

# A Leading P & C Carrier in US

Case study



## BACKGROUND

The Insurance carrier, founded in 1909 and based out of Iowa, is the 110th-largest Property & Casualty Insurance company in the United States and the largest primary reinsurer of farm mutual companies in North America. They are estimated to have \$8.5 million in annual revenue.



Auto



Housing



Business



Farm



100 years  
of business



Customers across  
13 states

## CUSTOMER CHALLENGES

When Grinnell Mutual came to Zensar, our initial analysis showed us the below major challenges faced by our client.

Aging Policy Administration system

Growing expectation of its independent agency force

Need of the hour



Modernize their  
systems



Retire old  
systems



Offer new forward-looking  
technology to their agents

## ZENSAR'S ROLE

Zensar was selected as their single implementation partner along with advisory services from Guidewire. This engagement entailed roadmap, architectural, and implementation guidance as well as provided the onshore and offshore staff to make this project a reality.

**01** | Full suite Guidewire implementation

**02** | Commercial Lines implementation

Two major upgrades happened for the client and Zensar assisted in one of the first Guidewire Cloud migrations

## KEY WINNING THEME

The client simply was not ready for many of the challenges of a project this large. Zensar helped them establish the basics from holding scrums and tracking work in JIRA to more complicated skills like implementing a sophisticated source control methodology to develop and deliver Guidewire code to meet the needs of their business users and agents. Zensar was able to bring in staff with expertise in all these areas.

Expertise was the key winning theme for this project

**01** | Agile Methodology

**02** | Guidewire technology stack

## KEY OUTCOMES AND IMPACT GENERATED

**01** The client was one of the first Insurance carriers to go live with the complete Insurance suite, at the same time and first state roll out



**02** Weathered two major upgrades and converted to Guidewire Cloud

**03** Positive agent and business user feedback, coupled with extremely low defect count, enabled Grinnell Mutual to activate more agents and expand to their other states

### Value Delivered



Increased customer engagement



Reduction in turn-around time



Improved accuracy by integrating and streamlining insurance systems and processes



Improved customer satisfaction due to improved portals



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