

Benefits

- Gain business insights from your policy, billing, and claims data
- Monitor key financial and operational business metrics
- Improve user productivity

Features

- A business intelligence warehouse architected for P&C insurance
- Conformed information from across policy, claims, billing, and third-party data sources
- Persona-specific analytic applications with a seamless and contextual user experience
- Business analytics embedded into core processes
- Self-service BI

Guidewire InfoCenter

An insurance-specific BI warehouse that provides consumable information for business intelligence, analysis, and enhanced decision-making

Guidewire InfoCenter delivers a wide range of analytic applications, dashboards, and descriptive reports along with support for ad hoc analysis. InfoCenter helps business users gain insight for the specific decisions they face.

Make Better-Informed Decisions

To manage costs, grow profitably, and provide superior service, insurers must make effective decisions by gaining insight across their entire enterprise. Such decisions are frequently about the operational processes controlled by core transactional systems.

Where are my bottlenecks? Should I outsource a part of my operation? How can I improve profitability in specific lines of business? Answering questions like these requires an enterprise business intelligence (BI) warehouse built specifically for P&C insurers. Despite the wealth of relevant data in core and ancillary systems, claims adjusters, underwriters, product managers, claims managers, and marketers must often make decisions based on incomplete or conflicting information. Common challenges include dealing with siloed information, bloated data marts, complex data models, and inflexible data architectures.

Guidewire InfoCenter is a business intelligence warehouse that organizes information in the way that P&C insurers think about their business, providing information in easy-to-use formats for BI, analysis, and enhanced decision-making.

Guidewire InfoCenter helps you gain insights across policy, billing, and claims for making informed business decisions.

“InfoCenter has provided us with a BI solution that includes prebuilt ETL from DataHub and aggregates data based on calendar year with data marts designed for accident and policy year analysis. We now have a tool to put company KPIs in the hands of management when and how they want it.”

—Leigh Miller, BI Data Warehouse Manager, Southern Farm Bureau Casualty Insurance

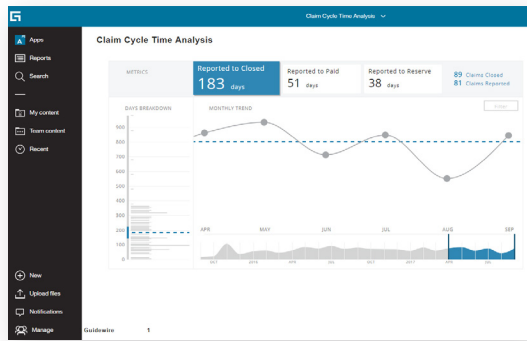
Drive Insight to Action

InfoCenter delivers persona-specific analytic apps, descriptive reports, and dashboards along with self-service capabilities so users get insight for the specific decisions they face. It’s based on proven and optimized data models that offer the following benefits:

- 1. Improved decision-making:** InfoCenter provides a holistic view by leveraging conformed data across the enterprise, including policy, claims, billing, and third-party data sources. Persona-specific analytics applications and descriptive reports along with self-service capabilities provide users with the right information in the right context to make better decisions. Simple trends and visualizations of aggregated operational metrics and KPIs deliver insights into company performance and help executives quickly identify issues and ask the right questions.
- 2. Superior user experience:** InfoCenter delivers easy-to-use content across policy, billing, claims, and third-party data sources organized in data marts and analytical cubes that serve specific BI and analysis needs. Seamless navigation, search capabilities, and contextual embedding of content within core and digital processes help improve user productivity.
- 3. Simplified implementation and maintenance:** InfoCenter reduces implementation time and risk through the use of prebuilt data extract, transform, and load (ETL) processes from Guidewire DataHub as well as an extensible data management framework and tools that enable insurers to focus on business needs.



Premium analysis application



Claim cycle time analysis application

Insurers can access claims, policy, and billing content through InfoCenter data marts, cubes, and analytics applications that are organized to fill specific BI and analysis needs. InfoCenter leverages **IBM Cognos Analytics** for visualizations; however, the content is compatible with most BI and analysis tools, enabling insurers to use the visualization tool of their choice. All visualizations can be easily embedded back into **Guidewire InsuranceSuite**.

InfoCenter content is flexible, extensible, and easy to use by both business users and report developers. For example, the technical details of how the source system stores information (such as transaction codes) are hidden and simplified so that end users don't need them to create reports. By storing data at the most detailed level, the models enable users to look at data from multiple perspectives without needing to make changes to the schema. Data marts are designed with calendar, accident, and policy-year analysis by LOBs to deliver P&C-specific information for decision making.

Guidewire also offers services to help customers define, design, and implement a BI strategy to meet their individual business and technical goals.

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and machine learning to deliver our platform as a cloud service. More than 500 insurers, from new ventures to the largest and most complex in the world, run on Guidewire. For more information, contact us at info@guidewire.com.