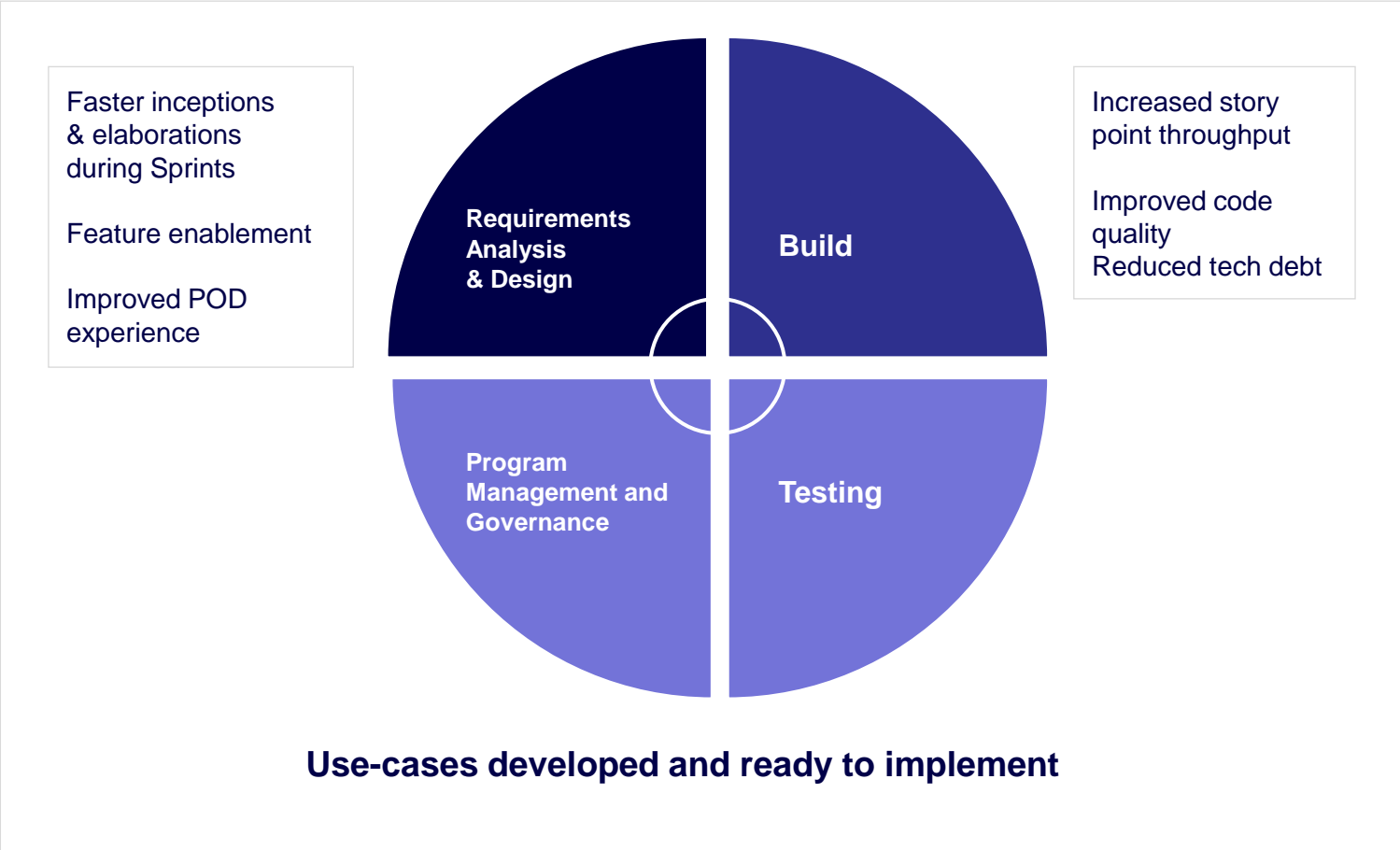


Augment Business Analyst with a tool to extract OOB variance insights for Guidewire Installs

Cognizant Smart Assistant for Guidewire

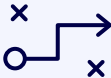
A Gen AI-powered solution accelerating the market launch of insurance platform implementations on Guidewire for carriers

Harnessing Gen AI and Guidewire to accelerate and streamline SDLC processes



Executive Summary

Problem Statement



- Highly rely on the experience of Business Analyst and SMEs for deriving the right configuration as per business needs
- Business Analysts spend extended hours in manual verification of COTs product documentation as part of requirement gathering and finalization
- Analyzing Documentation may not be sufficient to understand the preconfigured business rules shipped as part of the default COTS product offering

1

Solution Developed



- Cognizant Smart Assistant for Guidewire" accelerates the market launch of the Guidewire Implementations for carriers. It encapsulates the decades of collective experience of cognizant, in combination with a RAG architecture to gives us the unique advantage compared to traditional ways of development and implementation
- Key capabilities include
 - Interpret the OOTB or customized business rules and provide explanation of the rules in plain English, assisting quicker and clear understanding of the existing configuration.
 - Interactive User Interface acting as a virtual assistant to the business analyst,
 - Provision to build the Knowledge base through Ingestion of artifacts from multiple OOTB or customer versions

