

# Guidewire Services Ecosystem

A research report comparing provider strengths,  
competitive advantages and improvement areas  
of Guidewire Partners

QUADRANT REPORT | MARCH 2025 | GLOBAL

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*Report Author: Manav Deep Sachdeva*

The **right service provider matters** more than the core system for project success

### **Need for modern core platforms**

Insurance companies must replace legacy systems with modular core platforms such as Guidewire for several compelling reasons. Legacy systems are costly and often lack the flexibility to meet evolving market demands. In contrast, modern platforms offer agility, scalability and integration capabilities that help insurers stay competitive in a fast-changing industry. By adopting a system such as Guidewire, insurers can significantly reduce operational costs, enhance CX and quickly adapt to new market opportunities. Guidewire also enables better data analytics, ensuring more informed decision-making and personalized service offerings. Additionally, it supports regulatory compliance and enables seamless integration with emerging technologies such as AI and IoT. These aspects are crucial for fostering innovation and for the

design and deployment of new products and services that meet customer demands.

Guidewire has made a major shift in its platform strategy by planning to discontinue support and enhancements for its on-premises versions. As a result, all new implementations and existing clients will need to transition to a SaaS-based model. While this initiative seeks to standardize platform features and foster innovation across all clients, it poses a challenge for those still relying on the on-premises version. Migrating to the SaaS platform is complex, as it requires addressing existing technical debt and minimizing customizations. Moreover, any new legacy clients opting for Guidewire's cloud-native core modules will face significant technical debt and change management challenges.

### **Challenges faced during projects implementation**

Core system implementation projects fail due to several factors, such as poor planning, lack of stakeholder alignment, inadequate change management and insufficient user training. Additionally, unrealistic timelines,

P&C insurers need  
**cloud-savvy**  
service providers  
as Guidewire **fully**  
**shifts** to **SaaS**



budget overruns and an inability to adapt to evolving business needs can hinder successful implementation. Notably, one of the most significant reasons for failure is the selection of an inexperienced or unsuitable systems integrator (SI) partner. Some key reasons for these challenges are:

- **Insufficient expertise:** An SI with insufficient industry knowledge or specific technology may struggle to design and implement the system effectively.
- **Ineffective project management:** Inexperienced SI partners may fail to properly manage timelines, resources and budgets, leading to delays and cost overruns.
- **Misaligned goals:** An SI that does not understand the business' objectives may deliver solutions that do not fully meet the organization's needs.
- **Ineffective communication:** Communication gaps between the SI and the client can lead to misunderstandings, misaligned expectations and poor collaboration.

- **Inadequate post-implementation support:** Some SI partners may fail to provide adequate ongoing support and maintenance, resulting in issues after the launch.
- **Rigidity:** An SI that is not adaptable to changes in scope or requirements during the project can hinder the implementation success.

### Finding the right core platform service partner

Selecting the right service partner for core platform implementation is a critical step in ensuring the success of the transformation journey. An ideal partner should bring expertise and capabilities to support the platform's initial deployment and long-term evolution. Below are the key factors to consider when evaluating potential service partners for Guidewire core platform implementation.

- **Core platform expertise:** A service partner with deep expertise in Guidewire can guide the entire implementation process, from underwriting to claims management, ensuring that all system components are integrated seamlessly. Its knowledge of

the platform's nuances will reduce the risk of mistakes and delays, supported by its expertise in the following areas:

- **Platform engineering:** The right partner should be proficient in platform engineering, ensuring the technical architecture is robust, scalable and aligned with the business needs. This includes handling complex integrations, customization and ensuring the platform is optimized for specific workflows.
- **Implementation:** A strong service partner should have a proven track record of successfully implementing Guidewire core platforms. Its experience will enable it to manage risks, adhere to timelines and avoid common pitfalls that can cause project delays or failures.
- **Delivery accelerators across SDLC:** Efficiency is key to platform implementations. The partner should offer delivery accelerators to speed up the software development lifecycle (SDLC), including preconfigured templates,

reusable components and automation tools. This approach helps reduce both time and cost, allowing faster deployment.

- **Enhancement and upgrade:** A strong partner should be skilled at managing platform enhancements and upgrades, ensuring the system stays current with the latest features and functionality. This is essential for maintaining operational effectiveness and staying competitive as Guidewire continuously develops its product offerings.
- **Quality and testing services:** Effective quality assurance and testing are critical for successful platform implementation. The provider should have a strong focus on testing, including function, performance and integration, to ensure that the system performs as expected across different environments and use cases. Most providers have not designed automated testing tools that speed up the overall process and a repository of prebuilt test cases to ensure thorough testing.



