Guidewire Services Ecosystem

A research report comparing provider strengths, competitive advantages and improvement areas of Guidewire Partners

Customized report courtesy of:

CGI

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The **right service provider matters** more than the core system for project success.

Need for modern core platforms

Insurance companies must replace legacy systems with modular core platforms such as Guidewire for several compelling reasons. Legacy systems are costly and often lack the flexibility to meet evolving market demands. In contrast, modern platforms offer agility, scalability and integration capabilities that help insurers stay competitive in a fast-changing industry. By adopting a system such as Guidewire, insurers can significantly reduce operational costs, enhance CX and quickly adapt to new market opportunities. Guidewire also enables better data analytics, ensuring more informed decision-making and personalized service offerings. Additionally, it supports regulatory compliance and enables seamless integration with emerging technologies such as AI and IoT. These aspects are crucial for fostering innovation and for the design and deployment of new products and services that meet customer demands.

Guidewire has made a major shift in its platform strategy by planning to discontinue support and enhancements for its on-premises versions. As a result, all new implementations and existing clients will need to transition to a SaaS-based model. While this initiative seeks to standardize platform features and foster innovation across all clients, it poses a challenge for those still relying on the on-premises version. Migrating to the SaaS platform is complex, as it requires addressing existing technical debt and minimizing customizations. Moreover, any new legacy clients opting for Guidewire's cloud-native core modules will face significant technical debt and change management challenges.

Challenges faced during projects implementation

Core system implementation projects fail due to several factors, such as poor planning, lack of stakeholder alignment, inadequate change management and insufficient user training. Additionally, unrealistic timelines,

P&C insurers need **cloud-savvy** service providers as Guidewire **fully shifts** to SaaS

budget overruns and an inability to adapt to evolving business needs can hinder successful implementation. Notably, one of the most significant reasons for failure is the selection of an inexperienced or unsuitable systems integrator (SI) partner. Some key reasons for these challenges are:

- **Insufficient expertise:** An SI with insufficient industry knowledge or specific technology may struggle to design and implement the system effectively.

- **Ineffective project management:** Inexperienced SI partners may fail to properly manage timelines, resources and budgets, leading to delays and cost overruns.

- **Misaligned goals:** An SI that does not understand the business' objectives may deliver solutions that do not fully meet the organization's needs.

- **Ineffective communication:** Communication gaps between the SI and the client can lead to misunderstandings, misaligned expectations and poor collaboration.

- **Inadequate post-implementation support:** Some SI partners may fail to provide adequate ongoing support and maintenance, resulting in issues after the launch.

- **Rigidity:** An SI that is not adaptable to changes in scope or requirements during the project can hinder the implementation success.

Finding the right core platform service partner

Selecting the right service partner for core platform implementation is a critical step in ensuring the success of the transformation journey. An ideal partner should bring expertise and capabilities to support the platform's initial deployment and long-term evolution. Below are the key factors to consider when evaluating potential service partners for Guidewire core platform implementation.

- **Core platform expertise:** A service partner with deep expertise in Guidewire can guide the entire implementation process, from underwriting to claims management, ensuring that all system components are integrated seamlessly. Its knowledge of

the platform's nuances will reduce the risk of mistakes and delays, supported by its expertise in the following areas:

- **Platform engineering:** The right partner should be proficient in platform engineering, ensuring the technical architecture is robust, scalable and aligned with the business needs. This includes handling complex integrations, customization and ensuring the platform is optimized for specific workflows.

- **Implementation:** A strong service partner should have a proven track record of successfully implementing Guidewire core platforms. Its experience will enable it to manage risks, adhere to timelines and avoid common pitfalls that can cause project delays or failures.

- **Delivery accelerators across SDLC:** Efficiency is key to platform implementations. The partner should offer delivery accelerators to speed up the software development lifecycle (SDLC), including preconfigured templates,

reusable components and automation tools. This approach helps reduce both time and cost, allowing faster deployment.

- **Enhancement and upgrade:** A strong partner should be skilled at managing platform enhancements and upgrades, ensuring the system stays current with the latest features and functionality. This is essential for maintaining operational effectiveness and staying competitive as Guidewire continuously develops its product offerings.

