What’s New in DataHub 9 and InfoCenter 9

DATA SHEET

DataHub 9 and InfoCenter 9 enable insurers to be successful during times of rapid industry change by improving decision outcomes and tackling complex customization and integration challenges.

DataHub 9 and InfoCenter 9 exemplify Guidewire’s commitment to providing incremental value in data and analytics with new role-based applications; self-service BI and reporting; automation, tooling, and integration support; and a seamless user experience. The improvements in this release build upon an already robust data management architecture and framework to offer insurers the opportunity to improve their agility and efficiency while decreasing implementation and maintenance efforts.

Guidewire DataHub 9

Data plays a key role in business transformations. Effective data management within the core system project can create a data foundation that becomes a key strategic differentiator. The data challenge inherent in core system transformation is too often underestimated, resulting in increased long-term costs/risks and an important missed opportunity. Guidewire DataHub™ enables insurers to succeed in a time of rapid market change by reducing risks to the core project, improving business insight, and providing long-term sustainability.

DataHub 9 provides performance improvements and helps lower the cost of ownership with the following new capabilities:

- **Data integration and automation layer (DIAL):** DIAL is a combination of all the metadata stored within DataHub, new architectural structures, and a new backend ETL engine written in Java. DIAL contains pattern templates and algorithms that dynamically generate SQL patterns to load various types of DataHub target tables. DIAL helps lower cost of ownership through content configuration rather than content development. DIAL currently only automates the transformed data “load” into DataHub target tables—and only for billing content. Future DataHub releases will expand the tooling automation to support claims and policy content.

- **New data extraction and transformation architecture:** DataHub 9 transitions from the traditional ETL process to the ELT (extract, load, transform) process for billing data. DataHub extracts and loads all billing data into a staging area and then performs compute/transform operations. This results in significant

### SUMMARY

**Key Features: DataHub 9**
- Data integration and automation layer (DIAL)
- New data extraction and transformation (ELT) architecture
- Accounting-style billing journals

**Key Features: InfoCenter 9**
- New data marts and billing reports
- Agent growth embeddable (data–digital integration)
- Loss Development app

**Key Benefits**
- Lower cost of ownership through configuration vs. development
- Data extraction performance improvements
- Self-service BI and reporting
- Improved visibility into department and company performance
- Seamless user experience
performance improvements, supports high data volumes, and has little to no impact on Guidewire BillingCenter®.

- **Accounting-style billing journals**: DataHub 9 provides context to the extracted billing transactions for reporting and analytical purposes by organizing them into four accounting style journals—Accounts Receivable, Accounts Payable, Cash, and General. To provide context to the new transactional journals, DataHub now also includes over 30 dimensional entities. This helps improve self-service access to billing data within InfoCenter and other downstream systems.

In addition, DataHub 9 provides easy maintenance for IT architects with modularization of ETL jobs and a UI refresh (from .NET to Java) for the commit-rollback utility. DataHub 9 is also fully compatible with the Guidewire Insurance Platform.

### Guidewire InfoCenter 9

Today’s users—underwriters, billing teams, claims management, actuaries, and executives—demand a simple and seamless user experience across the insurance lifecycle to drive smarter decisions and enable better customer outcomes. Guidewire InfoCenter™ provides insurers with user-friendly access to claims, policy, billing, and third-party data through data marts, cubes, analytic apps, and reports that are organized to fulfill specific business intelligence and analysis needs.

InfoCenter 9 supports self-service BI and enables a seamless user experience with the following new capabilities:

- **New data marts and billing reports**: InfoCenter 9 organizes all billing information into transactional and aggregate data marts to support self-service BI, so business stakeholders can easily build custom reports and drill into transactional details to troubleshoot discrepancies. InfoCenter 9 also adds three new reports—Commissions by Producer, Daily Cash Activity, and Daily Disbursement Activity—to the billing reports library.

- **Agent growth embeddable (data–digital integration)**: Interactive data visualization helps agents understand new business growth requirements relative to customer churn. This InfoCenter content is embedded and pre-integrated with the Gateway Portal™ for Agents along with a user-based security model that filters data for the agent. This not only improves agent performance but also provides a holistic user experience across the Guidewire Insurance Platform. Moreover, the API and the security model enable customers to easily embed InfoCenter content into other digital portals.

- **Loss Development app**: Claims management and actuaries often struggle with poor visibility into the overall performance of their departments and into company solvency. A common industry approach is to build loss development triangles that arrange losses for several past policy periods. Loss triangles help to visualize and estimate changes in losses from one policy period to the next. InfoCenter 9 introduces a new Loss Development app that shows the Total Net Incurred loss development and can be viewed by Lines of Business, Product, Coverage, Region, and Catastrophe dimensions. The app also computes and shows the cumulative and incremental loss development factors that can be viewed over yearly and quarterly periods. In addition to the app, InfoCenter 9 also includes the loss development data mart, which business users can leverage to create custom loss triangles. All information can be exported/downloaded from InfoCenter and used for detailed actuarial analysis.

In addition, InfoCenter 9 provides a cohesive and consistent look-and-feel across all content. InfoCenter 9 is also fully compatible with the Guidewire Insurance Platform.
About Guidewire DataHub

Guidewire DataHub™ is an insurance data store that captures, standardizes, validates, and stores data from the typical patchwork of an insurer’s systems and external sources. It enables insurers to create a single version of the truth through a detailed transaction repository where internal and third-party data is subject oriented, conformed, and given common context. This provides the perfect staging platform to meet the needs of both data consumers and data producers.

About Guidewire InfoCenter

Guidewire InfoCenter™ is a BI warehouse that organizes information in the way that P&C insurers think about their business, providing information in easy-to-use formats for business intelligence, analysis, and enhanced decision making. InfoCenter delivers descriptive reports and analytic apps, and it supports ad hoc reporting so users get insights for the specific decisions they face.

About Guidewire

Guidewire delivers the software that Property/Casualty (P/C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core processing, data and analytics, and digital engagement – into a technology platform that enhances insurers’ ability to engage and empower their customers and employees. More than 200 P/C insurers around the world have selected Guidewire. For more information, please visit www.guidewire.com and follow us on twitter: @Guidewire_PandC.

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