

# InsuranceSuite

## Implementation and Managed Services Case study



A Dental Insurance company in California



**20 Months**  
(Aug'2019-May'2021)



**25**  
Peak Size



**2 Weeks Sprint**  
(100 story points/sprint)



### LOBs

- Workers Compensation
- Professional Liability
- Commercial Property

### Voice of Customer

“Congratulations on the first joint GW Production deployment! This is a significant milestone to recognize. In addition, thank you for helping us meet our code-freeze requirement for R2 go-live.”



## Project Overview

The customer provides insurance coverage to 28000 plus dentists, part of an association, in 15 states. Guidewire InsuranceSuite application is used to serve its members. Customer has embarked on a journey to from version 8.0 to 10.0 on cloud.



## Key Accomplishment

- Seamless transition from V8.0 to V10.0 upgrade
- Uninterrupted services WFH during pandemic
- Moratorium on policy cancellation during pandemic
- Created SOP and known error database (KEDB)
- Metric driven project governance
- Build and release automation using DevOps



## Services Provided

- Guidewire InsuranceSuite version 8.0 to 10.0
- Defect fixes
- Minor Enhancements
- User support
- Rate table maintenance
- 24\*7 application and batch monitoring
- Integrations troubleshooting Support WCIRB reporting
- DevOps support
- Release management
- Program management

