Golden Bear Insurance Modernizes Claims Processing and Achieves Operational Efficiency with InsOps

About Golden Bear Insurance Company

Golden Bear Insurance Company, a pioneer in the insurance sector, embarked on a transformative journey in 2023 by implementing the Guidewire ClaimCenter Cloud (Jasper).

This step marked a bold leap toward modernizing their operations and enhancing efficiency. However, the road to full digital transformation required overcoming significant obstacles tied to their legacy systems, setting the stage for a high-stakes migration project.

The Challenge

Golden Bear faced significant challenges, rooted in their reliance on an outdated and complex system:

Time-Consuming Operations: The coexistence of the 40-year-old AS/400 system and the new Guidewire ClaimCenter Cloud caused delays in data management. Dual systems meant redundant processes, leading to slower claims handling and financial reporting.

High Operational Effort: The AS/400 system's tightly intertwined claims and policy data added complexity to the migration. Significant manual effort was needed to disentangle and align data structures with the new Guidewire system.

Escalating Costs: Maintaining the legacy AS/400 system alongside the modern Guidewire platform was resource-intensive. Operational inefficiencies and the risk of data errors further strained the budget, making consolidation a financial necessity.

To address these issues, Golden Bear required a streamlined, efficient solution to consolidate claims data into the Guidewire ClaimCenter Cloud.

The Solution

Golden Bear partnered with InsOps to make large-scale data migrations an easy task. We deployed an ETL-free ingestion engine, which minimized manual intervention, expedited data migration, and reduced costs.

Migration Steps:

Project Kickoff: In the second quarter of 2024, InsOps began the migration project by quickly setting up the environment. The team connected to the AS/400 claims data and configured the system to load data into the InsOps Insurance Data Lake and a staging database.

Proof of Concept (PoC):
To demonstrate feasibility, a subset of data was mapped and loaded, showcasing the end-to-end migration process to Golden Bear. This phase uncovered critical challenges, including:

- Discrepancies in hierarchies, codes, and descriptions between the legacy AS/400 system and the Guidewire structure.
- Alignment issues for lines of business, product types, and coverages. While standard fields were mapped quickly, resolving these complex hierarchies required extensive collaboration with Golden Bear's claims team.

Collaborative Mapping:
Over four months, InsOps meticulously resolved data discrepancies. The team worked closely with Golden Bear's claims experts to ensure accurate mappings, aligning the legacy data with the requirements of the Guidewire system.

Open Claims Migration:
Leveraging the InsOps migration engine, the team transferred data into the Guidewire ClaimCenter Cloud. By the fifth month, open claims were fully migrated, and the claims and finance teams validated the accuracy and completeness of the data.

Closed Claims Migration:
In the sixth month, InsOps migrated ten years of historical closed claims data. With this final phase completed, Golden Bear successfully retired the AS/400 system, achieving full transition to the Guidewire ClaimCenter Cloud.

The Results

Golden Bear realized significant benefits following the migration:

Time Savings: Consolidating data into Guidewire eliminated delays caused by dual systems, accelerating claims processing and reporting.

Reduced Effort: The automated migration minimized manual work, allowing teams to focus on higher-value tasks.

Escalating Costs: Retiring the legacy AS/400 system reduced maintenance expenses and operational redundancies, improving overall cost-effectiveness.

This successful six-month project not only streamlined Golden Bear's operations but also positioned the company as a leader in adopting modern insurance technologies.

Testimonial

"The successful migration to the Guidewire ClaimCenter Cloud is a testament to our commitment to leveraging modern technology for enhanced operational efficiency and customer satisfaction. Golden Bear is proud of our collaboration with InsOps, whose expertise and strategic approach were instrumental in achieving this transformation."

— Michael Hall, Vice President of Golden Bear Insurance Company

About InsOps

InsOps is a trusted partner for data migration and system integration, specializing in ETL-free solutions that reduce complexity and cost. With a proven track record of success, InsOps empowers organizations to modernize their operations efficiently and effectively.

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