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American Insurer Transforms **IT Ecosystem to Compete With Vigor**

◣ **Case Study**

Overview
Delivering a scalable and secure environment

An American insurer, providing protection against severe weather events for those in high-risk areas, needed a technology partner to implement a transformative re-platforming strategy to make its technology ecosystem cloud compatible and better equipped to support business aspirations.

Zensar's brief:

- **Modernize infrastructure:** Migrate from on-prem Guidewire Insurance Suite V9 to the Guidewire Cloud platform, specifically the Kufri release.
- **Enable digital transformation:** Transition to the Guidewire Jutro digital platform to provide a seamless and personalized customer experience.
- **Boost operational efficiency:** Facilitate immediate access to the latest Guidewire features, improved system responsiveness and supportability, and optimized cost of operation.

Beyond the brief:
As our client's technology partner, we collaborated with various internal stakeholders to enable compliance with regulatory requirements and enhanced data security.

Challenges
Multiple reasons to modernize

The IT department decided to implement a comprehensive re-platforming strategy, without altering the core functionality of its technology ecosystem, to effectively address these concerns:

- **Scalability:** The on-prem infrastructure could not scale efficiently to meet performance demands.
- **Maintenance**: Managing and upgrading the on-prem infrastructure was resource-intensive.
- **Data integration:** Integrating data from various sources and ensuring seamless analytics involved complex processes.
- **Cost-efficiency:** Operating on-prem infrastructure was becoming costly compared to cloud solutions.
- **Innovation and agility:** Adopting modern digital platforms and methodologies to stay competitive and agile was inevitable.
- **Security and compliance:** Ensuring robust security and compliance with industry standards was becoming challenging.

Solution
Moving to a future-ready IT ecosystem

We set to work with the goal of delivering greater scalability, performance, and cost benefits from cloud solutions while retaining the core functionality of the legacy system.

- **Assessment and planning:** We conducted thorough assessments and meticulously planned the migration strategy, which covered the Guidewire InsuranceSuite, data and analytics on DHIC to the Guidewire Cloud data platform, and subsequent remediation of downstream systems.

- **Data migration:** We enabled seamless data migration, leveraging the Guidewire Upgrade methodology and these key enablers:

  - AWS Aurora was used for database management as it combines high performance, availability, and scalability with the simplicity and cost-effectiveness of open-source databases.
  - AWS S3 was used for its scalable, secure, and cost-effective storage with high availability and durability.
  - AWS Database Migration Service was used for enabling secure, efficient, and minimal-downtime database migrations to AWS.

- **Implementation:** We deployed the Guidewire Cloud Platform with the Kufri release and integrated the InsuranceSuite and Integration Gateway.

- **Digital platform re-implementation:** We transitioned from the client's legacy systems to the Guidewire Jutro digital platform, enabling the creation of personalized customer experiences and enhancing digital engagement.

- **Testing and validation:** We ensured all functionalities were working as expected and validated data integrity post-migration.

- **Go-live and support:** We transitioned successfully to the cloud environment with ongoing warranty support and optimization.
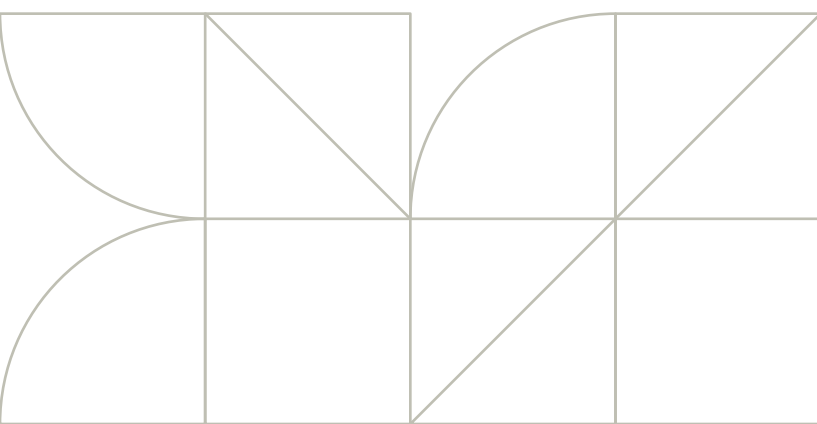
Impact
Surge in competitiveness

- **Cost-efficiency:** Reduced operational costs by eliminating the need for on-prem hardware and maintenance.
- **Enhanced security:** Ensured protection of sensitive data by leveraging robust security features from AWS.
- **Improved performance:** Achieved faster processing times and better system reliability.
- **Greater digital innovation:** Enabled the creation of modern web applications with the Guidewire Jutro digital platform, improving customer engagement and satisfaction.

Business outcomes: Business competitiveness was invigorated with optimized operational costs, enhanced data security, improved system performance, and increased customer engagement through digital innovation.

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