- **Post-production services:** The right partner will offer comprehensive post-production services, providing ongoing support and monitoring to ensure the system functions optimally after going live. They should be capable of resolving any issues that arise quickly, minimizing system downtime and disruptions.
- **Cloud migration and related services:** As insurers increasingly move toward cloud-based platforms, Guidewire Cloud is experiencing growing adoption due to its benefits in scalability, agility and cost-efficiency. A capable partner should guide through the cloud adoption process, from readiness assessments to cloud migration.
- **Readiness assessment:** Analyzing the organization's preparedness for cloud migration, including existing infrastructure, skillsets and business objectives

- **Preparation and data migration:** Planning and executing a seamless migration strategy that ensures data integrity, minimal disruption and a smooth transition to the cloud
- **Implementation and integration:** Ensuring Guidewire Cloud is properly integrated with existing systems, including third-party solutions and legacy systems, without compromising functionality
- **Digital and data analytics expertise:** A suitable partner should also offer expertise in digital transformation and data analytics. This can enable insurers to leverage data more effectively, optimize business processes and gain deep insights into customer behavior, market trends and operational performance.
- **Innovation and emerging technologies:** To stay ahead in a rapidly evolving insurance landscape, insurers need to incorporate emerging technologies. A forward-thinking service partner will have the capability to integrate technologies such as:

- AI and ML: Enhancing underwriting, claims and fraud detection processes
- Automation: Streamlining repetitive tasks to improve efficiency
- IoT: Leveraging connected devices to transform policy billing and claims management

In addition to the factors mentioned above, insurers should consider the following when selecting an ideal Guidewire service partner:

- **Global implementation and support experience:** A partner with experience in full-suite implementation, support and maintenance, with a strong emphasis on productivity tools and accelerators throughout the project lifecycle
- **Innovative road map:** A forward-thinking partner that leverages emerging technologies such as GenAI to improve operational efficiency, functional accuracy and UX

- **Thriving partner ecosystem:** A partner that utilizes a robust ecosystem to integrate the latest insurtech solutions, address regional needs and drive continuous innovation
- **Delivery capacity and regional expertise:** A partner with resources in the country/region and can provide local customer references to demonstrate its ability to navigate the specific nuances of implementations

Finding the right core platform service partner is vital to the success of Guidewire implementation. A strong partner brings technical expertise and strategic insights to drive innovation, improve operational efficiency and ensure long-term success. By choosing a partner with experience in platform engineering, implementation, cloud migration and innovation, insurers can achieve great success in a dynamic and competitive market.



## Executive Summary

By integrating emerging technologies with Guidewire's core features, a service partner can help insurers drive significant operational transformation and innovation in key areas such as underwriting, claims and fraud detection. Technologies such as AI, GenAI and automation are speeding up project deliveries, reducing costs and enhancing system reliability.





## Provider Positioning

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	Guidewire Services
Accenture	Leader
Alchemy Technology Services	Contender
Birlasoft	Contender
Capgemini	Leader
CGI	Product Challenger
Coforge	Contender
Cognizant	Leader
Deloitte	Leader
Endava	Contender
EY	Leader





## Provider Positioning

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	Guidewire Services
GFT	Rising Star ★
HCLTech	Leader
Hexaware	Leader
HTC Global Services	Contender
IKOR	Contender
Infosys	Contender
LTIMindtree	Product Challenger
PwC	Leader
SBI Technology	Contender
Sollers Consulting	Product Challenger





	Guidewire Services
Stratus	Contender
TCS	Leader
Tech Mahindra	Product Challenger
ValueMomentum	Product Challenger
Wipro	Contender
Zensar Technologies	Product Challenger



# Key focus areas for the **Guidewire Services Ecosystem** Study.

Simplified Illustration Source: ISG 2025

## Guidewire Services

### Definition

Guidewire is a leading core platform provider for property and casualty (P&C) insurance carriers worldwide, assisting insurers in managing underwriting, policy administration, claims, billing and digital transformation. Its cloud-based core modules offer agile deployments, scalability and seamless integration with other services.