- **Quality and testing services:** Effective quality assurance and testing are critical for successful platform implementation. The provider should have a strong focus on testing, including function, performance and integration, to ensure that the system performs as expected across different environments and use cases. Most providers have not designed automated testing tools that speed up the overall process and a repository of prebuilt test cases to ensure thorough testing.

Executive Summary

- **Post-production services:** The right partner will offer comprehensive post-production services, providing ongoing support and monitoring to ensure the system functions optimally after going live. They should be capable of resolving any issues that arise quickly, minimizing system downtime and disruptions.

- **Cloud migration and related services:** As insurers increasingly move toward cloud-based platforms, Guidewire Cloud is experiencing growing adoption due to its benefits in scalability, agility and cost-efficiency. A capable partner should guide through the cloud adoption process, from readiness assessments to cloud migration.

  - **Readiness assessment:** Analyzing the organization's preparedness for cloud migration, including existing infrastructure, skillsets and business objectives

- **Preparation and data migration:** Planning and executing a seamless migration strategy that ensures data integrity, minimal disruption and a smooth transition to the cloud

- **Implementation and integration:** Ensuring Guidewire Cloud is properly integrated with existing systems, including third-party solutions and legacy systems, without compromising functionality

- **Digital and data analytics expertise:** A suitable partner should also offer expertise in digital transformation and data analytics. This can enable insurers to leverage data more effectively, optimize business processes and gain deep insights into customer behavior, market trends and operational performance.

- **Innovation and emerging technologies:** To stay ahead in a rapidly evolving insurance landscape, insurers need to incorporate emerging technologies. A forward-thinking service partner will have the capability to integrate technologies such as:

- AI and ML: Enhancing underwriting, claims and fraud detection processes

- Automation: Streamlining repetitive tasks to improve efficiency

- IoT: Leveraging connected devices to transform policy billing and claims management

In addition to the factors mentioned above, insurers should consider the following when selecting an ideal Guidewire service partner:

- **Global implementation and support experience:** A partner with experience in full-suite implementation, support and maintenance, with a strong emphasis on productivity tools and accelerators throughout the project lifecycle

- **Innovative road map:** A forward-thinking partner that leverages emerging technologies such as GenAI to improve operational efficiency, functional accuracy and UX

- **Thriving partner ecosystem:** A partner that utilizes a robust ecosystem to integrate the latest insurtech solutions, address regional needs and drive continuous innovation

- **Delivery capacity and regional expertise:** A partner with resources in the country/region and can provide local customer references to demonstrate its ability to navigate the specific nuances of implementations

Finding the right core platform service partner is vital to the success of Guidewire implementation. A strong partner brings technical expertise and strategic insights to drive innovation, improve operational efficiency and ensure long-term success. By choosing a partner with experience in platform engineering, implementation, cloud migration and innovation, insurers can achieve great success in a dynamic and competitive market.

Executive Summary

By integrating emerging technologies with Guidewire's core features, a service partner can help insurers drive significant operational transformation and innovation in key areas such as underwriting, claims and fraud detection. Technologies such as AI, GenAI and automation are speeding up project deliveries, reducing costs and enhancing system reliability.

Key focus areas for the **Guidewire Services Ecosystem** Study.

Guidewire Services

Simplified Illustration Source: ISG 2025

Definition

Guidewire is a leading core platform provider for property and casualty (P&C) insurance carriers worldwide, assisting insurers in managing underwriting, policy administration, claims, billing and digital transformation. Its cloud-based core modules offer agile deployments, scalability and seamless integration with other services.

