

INTEGRATION

Guidewire

Overview

For organizations using Guidewire, OpCon lets you manage and orchestrate your PolicyCenter, ClaimCenter, and BillingCenter files and data that are housed in disparate, complex, and aging systems across your organization. It executes file transfers, allows self-service automation workflows, and monitors your entire system from a single interface. As a result, you can accelerate digital transformation by removing IT complexity, enhance security and governance, fully automate disaster recovery, and scale.

Use Cases

1 Remove IT complexity from disparate and legacy systems

Help teams across your organization harmonize workflows and processes that span Guidewire, third-party apps, and legacy systems using OpCon. You can pull data and files together from different servers, apps, and platforms for reporting purposes, send notifications of any issues, and increase productivity.

2 Orchestrate processes dependent on BillingCenter, ClaimCenter, and PolicyCenter

Let OpCon help manage workflows, data, and files that span InsuranceSuite and third-party systems to enable hands-off, automated processes. OpCon's sophisticated scheduling options and dependency controls, ensure all systems have the data they need at the right time.

3 Synchronize ClaimCenter data and reduce claim settlement cycle time

Make sure every team has the ClaimCenter data they need to complete critical processes. Increase visibility across any relevant departments and systems using OpCon's dashboard and notification features to make sure they know when a claims process starts, finishes, or needs attention.

4 Improve efficiency and accuracy of BillingCenter processes

Improve the speed of your billing teams and eliminate silos with OpCon's robust scheduling orchestration capabilities. By triggering a batch process remotely and tracking its completion, you can optimize workflows and remove costly inefficiencies in your billing and payment processes.

5 Integrate all third-party applications to a central command hub

Connect your most-used applications—like Informatica, ServiceNow, Snowflake, and more—with OpCon to enable seamless process orchestration from a single point of control.

6 Automate end of day/week/month processes

Coordinate, automate, and orchestrate the most complex workflows, threading dependent workflows together with wait times, retries, failovers, and contingencies throughout ClaimCenter, BillingCenter, and PolicyCenter data so your staff can leave on time—every time.

7 Make data archiving easier

Pull data from multiple, unrelated systems and use the OpCon automation tool to help move it accurately and consistently to your data warehouses and lakes.

8 Automate commission and third-party payments

Payment processing workflows in Guidewire can be automated with OpCon, eliminating errors and speeding up the process, so you get time back to work on more meaningful projects.

9 Speed up reporting and simplify auditing

Get data to management for quicker decisions, to finance for increased accuracy, and to compliance for risk reduction. Facilitate reporting across your entire organization with OpCon's ability to move data between disparate systems to better manage the flow and frequency of your reporting or business intelligence tools.

10 Reduce claim error rate, and improve quality, ratings, and service times

Automate manual entry, synchronize enterprise content management data, and verify data integrity for simple or complex workflows, making everyone on the team more efficient.

Features



Automate batch programs through jobs/tasks



Run jobs/tasks on modern and legacy platforms



Employ self-service options for those outside of IT



Set up notifications based on exceptions in processing



Organize jobs into workflows with a dependency chain



Automate jobs to run using event-driven conditions



Built-in repository for existing scripts



Pass dynamic variables in place of batch program parameters



Extract data and move to third-party apps or external vendors