



Driving value from
cloud transformations:

Deloitte's Guidewire Operate approach

#OperatewithDeloitte

In today's fast-paced digital landscape, organizations are increasingly turning to cloud solutions to drive operational efficiency and innovation. However, after migration to cloud, many companies face significant challenges in maintaining and optimizing these platforms due to a lack of specialized talent and resource constraints, solution complexity and escalating costs.



This is particularly true for organizations using Guidewire Cloud Platform, a leading technology solution platform for the insurance industry.

Deloitte's **Guidewire Cloud Platform Operate** approach offers a comprehensive solution to these challenges, providing up to ***30% savings on IT operating costs*** while enhancing operational efficiency and driving continuous innovation.

The problem to solve:

Drive more value from your cloud transformations and improve operational efficiency

The Guidewire Cloud Platform is a powerful technology that offers significant benefits to insurance companies, including flexible product configurations, streamlined operations, improved customer experiences, and enhanced data analytics. However, many organizations face challenges in maintaining and optimizing their Guidewire Cloud Platform. These challenges include:

- 1. Lack of accelerators, processes, tools, and talent pool:** Organizations often struggle due to the absence of pre-built accelerators, standardized processes, and specialized tools that can expedite Guidewire Cloud Platform implementation and optimization. Additionally, there is a shortage of skilled professionals who are proficient in Guidewire Cloud Platform, making it difficult to build and maintain an effective team.
- 2. High IT operational costs:** The comprehensive nature of Guidewire Cloud Platform, which encompasses end-to-end environments, cloud services, and integration with existing/external solutions, can lead to elevated operational costs. This is due to the necessary investment in time and resources for maintaining and upgrading the platform and related integrated solutions.
- 3. Configuration and using out-of-the-box functionality:** Configuring Guidewire Cloud Platform to meet ongoing business needs by utilizing its out-of-the-box functionality is critical to achieve a strong return on solution investment. New features and capabilities are now being introduced by Guidewire Cloud Platform up to three times a year across multiple releases. Organizations can strategically benefit from these continuous enhancements by balancing the rapid introduction of new business capabilities with a disciplined strategy to enable change without impact to systems stability and operational disruptions.
- 4. Lack of global capabilities and scale:** Many organizations struggle to fully utilize Guidewire Cloud Platform's potential due to a lack of global capabilities and scalability. This can limit their ability to implement Guidewire Cloud Platform solutions across multiple regions and business units effectively.
- 5. Integration with other products in the insurance ecosystem:** Successfully integrating Guidewire Cloud Platform with other products and solutions within the insurance ecosystem is crucial for maximizing its benefits. However, many organizations lack the skills to design and implement these integrations effectively.

How we can help:

We address your challenges with our experience, global reach, and scalable solutions.



Accelerators and tools: Beyond what might be available through the Guidewire Cloud Platform marketplace, a range of Canadian and global pre-built accelerators and tools are available to streamline the implementation and optimization of Guidewire Cloud Platform. These assets help reduce project timelines and improve overall efficiency. Through a comprehensive set of proven methods and industry practices, Deloitte can provide certainty of outcomes, delivering projects on time and within scope while maintaining the required standards of quality and performance.



Skilled resources: Deloitte has a large pool of skilled professionals with extensive knowledge in Guidewire Cloud Platform and Canadian insurance business requirements. This enables organizations to ramp up or down on resources as needed, ensuring that they have the right talent in place to support their Guidewire Cloud Platform initiatives.



Cost management: By leveraging deep knowledge and resources, organizations can better manage their IT operational costs. Efficient processes and tools help optimize the use of resources and reduce unnecessary expenses.



Configuration and customization: Experienced teams can assist organizations in configuring Guidewire Cloud Platform to meet their specific business needs while maintaining system stability. This includes using out-of-the-box functionality and implementing necessary customizations with minimal disruption to operations. Our deep understanding of the Canadian and global insurance industry requirements from a product standpoint, coupled with comprehensive knowledge of relevant regulations, enables us to develop and maintain effective solutions tailored to our clients' needs.

By utilizing our capabilities, we can provide configurations and customizations that align with current business processes while also enhancing operational efficiency and compliance. Our approach allows for the system to remain robust and adaptable, allowing organizations to respond swiftly to market changes and regulatory updates.



End-to-end solution architecture: An end-to-end (E2E) view on solution architecture ensures seamless integration across the entire insurance value chain. We are well-versed with various vendors, information and solution providers, distribution providers, banks, and other key players in the ecosystem. This holistic approach enables us to deliver comprehensive and efficient integration solutions that drive operational excellence and enhance overall business performance.

Our distinctive solution:

Transform to Operate approach

We stand out from other providers through our unique “Transform to Operate” approach, which is designed to deliver sustained value and continuous improvement for clients through a holistic approach connecting planning, solution implementation and ongoing operations. Our approach is underpinned by the integration of people, process, and technology, and is characterized by several key differentiators:

1. Tailored transformation journeys

Customization

One-size-fits-all solutions are avoided. Instead, each client's journey to the cloud is uniquely tailored so that the transformation aligns with the client's specific business needs, operational goals, and strategic objectives. Engagement can start at any point in the client's cloud journey.

