

Case study: Guidewire ClaimCenter Implementation for a NZ Government Insurance Body

Sida⁴

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.

Our Approach

Sida4 (as 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 Project implementation, an on-going Service Aggregation support was entrusted, as well as additional Project Services to deliver enhancements across the full Insurance solution stack.

Key Services utilised

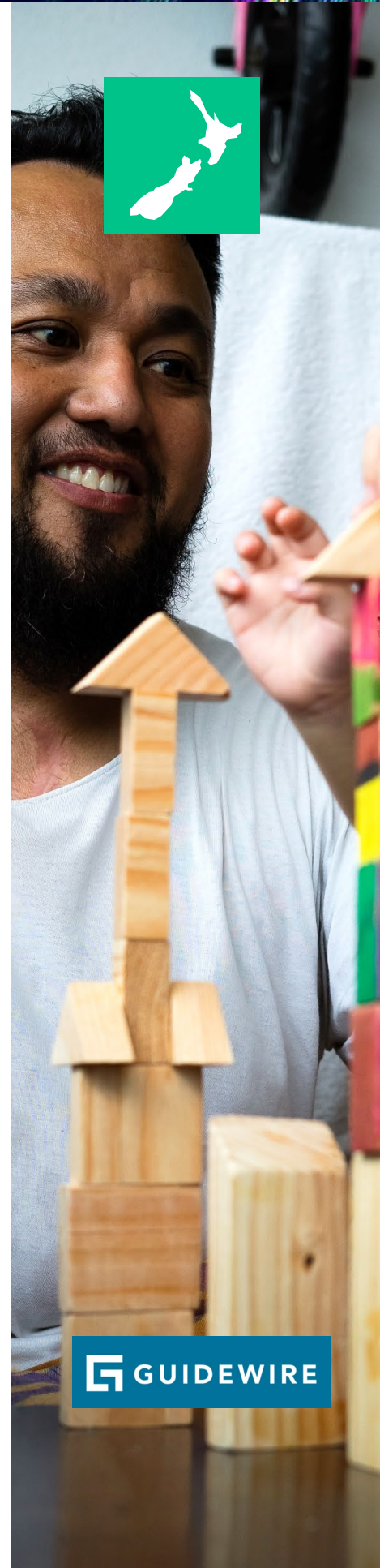
- Program and Project Management
- Business Process and Analysis
- DevOps
- SysOps
- Technical analysts
- Scheduling
- Service Management
- Change Management
- Environment & release management
- Automated Testing and Application Monitoring

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



 GUIDEWIRE

NOTE: NOTE: This project was originally delivered under the 4impact brand and is now represented by their *data enablement and integration* focused sister company, Sida4.

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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



Sida4 and 4impact

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Sida4 Head Office
Brisbane QLD 4000 Australia

P: 1300 112 100 Int: +617 3177 1400
connect@sida4.io



Sida4.io

Sida4
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