

Guidewire Version 9

Project Update



Guidewire Version 9 – Project Update

Project Background

- Citizens Insurance Suite (version 7) first was implemented in 2013 for commercial lines policy, billing and claims, then in 2014 for personal lines.
- Guidewire support provides a window for sustained maintenance for five years, then software product upgrades become mandatory to continue the direct Guidewire support.
- Version 9 upgrade aligns with Citizens' infrastructure upgrade strategy, and also brings the benefit of an improved user experience in "look and feel."

Key Project Benefits

- Expanded web browser support (no longer just Internet Explorer 8).
- Enhanced user experience with simpler navigation, workflow and usability.
- Several functional enhancements in all three applications: policy, billing and claims.
- Aligns with Citizens' *Cloud Strategy*.
- Database capabilities extend to "always on" replication – data is fresh for reporting.

Project Budget

- \$4.1M – from 2017 through 2019; 2018 Component: \$2M
 - Cognizant implementation partner
 - Software licensing and infrastructure
 - Training