamless experiences are no longer a luxury: they're a market expectation

The digital bar keeps rising. Customers, whether individuals or commercial clients, now expect the same level of simplicity, self-service, and speed they get from consumer tech. For insurers, that means rethinking how Guidewire supports digital experiences across every line of business.

Most insurers have already delivered online experiences for personal lines. But the next frontier lies in extending these capabilities to more complex markets: commercial policies, specialty products, and enterprise clients with high volumes or unique needs. These segments bring more operational complexity, but also greater opportunity to differentiate through digital.

The digital experience is your organization's showcase, the first impression for prospects and the ongoing interface for clients. By integrating Guidewire with flexible front-end technologies and designing journeys around user needs, insurers can streamline interactions, reduce overhead and strengthen relationships.

**GFT helps insurers expand their digital capabilities by combining deep Guidewire expertise with modern front-end integration strategies.** Whether you're launching new products or transforming legacy journeys, we help you build experiences that are fast, intuitive, and future-ready.



A COMPLETE AND ADVANCED DIGITAL EXPERIENCE CAN BECOME A TRUE COMPETITIVE ADVANTAGE. IT ALLOWS INSURERS TO:

- Close more transactions in a single day.
- Serve customers outside of traditional business hours.
- Be present and responsive when competitors are unavailable.
- Offer products and services that others cannot.
- Deliver end-to-end, straight-through journeys that reduce manual intervention.





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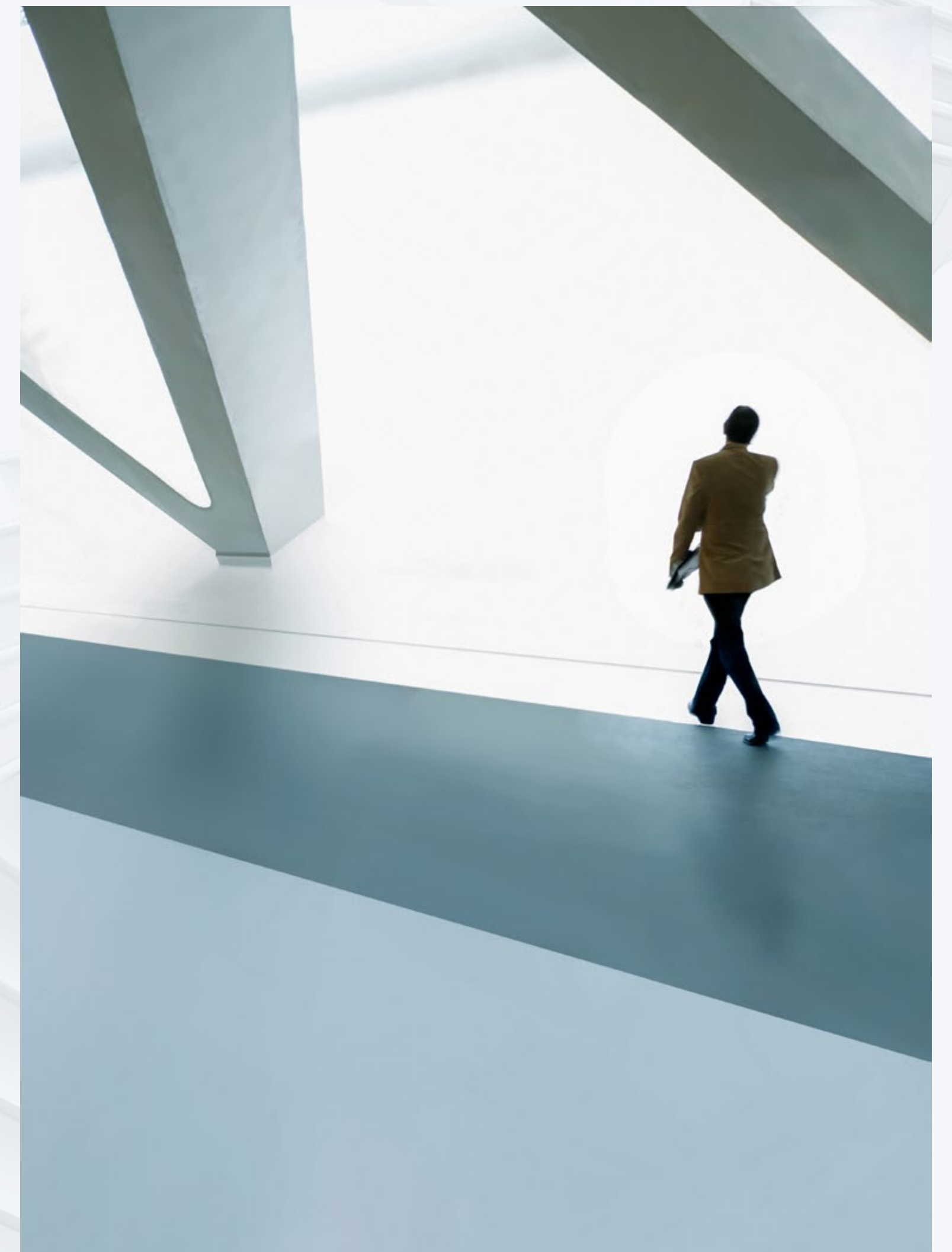
## 06 | Data & AI Enablement

