Thales OneWelcome Identity Platform

Guidewire Integration

THALES
Building a future we can all trust

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Seamlessly enable consistent security for Guidewire applications and offer end users and agents a streamlined login and self-service experience.

As insurers accelerate towards digitalization, process claims and provide delightful omni-channel customer experiences, it is critical for companies to integrate and secure their applications and services through a modern Customer Identity & Access Management (CIAM) platform for both end consumers as well as third parties, partners, brokers and agents.

Guidewire InsuranceSuite is a widely adopted platform for Property & Casualty insurance carriers globally. Modern Customer Identity & Access Management (CIAM) capabilities are critical to ensuring not only a robust identity security perimeter, but also to enhance User Experience, both at onboarding and authentication at various steps during the customer journey. These capabilities also extend to agents/brokers/third parties.

Thales OneWelcome Identity Platform, a core part of Thales' digital security portfolio, is a unified, flexible platform that manages all your use cases for Consumer (B2C), Business (B2B), Gig Worker and Workforce/Employee Identities. This core platform can be expanded with a range of identity apps that combine to meet your organization's specific needs. It provides proven integrations with Guidwire's InsuranceSuite, InsuranceNow and the Guidewire Hub.

Key benefits

Quick and Easy integration

Enable smooth onboarding, identity verification and authentication journeys for customers and agents through a modern CIAM platform

Flawlessly Orchestrate User Journeys

Conveniently configure User Journeys from onboarding to exit through User Journey Orchestration

Progressive Profiling

Collect consented data "Just-in-Time" depending on the insurance services they are consuming to enable excellent user experiences through Progressive Profiling

Build Trust with Consent!

Build and maintain trust with your end users by empowering them to control their data storage and processing preferences through Consent & Preference Management. Essential to comply to privacy regulations.

Simplify Complex Third-Party Relationships

Optmize the relationships with your agents with industry leading B2B Identity management, and features like Delegated User Management

Thales OneWelcome Identity Platform for Guidewire

The Guidewire software suite is typically integrated as a relying party to protect APIs and application, and to provide end-users with a smooth authentication journey. Applications like InsuranceSuite, InsuranceNow, and the Guidewire Hub can easily be integrated for secure access.

Relying on Identity apps, such as:

- Identity & Access Core
- User Journey Orchestration
- Identity Proofing & Affirmation
- Consent & Preference Management
- Multi-factor Authentication, including Risk Based Authentication
- Delegated User Management for third parties and partners

Insurers can fully secure access to their applications and services – that rely on the Guidewire portfolio – and also enhance the overall customer experience. The Thales OneWelcome Identity Platform helps reduce drop-offs during sign ups, improve log-in and authentication experiences, reduces data inconsistencies through high quality identity data and introduces overall efficiencies in different user journeys, such as the claims handling process.

A key component for Guidewire customers is the Identity & Access core. The Identity & Access Core is the service layer which provides all essential shared capabilities, so you can serve all your external end users with one single cloud-based platform. It powers all our identity applications with the shared identity and access functions they need to perform their unique business-specific functions. As the secure, stable core of the Thales OneWelcome Identity Platform, it provides foundational functions like the identity store, authentication engine, access component, event store and credential store.

A few example scenario's are discussed here:

1
Customer Login
with CustomerEngage

2
Vendor Login
with VendorEngage

Enabling the **Customer Login** Use Case:

1. The customer attempts to log in to CustomerEngage Account Management.

2. CustomerEngage Account Management sends a user authentication request to Guidewire Hub with the Thales OneWelcome IdP ID.

3. Guidewire Hub issues a SAML request to the Thales OneWelcome Identity platform, prompting the customer to log in.

4. Thales OneWelcome validates the customer's credentials.

5. If the login is successful, Thales OneWelcome returns a SAML response to Guidewire Hub with attributes specifying the customer's information and groups.

6. Guidewire Hub validates/updates the user group information received by Thales OneWelcome.

7. Guidewire Hub sends a token containing the user information (groups/attributes) to CustomerEngage AccountManagement for enforcement of application access control rules.
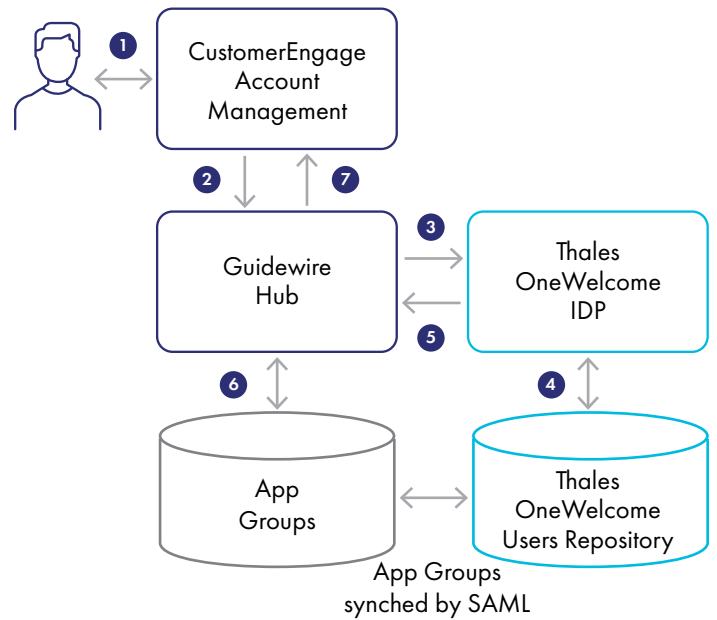
Enabling the **Vendor Login** Use Case:

