

┌ Beneva: building a foundation for growth

Implementing Guidewire systems and processes after the coming together of La Capitale and SSQ Insurance.

#CLOUD

#DATA ANALYTICS

ABOUT OUR CLIENT

beneva



“The new system is ideal for our growing business. GFT’s experts were particularly helpful in challenging some of our plans and suggesting new approaches that would better serve our goals.”

Éric Marcoux
VP – Solutions Optimisation – Property
and Casual Insurance

Created by the coming together of La Capitale and SSQ Insurance, Beneva is the largest insurance mutual in Canada with more than 3.5 million members and customers. Beneva employs over 5000 dedicated employees: people looking out for people. Its human approach is rooted in mutualist values that are shared by its employees.

With \$26.8 billion in assets, Beneva positions itself as a major player in the insurance and financial services industry. Its head office is located in Quebec City.

SUMMARY

Consolidating systems after a merger to increase productivity

Beneva chose GFT to help it **consolidate different systems** as part of the integration of La Capitale and SSQ Insurance.

Migrating to Guidewire allows for rising volumes of business, increases flexibility and paves the way for cloud.

The ROI



Three pre-merger systems have been **replaced with one**

Integration of systems after the coming together



The new system can manage **five times more records**

Ability to scale up with increased business volume



Highly future-proof system

Allowing business growth by enabling future cloud implementation



THE CHALLENGE

Integrating systems after a merger of equals

Beneva was created in 2020 following the coming together of La Capitale and SSQ Insurance. The new company faced a sizeable challenge as it needed **to integrate mission-critical systems and processes from two separate organisations** with similar business goals, but different technological approaches.

SSQ Insurance's systems were founded on Guidewire InsuranceSuite. While this had successfully supported SSQ Insurance's needs, these systems were not ready to accommodate the much greater volume of business and process complexity that La Capitale would bring. Equally, La Capitale's custom-built systems were limited in terms of how much they could evolve to meet the needs of the new company.

Beneva also wanted to be able to **› migrate to the cloud** in the very near future, to take advantage of the flexibility and additional capabilities that cloud offers, such as the ability to scale up with increased business volume.

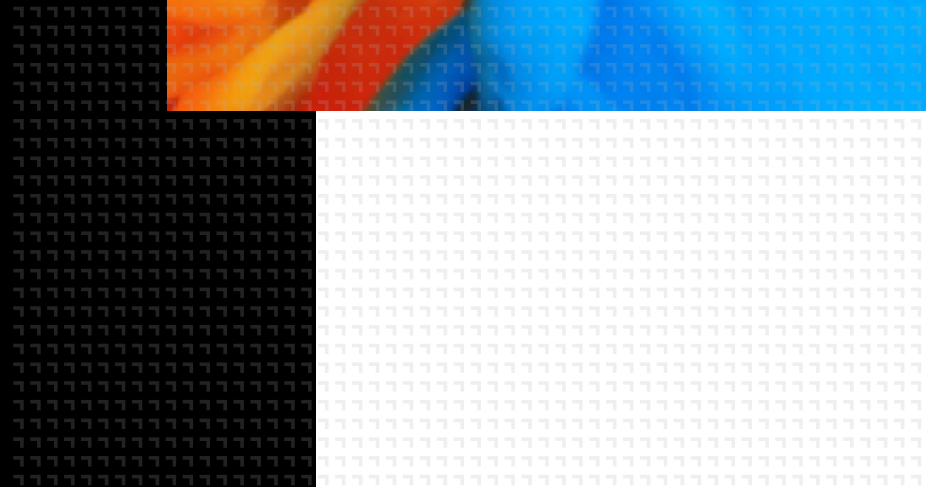
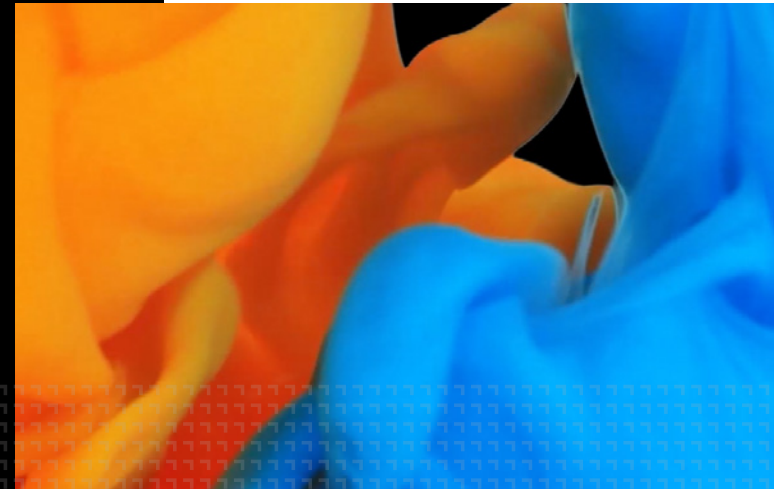
THE ENGAGEMENT

