
OneShield Client Services

With specialized knowledge of the global P&C and Life insurance business across all lines of personal, commercial, life and specialty markets, OneShield provides a dedicated 24/7 Client Services team focused on the needs of post-production clients.

Innovative software is half of the “success equation” when implementing enterprise-quality core systems and components. It is equally important to take full advantage of the evolution of the core system with regular maintenance and release management. Also, key is ensuring you have ongoing access to key resources for those “How do I?” questions that pop up during routine support.

At OneShield, not only do we understand the importance of providing 24/7 client support during and after implementations, but also of working closely with clients on strategic and tactical projects on an ongoing basis. Our Client Services team goes well beyond triaging support issues or fielding questions. We match dedicated and seasoned industry experts to your implementation and post-production needs. Our goals are to ensure that your team members learn as much as possible from our experienced and knowledge-rich experts, and move your internal team quickly toward self-sufficiency and operational efficiency.

Our proven implementation methodologies, close collaboration and mentoring of your team members focuses on transforming your business for the future. Understanding how your business works is just one aspect of the “OneShield Experience” — the positive impact of working with our people, our products, and a decade’s worth of proven and successful implementations.

Our clients enjoy a wide range of benefits, professional services and support during and after OneShield Software project implementations. We offer a full range of services ranging from hosting and release management to including support for requirements, design, development and testing.

OneShield also provides system audits and conducts platform assessment comparisons based on best practices. In addition to staff augmentations for your project initiatives, as needed, we provide mentoring to help you become self-sufficient in the modification and maintenance of our products.

As your implementation progresses, we can also provide Level II production support that backs up your own helpdesk, advise on issue triage and support of core product upgrades.

Lower Your Total Cost of Ownership with OneShield Client Services



Peer-to-Peer Collaboration

- Our Client Services team reduces future implementation risks and ensures you continue to get the most out of your system by leveraging our subject-matter experts (SMEs), specialized technical expertise and peer-to-peer collaboration.
- Your dedicated OneShield Manager and support team are always there to offer ongoing support and guidance.
- Whether the need is one-on-one support, infrastructure and platform upgrade recommendations, design or architecture expertise or onshore/offshore staff augmentation, OneShield can tailor a support model that best fits your goals.



Achieve Self-sufficiency through Our Training and Mentoring Programs

- Your business and technical teams can quickly gain self-sufficiency with our SME knowledge transfer, training and mentoring approaches.
- We offer various options for training and mentoring of client teams — both on-site, and via tools and remote collaboration.
- A dedicated Client Services team works closely with your staff members to deliver design support and code reviews that ensure alignment with industry recommendations and best practices.
- We also provide peer-to-peer code audits and reviews so your team members can comfortably assess individual abilities needed for maintenance of OneShield products independently without any dependencies.



Swift Issue Resolution with 24/7 Support

- OneShield is committed to your success no matter how long you have been in production.
- We provide around-the-clock global support teams so you receive the support you need, when you need it.
- Our 24/7 support also ensures that less time is spent on triaging issues, and more time is spent on finding solutions.

OneShield Client Services is an extension of your own team. We go into implementations as your partner and not as a vendor. Our goal is to add value to your business with strategic conversations and recommendations.

Ready to Simplify Your Business? It Starts with a Conversation.

OneShield Software delivers core business software solutions to the global insurance and broader financial services industry, deployed in the cloud or on premise. Our portfolio of standalone, subscription, and cloud-based software products includes enterprise class policy management, billing, claims, rating, product configuration, business intelligence, and analytics solutions that leverage a tool-based open architecture and single data model platform to streamline your business. OneShield Software automates and simplifies the complexities of core systems with targeted solutions, seamless upgrades, collaborative implementations, and lower total cost of ownership.

With corporate headquarters in Marlborough, MA and offices in India, Canada, and Australia, OneShield, Inc. has a total of 46 products in production across the P&C and Life insurance markets.

Visit us at OneShield.com or contact us now to learn how we can help simplify and transform your business.

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