2

Technology Used



- Artifacts extracted from Guidewire CaimCenter , PolicyCenter
- Gen-AI LLM Model :
 - RAG based architecture
 - Azure AI Hybrid Search with semantic ranking
 - Azure OpenAI – gpt 4o model
 - Responses in the context to vectorized long term memory based on ingested rules and data dictionary

3

X-Factor (Business Benefits)

- The solution empowers Business Analysts and Subject Matter Experts to collaborate more effectively and efficiently, thus enhancing higher productivity and delivering superior POD experience during transformation or upgrade programs
- The conceptualization of business rules is significantly simplified and thus ensures seamless technology transformation
- By significantly cutting down the time for manual verification of product documentation and base configurations, the solution can accelerate time to market by speeding up the inception and requirements gathering process by at least 10-20%.

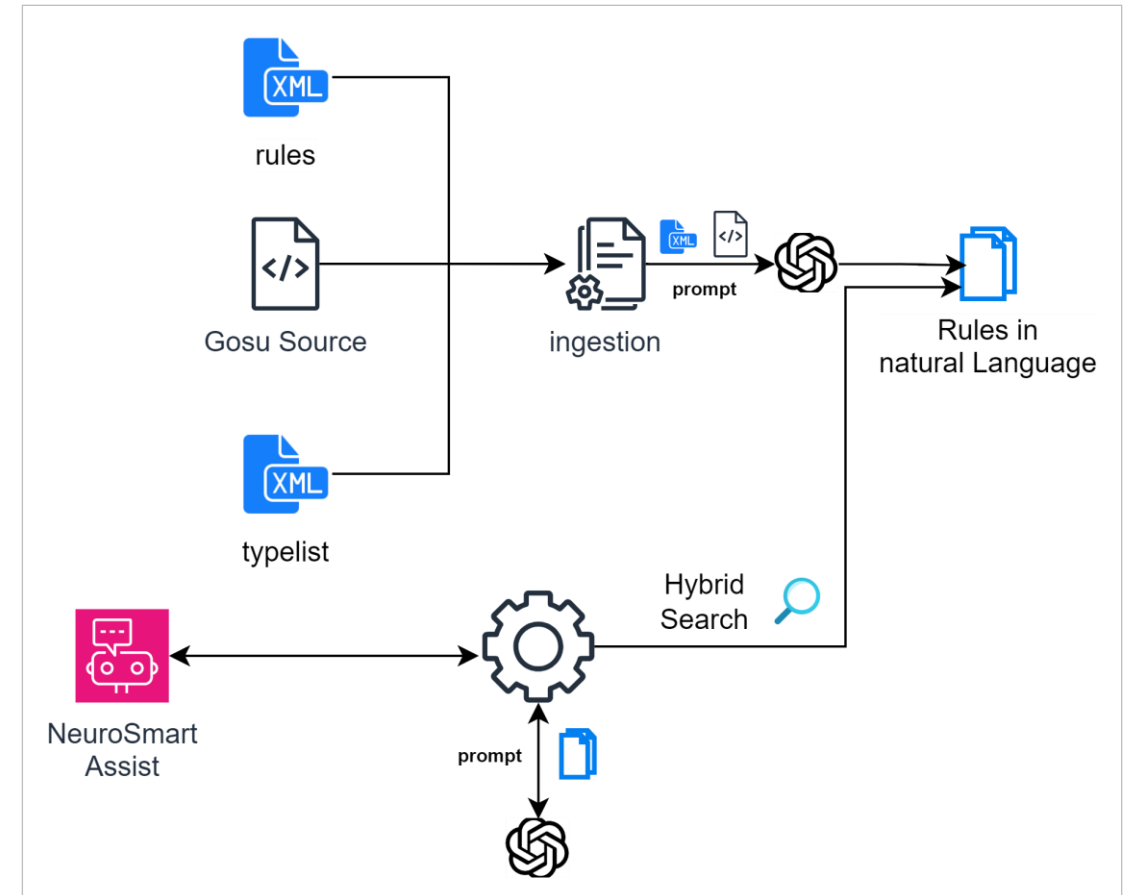


4

Solution Developed

- Presenting our cutting-edge solution ‘**Cognizant Smart Assistant for Guidewire**, powered by **Generative AI**.
- Our solution aims to **empower the business analysts and SMEs** with an intelligent assistant that can provide **backed insights** for prudent analysis and finalization of requirements. Data intelligence is primarily drawn from ingestion of critical artifacts like rules, data dictionary and config code base of **Guidewire PolicyCenter and ClaimCenter**.
- The Gen AI module leverage LLM models and works in the architecture of '**Retrieval Augmented Generation**' whereby the model references the authoritative knowledge base before generating a response.
- Solution focuses on Hybrid and semantic search capability through vector database to generate meaningful responses.
- Enables the Business Analyst / Developers to explore the Guidewire Configuration through the chat window. This smart assistant understands the application (it has knowledge base – predefined business rules and selective Gosu classes) and answers the user's query.

