

Amazon Aurora improves security, performance, and agility for P&C insurers on the Guidewire Cloud™ Platform



Case Study

Executive Summary

By selecting Amazon Web Services to run its Guidewire InsuranceSuite™ Cloud offering, Guidewire Software offers its customers a responsive, agile platform for innovation. Amazon Aurora enables next-generation capabilities and new levels of performance for Guidewire PolicyCenter™, Guidewire ClaimCenter™, and Guidewire BillingCenter™. As a result, Guidewire can focus more of its product development effort on building better customer experiences for its P&C customers.

The Challenge

Guidewire wanted to build the optimal platform that would enable customers to experience the full potential of its software. At the same time, the company wanted to free its customers from spending time maintaining their existing infrastructure. That's why Guidewire introduced Guidewire Cloud, a complete software-as-a-service platform. Guidewire also saw the opportunity to shift its investments from costly commercial databases to fully managed open-source systems. The new platform needed to give Guidewire customers greater performance and manageability, next-generation capabilities, and ways to reduce their security and regulatory compliance risk for records retention, PII standards, SOC2, and other state or country requirements.

Why Amazon Aurora?

After a thorough evaluation, Guidewire chose Amazon Aurora to support Guidewire Cloud, a complete software-as-a-service (SaaS). Amazon Aurora not only provides Guidewire with a secure and compliant SaaS-ready foundation, but also offers the following advantages:

- Exceeds performance requirements
- Provides robust security and reduces compliance requirements
- Offers improved manageability through an intuitive portal
- Frees developers to spend more time on value-added and application-centric work

As a result, Guidewire can innovate faster and invest more in providing its P&C customers with differentiated capabilities that create competitive advantage for them.

About Guidewire Software

Guidewire Software delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. Serving more than 380 companies in 34 countries, Guidewire provides the software, services, and partner ecosystem to enable its customers to run, differentiate, and grow their business.

As an AWS Partner Network (APN) Advanced Technology Partner, Guidewire has achieved AWS Financial Services Competency by demonstrating industry expertise, developing solutions aligned with AWS architectural best practices, and achieving AWS certifications for its staff.

“Compared to commercial databases, we observed similar or better performance at the 90th percentile. But at the 99th percentile, we saw even better response times.”

— Kevin De Yager
Senior Product Manager for
InsuranceSuite Cloud
Guidewire

Results and Benefits

Building the SaaS platform on Amazon Aurora has inspired company-wide confidence in the new model and cemented it as the strategic foundation for Guidewire's future growth.

Enables faster customer innovation through the SaaS model

Creating its first SaaS offering of a popular product was an important step for Guidewire in its mission to help P&C insurers stay responsive and competitive in their field. With Guidewire Cloud Platform, Guidewire customers can move from upgrading software every few years to receiving much more frequent (and less disruptive) updates.

"By using a DevOps model to continually improve our own platform and push out those updates as they become ready, we enable our customers to innovate faster than they could using traditional software release cycles," explained De Yager.

Meets and exceeds strict performance requirements

Guidewire runs several types of business-critical, online transaction workloads for policy, claims, and billing processing. Before committing to Amazon Aurora, Guidewire engineers ran extensive performance tests to evaluate whether it would meet their needs. The company measured performance at the 90th percentile of all queries with a runtime of two seconds or less.

"Compared to commercial databases, we observed similar or better performance at the 90th percentile," De Yager said. "But at the 99th percentile, we saw even better response times."

Provides better manageability tools

Historically, the features and tools for open-source database management and query performance have lagged behind those for commercial databases. Before choosing Amazon Aurora, Guidewire engineers spent a lot of time testing the tools available.

"This is where Amazon is really making a differentiated investment with Amazon Aurora," said De Yager. "Amazon RDS Performance Insights has given us more confidence deploying mission-critical workloads on Aurora. We like how it uses data visualization to identify and analyze all the performance data, which helps us easily understand where and how we need to make changes to improve performance."

Keeps data safe and reduces compliance requirements

Under the AWS shared responsibility model, Guidewire and AWS jointly manage dozens of compliance programs and certifications to ensure the security of customer data stored within AWS data centers. As the certifications and responsibilities are completed, Guidewire customers can rest assured that their solutions will remain secure, compliant, and current with evolving regulations.

Eliminates infrastructure and database upkeep

As a fully managed database service, Amazon Aurora frees Guidewire's IT team from the undifferentiated database administration tasks and routine maintenance practices that are required to run on-premises servers. Engineers who work on Guidewire's SaaS offerings can now focus on higher value-add activities—ultimately resulting in better products for their customers.

Learn more

[Amazon Aurora](#) is a MySQL and PostgreSQL-compatible relational database built for the cloud, that combines the performance and availability of traditional enterprise databases with the simplicity and cost-effectiveness of open source databases.

[Learn about the 5 ways cloud is creating business value for insurers.](#)