The Guidewire Services Ecosystem covers the entire lifecycle of the core system, from implementation, customization, and daily operations to continuous improvement. Typically, insurers seek the following services from their partners:

- **Domain expertise:** Leveraging certified professionals with in-depth knowledge of the insurance industry and local regulations
- **Assessment and planning:** Conducting gap analyses between current and target systems to create detailed project blueprints and reengineer business processes for maximum value
- **Data migration:** Performing ETL (extract, transform and load) processes while ensuring high data quality and integrity
- **System configuration:** Customizing Guidewire to meet specific business needs and integrating it with other systems via API-based interfaces
- **Training and user adoption:** Supporting change management by transferring knowledge to internal IT teams and training users
- **Project management:** Using proven frameworks and accelerators as well as applying best practices from past engagements to keep projects on schedule and within budget
- **Post-implementation support:** Offering ongoing maintenance, support, upgrades and performance enhancements for the Guidewire system
- **Digital engineering:** Designing user portals, improving process automation and embedding analytics within Guidewire processes



### Scope of the Report

This ISG Provider Lens™ quadrant report covers the following one quadrant for services/solutions: Guidewire Services.

This ISG Provider Lens™ study offers IT-decision makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments (quadrants)
- Focus on Global market

Our study serves as the basis for important decision-making by covering providers' positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing vendor relationships and potential engagements.

### Provider Classifications

The provider position reflects the suitability of providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the service requirements from enterprise customers differ and the spectrum of providers operating in the local market is sufficiently wide, a further differentiation of the providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between \$20 million and \$999 million with central headquarters in the respective country, usually privately owned.

- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above \$1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).





### Provider Classifications: Quadrant Key

**Product Challengers** offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

**Contenders** offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/ services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

**Leaders** have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

**Market Challengers** have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

**Not in** means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.





# Guidewire Services

## Who Should Read This

This report is valuable for service providers offering **Guidewire Services** globally to understand their market position and for enterprises looking to evaluate these providers.

The study highlights the unique approaches, frameworks and solutions that providers have developed to ensure timely and cost-effective delivery of projects with varying complexities.

The market positioning of relevant providers is based on an exhaustive analysis of their offerings and experience across core modules, business lines and geographies.

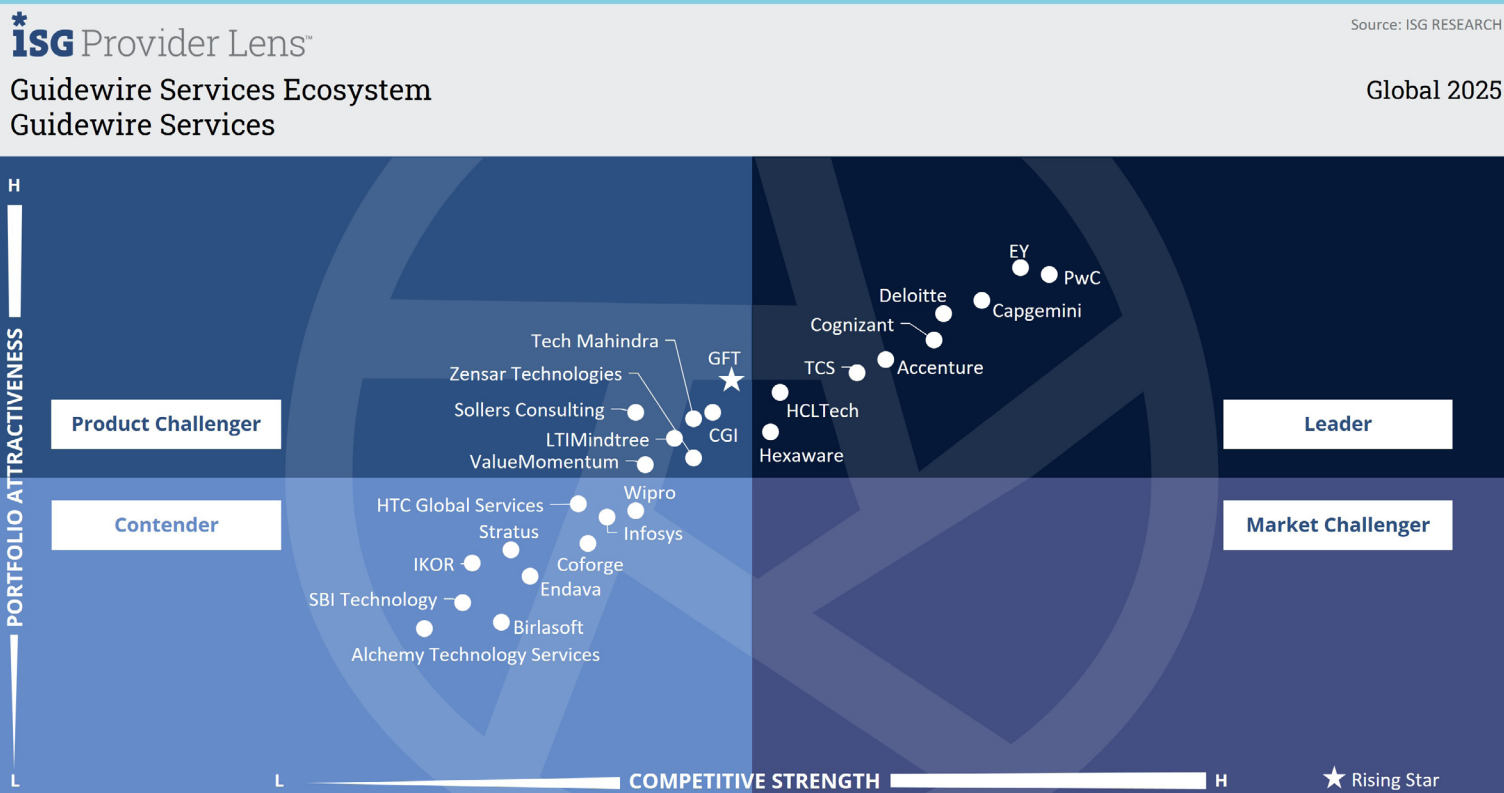
**Technology professionals** should read this report to assess P&C insurance providers' offerings, capabilities, market presence and latest technologies to serve enterprise needs.