2. Proactive and continuous upgrades

Staying Current with Guidewire Cloud Standards

A proactive upgrade strategy is embedded into the service model. This involves the use of accelerators and proven processes to help clients stay ahead of Guidewire Cloud Platform evolving cloud standards and versioning requirements. This initiative-taking approach minimizes disruptions, ensures compliance, and reduces the risks associated with upgrades. We have supported clients through every release of Guidewire Cloud Platform and have continuously learned and accelerated those updates to ensure low-risk and stable transitions. By working closely with Guidewire as they evolved their platforms, we have developed a deep understanding of their systems, allowing us to provide our clients with the most reliable and efficient upgrade solutions.

3. Comprehensive support across environments

Dual environment support

Comprehensive support is provided for both on-premise and cloud environments. This dual capability ensures that clients can maintain robust operations regardless of their current infrastructure and facilitates a smoother transition to cloud-based solutions when they are ready.

4. Optimized cloud operations

Guidewire Cloud Platform migration and optimization

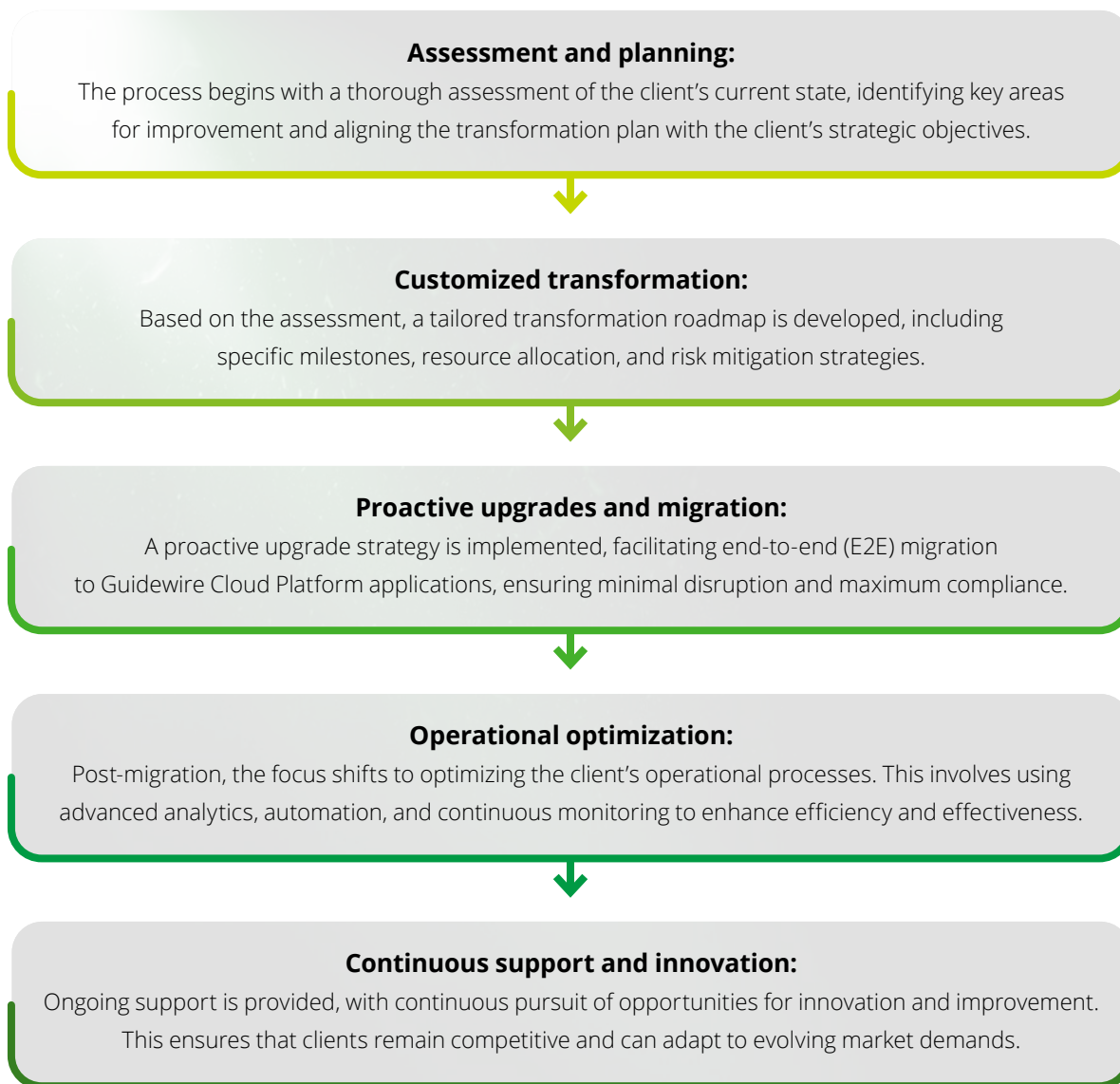
Clients receive assistance not only in migrating to Guidewire Cloud Platform applications but also in transforming processes to align with industry best practices and cloud standards. Moving beyond a simple lift-and-shift approach, the focus is on optimizing operational processes post-migration to unlock the full benefits of Guidewire Cloud Platform solutions. This approach ensures that clients can deliver business priorities faster and more efficiently.

