



PwC and Guidewire

Driving Unified Observability and Performance Management PwC Performance Engineering Capabilities for Guidewire InsuranceSuite

Enhanced performance with performance engineering

Property and Casualty carriers benefit from transitioning their core insurance systems to the cloud, but it also introduces performance considerations that affect operations and customer experience.

Carriers need performance management for their Guidewire cloud and on-prem implementations, including understanding cloud infrastructure, architectural relationships, core applications, and monitoring. This understanding helps decrease downtime, reduce DevOps maintenance costs, improve time to market, enhance staff morale and increase customer satisfaction.

With PwC performance engineering, we can enhance performance in both Cloud and on-premise Guidewire projects. Through holistic performance tuning methods, we can help identify bottlenecks, perform root cause analysis, establish baseline thresholds, enable compliance with goals, and provide actionable insights for informed decisions.

Our services also include system architecture design, improved integration and interoperability, user experience enhancements, compliance assessments and data security recommendations.

Turbocharge your On-prem and Cloud operations

Improve the value of your Guidewire cloud investment with our performance engineering capabilities. With over 15 years of experience in Guidewire InsuranceSuite implementations, we can help deliver quantifiable results.

- **Performance monitoring and management:** Proactively identify and mitigate bottlenecks, enhance resource utilization, and enable smooth user experiences.
- **Performance tuning:** Through effective implementation of performance tuning techniques, many of our customers have achieved significant performance improvements, enhanced user experience, and desired outcomes from their Guidewire applications.
- **Enhancements and scalability:** Achieve enhanced performance for your Guidewire-based InsuranceSuite applications to achieve high-cost savings, enhanced scalability, and a competitive edge.
- **Business impact:** Gain a competitive edge by achieving enhanced performance of your hybrid cloud infrastructure, helping foster efficiency and agility.

Our cloud performance engineering capabilities can be a valuable investment that helps empower insurance carriers to increase value from their on-prem and hybrid cloud environments. We have leveraged our performance engineering capabilities to over 15 worldwide Guidewire customers to help propel their business forward.

Customer testimonials

Enhanced customer experience

"Thanks to PwC's incredible performance engineering team. Their PET framework helped us to reduce the load time by 50%. We have 14 LOBs moved to Guidewire system and 10 LOBs using Guidewire Digital Platform in 20+ states. PwC's decade of dedicated effort and commitment to our Guidewire transformation journey have yielded remarkable results that we could have never imagined"

- Tier 1 carrier

Improved application performance

"We faced a business challenge when it came to managing extensive policies encompassing over 2000 locations and 1000+ vehicles which significantly hindered the system's effectiveness.

Leveraging PwC's performance engineering expertise, we effectively overcame this hurdle and achieved a remarkable 30% improvement in the application's performance. We are delighted to share that we have emerged stronger from this experience"

- Tier 1 carrier

Superior customer interactions, every time

"Managing the smooth integration of third-party systems becomes particularly demanding when it entails multiple lines of business and complex integrations. The confidence we gained after utilizing PwC's performance engineering cannot be overstated. As a result, we have successfully implemented 12 LOBs. We experienced a 40% reduction in 3rd party integration incidents, considerably accelerating seamless transactions within a shorter timeframe.

- Tier 2 carrier



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PwC performance engineering capabilities for Guidewire InsuranceSuite

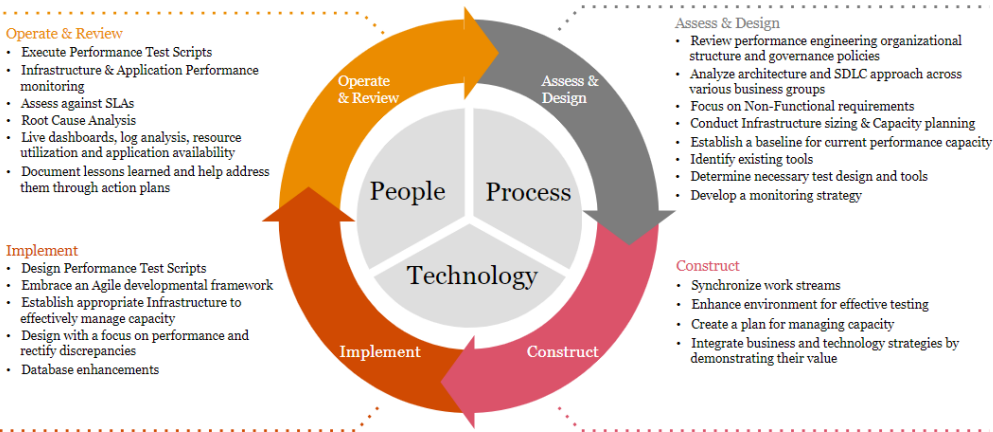
Enhance system settings, improve scalability, monitor performance, manage data, and enhance the performance of rule/rating engines with effective Guidewire configurations. Our goal is to enable your Guidewire InsuranceSuite applications perform optimally and can meet the performance requirements of your business.

Our performance testing and tuning approach goes beyond just stressing the application. We follow a holistic, iterative, end-to-end approach to help identify bottlenecks, assess Service Level Agreements (SLAs), and continuously monitor performance.

Leverage PwC's experience in implementing performance and real-time user monitoring in the Guidewire Ecosystem to help confirm you have industry-leading data and analytics for enhanced performance, user experience, and overall system health.

PwC Performance Engineering Life Cycle

Emphasizing Continuous Improvement



Customer success story

Tier 1 carrier upgraded 12 lines of business from On-Prem V8 to GW Cloud

Challenge

PwC successfully upgraded the insurance carrier's heavily customized system to the cloud, overcoming numerous security and environment constraints. Through the process, we achieved consistent performance monitoring across the 12 lines of businesses, various integrations, and membership conversions.

Approach

We began by evaluating the performance of all the application's workflows, including their designated functions, batch processes, and API interactions. Using this evaluation as a baseline we designed scalable load tests that could be executed dynamically across a range of volumes.

Impact

We successfully implemented the upgrade while meeting the client's desired performance metrics during testing under variable loads. After go-live, we continuously improved our delivery by monitoring heap limits, highly responsive transactions, and batch processes.

Customer benefits:

Knowledge and experience

Offer tailored solutions for industry-specific challenges

Performance monitoring and management

Implement monitoring tools and processes to proactively help identify issues

Business impact analysis

Quantify the benefits of performance engineering solutions from enhanced system performance and user experience

Integration and interoperability

Address integration challenges, optimize data flows, and establish smooth communication between systems and applications

Enhancements and scalability

Enhance systems and applications for enhanced performance and scalability through code enhancement and infrastructure

Compliance and security

Assess systems for compliance with industry regulations, identify potential security vulnerabilities, and provide recommendations to enhance data security measures

Performance testing and analysis

Provide holistic performance testing and analysis services, identify bottlenecks and help improve system performance for enhanced results

Basic impact analysis

Help organizations understand the potential ROI, cost savings, and revenue growth resulting from improved system performance

System architecture and design

Provide recommendations for scalable and efficient system architectures, ensuring that the underlying technology infrastructure supports optimal performance and meets business requirements

User experience enhancement

Assess user interfaces, navigation flows, and overall user journeys to help identify areas for improvement

Over the past 15 years, PwC has made significant investments in performance engineering, including people, process, and technology. Our industry-leading experience in performance engineering services and consulting, coupled with deep knowledge in business, technology, risk, and controls, enables us to provide actionable insights on how performance engineering can enhance your business and improve customer experience.