**Digital professionals** should read this report to understand providers' technologies and services that facilitate the digital transformation of legacy processes, improving CX and delivering value to stakeholders.

**Business professionals** should read this report to understand providers' capabilities to build and manage complex business processes while reducing cost, enhancing CX and improving process efficiency.

**Operations professionals** should read this report to understand providers' relative positioning and identify the right partners for maximizing ROI and enhancing business performance.





This quadrant evaluates providers offering Guidewire services with a **proven track record**, emphasizing their **expertise** in platform enhancement, proficiency in **executing** complex projects and utilization of prebuilt IT assets to **accelerate** implementation.

Manav deep Sachdeva



### Definition

In this quadrant, ISG assesses the expertise and experience of Guidewire core system service providers in handling projects of varying complexities, from greenfield implementations to replacing existing core systems with a Guidewire platform while adhering to budget and timeline constraints.

The report focuses on providers' go-to-market strategies, target markets, delivery capacity and experience across different lines of business (LOBs) and project sizes. In addition to the core services listed in the eligibility criteria, they must describe their unique approach to data migration, system customization, digital innovation and client training programs.

Historically, Guidewire focused on monolithic on-premises systems but has now transitioned to a modular cloud-only platform. As a result, many insurers are migrating to its cloud versions. The report highlights providers' experience in modular cloud implementations, including migrations, implementation of cloud-native platforms and other associated aspects.

### Eligibility Criteria:

To qualify as a participant in this research, a provider must have at least one client in production currently using one or more of the following key services:

- 1. System integration and consulting services:** The participant must have experience integrating Guidewire systems with other software applications or platforms. It should also provide consulting services related to Guidewire implementation, optimization and best practices.
- 2. Guidewire system(s) implementation:** The provider must have successfully implemented one or more
- 3. Post-implementation managed services:** The provider must offer ongoing maintenance, support and upgrades for Guidewire systems after implementation to ensure effective functioning.
- 4. Quality check and testing:** The provider must have experience in quality assurance and testing for Guidewire implementations, including developing test plans, testing, and identifying and resolving defects.

Guidewire core modules or an entire suite, which involves deploying the system, configuring and training users.



## Guidewire Services

### Observations

Guidewire service providers are increasingly expanding their offerings to provide end-to-end services, encompassing everything from consulting to post-production managed services for the entire suite of Guidewire solutions. This includes core modules, digital portals and data analytics.