### From insight to prediction: Turning data into intelligent action at scale

For insurers, data isn't just a byproduct, it's the business. Every policy, claim and client interaction generate valuable insight. But realizing that value takes more than storage. It requires strategy, structure, and the right technology to turn data into action.

With the move to cloud-based platforms, insurers now have unprecedented access to real-time, scalable data capabilities. This opens doors to smarter operations, more targeted marketing, better risk analysis, and predictive service models. However, many organizations still struggle to capitalize on this potential due to siloed systems, unclear ownership, or lack of internal maturity.

Artificial intelligence adds a powerful layer, enabling insurers to forecast trends, automate decision-making, and personalize services at scale. While the market is still maturing and no single AI solution has emerged as dominant, forward-looking insurers are actively testing use cases and building foundational capabilities now.



**SOME OF THE MOST PROMISING AI-DRIVEN USE CASES INCLUDE:**

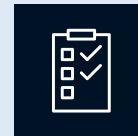
- Claims automation and fraud detection
- Risk scoring and dynamic underwriting
- Churn prediction and retention optimization
- Customer lifetime value modeling
- Real-time chatbot and virtual agents for service delivery



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## 06 | Data & AI Enablement

### From insight to prediction: Turning data into intelligent action at scale



**TO FULLY ENABLE DATA AND AI, INSURERS SHOULD:**

- Establish clear data ownership and governance across business units.
- Break down silos and integrate data sources for a unified view.
- Invest in scalable cloud infrastructure to support real-time analytics.
- Identify high-impact AI use cases aligned with business goals.
- Build internal maturity through training, experimentation, and partnerships.



Whether you're laying the foundation or scaling advanced AI models, every insurer is on a different point of the data maturity curve. GFT helps you progress from basic reporting to predictive insights and automated decision-making.

It's also critical to embed responsible AI practices into your strategy. With increasing regulatory scrutiny, insurers must ensure model transparency, fairness, and explainability, particularly in pricing, claims, and underwriting. GFT supports clients in navigating these challenges while staying ahead of compliance.

**GFT supports insurers in building data-driven organizations.** From cloud data architecture and integration strategies to AI experimentation and deployment, we help clients move from insight to prediction, delivering new value across underwriting, claims, customer service, and beyond.

The message is clear: the winners won't be those with the most data, but those who **know how to use it.**

Data alone is not a differentiator: **how you harness it is.**

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# The Right Partner to Take Guidewire Further

**Optimizing your Guidewire ecosystem isn't just about technology,  
it's about expertise, alignment and continuous evolution**