The Guidewire Services Ecosystem covers the entire lifecycle of the core system, from implementation, customization, and daily operations to continuous improvement. Typically, insurers seek the following services from their partners:

- **Domain expertise:** Leveraging certified professionals with in-depth knowledge of the insurance industry and local regulations
- **Assessment and planning:** Conducting gap analyses between current and target systems to create detailed project blueprints and reengineer business processes for maximum value

- **Data migration:** Performing ETL (extract, transform and load) processes while ensuring high data quality and integrity
- **System configuration:** Customizing Guidewire to meet specific business needs and integrating it with other systems via API-based interfaces
- **Training and user adoption:** Supporting change management by transferring knowledge to internal IT teams and training users
- **Project management:** Using proven frameworks and accelerators as well as applying best practices from past engagements to keep projects on schedule and within budget
- **Post-implementation support:** Offering ongoing maintenance, support, upgrades and performance enhancements for the Guidewire system
- **Digital engineering:** Designing user portals, improving process automation and embedding analytics within Guidewire processes

Sweet Spot

CGI

Overview

Headquartered in Quebec, Canada, CGI provides IT and consulting services across 21 industries, supported by 91,000 consultants in 400 global locations. It offers services and solutions for property and casualty (P&C) insurers, driving innovation through legacy modernization. Guidewire is a key focus area for CGI, served by over 480 experts to drive profitable growth for clients in North America and Europe.

Key Provider Capabilities

CGI offers a full range of Guidewire services, including advisory, end-to-end implementation, upgrade/rewrites, cloud assessment and migration, and managed services.

- **GenAI-based underwriter workbench:** CGI has developed an underwriting task manager solution for different lines of business (LOBs). **CGI Elements360 Workbench** enhances underwriter productivity by providing a centralized module that integrates workflows, data, insights and GenAI. It automates tasks, improves case management and supports better risk assessment. Benefits include tracking case progress, reassigning tasks, adding notes and generating reports.

- **Implementation of Guidewire non-core products:** CGI has extensive experience implementing solutions such as the Cloud Data Platform (CDA), hyperautomation and payment accelerators. Additionally, it focuses on helping insurer clients enhance their digital experiences through Guidewire's Jutro and ProducerEngage solutions. This expertise has enabled CGI to create playbooks that help clients adopt Guidewire Analytics and Guidewire Cloud.

- **Sandbox environment:** CGI maintains its own Guidewire non-production environment to drive innovation, design and prototyping and provide guidance to participating business units in implementing value-added services. This environment is also used to develop accelerators, create prototypes, conduct proof of concepts and support training and R&D in the Guidewire space.

- **Broad range of agency portal services:** CGI engages agency portal experts who specialize in gathering domain-specific requirements and implementing new LOBs. The company uses highly customizable proprietary frameworks and accelerators for both employee- and customer-facing applications. Its existing repository of test cases enables fast development and quick time to market.

Benefits Delivered

- A 15 percent reduction in test case preparation effort with QA accelerators

- An over 97 percent accuracy in data conversion and an over 95 percent success rate in loading customer and policy data to Guidewire with the data migration accelerator

- A 10 percent effort reduction using Guidewire development accelerators for QA and data migration

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Sweet Spot

- **Guidewire tools and accelerators:** CGI offers more than 25 accelerators throughout the Guidewire implementation lifecycle, covering development, QA and production support. It has invested in solutions and toolsets across key LOBs to help clients reduce time to market, improve efficiency, and lower implementation and support costs. CGI closely collaborates with Guidewire to build tools and accelerators and bring innovative solutions to the market.

- **Global delivery network for client proximity:** Leveraging its global presence, CGI collaborates with clients to identify, develop, implement and manage strategies and solutions that meet customer expectations. This ensures the right skills are deployed in the right locations, making timely deliveries more predictable and cost-effective.

- **Cloud expertise and experience:** CGI is partnering with clients to leverage newer features on Guidewire Cloud, including Advanced Product Designer (APD),

Claims Autopilot, Xplore, Data Studio and Read Replica. Additionally, it is using the new Guidewire Test Framework (GT Framework) and exploring the *Bring Your Own Test Suite* feature.

- **Innovation investment:** CGI has driven Guidewire accelerator development through hackathons and idea workshops. It has made significant investments in staffed innovation centers to showcase and accelerate Guidewire and other solutions. These centers demonstrate CGI's Guidewire capabilities to clients and partners while acquiring certifications to enhance teams' expertise.