5. Continuous improvement and innovation

Collaborative engagement

A collaborative relationship is fostered with clients, emphasizing continuous process improvements and innovation. This approach ensures that clients are supported not only during the initial transformation but also receive ongoing enhancements to their operations, driving long-term value and competitive advantage.

How the “Transform to Operate” approach works



In summary, our “Transform to Operate” approach is distinguished by its tailored transformation journeys, proactive upgrade strategies, comprehensive dual environment support, optimized cloud operations, and a commitment to continuous improvement and innovation. This holistic and client-centric approach allows us to deliver sustained value and a competitive edge to our clients.

Case studies:

Deloitte's Guidewire Cloud Platform Operate in action



Canadian client: Deloitte assisted one of Canada's largest property and casualty insurers in stabilizing and maturing their newly migrated Guidewire Cloud Platform by providing an all-encompassing solution that includes Application Management Services (AMS), Application Enhancement Services, and Cloud Managed Services (CMS). This engagement, renewed until 2029, integrates Deloitte's technology teams with the client's, ensuring seamless operations and continuous enhancements. The comprehensive solution features 24/7 coverage, proactive system monitoring, and a collaborative model that accelerates time to market for system improvements. Deloitte's efforts have resulted in improved stability, operational efficiency, and a robust DevOps process, positioning the client for sustained success.

Deloitte collaborated with the client to implement a robust transition framework, a proven cloud operating model, and a business-centric approach

Global client: As part of their multi-cloud strategy, a global client aimed to sunset data centers within five years, migrate workloads to the cloud, and establish a Cloud Financial Operations (FinOps) process for managing over \$350M in annual cloud spend. They also sought to transition from their incumbent provider to a managed service provider within three months to enhance agility and standardize cloud operations. Deloitte collaborated with the client to implement a robust transition framework, a proven cloud operating model, and a business-centric approach tightly integrated with operations and modernization. Additionally, Deloitte established a Cloud Financial Operations (FinOps) framework and laid the groundwork for transitioning operations back to the client's IT team within three years. The impact included achieving 100% SLA compliance, scaling the project team to 250+ resources quickly, identifying \$12M in annual cost savings, ensuring a smooth transition with no business disruption, and promoting an "automation first" approach that saved \$1.2M annually, while eliminating technical debt and keeping technology up to date.

Conclusion

Deloitte's Guidewire Cloud Platform Operate approach offers a comprehensive solution to the challenges faced by organizations using Guidewire Cloud Platform. Drawing on extensive experience, global presence, and innovative solutions, clients can achieve significant cost savings, enhance operational efficiency, and drive continuous innovation. Whether through tailored support, comprehensive managed services, or strategic transitions, we're committed to helping clients maximize the value of their Guidewire Cloud Platform investments and achieve their long-term business goals.

Contacts



Sajjad Huq

Partner, Operate
Deloitte Canada
shuq@deloitte.ca



Anthony Chan

Partner, Insurance
Technology
Deloitte Canada
anthchan@deloitte.ca



Legal disclaimer

This publication contains general information only and Deloitte is not, by means of this publication, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This publication is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional advisor. Deloitte shall not be responsible for any loss sustained by any person who relies on this publication alone.

About Deloitte Canada

At Deloitte, our Purpose is to make an impact that matters. We exist to inspire and help our people, organizations, communities, and countries to thrive. Our work underpins a prosperous society where people can find meaning and opportunity. It builds consumer and business confidence, empowers organizations to find imaginative ways of deploying capital, enables fair, trusted, and functioning social and economic institutions, and allows our friends, families, and communities to enjoy the quality of life that comes with a sustainable future. And as the largest Canadian-owned and operated professional services firm in our country, we are proud to work alongside our clients to make a positive impact for all Canadians.

Deloitte provides industry-leading consulting, audit and assurance, tax, advisory and managed services to nearly 90% of the Fortune Global 500® and thousands of private companies. We bring together world-class capabilities, insights, and services to address clients' most complex business challenges.

Deloitte LLP, an Ontario limited liability partnership, is the Canadian member firm of Deloitte Touche Tohmatsu Limited. Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee, and its network of member firms, each of which is a legally separate and independent entity. Please see www.deloitte.com/about for a detailed description of the legal structure of Deloitte Touche Tohmatsu Limited and its member firms.

To learn more about Deloitte Canada, please connect with us on [LinkedIn](#), [X](#), [Instagram](#), or [Facebook](#).

© Deloitte LLP and affiliated entities.

Designed and produced by the Agency | Deloitte Canada. 25-11674806