

Implementing Full-suite Guidewire Cloud for AIOI Nissay Dowa Insurance

Overview

Restricted by a proprietary legacy system, AIOI decided to replace its current IT landscape with insurance suite on Guidewire cloud for business growth for its domestic motor, commercial motor, and payment protection lines of business. Tenzing was selected to lead the full-suite implementation project. With the project being delivered within the budgeted time and cost, Aioi is now able to scale its business, both within existing lines of business and new ones, significantly reducing processing times across the value chain and delivering exceptional customer experience.

Client Background and Challenge

Aioi Nissay Dowa Management, a part of the global MS&AD Insurance Group, had been struggling with a proprietary, legacy system based on an access database and user interface (UI), that was very difficult to maintain and hampered growth aspirations. The application was also very difficult to extend and did not support Aioi's future online initiatives. They wanted to unburden themselves of the management and support of these future systems, consequently looking for SaaS solutions across the board to better serve their current client base and growth aspirations. Aioi currently provides private motor and fleet vehicle insurance for select vehicles but were looking to add other domestic and commercials lines of business and provide digital access to all these products in the future for policy quote / buy, account and billing information, claims FNOL, and end-user claims status updates.

Our Approach and Solution

Aioi began the search in early 2020, and with assistance from the Guidewire and Tenzing consulting teams, landed on the Guidewire cloud platform as a platform of choice. A critical component of the programme was to retain a complex integration with Toyota agents whereby policy information is exchanged at the time of purchase via webservices. This integration supports the full quote / buy process and so was fundamental to the overall success of the programme.

For this implementation, Tenzing trained and certified the implementation team across all streams for the cloud environment (for e.g. advanced product designer, ISBTF automated testing, policy, and claims migration tools), updating them as new versions rolled out during the deployment.

Tenzing worked closely with Guidewire to sign-off all design patterns and architecture artefacts to ensure complaint deployment into the GWCP, integrating the platform with the non-cloud platform for Toyota agents and the new financial management system deployed during the programme.

Significant expertise was dedicated to ensuring minimum round-trip performance for quote / buy and document production services. Tenzing were also responsible for the data migration services. Data quality from the legacy system was found to be a major issue with data integrity not enforced in the old system. Data had to be cleansed substantially before being ready for deployment into the data migration staging area with Tenzing data analysts working long hours to complete the migration prior to the go-live.

Since the go-live, Tenzing has also provided L1, L2 and L3 support services (L3 wraps around the Guidewire service desk).

Business and Community Impact

With Guidewire cloud, Aioi has been able to achieve multi fold benefits:



Time saved to write new business - From 13 manual steps in the legacy system down to zero with a bespoke integration with partners, driving a predominantly **zero touch policy submission process**.



Time saved in generating quotes - With partner integration into AIOI's own rating engine, they are able to **generate a quote in 2 seconds**.



Time saved to process new claims - With the full legacy system roll off not yet completed, **40% of claims and invoicing are now fully automated** with a bespoke validation API, as well as a bulk invoice consumption process which is also zero touch.



Improved policy renewal retention by ~2% in a short span of time.



AIOI has also been able to re-focus efforts of their call center staff with more emphasis on serving customers.

AIOI can now scale dramatically for future growth by adding additional lines of business outside their customary private motor products, with an option to easily integrate with external systems and third-party platforms for use cases such as Telematics and on-demand insurance.

TECH
mahindra



Copyright © Tech Mahindra 2023. All Rights Reserved.

Disclaimer. Brand names, logos and trademarks used herein remain the property of their respective owners.



Brand Finance®
Awards

TOP 10
STRONGEST
IT SERVICES BRAND



Brand Finance®
Awards

FASTEST-GROWING
IT SERVICES BRAND
IN BRAND VALUE RANK