- **Guidewire Advisory Hub:** To strengthen its advisory services, CGI has formed a team dedicated to generating thought leadership, developing points of view and fostering strategic discussions. The team's goal is to empower insurers to adopt the Guidewire Cloud Platform and other complementary cloud-native technologies to improve business agility and enhance overall efficiency.

Future roadmap

CGI continues to invest in building new Guidewire capabilities:

- **AI for claims handling:** Developing GenAI capabilities for generating financial summaries and ad-hoc queries using claims data

- **Hyperautomation extensions:** Investing in intelligent automation for assessing damage from images, routing customer complaints and generating policies

- **Talent capacity and capabilities:** Training a skilled pool and building point solutions and templates in Guidewire Jutro and cloud data solutions

- **Mergers and acquisitions (M&A) and partnerships:** Expanding partnerships with Guidewire and insurtech companies while exploring M&A opportunities to gain both vertical and horizontal expertise

Appendix

Methodology & Team

The ISG Provider Lens™ 2025 Guidewire Services Ecosystem study analyzes the relevant software vendors/service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of march 2025 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

All revenue references are in U.S. dollars ($US) unless noted.

The study was divided into the following steps:

1. Definition of Life Sciences Digital Services market

2. Use of questionnaire-based surveys of service providers/ vendor across all trend topics

3. Interactive discussions with service providers/vendors on capabilities & use cases

4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)

5. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.

6. Use of the following key evaluation criteria:

   * Strategy & vision

   * Tech Innovation

   * Brand awareness and presence in the market

   * Sales and partner landscape

   * Breadth and depth of portfolio of services offered

   * CX and Recommendation

Author & Editor Biographies

Lead Author

Manav deep Sachdeva
Senior Manager and Principal Analyst

Manav Deep Sachdeva is a Senior Manager and Principal Analyst within ISG's Provider Lens™ Research team with 14 years of experience in research and consulting. As a former Gartner analyst, Manav has advised numerous CXOs worldwide on their technology strategies, vendor selections and innovation roadmaps.

He has authored thought-provoking research notes on subjects encompassing the modernization of legacy technology, data analytics, AI and automation.

In his previous role at an end-user organization, Manav served as an in-house consultant for IT and business leaders, and led the innovation and digital sales divisions.

Research Analyst

Sonam Chawla
Lead Analyst

Sonam Chawla is a lead analyst at ISG, specializing in co-authoring and supporting Provider Lens™ studies on the Microsoft, Google, and Oracle ecosystems. With around seven years of experience in the market research industry, she has developed strong expertise in insight generation, market analysis secondary research, report writing, blog creation, and company analysis. Her key areas of interest include hyperscalers, infrastructure technology, digital workplaces, and enterprise collaboration.

In her current role, Sonam also contributes to the research process by authoring Focal Points, Enterprise Context and Global Summary reports, providing valuable insights into regional and global market trends. Additionally, she manages custom engagement requests from providers and advisors. Before taking on this role, Sonam worked as a research analyst, where she was responsible for developing syndicated research reports and providing consulting services for various research projects.

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A recognized thought leader and industry advisor with over 23 years of experience in emerging technologies, Emerging vendors and infrastructure, Aman Munglani has spent much of his professional life advising the C-suite of Global 2000 companies on digital strategies, start-up engagement, innovation, technology roadmaps and vendor management. Prior to ISG, Aman spent twelve plus years at Gartner guiding CIOs and IT managers across Asia Pacific and Europe on emerging technologies, their use cases and maturity, infrastructure trends and technologies, vendor comparisons, and RFP reviews.

He also advised many global and Asia-Pacific vendor organizations on their go to market, product and pricing strategies and applicable competitive scenarios.
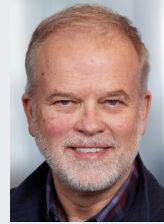
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Jan Erik Aase
Partner and Global Head – ISG Provider Lens/ISG Research

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes;. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry.

Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a partner and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

About Our Company & Research

ïSG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this webpage.

ïSG Research™

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ISG (Nasdaq: III) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

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MARCH, 2025

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