QnA chat for Business Analyst / Developer



Scene

Inception Workshop for Workers' Compensation Claims

Setting

A meeting between the BA and Client SMEs discussing the lifecycle of a worker's compensation claim and related business rules.

BA: Welcome, [SME's Name]. Today, I'll be showcasing how Cognizant's Smart Assistant for Guidewire can revolutionize our approach to configuring and implementing business rules within ClaimCenter, specifically for workers' compensation claims.

1

BA: Traditionally, configuring business rules required us to sift through numerous documents—like application guides, data dictionaries, and even Gosu code—to ensure alignment with business needs. This process was time-consuming and it does require good Guidewire expertise..

3



SME: That sounds interesting! How does it simplify our process?

2

With the Smart Assistant, this entire process is streamlined. Let me demonstrate.

[BA logs into the Cognizant Smart Assistant and chooses ClaimCenter as the Knowledge Repository]

4

Scene

Inception Workshop for Workers' Compensation Claims

Setting

Discussion becomes more focused and interesting.

BA: Let's start with a common query: "List all the default activities created during workers' comp claim creation."
[Smart Assistant instantly retrieves and displays the relevant rules and activities]

1

BA: Good question. The Smart Assistant not only lists those activities but also details their assignments—saving us countless hours of manual cross-referencing.
[BA demonstrates by asking about the "Initiate 3-Point Contact" rule, and Smart Assistant provides a detailed list]

3

BA: No problem. The Smart Assistant covers that too, ensuring we don't miss any critical details during the claim setup.

5



SME: That was quick! What about specific activities like the "Initiate 3-Point Contact" rule?

2

SME: This would have taken us couple of days to figure out manually. What about Out-of-the-Box exposures for Workers' Compensation claims?

4

A screenshot of a Smart Assistant interface. The top section shows a search query: "List all the default activities created during workers comp claim creation". Below the query, there is a response box with a blue header and a white body containing text about default activities and rules like CLW07100 and CLW07400. The bottom section shows another search query: "What activities are created for 'Initiate -3 -Point contact' rule". Below this, there is another response box with a blue header and a white body containing text about the "Initiate 3-Point Contact" rule and its associated activities like Employer Contact Activity, Employee Contact Activity, and Medical Provider Contact Activity. The interface includes a search icon, a user profile icon, and a "Processed in" indicator.

Scene

Inception Workshop for Workers' Compensation Claims

Setting

More Questions but same answered in few minutes

SME: This would have taken us couple of days to figure out manually. What about Out-of-the-Box exposures for Workers' Compensation claims?

1

[Smart Assistant displays OOTB exposures, ensuring comprehensive coverage]

3

SME: This is a game-changer! How does this influence our project timeline and budget?

4



BA: No problem. The Smart Assistant covers that too, ensuring we don't miss any critical details during the claim setup.

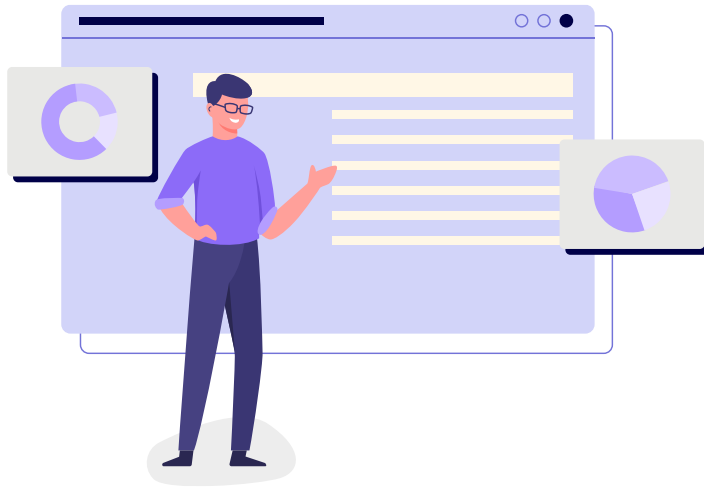
2



The OOTB (Out-of-the-Box) exposures of a Workers' Compensation claim are defined by the rule **CPR01000 - WCDefaultExposures** from the **Claim Pre-setup** ruleset. This rule is executed at the beginning of the automated setup process and checks if the claim's loss type is Workers' Comp (TC_WC). If the condition is met, it creates relevant Workers' Comp exposures based on the claim's details. Specifically, it creates exposures for medical details, time loss, and employer liability if certain conditions are met. For example, a medical exposure is created if the claim is not an incident-only report or if a medical report is specified. A time loss exposure is created if the time loss or death report flags are set, and an employer's liability exposure is created if the employer liability flag is set.

Way Forward

Business Analysts show cases the use of the Smart Assistant



Inception workshop made more interactive and easy

SME's can now focus more on decisions

- Cognizant Smart Assistant for Guidewire., Inceptions made more intuitive and innovative
- Assistant would have answers for all the preconfigured business rules and related claim adjuster activity allocations which are shifted as part of product default configuration. Manual reference to code or documentation made minimal

And that's just a glimpse of how the Cognizant Smart Assistant can transform your Guidewire experience. We have well defined releases with exciting features getting added.. Ready to dive deeper into what it can do?

Thank you