

Case study:

Guidewire ClaimCenter Implementation for a NZ Government Insurance Body



The Opportunity

A NZ Government insurance body sought to improve its claims management capabilities, remain event-ready and be able to respond should a large disaster strike New Zealand. During a National event, claim volumes can surge from an annual average of 3,000–4,000 to around 40,000, which were seen during the Kaikoura earthquake in late 2016.

4impact's Approach

4impact successfully tendered to lead this strategic claim project, which included solution design, configuration, and deployment. 4impact primed the implementation contract, managing multiple suppliers, the Insurer, and facilitated strong relationships whilst delivering the project in an agile development approach.

Due to the success of the implementation project, 4impact then provided on-going Service Aggregation support and Project Services (enhancements) across the full Insurance solution stack.

Key Services utilised

- Program and Project Management
- Business Process and Analysis
- DevOps
- SysOps
- Technical analysts
- Scheduling
- Service Management
- Change Management
- Environment & release management
- Automated Testing and Application Monitoring

Key Technologies utilised

- Bitbucket Server
- Bamboo Server
- SourceTree
- Gitlab
- Puppet
- New Relic

Key Toolkit

- Business Process best practice
- Governance structures (PMO, CAB, Design Authority)
- Agile ways of working
- 104 Security Controls



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Key Outcomes and deliverables:

The project was successfully delivered within 12 months, which included managing the influence of major earthquake on the project during that period, as well as an organisational restructure.

- Implementation of the Guidewire solution and supporting services on NZ Govt IaaS Cloud.
- Full DevOps capability for new Insurance environment.
- Project successfully implemented inside 12 months,
- Established Service Desk capability.
- Managed the program through a major earthquake event and organisational restructure.
- Transitioned to a 5-year support phase, 24/7 coverage resourced across 3 countries.

Key project statistics and success insights:



AHEAD OF TIME

FULLY TESTED AND OPERATIONAL WITHIN 12 MONTHS



SCALABLE

DIGITALLY READY TO PROCESS A SCALABLE NUMBER OF CLAIMS



ENHANCED

HIGH VALUE IMPROVEMENTS ON CUSTOMER EXPERIENCE



AUTOMATED

RISK REDUCING TESTING AND APPLICATION MONITORING



RELIABLE

BUILT A NEW LEVEL OF CONFIDENCE INTO THE BUSINESS

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The 4impact Advantage.

4impact is a consulting and technology services business with a primary focus on the delivery and implementation of complex technology projects. We value relationships - with our consultants, with our clients, and with our suppliers and partners.

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