Implementing all Guidewire modules

GFT is working closely with Beneva on a three-year partnership to identify and analyse the organisation's needs and opportunities to implement the › **Guidewire** platform in line with the target operating model for the new company.

At its largest point, more than 60 GFT experts were working on the project to **migrate Beneva's systems to Guidewire ClaimCenter, PolicyCenter and BillingCenter**. As well as working with Beneva throughout the whole process, including analysis, development and QA, GFT provided strategic advice before the project. GFT also contributes advice on architecture design and ensures that third party systems in the Guidewire ecosystems are effectively integrated.

Beneva chose to work with GFT due to the successful relationship and high level of trust it had built with SSQ Insurance during its previous implementation, as well as GFT's Guidewire expertise and its deep experience in the › **insurance** sector.



THE BENEFIT

Harnessing the power of Guidewire

After the coming together, a single system for the new company was implemented which will ultimately replace three previous systems. This **reduces the amount of user training** required, **contributes to employee satisfaction** as **one system is easier and simpler to use**, and frees up staff to focus on higher-value activities such as client relations rather than admin. It also **lowers maintenance** expenses and **increases efficiency**, which is particularly beneficial at a time when many companies are facing labour shortages. Naturally, change management was required when the new system came in, and the teams supported employees through this change.

GFT's knowledge and experience of both the **Guidewire** technology and the Canadian insurance sector give it a unique ability to advise Beneva on its business strategy and to plan around future features and market trends. It has provided impartial advice on navigating the complexities of a merger through the implementation of Guidewire and has used its expertise to challenge approaches and processes that

are not best suited to the new company's operations. For example, it has helped Beneva move to a **new Agile methodology** by challenging the existing delivery model and advising the company on how this could be adapted to better meet its needs.

GFT is helping Beneva leverage the **out-of-the-box functionality of Guidewire**, instead of excessive customisation. This allows Beneva to reduce TCO and to realise the true power of the Guidewire implementation, so that it evolves with the company and that new functionalities and technologies can be harnessed as they are developed.

The new system can **manage five times more records** than the previous one, supporting Beneva's need to accommodate a significantly greater volume of business. The system is **highly future-proof**, as it offers automation options, can be integrated with third party partners, and provides a foundation for the organisation to move to the cloud once the implementation is complete.



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About Guidewire

#OUR ACCELERATOR EXPERTISE

Quickly and successfully integrate solutions into the carrier ecosystem

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#GUIDEWIRE FACTS

Did you know these six facts about GFT and Guidewire?

[> Learn more](#)

#SUCCESS STORY: MACIF

Implementation of Europe's leading core insurance platform on the cloud

[> Learn more](#)

CONTACT

Jérôme Isabelle

Strategy and Expertise
Vice President

[✉ > contact@gft.com](mailto:contact@gft.com)

[in > LinkedIn](#)



ABOUT

GFT

Shaping the future of digital business

GFT is a digital transformation pioneer that develops sustainable solutions based on new technologies including artificial intelligence and blockchain/ DLT. Services range from core system modernisation and migration to open cloud platforms, as well as the introduction of carbon conscious coding.

GFT's strengths are deep technical expertise, strong partnerships and comprehensive market insights. The company uses them to design digital transformation for clients from the finance and insurance sectors as well as in the manufacturing industry. Through the intelligent use of technology it adds value and increases productivity for clients. GFT experts create and implement scalable software applications that make access to innovative business models safe and easy.

With locations in more than 15 markets around the globe, GFT ensures proximity to its clients. The company draws on over 35 years of experience and a team consisting of over 10,000 determined experts. GFT provides them with career opportunities in the most innovative areas of software engineering. The GFT Technologies SE share is listed in the SDAX index of the German Stock Exchange (ticker: GFT-XE).



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