Previously, providers were responsible for heavily customizing the core system, particularly for large, multiline insurers. However, with Guidewire's shift to a SaaS model, implementations now aim to stay as close to the out-of-the-box (OOTB) solution as possible. This shift has led many providers to adopt a *factory model* for cloud migration, which streamlines the migration of on-premises systems to the Guidewire cloud platform while addressing technical debt, data migration and continuous testing.

Providers are increasingly integrating technologies such as automation and AI to develop reusable tools and accelerators. These innovations expedite project delivery, providing clients with a faster time to value. However,

the maturity, accuracy and coverage of these technologies vary, serving as key differentiators in the market.

While most providers have extensive experience with personal and commercial insurers, some have also successfully implemented Guidewire for specialty clients. In addition, many providers have developed point solutions to address specific business problems. These often complement Guidewire's existing functionality or ready-to-deploy third-party solutions available in the Guidewire Marketplace.

Furthermore, many providers have made strategic acquisitions or formed local partnerships to acquire essential skills and regional expertise, further enhancing their service offerings.

From the 41 companies assessed for this study, 26 qualified for this quadrant, with nine being Leaders and one a Rising Star.

### **accenture**

**Accenture** has enhanced its cloud delivery capabilities to align with Guidewire's shift to SaaS, along with broad geographic reach and deep expertise. It has earned specializations for core module implementation and upgrades, testing and migration.

### **Capgemini**

**Capgemini's** expertise in Guidewire is distinguished by its delivery framework and global Guidewire CoEs. With a strong culture of innovation, ecosystem partnerships and thought leadership, it has become a trusted transformation partner for clients.

### **cognizant**

**Cognizant's** Guidewire services help insurers innovate across the insurance lifecycle, offering capabilities from advisory and implementation to ongoing support. Cognizant has gained significant experience in helping insurers transition to the Guidewire SaaS platform.

### **Deloitte.**

**Deloitte** brings extensive experience in business and technology transformation within insurance, leveraging Guidewire's suite of core systems applications. It is recognized for its exceptional global growth, innovation and service in the insurance sector.

### **EY**

**EY** operates global insurance CoEs staffed with Guidewire-trained professionals. Clients benefit from integrated services in audit, actuarial, risk management, tax, accounting and other specialized areas EY offers.

### **HCLTech**

**HCLTech** provides value-driven solutions for Guidewire products to insurers in North America and Europe using proven frameworks and methodologies. With extensive Guidewire experience, HCLTech helps reduce implementation risks and offers value through effective accelerators.



## Guidewire Services

### HEXAWARE

**Hexaware** helps clients implement the Guidewire core platform and develop integrated ecosystems using digital UX, data and automation. It provides a range of services, such as consulting, road map planning and fast deployment, while also investing in Guidewire Marketplace content for niche markets.



**PwC** drives business transformation for insurers by creating seamless strategies for cloud, data, digital and core transformation. Its experienced, multidisciplinary team offers end-to-end services to insurers on their Guidewire journey.



**TCS'** Guidewire services drive improved business outcomes by modernizing legacy systems, enabling accelerated growth and enhancing UX. Its agile approach ensures greater efficiency, faster product delivery and lower costs for insurance companies.

### GFT

**GFT (Rising Star)** delivers end-to-end services from consulting and implementation to production. It has developed several IT and business assets to accelerate client transformations and facilitate cloud transitions, reducing project timelines.





"EY relies on its Guidewire-specific accelerators, deep insurance sector experience and a strong onshore and offshore resource base to deliver end-to-end services from strategy to implementation."

*Manav Deep Sachdeva*

### Overview

EY is headquartered in London, U.K. It has more than 395,000 employees across 700 offices in 180 countries. In FY24, the company generated \$51.2 billion in revenue, with Assurance as its largest segment. EY provides comprehensive services for Guidewire solutions, focusing on consulting, implementation and platform enhancement. With a specialized team of over 2,100 experts globally and over 550 prebuilt integrations and accelerators, the company serves clients across all major regions, including North America, Europe, APAC and Latin America (LATAM).

### Strengths

**Innovative accelerators:** Besides the cloud migration accelerator and country-specific product templates in the Guidewire Marketplace, EY has developed a GenAI-based tool for product rationalization. This tool helps insurers analyze their portfolio, review performance and make informed decisions for rationalization. It reverse engineers product structures from policy documents, converts them to Guidewire's Advanced Product Designer (APD) templates and uses GenAI to simulate scenarios, speeding up the rationalization process.

