Guidewire Support as a Service
Enable support for processes across Insurance value chain
Why do we need a cost-effective Guidewire Support for processes across Insurance value chain?

As the world is rapidly advancing in an ever-changing landscape, it becomes crucial for Insurers to reduce their IT and operations cost to keep pace with the fast-moving digital world. Insurance is one of the businesses heavily impacted by a global crisis and has been forced to revise budgets. The strategy adopted by Insurers is IT cost optimization, which drives the reprioritization of initiatives and may directly impact support and maintenance spend.

Insurance, a time-sensitive sector, is observing variable (decreased/increased) demand for support in certain areas in the current scenario. How can Insurers offset a fraction of their cost without compromising the quality of the support and maintenance of any process?

Our new Guidewire support model as a cost-saving service is here to help. Whether you are an Insurer already on Guidewire or working on your first core transformation to Guidewire, you can use our offering to reduce your IT costs with the utmost quality of service promised.
Zensar’s Guidewire Support as a Service (GSaaS)

Zensar’s Guidewire Support is now available to Insurers as a flexible Managed Services model. We will be providing customized support with our Guidewire resources, processes, tools, accelerators and technology. These will help you meet high-quality standards of Guidewire support and maintenance while reducing your costs and increasing productivity. We can help mitigate any business risks you are face due to critical issues, major incidents, or spikes in demand, as we have a vast experience in Guidewire projects and understand your business.

The core of our offering is to understand customers’ business processes and applications better, to rapidly identify and resolve their business-critical issues such as user issues, configured code issues and data issues. These issues could be impacting the whole application or specific functions or just a few users. Our support ranges from help desk resolution to expert technical support along with external support by working directly with Guidewire.
Key Benefits of GSaaS

Zensar is committed to supporting our customers with service offerings more relevant to them now. The GSaaS model enabled with our unique key accelerators is one of the steps in that direction. Our offering will help Insurers save costs and improve the productivity of support and maintenance while retaining the quality of support delivered.

- **10-15% productivity improvement within a year**
- **Pay-per-use Managed Services model with a potential cost takeout of up to 25-30%**
- **Best-in-class service delivery leveraging Zensar’s proprietary Analytics, Automation, and Insurance process accelerators**
- **Volume discount based on committed capacity requirements further reducing the cost**
- **Mitigate business continuity risk by an immediate ramp up or ramp down of capacity based on business demand**
- **Effective SLA management and capacity management using Zensar’s proprietary digital governance tools**
Our key accelerators that are enabling GSaaS

With rich experience of 25 years, delivering 2000+ projects in application maintenance & support and proven expertise in Guidewire and the Insurance domain, we can support Insurers in their cost optimization initiatives and also provide value-added services. We leverage various levers of automation, analytics, AI/ML and niche digital technologies to help Insurers increase their productivity.

Our engagement with Insurers encompasses configuration, integration, conversion, version upgrades, testing and support across all lines of business. e.g., we provide support for Cloud capabilities provided by Guidewire, vendor upgrades/patches on the implemented products, Guidewire licenses, etc.

Using our innovative in-house solution, we can help steer insurers towards continuous service and quality improvements, reducing their total cost of ownership, maximizing efficiency and minimizing downtime. The following are the key accelerators that have been utilized in our GSaaS offering.
Why Zensar for Guidewire Support?

Owing to our rich experience in the Insurance domain and Application Development and Maintenance (ADM), we are strongly positioned to be the preferred SI partner for Insurers for any Guidewire support. Some of the unique differentiators that we bring to the table are the following:

- 450+ member Guidewire practice team of which 45% are Guidewire Certified and 90% are Guidewire Specialists
- Around 35% of resources are cross-skilled and proficient across multiple Guidewire products and modules
- Our rich experience in Guidewire testing
- Approximately 25-30 resources ready to be deployed on projects at any point
- Zensar is a Guidewire Consulting Advantage Partner
- Dedicated support during business hours including 24/7 on-call support
- Complete information security layer isolation between customers
- Insurance domain experts and process tool-kits for upskilling and cross-skilling in Guidewire
- 270+ Guidewire projects successfully implemented
Zensar is committed to working with our customers and we are investing in ensuring that our service offerings are of utmost relevance to you, in your time of need. We are here to listen to your challenges and present solutions that you can implement today to prepare for the future.

Talk to our P&C Insurance experts today!

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About Zensar

Zensar is a leading digital solutions and technology services company that specializes in partnering with global organizations across industries on their Digital Transformation journey. A technology partner of choice, backed by a strong track record of innovation, credible investment in Digital solutions; and unwavering commitment to client success. Zensar’s comprehensive range of digital and technology services and solutions enables its clients to achieve new thresholds of business performance. Zensar, with its experience in delivering excellence and superior client satisfaction through a myriad of technology solutions, is uniquely positioned to help its clients surpass challenges they face running their existing business most efficiently, helping in their legacy transformation, and planning for business expansion and growth through innovative and digital ways.

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