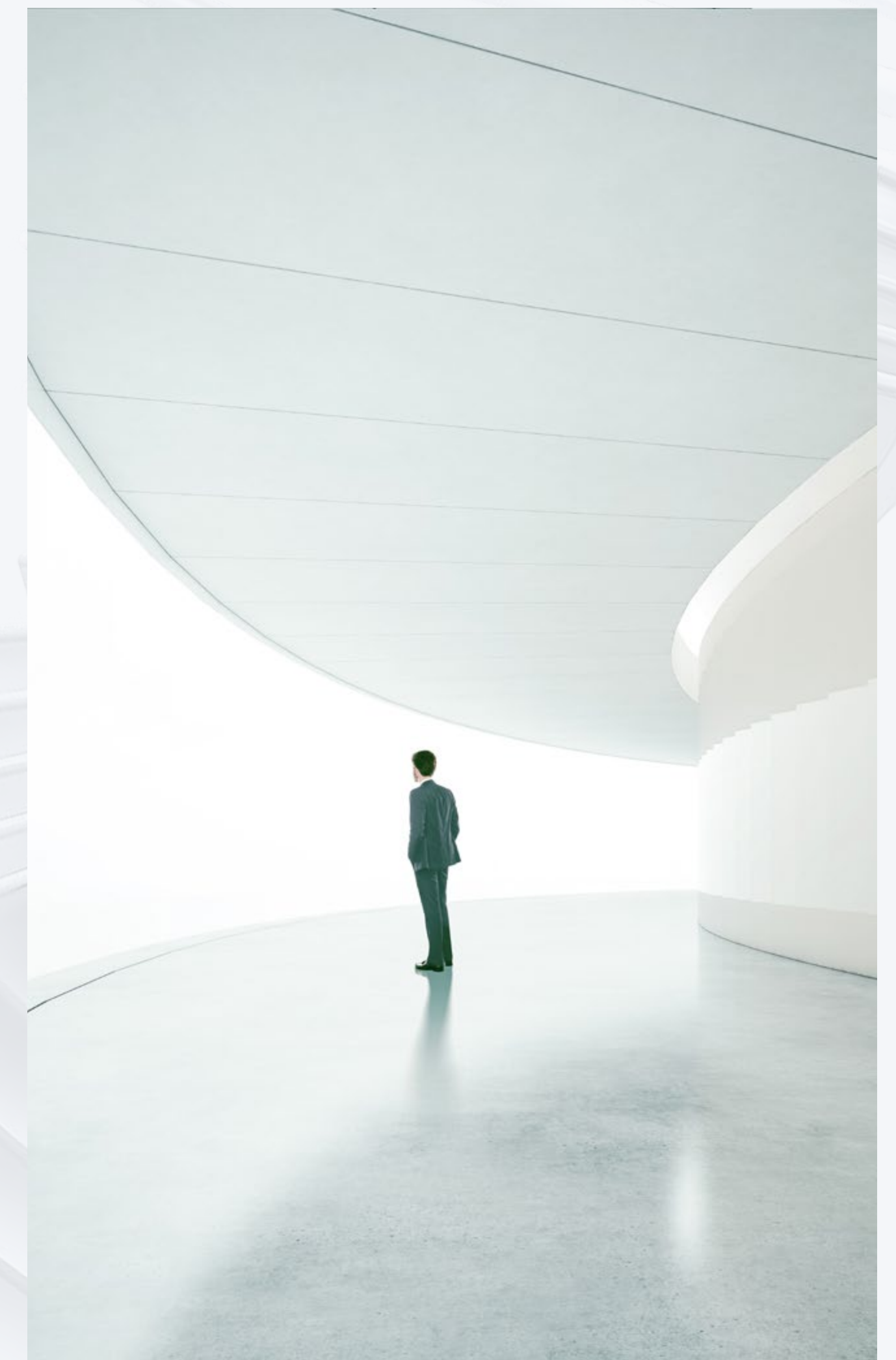
This guide has shown that the true value of Guidewire lies not in the platform alone, but in how it's managed, extended, and adapted over time. Real impact comes from optimizing every layer, from infrastructure and accelerators to internal capabilities, digital channels, and data intelligence.

At GFT, we specialize in helping insurers realize the full potential of their Guidewire environment. As a long-standing Guidewire Consulting Select partner, we bring deep, real-world experience helping insurers modernize faster, reduce complexity, and maximize return on their platform investment.

We support everything from cloud deployments and ecosystem integrations to training strategies and AI innovation.

Whether you're enhancing operations, scaling new lines of business, or preparing for the future, GFT is the partner that understands where you are and how to get you where you want to go.

**Together, Let's Go Beyond\_**



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GFT Technologies is an AI-centric global digital transformation company. We design advanced data and AI transformation solutions, modernize technology architectures and develop next-generation core systems for industry leaders in Banking, Insurance, Manufacturing and Robotics. Partnering closely with our clients, we push boundaries to unlock their full potential.

With deep industry expertise, cutting-edge technology, and a strong partner ecosystem, GFT delivers responsible AI-centric solutions that combine engineering excellence, high-performance delivery and cost efficiency. This makes us a trusted partner for sustainable impact and client success.

Our team of 12,000+ technology experts operate in 20+ countries worldwide, offering career opportunities at the forefront of software innovation. GFT Technologies SE (GFT-XE) is listed in the SDAX index of the German Stock Exchange.



 [GFT.com](https://www.gft.com)

 [@gft-technologies-north-america](https://www.linkedin.com/company/gft-technologies-north-america)

Let's Go Beyond\_



## About the Authors



 **Frédéric Therrien**  
 Global Head of Guidewire

Global Head of Guidewire at GFT Technologies Inc., he brings over a decade of experience driving digital transformation across insurance, defense, and public sectors. He leads GFT's global Guidewire practice of 1,000+ experts and 8,000+ certifications, advancing innovation through robust implementation strategies and agile delivery. Known for his strategic mindset and technical depth, Frédéric excels in steering complex transformation programs that enhance efficiency, scalability and long-term value for insurers worldwide.



 **Jocelyn-Alexandre Michel**  
 Director Guidewire Expertise & Strategic Assets

Jocelyn-Alexandre Michel is Director of Guidewire Expertise & Strategic Assets at GFT Technologies Inc. In insurance and IT, he has led major digital transformation programs for Canadian and European insurers. At GFT, he helps build and scale the company's Guidewire expertise to deliver innovative, high-impact solutions. He also plays a key role in shaping GFT's strategic advisory capabilities, ensuring that clients maximize business value through efficient, future-ready transformation programs.