

Implementing future-ready BillingCenter upgrade for a multiline insurer

 Case study



Overview

A leading multiline insurer

Our client is a 72-year-old multiline insurer with operations in Arkansas, Colorado, Florida, Louisiana, Mississippi, and South Carolina.



Challenges

BillingCenter upgradation

Our client needed to upgrade its Guidewire BillingCenter from version 7 to version 10. Instead of a typical technical upgrade, the project brought together stakeholders from six different states to standardize billing processes and reduce customizations. This BillingCenter "re-implementation" aimed to reduce future maintenance and upgrade costs and resolve many ongoing system problems resulting from earlier customizations.



Our Solution

Cloud-focused and streamlined business processes

We provided a business-focused upgrade to streamline and standardize business processes while also reducing future IT costs by returning to "out of the box" core functionality. The resulting upgrade is positioned around long-term migration to the cloud.

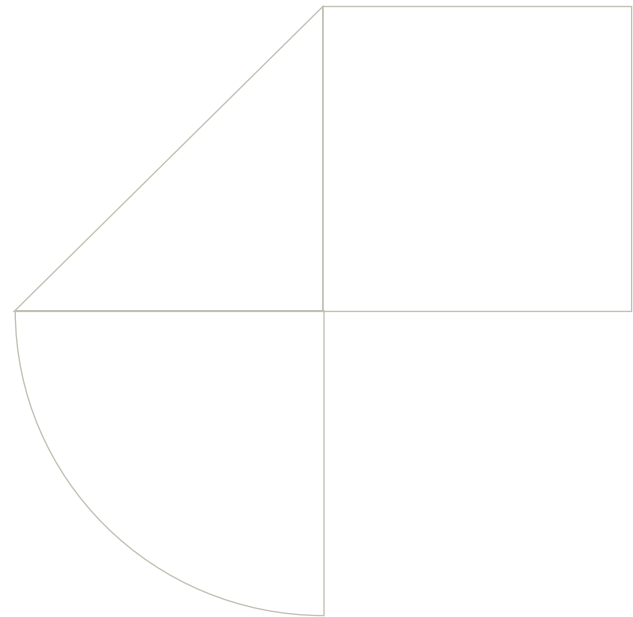
The BillingCenter upgrade from version 7 to version 10 covered the following lines of business:

- Personal Auto
- Home
- Farm/Ranch
- Boat
- Flood
- Commercial Business
- Property
- Liability (General)



Impact

- An upgraded BillingCenter system fully supported by Guidewire
- Elimination of numerous production defects that had been problematic for years
- Streamlined system, cost-control, and easier maintenance with fewer overall customizations and state-specific rules.



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