CAPGEMINI SUPPORTS ZURICH GERMANY IN ACCELERATING A STRATEGIC IT TRANSFORMATION

By partnering with Capgemini, the insurance company implements the Guidewire platform for Property & Casualty Claims Management insurance and accelerates its digital transformation with the introduction of agile collaboration models

IT OPERATIONS FOR A LEADING PRIMARY INSURER

Zurich Group Germany (ZGD) is a subsidiary of Zurich Insurance Group (Zurich), a leading multi-line insurer serving over 55 million individual and business customers in more than 210 countries and territories. In addition to insurance coverage, the Group increasingly offers preventive services that promote well-being and strengthen climate resilience among other things. ZGD is one of the largest primary insurers in Germany, where around 4,500 employees provide a wide range of property and life insurance products and services to more than 8 million customers. In 2021 the company's premium income totaled approximately 6.3 billion euros with investments of 53 billion euros.

Approximately 450 employees in the IT division manage integrated application systems for all areas of the German insurance group. The division is also responsible for ensuring IT security as well as user support for applications, infrastructure, and communication facilities.

OVERVIEW

Customer Name: Zurich Group Germany (ZGD)

Industry: Insurance

Region: Germany

Client Challenge:
Zurich Group Germany is making its IT fit for the future with a "right sourcing" approach. To achieve this, it is strengthening internal delivery and consolidating external partners to focus on strategic digital transformation topics.

Solution:
Zurich Group Germany partnered with Capgemini as one of the four strategic partners to implement and manage Guidewire and establish an agile DevOps collaboration model for introducing the platform.

Benefits:

• The Guidewire platform has improved the digital experience of ZGD's customers and partners

• ZGD can optimize total costs of ownership and resources as the platform will replace several legacy systems previously run by multiple providers

• The agile collaboration model will be rolled out for further projects, representing a fundamental pillar in ZGD's digital strategy

• Building on the successful collaboration, ZGD selected Capgemini as a transformation partner especially for claims management

EMPOWERING THE INTERNAL TEAMS

In the context of application development ZGD's IT found itself in 2021 in a situation in which the major portion of software delivery was done by external service providers.

The number of different suppliers meant that economies of scale could not be realized in terms of external costs. Therefore, in 2022 Zurich implemented its new sourcing strategy. This involved defining areas to significantly increase internal share on the value add, areas for collaboration with partners in an agile delivery model or areas for outsourcing. As a new strategic partner Capgemini was selected to support this transformation by providing capabilities for innovative topics and new technologies such as AI and cloud.

GUIDEWIRE IMPLEMENTATION PROVIDES AGILE FRAMEWORK

ZGD and Capgemini are long-standing partners who work together with a high degree of trust, flexibility and agility. As a result, Capgemini was commissioned to implement Guidewire, a platform for property and casualty insurers that will gradually replace several previous core systems in the P&C context.

Over time, the Guidewire implementation developed into an agile release train-based DevOps collaboration model, which accelerates time-to-market and reduces cost of ownership. ZGD recognized how Capgemini could support other business projects in the areas of cloud, digital and commercial by leveraging the same proven framework.

Building on the successful Guidewire collaboration, ZGD selected Capgemini as a strategic digital transformation partner for its claims management division. The strengthened partnership combines ZGD's vision and industry expertise with Capgemini's technical knowledge, deep understanding of the business and strategy, and agile software development.
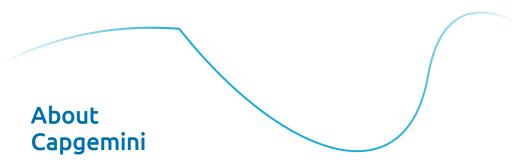
The transfer of services from several former suppliers to Capgemini, together with the expansion of internal competencies, has optimized costs, increased flexibility and maximized impact. Capgemini's role in the IT transformation enables Zurich IT to sustainably position itself for the future and confidently meet market demands. From mid-2023, both companies will be based on the same campus in Cologne-Deutz, which will further intensify cooperation and communication.

> Zurich is on a digital evolution journey to meet our customers' rapidly changing needs. With Capgemini by our side as a trusted strategic partner, we look forward to further leveraging its industry and IT expertise to drive forward our digital transformation."
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> **Jens Becker,**
> Head of IT at ZGD

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 360,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2022 global revenues of €22 billion.

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