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Case Study

Powering Modern Insurance Operations with Guidewire Optimization



Overview

A North American insurance provider specializing in property, casualty, and specialty lines wanted to improve its core systems to meet its growing business needs. The need was amplified by complex interactions between upstream and downstream systems, with various manual processes operating in pockets of functionality.

Partnering with Tech Mahindra enabled them to maintain stable, continuous operations across Guidewire PolicyCenter and ClaimCenter. This was possible through ongoing maintenance, targeted enhancements, and a quality engineering approach, backed by a strong integration framework.

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Client Background and Challenges

The client is an established insurer with a footprint in niche markets and maintains a diverse portfolio. Its technology environments consisted of various interconnected applications, third-party services, and legacy processes accumulated over time.

The business's growth led to operational complexity. Critical functions such as payment processing, SAP integration, and document management relied on fragmented and often manual workflows. This made system changes difficult and slowed execution.

The increasing number of integrations between upstream and downstream systems further compounded the challenge, limiting scalability and reducing operational agility. This acted as a roadblock to adapting efficiently to new requirements or to expanding into new business units.

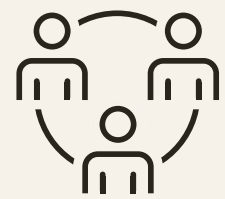




Our Solution and Approach

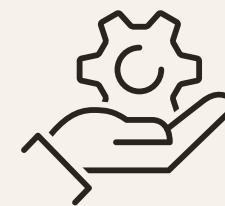
Tech Mahindra's approach focused on simplifying the ecosystem and aligning it with business needs through maintenance and enhancements.

The Three Amigos methodology validates workflows from the start and reduces downstream risks. While the end-to-end support ensures the continuous evolution of the Guidewire platform. The approach includes:



Unified Core Platform

Guidewire PolicyCenter was strengthened as the central source of record, enabling better consistency and control across insurance operations.



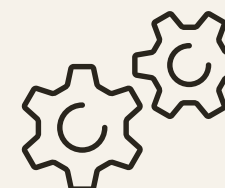
Robust Integration Framework

Data flows across important systems, including payment platforms, rating engines, SAP, and document management systems, were validated and optimized to ensure smooth operations.



End-to-End Business Journey Validation

Core insurance processes, such as policy issuance and claims management, were thoroughly evaluated to ensure stability and accuracy throughout the lifecycle.



Automated Testing at Scale

Leveraging Azure DevOps and BDD-based frameworks, testing efforts were automated to improve efficiency and scalability.



Business and Community Impact

The project provided clear operational advantages, beginning with a smooth, on-time go-live in February 2026. The release process was successful without a hiccup. The key outcomes included:

30-40% Estimated Improvement in Testing Efficiency

Automation helped reduce testing efforts and improve productivity.

Earlier Defect Detection

The high level of regression testing helped detect problems early.

100% Continuity of Critical Operations

Effortless operation of claims management, policy issuance, payment processing, and integration helped maintain service continuity.

Enhanced Operational Visibility and Improved Cost Efficiency

Due to the reliability of the platform, offshore delivery, and efficient use of resources.

**The insurance company
now operates on a
highly flexible platform
that can support future
improvements and
expansion**



About Tech Mahindra

Tech Mahindra (NSE: TECHM, BSE: 532755) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 146,000+ professionals across 90 countries, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.



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