



Guidewire InsuranceSuite Cloud

Core, Data, and Digital Services Delivered by Guidewire

DATA SHEET

Guidewire InsuranceSuite™ Cloud is a cloud-based, single-vendor solution that combines Guidewire software with operations, support, and third-party integrations. Working in close partnership with our customers, Guidewire delivers rapid implementation and optimized functionality along with resilient, highly available application delivery. We manage applications and operations—freeing customers to focus on the business of insurance.

Property and casualty (P&C) insurers are adapting to an unprecedented rate of industry change, from omnichannel user expectations and rich new data sources to innovative InsurTech opportunities. To succeed, they need to move quickly. Yet too often they are bogged down by long implementation cycles and business-as-usual operations that distract from their business focus. They also find it challenging to keep applications current and take full advantage of their software’s capabilities.

In response, Guidewire has developed InsuranceSuite Cloud as a fully managed cloud-based offering. InsuranceSuite Cloud delivers an optimized P&C insurance platform with software, application management, infrastructure services, security and compliance, ongoing support, and service quality management delivered by Guidewire.

Our expertise in application design and integration, coupled with the collective experience gained from several hundred deployments, makes us uniquely qualified. By partnering with our customers, we share their risks and help ensure their success. Hosted on Amazon Web Services—by far the public cloud leader—InsuranceSuite Cloud includes guided, best-practice implementation and ongoing delivery of excellent service.

Guidewire InsuranceSuite Cloud reduces an insurer’s operations overhead—mitigating risk and enabling a more strategic focus on the core business.



InsuranceSuite

FEATURES

- Guidewire-managed implementation and operations
- Fully integrated core, data, and digital platform
- Application updates—from routine to major upgrades
- Highly available cloud-based infrastructure services
- Subscription-based pricing
- Robust operations including data backup and recovery
- Rapid access to development environments

ADVANTAGES

- “One hand to shake” solution
- Access to the full capabilities of Guidewire software
- Faster implementation
- Pay-as-you-grow costs
- Location flexibility to ensure data compliance
- Increased business agility

Guidewire-Managed Cloud Services

Guidewire InsuranceSuite Cloud is implemented, managed, and supported by the following technology teams with deep expertise in their respective areas—enabling customers to focus on the core business.

Services Teams

Application Management (Guidewire Production Services): Administers, maintains, and enhances the Guidewire services that have been deployed to the hosted production environment

Systems Administration (CloudOps): Manages all physical and virtual systems to ensure that the infrastructure is operational, performant, and recoverable

Security and Compliance (InfoSec): Performs monitoring of security alerts and assessment of threats; is also responsible for security certifications such as ISO27001, PCI, and SSAE 16 SOC2

24/7 Support (L2): Leads the triage of operational and customer-reported issues, which can be resolved directly by L2 personnel or escalated to appropriate experts

Customer Partnership: Provides a dedicated Guidewire customer partner who becomes the insurer’s “one hand to shake” for all aspects of the implementation: establishes working relationships and processes to ensure a successful production launch and, after launch, is responsible for monitoring, managing, and communicating all service-related activity and conformance with service-level agreements (SLAs)

The Guidewire Cloud Solution

Guidewire InsuranceSuite Cloud combines modular design with a rich array of functionality. Customers choose what they need to support their business—across core, data, and digital elements—creating a platform for success.

Benefits

Speed-to-market

Increase speed-to-market with the ability to efficiently make and roll out changes to products and pricing.

Increased productivity

Provide insurance knowledge workers with the insight and tools they need to be more productive.

Digital engagement

Drive more meaningful customer interactions through digital engagement and an omnichannel experience.

Differentiated products

Create differentiated product offerings so you can provide product choice as well as offerings tailored to specific customer segments.

Better decisions

Organize and manage data to support better decisions by insurance workers, agents, and customers.

Agent empowerment

Automate interactions to improve agents' responsiveness to customers.

About Guidewire

Guidewire delivers the software that Property and Casualty (P&C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements—core operations, data and analytics, and digital engagement—into a technology platform that enhances insurers’ ability to engage and empower their customers and employees. More than 300 P&C insurers around the world have selected Guidewire. For more information, please visit www.guidewire.com and follow us on twitter: @Guidewire_PandC.