**Rich Guidewire experience:** EY is recognized as a prominent and mature Guidewire partner, with over 225 global implementations. Known for having one of the largest Guidewire practices, it has

successfully delivered highly customized on-premises and self-managed cloud solutions for large-tier insurers. This track record highlights EY's deep expertise in platform architecture and complex project execution.

**Seamless integration with Guidewire cloud data:** The EY Cloud Data Access (CDA) connector for Databricks and Snowflake, combined with GenAI, large language models (LLMs) and Guidewire Data Studio, seamlessly integrates Guidewire cloud data. This combination offers real-time insights across underwriting and claims processes, enhancing agent/CX, accelerating time to market and improving claim processing time.

### Caution

EY has traditionally focused on consulting and implementation for large-tier insurers, with limited emphasis on smaller insurers and services such as managed services, data migration and testing, making it less appealing to this segment seeking an end-to-end Guidewire partner.





# Appendix

The ISG Provider Lens™ 2025 Guidewire Services Ecosystem study analyzes the relevant software vendors/service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of march 2025 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

All revenue references are in U.S. dollars (\$US) unless noted.

The study was divided into the following steps:

1. Definition of Life Sciences Digital Services market
2. Use of questionnaire-based surveys of service providers/ vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities & use cases
4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)
5. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
6. Use of the following key evaluation criteria:
  - \* Strategy & vision
  - \* Tech Innovation
  - \* Brand awareness and presence in the market
  - \* Sales and partner landscape
  - \* Breadth and depth of portfolio of services offered
  - \* CX and Recommendation



## Author & Editor Biographies

*Lead Author*



**Manav deep Sachdeva**  
**Senior Manager and Principal Analyst**

Manav Deep Sachdeva is a Senior Manager and Principal Analyst within ISG's Provider Lens™ Research team with 14 years of experience in research and consulting. As a former Gartner analyst, Manav has advised numerous CXOs worldwide on their technology strategies, vendor selections and innovation roadmaps.

He has authored thought-provoking research notes on subjects encompassing the modernization of legacy technology, data analytics, AI and automation.

In his previous role at an end-user organization, Manav served as an in-house consultant for IT and business leaders, and led the innovation and digital sales divisions.

*Research Analyst*



**Sonam Chawla**  
**Lead Analyst**

Sonam Chawla is a lead analyst at ISG, specializing in co-authoring and supporting Provider Lens™ studies on the Microsoft, Google, and Oracle ecosystems. With around seven years of experience in the market research industry, she has developed strong expertise in insight generation, market analysis secondary research, report writing, blog creation, and company analysis. Her key areas of interest include hyperscalers, infrastructure technology, digital workplaces, and enterprise collaboration.

In her current role, Sonam also contributes to the research process by authoring Focal Points, Enterprise Context and Global Summary reports, providing valuable insights into regional and global market trends. Additionally, she manages custom engagement requests from providers and advisors. Before taking on this role, Sonam worked as a research analyst, where she was responsible for developing syndicated research reports and providing consulting services for various research projects.



## Author & Editor Biographies

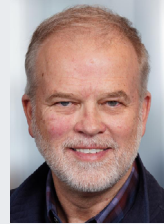


*Study Sponsor*

**Aman Munglani**  
**Senior Director & Principal Analyst**

A recognized thought leader and industry advisor with over 23 years of experience in emerging technologies, Emerging vendors and infrastructure, Aman Munglani has spent much of his professional life advising the C-suite of Global 2000 companies on digital strategies, start-up engagement, innovation, technology roadmaps and vendor management. Prior to ISG, Aman spent twelve plus years at Gartner guiding CIOs and IT managers across Asia Pacific and Europe on emerging technologies, their use cases and maturity, infrastructure trends and technologies, vendor comparisons, and RFP reviews.

He also advised many global and Asia-Pacific vendor organizations on their go to market, product and pricing strategies and applicable competitive scenarios.



*IPL Product Owner*

**Jan Erik Aase**  
**Partner and Global Head – ISG Provider Lens/ISG Research**

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry.

Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a partner and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.



### ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this [webpage](#).

### ISG Research™

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### ISG

[ISG](#) (Nasdaq: [III](#)) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.





**MARCH, 2025**

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**REPORT: GUIDEWIRE SERVICES ECOSYSTEM**