Different populations will need to log in to VendorEngage. Although the Guidewire application can be connected to only one IDP, one way to implement this use case is:

1. The user attempts to log in to VendorEngage. In the login page the user will need to specify the user type (Employee or external user...).

2. VendorEngage sends a user authentication request to Guidewire Hub with the Thales OneWelcome IdP ID and the user type.

3. Guidewire Hub issues a SAML request to the Thales OneWelcome Identity platform, prompting the customer to log in. Based on the user type, Thales OneWelcome will redirect the request to an external IDP (4a, 4b, 4c).

4. If the login is successful, Thales OneWelcome returns a SAML response to Guidewire Hub with attributes specifying the customer's information and groups.

5. Guidewire Hub validates/updates the user group information received by Thales OneWelcome.

6. Guidewire Hub sends a token containing the user information (groups/attributes) to VendorEngage for enforcement of application access control rules.
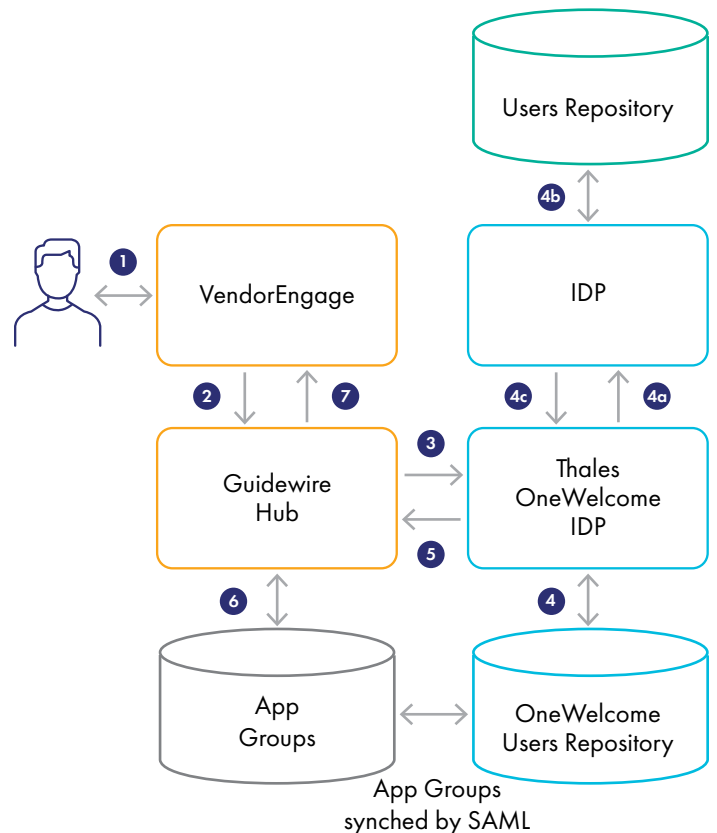
Why leading companies trust Thales

Thales is the indisputable leader in digital identities and data protection, creating trust for digital services in an increasingly connected world. Companies all over the world rely on our Identity and Access Management platform to keep critical infrastructure safe from unauthorized access while also helping our customers reach important business goals.

To learn more, visit thalesgroup.com/iam

About Thales

Today's businesses and governments depend on the cloud, data and software to deliver trusted digital services. That is why the most recognized brands and organizations around the world, rely on Thales to help them protect sensitive information and software wherever it is created, stored or accessed – from the cloud and data centers to devices and across networks. As the global leader in data security, identity & access management, and software licensing, our solutions enable organizations to move to the cloud securely, achieve compliance with confidence, create more value from their software and deliver seamless digital experiences for millions of consumers every day.

Thales OneWelcome Identity Platform		

Identity Apps

Hardware Tokens	Onboarding Protection	Access Protection
Consent & Preference Management	Delegated User Management	Externalized Authorization
Identity Brokering	Mobile Identity	Strong Authentication

Integrations with third party apps and services

IAM Foundation

User Journey Orchestration		

Identity & Access Core		